

## Crisis Text Line powered by Kids Help Phone

# FAQs

### Who can use the service?

The service is available to Manitoba youth dealing with any issue, big or small. By texting MYS to 686868, you can chat confidentially with a trained, volunteer Crisis Responder for support with any issue. Our texting service is available 24/7/365. You don't need a data plan, Internet connection or an app to use it. Remember, all conversations between young people and volunteer Crisis Responders are confidential.

### Is the service completely free?

Yes, Crisis Text Line powered by Kids Help Phone is completely free. There is no charge for sending or receiving texts, and the service will not use up any prepaid texts as part of an existing texting plan.

### Will the number show up on my bill?

Depending on your phone carrier, the number may appear on your phone bill. However, the name Kids Help Phone or Crisis Text Line will not appear anywhere on your bill.

### Is the service confidential and anonymous?

Our texting service is confidential but not anonymous. This means our Crisis Responders are not able to identify you based on your cell phone number and can only access information you choose to share with them. However, in certain circumstances a Kids Help Phone Texting Supervisor may need to access your information **only when it is absolutely necessary for your safety or the safety of others**. Depending on the situation, they may be required to call child protection services, an ambulance/EMS or the police. [Read more about our Privacy Policy and Duty to Report.](#)

### Who am I talking to when I text?

All texts are answered by Kids Help Phone volunteer Crisis Responders who will listen to you and help take you from a hot moment to a cool calm. Crisis Responders are trained, dedicated volunteers from across Canada who are passionate about helping young people. Crisis Responders are supervised by professional Kids Help Phone staff. Please note Crisis Responders are not professional counsellors.



## Does Kids Help Phone store my information?

Kids Help Phone is committed to ensuring and protecting your privacy. We only store information that helps us understand and improve our service, but we will never reveal identifying information about individual young people. If you would like to erase any information you shared with us, you can text the word LOOFAH to 686868 and all of your data will be deleted automatically.

## What happens when I text?

To start using the texting service, text MYS to 686868. The first few texts you receive will be automated messages from Kids Help Phone giving you more information about the service and our Privacy Policy. After that, you'll be connected to a trained Crisis Responder who can talk to you about any issue, big or small. You can end a conversation with a Crisis Responder at any time by texting the word STOP. This means that we won't send you any more messages unless you text again.

## Is there a limit to how much or how often I can text?

Each text should be no more than 160 characters, but you can send multiple texts if you need more space! You can use the texting service whenever you need support, regardless of how often you've used the service in the past. You won't be able to talk to the same Crisis Responder each time you use the service, but don't worry – all of our Crisis Responders are trained to support you through any issue you're dealing with!

Got a question that wasn't answered? [Contact us.](#)

Learn more about [Crisis Text Line powered by Kids Help Phone.](#)

### For more information:

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