

**ESTABLISHMENT OF THE JDF CRISIS LINE**  
**TELEPHONE NUMBER "JDF-3333"**

**WHAT ISSUES WILL THE CRISIS LINE ADDRESS?**

1. Such issues that may lead an officer or soldier to call the Crisis Line include, but are not limited to:
  - a. Marital/Domestic/Family challenges.
  - b. Relationship challenges.
  - c. Welfare/Financial challenges.
2. Issues that are **not** meant to be channelled to the Crisis Line, include matters such as the reporting of wrongdoing, (whistle blowing), criminal activity, etc which should continue to be done through the HQ JDF Tip Line (968-4992). Matters regarding health should continue to be managed through the established channels at the JDF Medical Company.

**CONFIDENTIALITY**

3. The JDF Crisis Line will be manned by a small team of trained individuals, who will treat every call as a one-on-one, confidential discussion. The line will be available on a 24/7 basis, and is physically a FLOW mobile handset that will be rotated among the team on a weekly basis.
4. This line will not be monitored or recorded, and all calls will be treated as confidential. This will allow for individuals to feel comfortable in reaching out for someone to talk to, beyond the normally available channels in the JDF.
5. Steps have been put in place to maintain the confidentiality of the system and to this end, the team assigned to receive the calls will separately continue to follow up their own cases on a one-on-one basis. The initial team to monitor the 24/7 Crisis Lines will be as follows:
  - a. JCA/1539 Major Denston SMALLING (Force Chaplain).
  - b. JCA/5071 Major Heleda THOMPSON (President JDF Prayer Group).
6. The Crisis Line is immediately available and all ranks are encouraged to use it to address those issues that the line has been established to resolve.