

Text: 613-544-6424

Chat: Look for the icon on the bottom right hand corner of www.sackington.com

Crisis line: 613-544-6424/1-877-544-6424

SAC Kingston has officially launched our Text and Chat Program through the platform LiveHelpNow!

What is it?

Text and Chat is an instant messaging support service that is available via texting from your phone, or through the instant messaging chat window on our website.

Our goal?

To provide KFL&A an accessible, safe, and trauma-informed service that empowers survivors to build distress tolerance skills and provides them with support that allows survivors to move past their trauma.

Who is it for?

Similar to our telephone crisis line, our Text and Chat Program offers support to individuals who have been impacted by sexual and gender based violence, as well as their support persons.

Why use a text & chat line?

Allowing survivors to choose the method of service returns the feeling of power and control back to the survivor. This is why we believe providing options for survivors is important.

Experiences with sexual and gender based violence can be very challenging to discuss verbally, and some people find it easier and more comfortable to talk about through written communication. Our Text and Chat Program allows people to seek support in a way that feels comfortable for them. Persons with varying levels of abilities may find digital communication more accessible. Some people may also prefer digital communication as it can offer a form of anonymity by not having their voice heard.

With the emphasis on choice, survivors can now receive support privately when they are in a location where they may not be safe or comfortable discussing it verbally, such as anywhere in the public sphere, or if they live with their abuser. This new program allows us to increase access to our services and offer support to people, wherever they may be.

When is it available?

At the moment, the Text and Chat Program is only available on Tuesdays from 9am-3pm. We hope to expand these hours in the future.

What about privacy?

We take your privacy very seriously. LiveHelpNow! is a secure platform that encrypts all data to protect your information.

While our Text and Chat Program is **not** anonymous, it is **confidential**. This means we do not require service-users share any personal information to access services unless they choose to do so.

Service-users can choose to share their name or location so our facilitators can help connect them with services in their community, but it is not mandatory to provide this information.

Currently, in our test phase, our online facilitators are able to see service-users phone number if they text, or their IP address if you are accessing the service online, however this information remains confidential and will not be shared without your consent.

We will never share any of your personal information without your consent, with the exception of our Duty to Report.

What is our Duty to Report?

There are three (3) different instances where we are obligated to involve an external agency including:

1. If the service-user is or has disclosed knowledge of a child in need of protection under the age of 16 years old.
2. If the service-user has disclosed that they are planning on hurting themselves and have shared identifying information.
3. If the service-user discloses that they plan on hurting someone else. Facilitators will not engage in discussions with individuals about acts of perpetration that have committed.

We are grateful for your patience in revamping and relaunching this program. During our relaunch period, we invite feedback from the community to ensure the program is meeting the needs of the intended audience.

Questions and feedback can be submitted directly to Samantha Galati, the Volunteer and Crisis Line Coordinator, via phone (613) 545-0762 ext. 103 or via email at volunteer@sackingston.com