

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 Crisis Responder?
(Remember, this note will be shown to your Crisis Responder, 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?

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

Gender. Do you consider yourself to be:

☐ Prefer not to answer

☐ Agender

☐ Female

☐ Genderqueer

☐ Male

☐ Trans female

☐ Trans male

☐ Other - Write In

Sexual orientation. Do you consider yourself to be:

☐ Prefer not to answer

☐ Asexual

☐ Bisexual or Pansexual

☐ Gay or Lesbian

☐ Heterosexual or Straight

☐ Questioning or Unsure

☐ Other - Write In

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
- ☐ Quebequois
- ☐ 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.

4. Which of these did you feel as a result of your conversation?
Please select all that apply:

- ☐ Less Alone
- ☐ Less Distressed
- ☐ Less Upset
- ☐ More Hopeful
- ☐ More Confident
- ☐ More In-Control
- ☐ None of the above

☐ Other - Write In

5. Do you agree or disagree with this statement: The responder gave me new ways of looking at what I texted about.

- | Strongly disagree | Disagree | Neither agree or disagree | Agree | Strongly agree | Choose not to answer |
|-----------------------|-----------------------|---------------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6. In your conversation, did you mention an experience or feelings that you have not shared with anyone else?

- ☐ Yes
- ☐ No
- ☐ Not sure

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 at all stressed								7 - Extremely stressed
	1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 at all stressed								7 - Extremely stressed
	1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 confident								7 - Very confident
	1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. I was satisfied with the service I received today

0 - Not								7 - Very
at all								satisfied
satisfied	1	2	3	4	5	6		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. The service was easy to use

0 -								7 -
Not								Very
easy								easy
to								to
use	1	2	3	4	5	6		use
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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% |