

The logo consists of the text '9-8-8' in a bold, black, sans-serif font, centered within a white circle. The background of the slide features a yellow upper half and a white lower half, separated by a curved line. A light blue curved shape is visible on the right side.

9-8-8

**Suicide Crisis
Helpline**

9-8-8: Canada's Three-Digit Suicide Crisis Helpline

Overview for Canada-wide organizations

Agenda

01 Introduction to 9-8-8

02 How 9-8-8 works

03 Opportunities to collaborate

01 Introduction to 9-8-8: Suicide Crisis Helpline

Background

- Suicide affects people of **all ages and backgrounds**.
- Every day, **approximately 12 people die by suicide** in Canada – 4,500 per year.
- For every person who dies by suicide, **as many as 135 people** can be impacted by the loss.
- Research shows that the simple **power of connection** can create newfound hope and start a path to recovery.

- **9-8-8: Suicide Crisis Helpline**, Canada's **new three-digit suicide prevention helpline**, launched November 30th, 2023.
- The **Centre for Addiction and Mental Health (CAMH)** in Toronto, Ontario is leading and coordinating the delivery of 9-8-8 nationwide.
- Funded by the Government of Canada, through the **Public Health Agency of Canada** (\$158.4 million).

9-8-8 makes it as simple as possible to get help, when it's needed most.

- ✓ Easy to remember number.
- ✓ English and French.
- ✓ 24 hours a day, seven days a week.
- ✓ Available across Canada.
- ✓ Live support by phone and text.
- ✓ Toll-free.



Who Should Call or Text 9-8-8?

- 9-8-8 is here for anyone who is **thinking about suicide**, or who is **worried about someone they know**.
- Everyone who reaches out to 9-8-8 will be assessed for suicide risk.
- The goal is to prevent suicide by making it as simple as possible for people to get the help they need **in the moments they need it most**.

No one who reaches out to 9-8-8 will be turned away.

9-8-8 by the numbers

* Calls and texts answered are for the period November 30, 2023 – March 31, 2025. Average time to answer is for the month of March 2025.

9-8-8



486,093
calls and texts answered



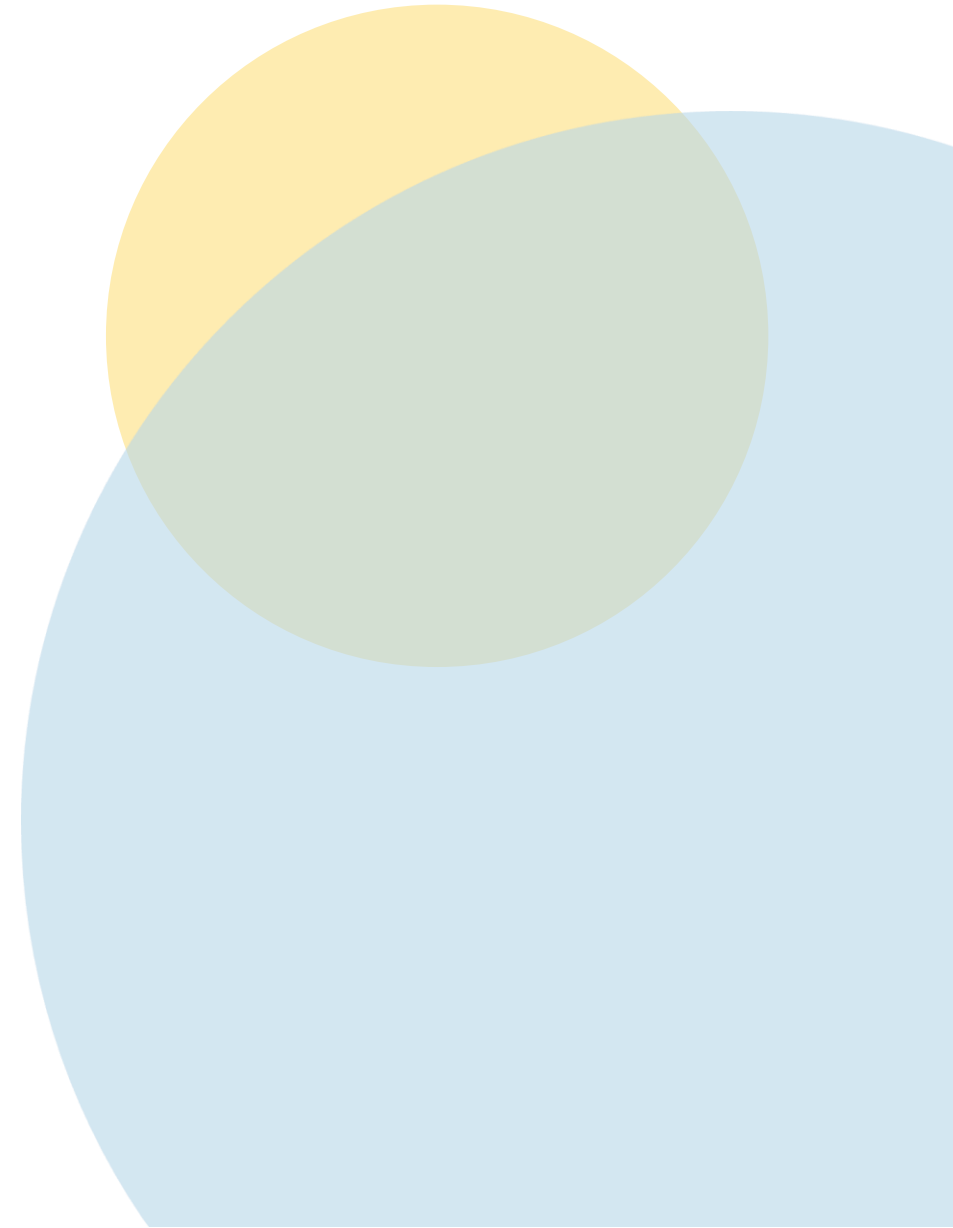
286,993 calls
answered

59 seconds
– average time to answer



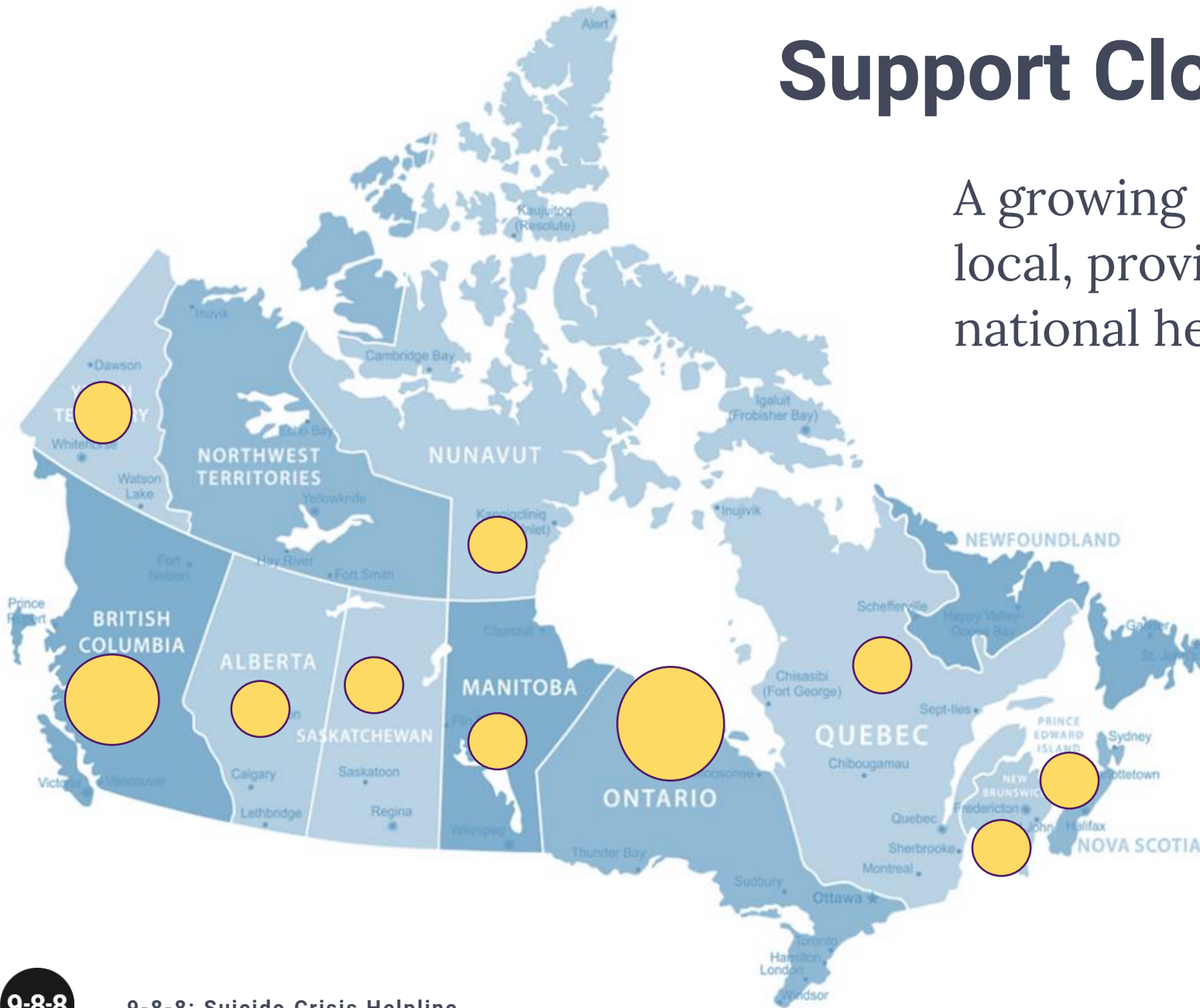
199,100 texts
answered
01 minutes 34 seconds
– average time to answer

02 How 9-8-8 Works



Support Close to Home

A growing network of experienced local, provincial and territorial, and national helplines.



National partners

- National Hub at CAMH
- Hope For Wellness
- Kids Help Phone

A Network Model

- 9-8-8 Partners are the backbone of the service.
- Calls and texts to 9-8-8 are answered by **trained responders** at one of around 40 local, provincial and territorial, and national crisis lines, who **co-deliver** the service.
- Where possible, callers and texters will be routed to the nearest available responder.
- A “hub” of trained responders, based across the country, provide crucial additional capacity when a local responder is not available.
- All partners provide **existing crisis services** within their communities, and also take 9-8-8 calls and texts.
- Some partners provide national services for **specific populations and communities**:
 - First Nations, Inuit, and Métis can connect to **Hope for Wellness** through 9-8-8.
 - **Kids Help Phone**, along with other partners, supports callers under 18.



What happens when you call or text?

1

You will hear or see a brief recorded message to let you know you are in the right place.

2

You will be able to choose options to make sure you get the support that works best for you, including whether you'd like to connect in English or French.

3

You will hear or see an important message about privacy, and a link to where you can find out more.

4

You will reach a responder, who will:

- Listen and give you space to talk.
- Offer empathy and compassion.
- Help you find ways to create safety when things feel overwhelming.



9-8-8 Responders

- All 9-8-8 responders are trained in suicide prevention using **best practices, procedures and protocols** in crisis/distress interactions.
- Training covers topics such as:
 - How to assess suicide risk
 - How to practice active listening
 - Working with the individual on coping techniques
 - Collaboratively creating a safety plan.



Culturally Affirming Support

- Cultural safety is a key principle of 9-8-8. 9-8-8 is committed to providing culturally affirming support.
- 9-8-8 responders are trained to understand the importance of a caller or texter's values and preferences, and embrace cultural humility.
- Responder training is informed by best practices and engagement with organizations representing populations most affected by suicide.
- 9-8-8 is partnering with the Hope for Wellness Helpline, who specialize in supporting First Nations, Inuit and Métis communities.
- Kids Help Phone is one of several partners providing specialized support to children and young people.



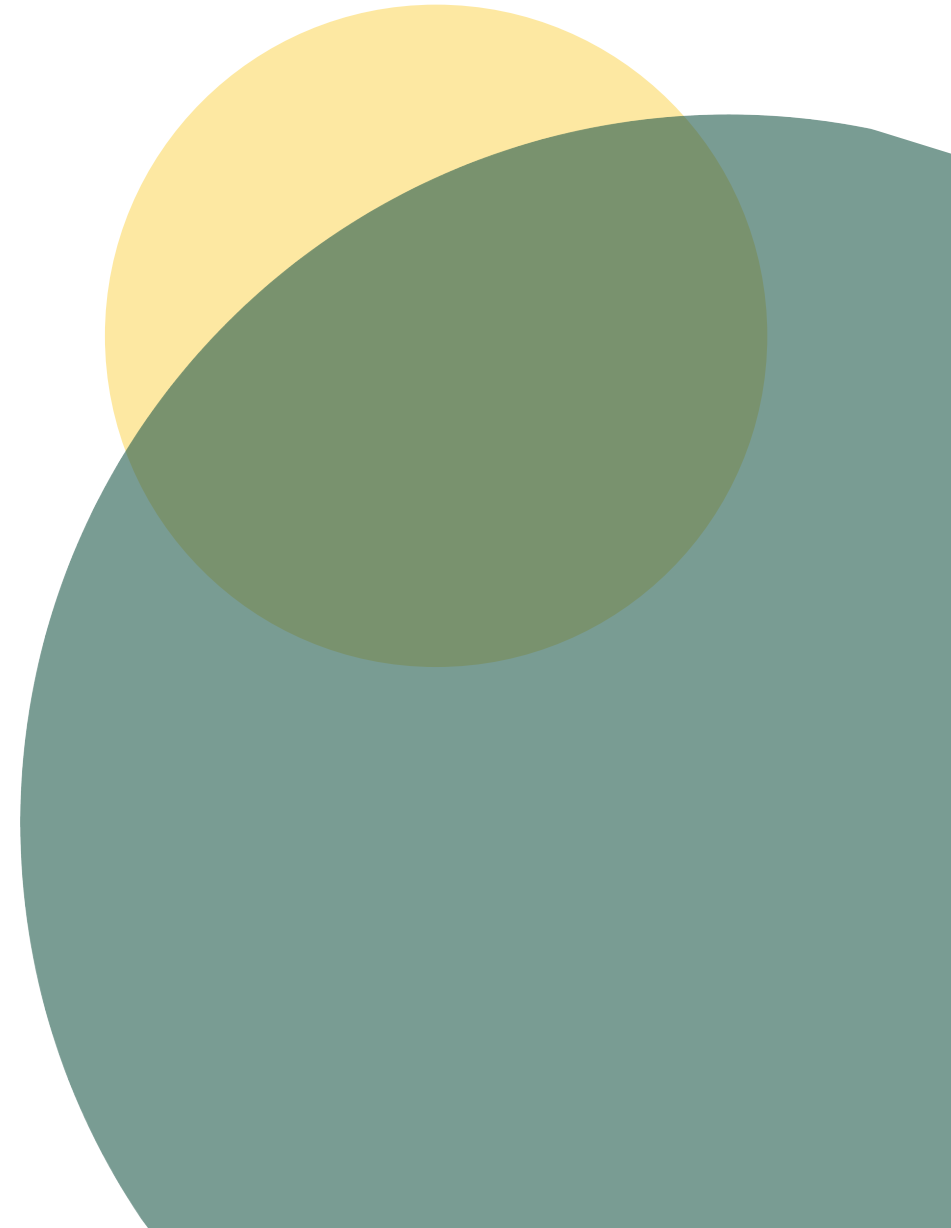
Support in different languages

- Hope for Wellness offers support in Cree, Ojibwe (Anishinaabemowin), and Inuktitut.
- Other 9-8-8 partners provide support in languages other than English and French, via interpreting services.
- ASL/LSQ interpretation is available for callers who are Deaf or Hard of Hearing via the Canada Video Relay Service.

FAQ: When does 9-8-8 involve emergency services?

- The goal of 9-8-8 is to make sure everyone who reaches out to the service stays safe.
- 9-8-8 responders will make every effort to support callers and texters and try other options for safety planning before contacting emergency services. Emergency services are only involved in a very small number of cases.
- A 9-8-8 responder will only call emergency services if someone's safety is at serious imminent risk.
- Wherever possible, the responder will remain on the line with the caller/texter until emergency services arrive.

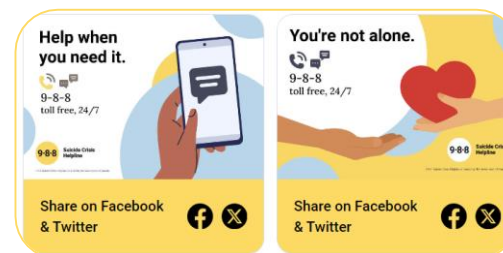
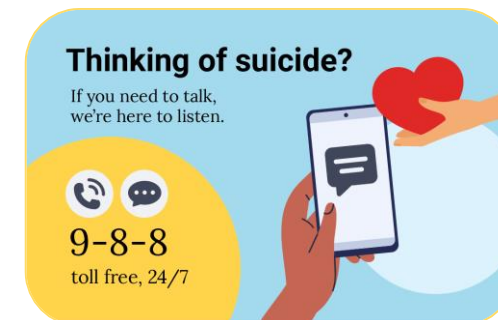
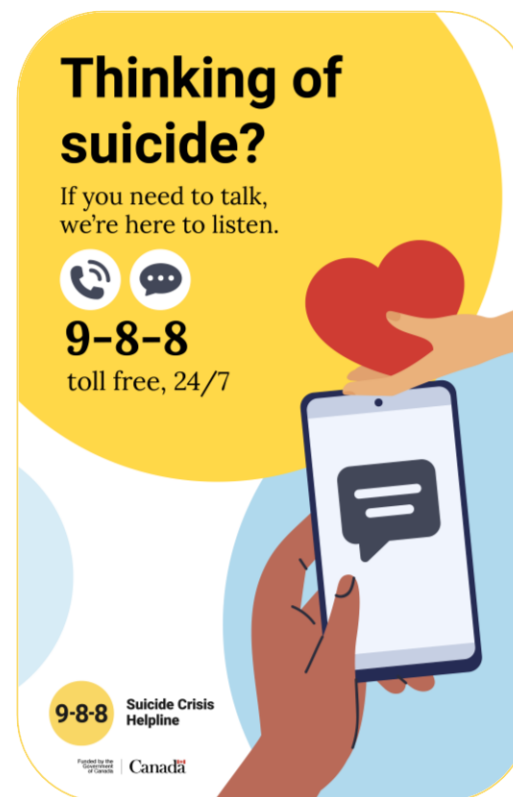
03 Opportunities to collaborate



Promoting 9-8-8 in your community

- Resources to help spread the word are available to **order or download** including:
 - Posters
 - Wallet cards
 - Fridge magnets
 - Stickers
 - Social media graphics.

<https://988.ca/get-involved>



Funded by | **Canada**^{🇨🇦}



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