Thanks in advance for sharing! Your responses will help us support future texters.

Survey Privacy Policy:

- 1. You can skip questions.
- 2. Responses are anonymous.
- 3. If you leave a note for your Crisis Responder, we'll share it with them! Your note might also be used for marketing and training to show the amazing impact of Crisis Text Line powered by Kids Help Phone. FYI: no names, phone number, or personal information will ever be shared! (So, your Crisis Responder, etc. will only see general feels/feedback.)

1. Did you find this conversation helpful?	
○ Yes	
○ No	
2. Would you like to leave a note for your C (Remember, this note will be shown to you but none of your other answers will be.)	•

The next few questions ask about your age, gender, etc.

This information helps us understand how to better help others. Answer or skip, either is OK with us!

How old are you?
O Prefer not to answer
13 or younger
O 14
O 15
O 16
O 17
O 18-20
O 21-24
O 25-29
30-39
O 40-49
O 50-59
O 60-69
O 70+

Gender. Do you consider yourself to be:
O Prefer not to answer
O Agender
○ Female
O Genderqueer
Trans female
Trans male
Other - Write In
Sexual orientation. Do you consider yourself to be: O Prefer not to answer Asexual
Bisexual or Pansexual Gay or Lesbian
Gay or Lesbian
Gay or Lesbian Heterosexual or Straight

People are often described as belonging to different racial, ethnic, or cultural groups, for example, Filipino, Jamaican, English, or Inuit. To which ethnic or cultural group(s) do you see yourself as belonging? (Select all that apply)
☐ Canadian
☐ British
French
☐ Quebeqois
First Nations, Métis, or Inuk
☐ White, European, or Caucasian
South Asian (e.g., East Indian, Pakistani, Sri Lankan)
Asian (e.g., Korean, Chinese, Japanese)
☐ African
☐ Caribbean
South East Asian (e.g., Cambodian, Indonesian, Laotian, Vietnamese)
West Asian to Middle Eastern (e.g., Armenian, Egyptian, Iranian, Lebanese)
Latin American (e.g., Mexican, South American, Central American)
Other - Write In
☐ Don't know

I identify as part of these groups (please select all that apply)
Canadian Culture
☐ Indigenous - Within Canada
☐ Indigenous - Outside Canada
☐ Immigrant/Newcomer/Permanent Resident
Refugee/Stateless/No Status
☐ Visible Minority
☐ Member of a Religious or Spiritual Community
☐ Differently Abled (Physical/Developmental/Learning Disability
☐ Deaf or Hard of Hearing
Other - Write In
☐ Prefer not to answer OR none of the above
3. How did you learn about us? (Select all that apply)
From a family member or friend
☐ Media or social media
Google search - Write In
At school - Write In
From a medical or mental health professional - Write In
Other - Write In

Finally, we're going to ask you a few questions about your experience using Crisis Text Line today.

Please select a	ese did you that apply		sult of yo	ur convers	ation?
☐ Less Al	one				
Less Di	istressed				
☐ Less U _l	pset				
☐ More H	opeful				
☐ More C	onfident				
☐ More In	-Control				
☐ None o	f the above				
Other -	Write In				
5. Do you agregave me new versions of the strongly disagree	_	ing at what Neither agree or	I texted		Choose not to answer
gave me new v	ways of look	ing at what Neither agree or	I texted	about. Strongly	Choose not to
gave me new v	ways of look Disagree O versation, die	ting at what Neither agree or disagree O	Agree O ion an ex	about. Strongly agree O	Choose not to answer
gave me new v Strongly disagree O 6. In your conv	ways of look Disagree O versation, die	ting at what Neither agree or disagree O	Agree O ion an ex	about. Strongly agree O	Choose not to answer
gave me new volume of the strongly disagree O 6. In your converteelings that your	ways of look Disagree O versation, die	ting at what Neither agree or disagree O	Agree O ion an ex	about. Strongly agree O	Choose not to answer

7. After finishing your conversation today with the responder on
a scale of 0 - 7, where 0 is not at all stressed and 7 is extremely
stressed, how stressed are you right now?

0 - Not							7 -
at all							Extremely
stressed	1	2	3	4	5	6	stressed
\circ	0	0	0	0	0	0	0

8. Thinking back to the time before you connected with the responder, on a scale of 0 - 7, where 0 is not at all stressed and 7 is extremely stressed, how stressed were you feeling about this concern or situation at the beginning of your conversation?

0 - Not							7 -
at all							Extremely
stressed	1	2	3	4	5	6	stressed
\circ	0	0	0	0	0	0	0

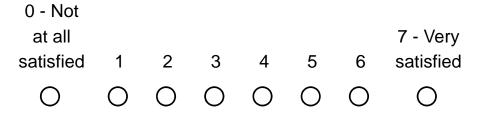
9. On a scale of 0 - 7, where 0 is not at all confident and 7 is very confident, how confident are you that you can now cope with your situation?

0 - Not							
at all							7 - Very
confident	1	2	3	4	5	6	confident
0	0	0	0	0	0	0	\circ

10. On a scale of 0 - 7, where 0 is not likely and 7 is very likely,
how likely are you to recommend this service to a friend or
someone with the issue you texted in about?

0 -							7 -
Not							Very
likely	1	2	3	4	5	6	likely
0	\circ	0	\circ	\circ	\circ	\circ	0

11. I was satisfied with the service I received today



12. The service was easy to use

0 -							7 -
Not							Very
easy							easy
to							to
use	1	2	3	4	5	6	use
0	\circ	0	0	0	0	0	0

13. If I could not have texted, I would have: (please choose all that apply)							
Called a helpline, such as Kids Help Phone							
Gone to a healthcare provider							
☐ Gone to the emergency room							
☐ Searched online for services or information to help me							
☐ Managed the issue on my own							
☐ Spoken to a friend							
☐ Spoken to a family member							
□ Not spoken to anyone							
☐ Ignored the issue and hoped it got better or went away							
Other - Write In							
Please click the arrow below to submit your answers.							
Submit							
0%							