

Making a difference FOR THEM

TEL-JEUNES

Over the past year, Tel-jeunes' counselors tapped into their reserves of professionalism, sensitivity and dedication in their dealings with thousands of young people who needed help dealing with the ups-and-downs of adolescence.

FROM APRIL 1ST, 2019, TO MARCH 31, 2020,
48,000 YOUTH CONTACTED TEL-JEUNES.

82% were girls, **17%** were boys,
1% identified as "other"

68% used instant messaging
(chat and texts)

23% contacted us by phone, **9%** via email

41% were reaching out
for the first time

67% were between 12 and 17 years of age

84% of them confirmed that the counselor showed genuine concern and that they wouldn't hesitate to contact us again if needed (according to a satisfaction survey).

« Every time I cry and can't calm down on my own or with my friends, you're right there for me. You are my emotional superheroes, ha ha ha. »

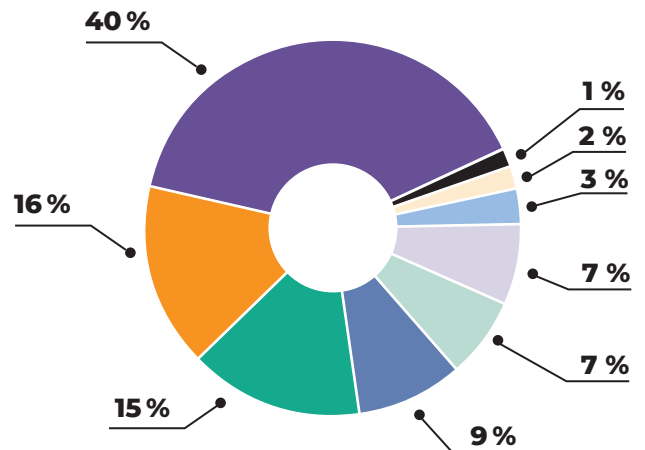
– Girl, 14

« Each day, I speak with any number of young people who feel stressed out, overwhelmed, angry or sad. Sometimes, they are in great distress. Other times, they just need to see things more clearly or to vent. I'm very privileged to help them deal with all that and to make them feel a little bit better. »

– Alice, Tel-jeunes counselor

YOUNG PEOPLE TALKED TO US ABOUT:

- Mental health
- Love and relationships
- Sexuality
- Family relationships
- Relationships with peers
- Violence
- School and work
- Consumption patterns and addiction (drugs, alcohol, technology)
- Referral requests



PSYCHOLOGICAL HEALTH IN DETAIL

