

LigneParents

Our intervention service remains an essential resource for parents of teens who have to be pillars of stability for their kids during this uncertain period. Our in-depth knowledge of the reality faced by teens has been a great asset for parents who have urgent needs and limited resources.

A few highlights from the past year

- **22,390** parents contacted LigneParents.
- **1** out of **2** parents mentioned supervision at home, rules of life, communication or conflict resolution in the family, separation or divorce.
- **1** out of **4** parents mentioned their child's mental health (concerns about stress, anxiety, negative thoughts or a mental health diagnosis).
- Text services (chat and e-mail) are becoming more popular among parents.
- **1** out of **4** parents is in a crisis situation when they contact our service, **an increase of nearly 10%** compared to the previous year. Many parents talk about a loss of control, feeling distressed, suicidal thoughts and hopelessness, and many are experiencing intense emotions when they contact us.

Parents gave the service
a score of **4.5/5**
5 = excellent.

The **LigneParents** website is an ideal resource for parents struggling to cope with difficult situations. The content we produced was among the most viewed in the past year:

• **Teen violence against parents**

• **Mental health**

• **Suicide**

"I called in distress and ended my call with a laugh. This service was very helpful for me. I never felt judged, no matter what I said. It helped me understand why I feel like this and even made me feel less guilty about certain things. I will definitely call again."

Mother | 15 years old teenager