

August 11, 2020

[REDACTED]

[REDACTED]

**Re: Request for Access to Information under Part II of the Access to Information and Protection Privacy Act (the ATIPP Act, 2015)**

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On July 20, 2020, the City of St. John's received your request for access to the following information:

*According to public documents, funding was provided to the charity Kids Help Phone. This Access to Information Request is for the following records:*

- *A copy of the request received from KHP.*
- *The internal documents (if any) between the City discussing the request.*
- *Any documents sent to KHP from the City, along with any documents related to agreements on what the City Funding must be used for.*
- *All other related documents to this matter. We are requesting records from: Jan 1, 2018 - present.*

Enclosed is the information you requested. The Kids Help Phone 2018 Audited Financial Statements which were included with their grant application can be found here: <https://40zf3x2a45us1qbee83qm619-wpengine.netdna-ssl.com/wp-content/uploads/Kids-Help-Phone-Financial-Statement-2018.pdf>. Records pertaining to the previous years (2018 and 2019) can be found here: <http://stjohns.ca/city-hall/atipp/atipprequests> as they were requested previously via access to information requests.


Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in Section 42 of the ATIPP Act. A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner:

Office of the Information and Privacy Commissioner  
2 Canada Drive; P. O. Box 13004, Stn. A, St. John's, NL. A1B 3V8  
Telephone: (709) 729-6309; Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to Section 52 of the Act.

If you have any further questions, please feel free to contact me by telephone at 576-8429 or by e-mail at [kcutler@stjohns.ca](mailto:kcutler@stjohns.ca).

Yours truly,



Kenessa Cutler  
ATIPP Coordinator

**ST. JOHN'S**



CS – Community Grant Application

Community Services

### Community Grant Application

Contact Information

SECTION 1

Name Kids Help Phone (Newfoundland and Labrador)

Address P.O. Box 26062

Tel (home) \_\_\_\_\_ (work) 1-709-685-0629 (cell) 1-709-685-0629

Email emily.cardwell@kidshelpphone.ca

Fax \_\_\_\_\_

Website www.kidshelpphone.ca

Incorporation Number (first-time applicants to submit proof of Articles of Incorporation and Amendments thereto) 130005845RR0001

Grant Request

SECTION 2

Amount requested from the City 5,200

Percentage of total budget 10.9%

Have you previously received funding through the City of St. John's Grant Program?  Yes  No

If yes, most recent year 2018 (application submitted) 2019 (funding received)

Provide a brief description of the intended use of the funds requested (e.g. activity, program, event):

Every day we hear from over 1500 young people at Kids Help Phone either through our Phone and LiveChat counselling or through our crisis support service-Crisis Text Line powered by Kids Help Phone. During these conversations young people are telling us that the place where they are learning about us the most is in their schools. Yet, for every young person we are able to connect with, there are many others who are not familiar with Kids Help Phone.

Our school mailings program enables us to be able to provide schools with a package of Kids Help Phone materials which they can display and provide directly to their students. Each package contains a series of posters, wallet card which guidance counsellors can give directly to students as well as letter for the educators providing them with more information on our services and how they can help supplement the work they are doing in the schools, as well as highlighting the generous donor whose gift allowed them to receive this package.

By putting up eye-catching posters in schools, and providing wallet cards for educators and guidance counsellors to hand to students, is presently the most direct opportunity we have to tell the largest number of kids we're here for them 24/7, 365 days a year. Additionally, because over 75% of our service users tell us that they feel comfortable reaching out to Kids Help Phone because of our anonymity, a greater sense of awareness of our services in a causal way, such as posters, will help empower young people in our communities to reach out for support during their times of need. Whether it's about bullying, school stress, body image issues, anxiety or thoughts of suicide, our professional counseling team and volunteer Crisis Responders are available to help at any time of day and your support can help make that possible.

Each school mailings package is available at a cost of \$200.00. Currently there are 26 schools operating under the NLESD in St. John's. A gift of \$5,200.00 will provide each of these schools with a school mailings package.

## Briefly describe the purpose and objectives of the organization:

Kids Help Phone is a pioneer in virtual care. For 30 years, our anonymous, free professional counselling, information and referrals provide youth with a critical lifeline of hope and support.

Kids Help Phone offers a safe place for kids to talk whenever they need it, free of charge. In 2018, by expanding LiveChat to 24 hours a day, over 850 young people were reaching out to us for counselling, information and referrals. To date in 2019, that number has risen to over 1500 a day with the introduction of Crisis Text Line Powered by Kids Help Phone- young people from Newfoundland and Labrador currently make up 2.5% of all contacts to Kids Help Phone.

Our services are designed to remove and reduce barriers to accessing support and to create vital, innovative, and relevant new service offerings. Our vision is a future where every young person will access the support they need in the way they need it most. To achieve this, it is critical that we meet young people where they are most comfortable by offering a variety of communication channels and allowing them to reach out on any topic without fear of judgment as well as advertising our services to them in areas where they are most likely to see them.

Over the coming years in order to address the unique needs faced by young people and the increased demand for Kids Help Phone services, while remaining the most nimble, accessible, and effective access point, in Canada, for young people to the support they need, we will need to double our investment in our resources.

## Describe the general types of programs and services being offered by the organization:

Kids Help Phone is often the first point of contact for a young person in distress. We offer a number of different services:

Young people connect with our professional counsellors every day by phone as well as online at kidshelpphone.ca or through our Always There app. We are pleased to say that both of these services are now available 24/7/365 providing the anonymous and professional support.

Young people in Newfoundland and Labrador are relying on our services to support them in dealing with extremely high risk situations. In fact last year the top five reasons (in order) that young people from our province discussed with Kids Help Phone were: suicide, depression, anxiety, sexual abuse and self harm. We also observed one of the highest rates of crisis interventions being needed in conversations with young people in our province with one occurring in 25% of all conversations.

In November of 2018 we were proud to launch a third service, Crisis Text Line powered by Kids Help Phone which utilizes volunteer crisis responders to assist young people with crisis de-escalation and connect them on to professional services as needed. As a result we are reaching more young people than ever before. Additionally, we are also pleased to be able to offer all of our services, confidentially and free of charge 24 hours a day, 365 day a year.

We are proud to know that our professional counselling is effective with young people reaching out to us. From user feedback we know that: 95% of our service users would recommend our service to a friend and 98% indicate that they would reach out to use again in a moment of need. In fact, in Newfoundland and Labrador we see the second highest rate of repeat service users across the country with almost half of the young people we are communicating with indicating that they have called before. With lengthy waitlists and a lack of resources available in our province it comes as no surprise that young people choose to use Kids Help Phone on an ongoing basis.

For the young people who are not ready to connect with a counsellor or crisis responder or may not need to speak to someone at the moment, our website (www.kidshelpphone.ca) provides a wide range of tools and information. Recently redesigned to better meet the needs of young people, our website contains information we know to be important to youth, including: housing and homelessness supports, a young person's legal rights for abortion and adoption, methods to cope with mental and physical illness, information on cyber-bullying and much more. We are also proud to offer access to our Resources Around Me (RAM) service through our website, which is a public facing database of local resources available to young people across the country where they can search for a local support by filtering by topic, province or a more specific location.

Do volunteers participate in your programs and services?

 Yes

 No

If yes, please indicate the numbers and type of involvement:

Volunteers played a significant role in the formation of Kids Help Phone by recognizing a gap in services offered to young people and a need for a unique service like ours. Since our formation volunteers continue to have an important role in the success of Kids Help Phone. In Newfoundland and Labrador there are over 75 adults and youth that volunteer with us regularly. We also have the support of organizations who are mandated to volunteer their time supporting our annual events like the Bell Aliant Pioneers and Verafin.

Our volunteers provide assistance in fund development, spreading awareness, promoting service outreach, supporting administration and serving as Crisis Responders on our Crisis Text Line powered by Kids Help Phone platform. Volunteers also govern Kids Help Phone as members of our board of directors.

**Community Grant Application**

**Community Services**

Please provide a breakdown of registration numbers, for this year, for the various programs offered by your organization. For national organizations, these numbers **must** be local.

To date in 2019 we are hearing from over 1500 young people every single day. In our conversations with those young people approximately 2.5% of them identify as living in Newfoundland and Labrador-meaning on average, we hear from 37.5 young people in need of support in our province every single day. However, it is important to note that due to the anonymous nature of our phone and LiveChat counselling services, the young person we are connecting with do not always choose to tell us where they are living. We receive geographic information in about 2/3 of all of our counselling sessions.

**Organization Operating Budget**

**SECTION 4**

Applications must be accompanied by local organization financial statements for the previous year (audited if available), and current year local organization budgets.

The following template is provided for the current year budget; however, you may submit as an attachment in an alternate format.

Is the fiscal year for your organization January 1 to December 31?  Yes  No

If no, please identify \_\_\_\_\_

We require a detailed **balanced budget** for your local organization.

Revenue	2019 Actual (or est.)	Budget for 2020 Year	Requested	Confirmed
Federal Government Grants	0	0	2020 budget is requested	2019 revenue is
Provincial Government Grants	2000	3000	or to be requested	entirely confirmed
Private/Other Grants	19000	17000		
Donations	10793	12000		
Adult Membership Revenue	N/A	N/A	N/A	N/A
Other Membership Revenue	N/A	N/A	N/A	N/A
Other Revenue (specify)	Event revenue: 72,092	Event revenue: 75,000		
Prior Year Surplus/Deficit	+3,885	N/A		
Sub-Total	103,885	103,000		
Requested City Grant		5200		
Total Revenue	103,885	107,000		

Community Grant Application		Community Services
Expenditures	2019 Actual (or est.)	Budget for 2020
Salaries and Benefits	76,027	101,601
Office and Equipment Supplies	7,132	8,056
Other Expenses	8,740	10,796
Facility Rental	4,686	5,801
Equipment Costs	5,523	6,997
Insurance	0	0
Travel/Conferences	captured in other expenses	captured in other expenses
Interest and Bank Charges	0	0
Professional Fees	3,863	4,208
<b>Total Expenditure</b>	<b>105,944</b>	<b>137,459</b>
<b>Total 2020 Revenue</b>	<small>Budgeted: 107,000 provincially. (remainder of expenses are covered in national requests/support ex: Canada Health Infoway providing Crisis Text Line Funding)</small>	
<b>Total 2020 Expenses</b>	<small>137,459. Large increase reflects the incorporation of Crisis Text Line services into services budget.</small>	

We require a detailed budget for your local organization.

Applicant Declaration (two signatures required for groups/organizations) **SECTION 5**

It is the responsibility of the applicant to ensure all required information is submitted. Incomplete applications will be considered ineligible.

I AFFIRM THAT the information in this application is accurate and complete and the financial information is fairly presented. I agree that once funding is provided, any change to the organization program delivery will require prior approval from the City of St. John's. I agree to publicly acknowledge funding and assistance by the City of St. John's. I understand that the information provided in this application may be accessible under the Access to Information Act. I also agree to respect the spirit and intent of the various acts governing the programs of the City of St. John's.

Signature of two principal officers of the group or organization:

Name Emily Cardwell Title Manager, Newfoundland and Labrador

Address P.O. Box 26062, St. John's, NL Date Nw. 27/19

Signature 



Community Grant Application

Community Services

Name Shelley Richardson Title Regional Director

Address 1600 Bedford Highway, Suite 301 Date 11/22/19

Signature [Handwritten Signature]

**Important Information:**

Applications must be received no later than 4:00 p.m. on November 29, 2019.

Ensure that you have completed all sections and enclosed all requested documentation:

- Local Organizational Financial Statements
- Detailed budget
- Local Program Statistics

Incomplete applications will be considered ineligible.

Do not bind or staple your application.

Privacy Notice

**SECTION 6**

Collection of personal information via this form is authorized under the Access to Information and Protection of Privacy Act, 2015 and is needed for the purpose of grants administration. Questions about the collection and use of the information may be directed to the Supervisor of Tourism and Events, Community Services: [citygrants@stjohns.ca](mailto:citygrants@stjohns.ca).

Submissions Information

Electronic	Hard Copy	For More Information
Email: <a href="mailto:citygrants@stjohns.ca">citygrants@stjohns.ca</a>  Emails including all attachments <b>must not exceed 25MB</b> . Acceptable file formats are: pdf, docx, xlsx, jpg, png, mp3, wav, mp4, mpeg, mov, zip.	Access St. John's First Floor, City Hall 10 New Gower Street; P.O. Box 908 St. John's, NL A1C 5M2 Attention: City Grants	Email: <a href="mailto:citygrants@stjohns.ca">citygrants@stjohns.ca</a>  Call: (709) 570-2186



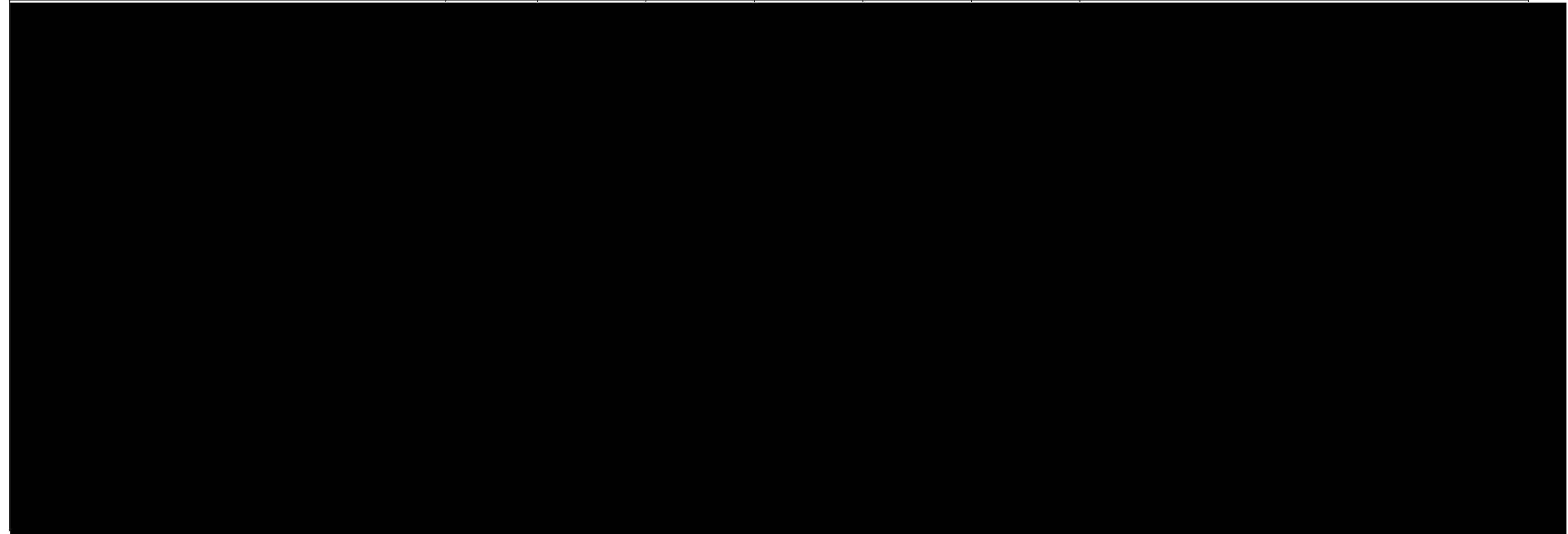
2020 Community Grants

Organization	2019 Requested	2019 Recommended	2020 Requested	% of Budget	2020 Recommended		2020 Notes
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

\*not related to request

2020 Community Grants

Organization	2019 Requested	2019 Recommended	2020 Requested	% of Budget	2020 Recommended		2020 Notes
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\*not related to request

	1,128,915	705,900	1,167,932		733,100		Recommended
		730,000			730,000		Removal of \$60,000 funds for Arts Orgs (NSO 45 & Opera 15)
		24,100			-3,100		Remaining



**From:** [Emily Cardwell](#)  
**To:** [City Grants](#)  
**Subject:** RE: Community Grant Program  
**Date:** Monday, April 13, 2020 4:45:57 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Thank you for your support of Kids Help Phone. As it currently stands we feel we will be able to fulfill our project requirements prior to the end of the calendar year. We will ensure we keep you updated on our status come the fall. Should you have any questions or concerns in the meantime please connect with me using the information below at your convenience.

Kind regards,  
Emily

**Emily Cardwell** | Manager, Newfoundland and Labrador  
**Kids Help Phone** P.O. Box 26062 St. John's, NL A1E 0A5  
Phone: (709) 685-0629

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**From:** City Grants [mailto:citygrants@stjohns.ca]  
**Sent:** April 13, 2020 2:41 PM  
**To:** Emily Cardwell <Emily.Cardwell@kidshelpphone.ca>  
**Subject:** Community Grant Program

Please be advised that a cheque in the amount of \$4,500, which represents funding from the Community Grant Program approved by Council at their regular meeting of March 2, 2020, has been sent separately by regular post to the address listed on your application. The City of St. John's is not responsible for cheques that are delayed by Canada Post due to the current circumstances around COVID-19. Given the reduced staff capacity, at this time we are unable to issue replacement cheques for any lost cheques or delivery delays associated with Canada Post.

Effective March 18, 2020, the Government of Newfoundland and Labrador's Minister of Health and Community Services declared COVID-19 a public health emergency under the **Public Health Protection and Promotion Act**. More details on these [Public Health Orders](#) can be found on the [Provincial Government website](#), along with [additional information and resources](#) related to the COVID-19 pandemic.

If a component of your project/programming includes a public event that you must cancel or postpone because of the COVID-19 pandemic, and/or, if you are unable to complete your project due to COVID-19 or another reason, you may be required to return all or some of the grant. In the event that the funds are not used for the programs or services as described in the application, the full amount of this grant must be returned to the City by December 31, 2020. If you have any questions regarding this process, or wish to advise us on any changes to your project/programming, please contact us at [citygrants@stjohns.ca](mailto:citygrants@stjohns.ca)

The City of St. John's requests that grant recipients acknowledge this contribution when possible. This can be achieved by the placement of the City of St. John's corporate logo on print materials relating to the initiative and/or acknowledgement of the City's contribution in speeches or remarks made at related events when other contributors or sponsors are noted. Electronic versions of the City Corporate Logo and the criteria for logo use are available at <https://cityofstjohns.box.com/v/logos>.

I wish you every success and thank you for your valuable contributions to the City of St. John's.

Sincerely,



- \_\_\_\_\_

Danny Breen,  
Mayor

**Disclaimer:** This email may contain confidential and/or privileged information intended only for the individual(s) addressed in the message. If you are not the intended recipient, any other distribution, copying, or disclosure is strictly prohibited. If you have received this email in error, please notify me immediately by return email and delete the original message.

Any correspondence with employees, agents, or elected officials of the City of St. John's may be subject to disclosure under the provisions of the Access to Information and Protection of Privacy Act, 2015, S.N.L. 2015, c.A-1.2.

2020 Grant Program  
Submission Overview

Capital   
Community   
Sport   
SEF

Organization: Kids Help Phone NL

Request: \$5200

% of Total Budget: 10.9%

Program Stats: Yes  No   
Financial Statements: Yes  No

Surplus/Deficit: \_\_\_\_\_

Notes: Keep the same.