



October 10, 2023

To all stakeholders,

We are happy to share an important update with you, the sport community in Canada. Following four years of successful operation and providing an invaluable resource, the Canadian Sport Helpline will now be known as the **Abuse-Free Sport Helpline**.

While the name and branding are changing, the service provided by the Helpline is not:

- It is free, anonymous, confidential and independent;
- Professionally trained operators are available to help in both official languages, English and French;
- Available via phone call, text, or email seven days a week from 8 a.m. to 8 p.m. (Eastern Time).

Most importantly, the Helpline continues to be available to **all** Canadians, regardless of their sport, level of participation, or where they live within the country. They do not have to be participants of an Abuse-Free Sport signatory organization to access the Helpline.

Our operators with expertise in counselling, psychology and sport will listen and offer support. Additionally, they can advise the client about the reporting process and, if possible, refer them to the appropriate reporting mechanism for their individual situation.

If the matter of concern is potentially admissible to the Abuse-Free Sport program, the operators are able to assist the client with the completion of the report form and, if desired, may also refer them to the Abuse-Free Sport mental health support services.

Until October 18, 2023, we will be promoting the Helpline through a social media campaign to let Canadians across the country know that this free service is available to them.

We are asking for your help to spread the word.

Please join us and share this information with your sport network, either by sharing our social posts, posting your own (template attached), or passing along the information in this letter. We also have promotional items (posters, business cards, jpgs and PPT slides) [available for free download](#) on our website that you can use to let your community know about this valuable resource.

Thank you in advance for your collaboration in this next step in support of a positive shift in sport culture in Canada.

Abuse-Free Sport Helpline
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