




THE MENTEE

## Our intervention centre: a qualified team of professionals teens can rely on

The Tel-jeunes and LigneParents intervention team remains an essential source of specialized support for our clientele. The intervention centre continues to be there to welcome, reassure and inform thousands of teens each year, helping them find solutions for their specific situations.



Young people gave our  
intervention service a score of **4.1/5**  
**5 = WOW!**

### A few highlights from the past year

- **48,525** young people contacted our professional help service.
- **70%** of the young people who contacted us were aged 12 to 17.
- **64%** of them chose to communicate with our counsellors via instant messaging (chat/text).
- More and more boys are contacting us as a proportion of overall contacts, a trend we want to see continue!
- **4%** of the young people who contacted us identified as transgender.
- **Nearly 1 in 2** young people who contacted us brought up mental health (stress, anxiety, motivation, negative thoughts, etc.).
- **1** out of **4** mentioned romantic relationships and sexuality. The topic of romantic relationships came up more frequently than in the past, especially among boys.
- **1** out of **5** talked about relationships with family and friends. Challenges around communication and family conflicts were frequently mentioned by young people who identified as LGBTQ+.



### Coaching for the whole team

Last year, a **self-evaluation and support process** was launched for counsellors aimed at developing and updating their professional skills. Through individual and group coaching, development planning and continuing education tools, our counsellors sharpened their professional judgment, learned to cope with the challenges of frontline intervention while avoiding compassion fatigue, and most importantly, provided high-quality service to our clientele.