

Finding Hope

2019-2022

Kids Help Phone's Action Plan
for Supporting First Nations, Inuit,
and Métis Young People



Kids Help Phone
Jeunesse, J'écoute





Kids Help Phone
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Kids Help Phone would like to thank our Indigenous Advisory Council for their continued leadership on our Indigenous initiatives and for affecting positive change in all aspects of our organization. We would also like to thank Pinehouse Photography Club for sharing their extraordinary talent through many of the beautiful photos featured in this document.

Photo: Jonah JCNAT Photography

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Photo: Charlene Halkett Lensqueen

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Cover Photo: Louis Iron Photography

Introduction

Since 1989, Indigenous* young people have reached out to Kids Help Phone for professional counselling, support, information and connection to community services. While many Indigenous young people recognize Kids Help Phone as a safe place for support, we know we can, and must, do more. This means we must ensure as our services evolve, they continue to adapt to be relevant, equitable, and accessible to Indigenous young people from coast to coast to coast.

We recognize the tremendous diversity among Indigenous peoples, the historical and ongoing impacts of colonization* and the intergenerational trauma* it continues to cause. We also recognize that as a non-Indigenous organization, it is critical that we learn and embrace leadership from Indigenous peoples who are experts in their own lives.

For this reason, our Indigenous Strategy has been identified as an essential initiative within our 2017-2021 Strategic Plan as a main pillar under the strategic objective of maximizing access to services for all young people in Canada.

Under this pillar we will reduce and remove, when possible, barriers to access and support, and create innovative, relevant, and essential service offerings. Our goal is to reach 3.5 million youth engagements annually by 2021.





This Indigenous Youth Action Plan has been developed and is being implemented under the leadership of Kids Help Phone's Indigenous Advisory Council. This diverse council is composed of Indigenous community leaders and experts in the mental, emotional, and spiritual well-being of Indigenous children and youth. The Indigenous Advisory Council shares members with both the Kids Help Phone Board of Directors and National Youth Council.

Partnership with Indigenous peoples forms the foundation of this action plan. We are also committed to working collaboratively with both Indigenous and settler* organizations, governments and donors to achieve our goals.

This action plan is ambitious; but with support from our partners and donors, we know we can achieve our goals and provide much needed supports to Indigenous young people. This includes delivering 70,000 counselling and crisis response sessions annually by 2022. Please join us in ensuring every First Nations*, Inuit*, and Métis* young person across Canada has equitable access to Kids Help Phone services wherever and whenever they need us most.

Why Focus on Indigenous Children and Youth?

Indigenous peoples continue to experience intergenerational trauma from the ongoing effects of colonization. As a national charity, Kids Help Phone knows that more can and should be done to support Indigenous young people. We believe that our services can bridge the gap for many Indigenous young people in need of mental, emotional, and spiritual well-being support, particularly when other services are not available.

The effects of colonization are well-documented. The overrepresentation of Indigenous children and youth in government care has been called a “humanitarian crisis” by the Government of Canada¹. High incarceration rates, extreme suicide rates, substance misuse, and high frequency of physical and sexual abuse are just some of the indicators that emphasize the need for greater supports for Métis, Inuit, and First Nations young people.

Many Indigenous people, particularly in the north, live in isolation and experience high rates of poverty which creates additional barriers to accessing health services, nutritious food, and safe housing. Mental health workers are intermittently available in many communities with long waiting lists and limited resources. High staff turnover, fueled by vicarious trauma*, occurs in health care and education – contributing to the instability that many Indigenous young people experience in their daily lives.

Colonization has imposed beliefs that societies must be male-dominated and exclusively heterosexual creating toxicity within Indigenous communities. This has also stigmatized mental health and increased violence and trauma in Indigenous communities while devaluing Indigenous teachings that historically supported healthy relationships and gender equality. Supports to address these issues are particularly limited for male-identified Indigenous young people, LGBTQ2S+ youth, and geographically displaced young people.

Despite these extreme circumstances, Indigenous peoples continue to show amazing strength. As one of the fastest growing populations in Canada, Indigenous peoples are contributing more and more to all aspects of local and national economies while sharing valuable knowledge in science, health, education, arts and more.

As partners in reconciliation*, it is the responsibility of all people and organizations in Canada to work with Indigenous peoples toward a better future. All Canadians benefit when Indigenous peoples have equal and equitable access to health care, economic development opportunities, and education. Kids Help Phone is committed to ensuring that every Indigenous young person across Canada has equitable access to our services wherever and whenever they need us most.

¹ Edwards, K. (2018, January 16). <https://www.macleans.ca/politics/terrible-consequences-jane-philpott-on-indigenous-children-in-foster-care/>. Retrieved from Maclean's: <https://www.macleans.ca/politics/terrible-consequences-jane-philpott-on-indigenous-children-in-foster-care/>

Indigenous Leadership

Photo: Jon Ray northern exposure photography



As a settler organization, Kids Help Phone recognizes the importance of Indigenous leadership in all our work. In 2018, we established a new position - Manager, Indigenous Initiatives- and soon after, an internal, cross-departmental Indigenous Initiatives Committee. Under the leadership of the Manager of Indigenous Initiatives, and with the collaboration of our internal committee, our Indigenous Initiatives are also led by an external, Indigenous Advisory Council.

Kids Help Phone's Indigenous Advisory Council is composed of Indigenous experts, half of whom are youth, who have demonstrated a strong commitment to the mental, emotional, and spiritual well-being of Indigenous young people.

The Indigenous Advisory Council met in September 2018 for two days to provide direction, set goals, identify primary audiences and provide specific direction on Kids Help Phone's programs and services to help ensure that we are doing our very best to support Inuit, First Nations, and Métis young people across Canada. This direction provided the foundation of this Indigenous Youth Action Plan which the Council will continue to guide throughout its implementation and beyond.

The development of our Indigenous Youth Action Plan has been a true collaboration and defining moment for Kids Help Phone. We look forward to implementing this action plan under the continued leadership of the Indigenous Advisory Council, our Executive Team, Kids Help Phone's Board of Directors and our entire staff complement.

Our Goals

Kids Help Phone's Indigenous Advisory Council has challenged us to achieve seven ambitious goals through the implementation of the Indigenous Youth Action Plan. These goals will be reached with the generous support of donors and partners between 2019 and 2022. Our success in achieving these goals will be monitored and measured through a comprehensive evaluation plan.

1. Increase Indigenous counselling and crisis response sessions to 20% of all sessions annually by 2022.

This increase will be achieved through improved tracking of Indigenous service use, equitable service delivery, and extensive awareness initiatives. Twenty percent is the equivalent of approximately 70,000 unique counselling and crisis response sessions in 2022.

2. Maximize Indigenous access to counselling, crisis response and mental, emotional, and spiritual well-being resources.

We will identify barriers to access, including psychological, physical, economic, and technological barriers, through ongoing engagement with Indigenous young people, community leaders, key influencers, and mental health experts. We will be proactive in addressing those barriers through advocacy, partnership, and creative solutions to ensure every Inuit, Métis, and First Nations young person across Canada has equitable access to Kids Help Phone services, wherever and whenever they need us most.

3. Promote the mental, emotional, and spiritual well-being of Indigenous young people

We will increase mental health knowledge and vocabulary among Indigenous peoples that will destigmatize mental health issues and encourage help-seeking behaviours. We will also share information that will reduce racially influenced diagnoses and inform all peoples of the effects of intergenerational trauma and colonization while shining a light on the strength of Indigenous young people.

4. Increase Indigenous education among Kids Help Phone staff, volunteers and board of directors

This ongoing education will ensure that we truly understand the value of Indigenous healing practices and the meaning behind our words and actions. This education will incorporate Indigenous mental health frameworks and recognize the amazing diversity of Indigenous peoples; the unique challenges faced by Métis, Inuit and First Nations young people and the fact that colonization causes intergenerational trauma and is ongoing in different forms including the removal of Indigenous young people into government care.



5. Increase Indigenous representation of staff and volunteers to a minimum 5% by 2022.

We will create an even more diverse workforce by increasing the number of Indigenous employees with a goal to increase representation in all departments. We will also help promote a more inclusive approach to volunteerism, provide more volunteer opportunities, ensure Indigenous voices are represented on our board of directors and committees, and support the transition of Indigenous students into the workforce.

6. Expand Resources Around Me* to include at least 6,500 Indigenous-focused resources by 2022.

Resources Around Me allows young people to search over 19,000 services to find resources available to youth in their communities. Currently, more than 3,100 of these resources are Indigenous-focused. Through the revision of our inclusion criteria, enhanced information collection processes, and increased outreach, we will more than double the number of Indigenous-focused resources included in Resources Around Me by 2022.

7. Contribute to the benefit of Indigenous and settler people in Canada

We will seek out opportunities to support Indigenous peoples through advocacy, knowledge sharing, and access to mental health services. We will work with Indigenous communities and organizations to support healthy relationships, gender equality, and self-governance. We will use our national voice to reduce stereotypes and support reconciliation among Indigenous and settler people across Canada.

*Defined under Key Terms and Program Descriptions



Guiding Principles

Our Indigenous Initiatives will adhere to four guiding principles as identified by Kids Help Phone's Indigenous Advisory Council. These principles are:

- **Recognize and respect the distinctiveness of Indigenous Nations and communities**

As a national charity, we must make every effort to avoid pan-Indigenous* approaches; however we recognize that there are inherent values that are found across Indigenous cultures and places in Canada. It is our goal that we will recognize local Indigenous Nations and their inherent connections to lands, waters and wildlife as we strive to develop programs, services and initiatives that recognize the tremendous diversity of the Indigenous communities and young people we serve.

- **Support inclusion and meaningful participation**

We must ensure that Indigenous peoples have equal and equitable access, not only to Kids Help Phone programs and services, but to our employment, volunteer, and procurement opportunities.

- **Education is essential to the success of Indigenous initiatives**

Kids Help Phone employees and volunteers must receive regular Indigenous- sourced training that will inform our Indigenous initiatives.

- **We must work in partnership with Indigenous peoples**

Indigenous peoples carry essential expertise in mental health care. We will work in partnership with Indigenous organizations, health experts, knowledge keepers, community leaders, champions, and young people.

Danielle's* Story

Four years ago, I was in a really dark place.

I'd lost three friends to suicide here on the reserve. I felt so helpless trying to cope with that loss, I was thinking about ending my own life. I was just in so much pain. That's when I called Kids Help Phone.

I don't know where I'd be if a counsellor hadn't picked up the phone. And I'm so happy I'm here today to say thank you for making sure someone was there! You helped me find light and hope in my darkest time.

Sometimes, I still need help to find that hope again.

In my small northern community, everyone knows everyone else. For kids like me, having free help over the phone or online makes all the difference.

And it's all thanks to you. Because of you, kids in big cities, small rural towns, and even fly-in reserves can find someone to listen – whenever we need to talk.

Thank you again for being a lifeline for kids like me – no matter where we live!

Sincerely,
Danielle* Kids Help Phone service user

* This is the true story of a young person. Their name and the identifying details of their story have been changed for anonymity and confidentiality.

Primary Audiences

Indigenous children and youth living in remote, urban, and rural communities across Canada, as they define themselves, are the audience of this action plan. In order to focus our efforts however, we have defined primary audiences that are in greater need of mental health supports or are well-positioned to assist Kids Help Phone in achieving the goals set out in this Indigenous Youth Action Plan. The following is a non-exhaustive list of these primary audiences in no particular order.

- **Geographically Displaced Indigenous Young People**

Connection to nature, family, and community are central to the mental, emotional, and spiritual well-being of many Métis, Inuit, and First Nations young people. Despite this, many Indigenous young people must leave their communities in order to access even basic supports including education, medical treatment, and safe housing. Indigenous young people are vastly overrepresented in the justice system, are more likely to be homeless, and more Indigenous young people are in government care today than at any point in history.

This disconnection from the lands and community is often detrimental to Indigenous young people. Kids Help Phone will advocate for community supports that will reduce the number of Indigenous young people that are displaced while at the same time, ensure that displaced Indigenous young people have equitable access to Kids Help Phone services wherever and whenever they need us most.

- **LGBTQ2S+ Indigenous Young People**

Indigenous LGBTQ2S+ youth are often marginalized, sometimes within their own communities. Indigenous peoples are holistic in their approach to community and family. The binary (male or female) approach to gender was imposed in many communities as a western norm. Lesbian, gay, bisexual, transgender, queer, and two-spirit Indigenous people “experience unique barriers to culturally safe health care, and are at greater risk for negative mental and physical health outcomes than their non-Indigenous LGBTQ peers or their non-LGBTQ2+ Indigenous peers”². Kids Help Phone has long been an advocate for LGBTQ2+ rights and will continue to recognize and support their unique needs.

2. Laing, M. (2016, July). TWO-SPIRIT AND LGBTQ INDIGENOUS. Retrieved from Rainbow Health Ontario:
<https://www.rainbowhealthontario.ca/wp-content/uploads/2016/07/2SLGBTQINDIGENOUSHEALTHFactHeet.pdf>

“before I texted this I felt like nothing mattered and I was scared that I was going to do something, after texting you I felt a lot better and had learned how to calm my self in new ways. Thank you so much”

– 16 year old, female, Indigenous

Photo: Jenna Mae Natomagan Photography



- **Male-Identified Indigenous Young People**

Greater supports are needed for all Indigenous peoples including male-identified Indigenous young people. The creation of toxic masculinity* in communities has led to greater rates of trauma from both internal and lateral violence within Indigenous communities. Indigenous men and boys receive little focus in terms of research and programming despite accounting for 71% of all missing and murdered Indigenous peoples³. Kids Help Phone will work in partnership with Indigenous organizations and communities to support Indigenous young people through counselling and text-based supports, knowledge sharing, advocacy, and special initiatives to address toxic masculinity impacting young Indigenous men and women.

- **Mental Health Workers and Organizations**

Kids Help Phone counselling and crisis response is part of a continuum of care. We do not replace community- or nation-based mental health supports; we complement them by offering access to counselling and support 24/7. We must work in partnership with organizations that provide mental health supports to build trust and ensure our programs and services are understood for referral purposes. We will also listen carefully to community needs and seek opportunities for collaboration.

- **Influencers of Indigenous Young People**

Extended families often hold important roles in the day-to-day lives of Indigenous young people. Educators, recreation workers, community mentors, Elders, and community leaders are also in positions of influence in the lives of Indigenous children and youth. Kids Help Phone will build relationships with these influencers and connect them with resources that will support the mental, emotional, and spiritual well-being of Indigenous young people.

3. Olivier, A. (2017, April 23). Global News. Retrieved from Global News:

<https://globalnews.ca/news/3398446/necktie-campaign-focuses-attention-on-plight-of-missing-and-murdered-indigenous-men/>

Thirty-seven actions will be implemented, with support from our partners and donors, to achieve the goals of this Indigenous Youth Action Plan. These actions positively affect every aspect of Kids Help Phone, from our daily operations to our governance, and will be implemented by our entire staff complement from 2019-2022.

Partnership

1. **Actively seek out partnerships with governments, organizations, and Indigenous individuals who support the mental, emotional, and spiritual well-being of Indigenous children and youth. These partnerships will further the objectives of Kids Help Phone's Indigenous Youth Action Plan by:**
 - a) Ensuring new and existing programs, services, and initiatives benefit from the knowledge, experience, and perspectives of Indigenous peoples;
 - b) Facilitating connections with the primary audiences identified in the Indigenous Youth Action Plan;
 - c) Providing access to funding that will support this action plan so that we work with, and not against, Indigenous organizations and communities that are also in need of ongoing support and funding;
 - d) Building on or creating new initiatives that further the objectives of the Indigenous Youth Action Plan;
 - e) Exchanging knowledge and information that will contribute to the benefit of Indigenous and settler people in Canada; and
 - f) Building awareness of Kids Help Phone as a trusted partner in reconciliation.

“Thank you... I was having a meltdown/crisis and was crying and have been feeling very worried about it but thanks to you I have now managed to stir up enough confidence and bravery to go and talk to my doctor. You were professional and you didn't judge me. I can't even begin to explain how much I appreciate that.” – 17 year old, male, Indigenous



- 2. Create a Canada-wide network of volunteer Indigenous champions to bridge the connection between Kids Help Phone and Indigenous communities and urban centres. The purpose of the Indigenous champions program will be to:**
 - a) Empower Indigenous people of all ages to support the mental, emotional, and spiritual well-being of Indigenous young people in their communities;
 - b) Provide meaningful volunteer experience;
 - c) Connect Indigenous young people with Kids Help Phone programs, services and other mental health resources;
 - d) Inform Kids Help Phone of opportunities to support initiatives that contribute to the mental, emotional and spiritual well-being of Indigenous young people;
 - e) Support the accuracy and inclusivity of Kids Help Phone's Community Resource Database* by facilitating connections to community resources and emergency services;
 - f) Share mental health information and resources through social media and community-based communication channels;
 - g) Provide input on Kids Help Phone's Indigenous outreach activities;
 - h) Facilitate opportunities for partnerships; and
 - i) Reach out to Kids Help Phone in times of crisis to request urgent supports.
- 3. Participate in committees, conferences, and other knowledge exchange forums that seek to advance the mental, emotional, and spiritual well-being of Indigenous children and youth, identify barriers to access, and inform our Indigenous initiatives.**
- 4. Build relationships between Kids Help Phone's regional employees and Indigenous communities by increasing employee education about local Indigenous peoples, histories, and cultures; and participating in networking opportunities and Indigenous-focused regional events.**

Actions

Training and Operations

5. Infuse on-going counsellor, crisis responder, volunteer, employee and board training with Indigenous education that:

- a) Recognizes the uniqueness within and between First Nations, Inuit, and Métis peoples;
- b) Is developed and delivered in partnership with Indigenous knowledge holders;
- c) Utilizes a variety of training methods including coaching; attending webinars, workshops, and conferences; knowledge translation of research findings; and organization-wide alerts about current issues that touch the lives of Indigenous peoples across Canada;
- d) Formalizes a process for open dialogue with counsellors and crisis responders to ensure they have the tools and information needed to support Indigenous young people;
- e) Will increase understanding among counsellors and crisis responders of the importance of data collection, in terms of documenting Indigenous service users, and its utility to the organization and in supporting Indigenous young people;
- f) Encapsulates the effects of colonization and reflects the realities of Indigenous young people in urban, rural and remote settings; and
- g) Recognizes the value and efficacy of Indigenous healing practices in the treatment of Indigenous peoples where requested by Indigenous service users.

6. Explore how to connect First Nation, Inuit, and Métis service users with Indigenous counsellors and crisis responders when requested by the service user.

7. Seek out and consult Indigenous-focused, peer-reviewed journals and other validated resources to continually inform our work.

8. Update our donor policy to ensure it:

- a) Explicitly states that all funds received for Indigenous initiatives are applied directly and exclusively to Indigenous initiatives; and
- b) Provides the names of funding sources for community-level programming to community program leads.



Photo: Jenna Mae Photography



9. Create an access plan that includes remote Indigenous communities to ensure counsellors and texting supervisors can efficiently connect Indigenous young people with emergency services when requested.
10. Develop a data policy that ensures information collected by Kids Help Phone is shared in a responsible manner and supports the mental, emotional, and spiritual well-being of Indigenous young people by:
 - a) Informing governments and health care professionals of emerging trends;
 - b) Notifying community leaders of essential information as it becomes available while maintaining the confidentiality and anonymity of our services;
 - c) Supporting the need for further research;
 - d) Adhering to OCAP principles;
 - e) Identifying gaps in existing supports; and
 - f) Assisting Indigenous peoples in accessing funding for additional supports.
11. Proactively produce a summary of research evidence and best practice on Indigenous-specific topics that a copywriter can use to produce youth-facing content.
12. Acknowledge the long-standing relationship of Indigenous peoples as stewards of the lands, waters, and wildlife during public events and speaking engagements.
13. Enhance methods of collecting information about Indigenous resources for the Community Resource Database/Resources Around Me*.

Actions

Promotion of Mental, Emotional and Spiritual Well-being

14. Enhance Kids Help Phone's Indigenous-focused content by developing a process that:

- a) Increases the amount of Indigenous-focused content in our web editorial content calendar to 15% by 2022;
- b) Consults with members of Indigenous communities (including Kids Help Phone's Indigenous Advisory Council, champions, and Indigenous young people etc.) to identify new digital content subject matter that is relevant to Indigenous audiences;
- c) Includes collaboration with multiple partners with expertise in Indigenous mental, emotional and spiritual well-being on the development and verification of content used for both training and outreach purposes;
- d) Ensures all internal and external content produced by Kids Help Phone is vetted through a lens that is attuned to the impacts of colonization and the current realities of Indigenous peoples;
- e) Contributes to the revitalization of Indigenous languages and increases the accessibility of Kids Help Phone resources by engaging Indigenous language speakers in the translation of select print and online content; and
- f) Incorporates Indigenous awareness events (e.g. days, weeks, months, etc.) in our cross-departmental thematic calendar.

15. Support events and campaigns that recognize and contribute to the mental, emotional and spiritual well-being of Indigenous young people through participation and/or promotion when possible.

16. Increase the number of Indigenous influencers in Kids Help Phone's Influencer and Ambassador program* to support the mental, emotional, and spiritual well-being of Indigenous young people.

“Thank you so much for being here, my mood brightened up as soon as I let out what was bothering me. It usually takes me so long to feel better but tonight I don't have to cry myself to sleep so thank you so much!” – Female, First Nations



17. Explore redeveloping our interactive on sex and gender — a tool where users can create their own avatar with a gender identity, gender expression, biological sex, sexual orientation, etc. — on our website.
18. Connect with Indigenous organizations that offer similar classroom-based programs to seek out opportunities for collaboration and partnership on the Counsellor in the Classroom* program.
19. Incorporate input from Indigenous peoples including champions, educators, and young people during the redevelopment of the Kids Help Phone School Clubs program*.
20. Creation of a new Indigenous stream of the Counsellor in the Classroom* (CITC) program based on input from Indigenous education and mental health experts. This would include new program materials, outreach efforts, and delivery, and account for 20% of all CITC sessions by 2022.
21. Identify one or more Indigenous partner(s) with whom to create an annual awareness campaign in support of the mental, emotional and spiritual well-being of male-identified Indigenous young people.

Actions

Outreach & Awareness

22. Determine how Kids Help Phone's brand can best resonate with Indigenous audiences.
23. Strengthen and expand relationships with Indigenous media.
24. Create First Nations, Inuit and Métis keywords for Crisis Text Line powered by Kids Help Phone to better identify service users as Indigenous and support evaluation of our efforts.
25. Develop a mapping tool to visually track our outreach activities and relationships at the community level to ensure all Indigenous young people have access to Kids Help Phone's services from coast to coast to coast.
26. Create a tool for Kids Help Phone partners and champions to share with Indigenous young people and communities to build awareness of Kids Help Phone services.
27. Promote Kids Help Phone to the primary audiences of this Indigenous Youth Action Plan through a variety of communication channels.
28. Increase visibility of Indigenous peoples throughout our communications, marketing, and awareness materials. This will be achieved in part through the expansion of our photo database to include images that respectfully and positively reflect the diversity and realities of Indigenous peoples today.

Inclusion

29. Develop communication protocols for council, board and committee meetings that address identified barriers, including technological barriers, to inclusion and meaningful participation.
30. Review eligibility criteria for the Community Resource Database/Resources Around Me* to ensure it is inclusive of Indigenous peoples and Indigenous-specific supports.
31. Ensure our workplace is fully inclusive of Indigenous peoples by connecting with Indigenous organizations that provide training and knowledge in recruitment, retention and support of Indigenous employees.
32. Develop a recruitment strategy that includes consideration of a bursary program that supports Indigenous students transitioning into the workforce, particularly in the field of social services.
33. Actively recruit Indigenous peoples in all areas of employment, councils, committees and volunteer opportunities at Kids Help Phone.
34. Promote careers in mental health services to secondary school students.
35. Share our expertise by supporting our staff in the mentorship of Indigenous post-secondary students.
36. Conduct a review of our procurement policy and consult with Indigenous experts in business development to ensure our policy supports local Indigenous businesses, nations and knowledge keepers.
37. Be leaders in the decolonization of volunteerism by expanding our definition of volunteer experience to be reflective of the opportunities and realities of Indigenous peoples and offering meaningful volunteer opportunities to Indigenous peoples within their communities.

Key Terms and Program Descriptions

Colonization

Colonization is the act of a group of individuals who take over a selected territory and then exert their own laws and policies in order to maintain control of the resources and peoples of the new territory. Colonization is not a single event of first contact, but rather a long-term, deliberately damaging process, which continues to this day in Canada including through inequitable access to essential services, discriminatory policies, and the underrepresentation of Indigenous peoples in Canadian economies.

Community Resource Database/Resources Around Me

Kids Help Phone collects and maintains Canada's largest online database of mental health and support resources for youth. This Community Resource Database allows counsellors to provide timely and accurate referrals to service users. In addition, Kids Help Phone has developed an interactive 24/7 online resource navigation tool named Resources Around Me. This tool allows young people to find resources in their community such as Counselling and Mental Health Support, Sexual Health Support, Housing Support, Legal Support, Job Help, and more. The tool can be found at:

www.kidshelpphone.ca/resourcesaroundme

Counsellor in the Classroom Program

The Counsellor in the Classroom program promotes the discussion of mental-health and well-being among young people, grades six through eight. Classes that participate will gain a better understanding of what mental health is and learn more about Kids Help Phone services. The program is split into two parts; the first part is lead by the teacher, followed by a 45-minute live call with a counsellor.

First Nations

First Nations are the largest of three distinct groups that make up Canada's Indigenous or original peoples. There are more than 600 First Nations (ex. Wemindji Cree First Nation) which are part of broader Nations (Cree Nation) or confederacies. Each First Nation has its own unique history and rich culture.

Indigenous

The term Indigenous is used in many countries, including Canada, to describe the original peoples of the lands. There are three main, unique groups of Indigenous peoples across Canada – Métis, Inuit, and First Nations.

Influencer and Ambassador Program

Kids Help Phone's Influencer and Ambassador Program is developed to maximize the organization's vision, mission, and values and fulfill our strategic objectives by connecting with influencers and like-minded advocates that young people admire, trust, and support. This, in-turn, will increase awareness of our services and relay a message that Kids Help Phone is a trusted ally that young people can always turn to, no matter where they are or what time it is.

Key Terms and Program Descriptions (cont.)

Intergenerational trauma

Intergenerational trauma is stress-induced trauma that is transferred from one generation to the next when left untreated. In Indigenous contexts, it is particularly common among descendants of survivors of the Canadian Indian residential school system and their communities.

Inuit

Inuit are one of three distinct groups that make up Canada's Indigenous or original peoples. Inuit refers to specific groups of Indigenous people generally living in the far north who are culturally, linguistically and historically distinct from First Nations and Métis. Inuit Nunangat is the homeland of the Inuit in Canada and includes four regions.

Métis

Métis are one of three distinct groups that make up Canada's Indigenous or original peoples. Métis is both a legal and general term for people of mixed First Nations and European ancestry, from specific historic communities. Métis people have settlements and groups in different geographical areas across Canada, with traditional Métis homeland including the Canadian Prairies.

Pan-Indigenous

Pan-Indigeneity, in a Canadian context, is the practice of grouping Inuit, First Nations, and Métis peoples into one category without recognizing the distinctiveness of not only these three groups, but also the unique cultures and communities they encompass. As an example, the Mi'kmaq Nation on the east coast is vastly different from the Haida Nation on the west coast of Canada in terms of language, cultural practices, and traditions – though both nations are represented under the broader First Nations category of Indigenous.

Reconciliation

Reconciliation is the process of restoring the respectful relationship between Indigenous and settler people in Canada and working together to overcome the devastating affects of colonization.

Settler

A settler, in the context of this document, is a non-Indigenous person living in Canada.

School Clubs Program

Kids Help Phone has an opportunity for elementary and secondary schools and community groups to receive support in starting up a Kids Help Phone School Club. This program consists of a Kids Help Phone awareness presentation with a Mental Health: True or False quiz, information about Kids Help Phone and using the service, and resources available on the website.

Toxic Masculinity

Toxic masculinity is an unhealthy form of gendered behaviour that occurs when “being a man” is defined by power, aggression, and status while at the same time viewing vulnerability and the expression of emotions as a sign of weakness. This unhealthy view of masculinity has destructive effects not only on the men and boys who may aspire to these expectations, but to communities as a whole.

Vicarious trauma

Vicarious trauma occurs when mental health workers or other helpers experience stress as a result of exposure to the trauma experienced by others.



Photo: Jenna Mae Photography

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Jeunesse, J'écoute





KidsHelpPhone.ca/FindingHope

**For more information on
Kids Help Phone's Indigenous
Youth Action Plan please contact:
resources@kidshelpphone.ca**

**For youth support:
Call 1-800-688-6868
Text "connect" to 686868
Live Chat: www.kidshelpphone.ca**

Photo: Jonah Natomagan JCNAT Photography