

A FRONT-LINE TEAM THROUGHOUT THE YEAR

The intervention team was on the front line, supporting thousands of youth and parents every day. This tight-knit group faced the storm with courage and determination! All team members have their own motivations, but for many of them, Tel-jeunes was there for them in the past, so working for the organization is a way of giving back to the community.



"I was a teenager who was both shy and troubled. In elementary school, I was bullied because of the way I looked, which undermined my self-image. In high school, I wasn't really bullied anymore, but I had no self-esteem. I constantly had suicidal thoughts. Even though I knew how important it was to talk when things weren't going well, and although I had a really supportive and loving group of people around me, I refused to talk. I knew about Tel-jeunes services, but I didn't have the courage to contact them. Nonetheless, I regularly read the questions and answers that were published on their website. That helped me to get some advice and realize I wasn't alone with my questions, worries and problems. Then in grade 11, I was invited to be part of a natural helper group. That's what spurred me on to pursue studies in the helping field. The years went by and I completed my bachelor's in sexology. I often cited the Tel-jeunes site as a reference in my assignments and I would check out the job postings, dreaming of working there one day. A few weeks before finishing my studies, I saw a job posting for a service worker at Tel-jeunes. When I found out I got the job, it was a vindication – I had dreamed about it since I was a teenager! Tel-jeunes was always there when I needed it. What could be better than working for an organization that helped me so much?"

Myriam, service worker and team leader

ONLINE TRAINING FOR THE INTERVENTION TEAM!

At Tel-jeunes and LigneParents, psychosocial intervention workers must take a training program of approximately 75 hours before being able to interact with youth and parents, in addition to their university training. To facilitate this essential step and allow for hiring outside the greater Montreal region, Tel-jeunes created three online training programs for its team.

This flexible asynchronous learning method allows for better work-life balance, while maintaining the quality of training offered to new members of the intervention team. The platform used allows learning to be monitored and permits personalized follow-ups. It's a major and very positive development for the whole team. The project received financial support from Community Foundations of Canada.

"It's ideal for a visual person. We can go at our own speed (and go back). The supporting documents are good overviews. I really liked it all (narration, visuals, content)."

**HERE ARE SOME
TESTIMONIALS
FROM THE
INTERVENTION
TEAM:**

*"I LEARNED A LOT,
AND I LEARNED AT
MY OWN PACE."*

