

## Five services to make Quebec the best place to live for adolescents.

### 1/ Professional counselling

For more than 30 years, Tel-jeunes' professional teams have had a front row seat when it comes to the needs of young people. Out of all of our services, our leading resource is our intervention service, which serves as a safety net which can be accessed by telephone, text, or live chat. Young people can use it to contact a counsellor with any questions, worries, emotions, or concerns. Our teams are there to listen to them, guide them, help them understand what they are experiencing, and to see the situation differently. If needed, youth can also be redirected to specialized resources.

*"I felt that the counsellor was really there with me, it wasn't just one conversation out of so many others, and that helped me to open up to him."*

Young Intervention  
Services user

*"Before contacting Tel-jeunes, I was very sad and keeping it all inside. I didn't know what to think about my problems anymore, but when speaking with the counsellor I understood several things. With her I could finally let out all the tears I had been holding back for several months, without feeling weak or judged. It brought out a lot of the bad. Now I know I can get help and that I'm not alone anymore."*

Young Intervention  
Services user

## In 2022–2023:



**33,400** young people contacted the intervention service.



**70%** were aged **12 to 17**.



**42% of the interventions were related to mental health:** stress at school, sadness, feelings of isolation, existential questioning, dark thoughts.



**Romantic relationships were an increasingly popular topic this year,** especially among boys.

\* This is a multifaceted subject, and this year we observed that the **new topics of virtual relationships and different types of romantic relationships** were brought up.



**Young people identifying as part of the LGBTQ+ community** spoke more often about bullying, cyberbullying, and family conflicts compared to other adolescents.

## 2/ The Tj Youth Chat

Adolescents are very familiar with typing away on a keyboard or on a phone! Since it's sometimes much easier to write down what's in our head or heart, it was important for us to provide this option to youth among our services.

Available after school from Monday to Friday, the Tj Youth Chat allows young people to chat online with a Tj young person. Supported and trained by the Tel-jeunes professionals, the Tj Youth Team's mission is to motivate, support, and understand what the person they are speaking with is sharing. Simple discussions between peers, allowing the young people who contact us to feel heard and believed.



### In 2022-2023:



**Almost 8,000**  
conversations  
between youth.



**90% of users**  
were between 12 and 17.



**The Tj Youth Chat**  
is the most popular  
service among boys.

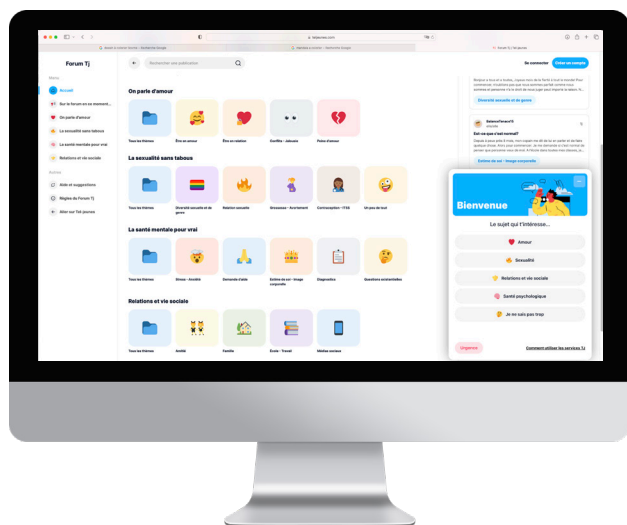


**Key subjects:**  
**relationship**  
**and communication**  
**problems,**  
particularly in relationships  
and friendships.

### 3/ The Tj Forum

A new space truly designed by and for teens, the Tj Forum allows young people to search thousands of posts 100% anonymously on the topics that interest them the most.

A neutral and welcoming space moderated by a professional team, the forum is also a treasure trove of information for young people who simply want to look at the content posted by others for inspiration and to feel acknowledged.



"I am proud of the recent improvements to the Tj Forum, which we consulted young people about: they are the ones who pushed us to highlight assistance by and for adolescents, which contributed to the creation of a strong community. It is very enriching to see them mutually support one another and grow together."

**D'Joulissa Paul Blanc,**  
Tj Forum Manager.



"On the Tj Forum I feel useful and also understood, since many posts resemble situations that I have personally experienced. Young people can open up without hesitation: it's an anonymous and truly open space. Long live the Tj Forum!"

**Casouletprodigieux3,**  
Tj Forum member.

"Sometimes we don't feel comfortable talking to our parents, and that's alright! Thanks to Tel-jeunes, I know I can write when something isn't going well and that there's always someone who will take the time to help, understand me, and to find solutions. It's crazy, like a weight has been lifted off my shoulders. Tel-jeunes helped me when exploring my sexual orientation, as well as my anxiety issues, and I'm truly grateful. Now, when I have time, I also help other young people."

**Béliertalentueuse1,**  
Tj Forum member

### 3/ The Tj Forum (continued)

#### Dernières publications



CasouletEngagé17  
elle/elle

14h

#### Ai-je un trouble de l'alimentation?

Depuis le début de l'année scolaire, je ne dîne pas. En fait, je ne mange pas entre les déjeuners et les soupers. Je n'ai pas une mauvaise image corporelle de moi et je ne me force pas à m'affamer, je vois simplement la nourriture comme une deuxième né...

Diagnostique



ChienCréatif10  
il/lui • 15 ans

1j

#### Je fais quoi maintenant

Bonjour dernièrement j'étais mélanger mais en passant plus de temps avec l'une d'entre elle et tout il est claire que c'est celle que j'ai raconté au local des jeunes qui me plais le plus. Elle répond à tous mes attente. En se connaissant se parlant et tou...

Être en amour



LamaRespectueux9  
il/lui • 14 ans

1j

#### automutilation

mon amis a vue mes cicatrice et n'a rien fait elle n'a même pas essayer de savoir comment je vais. peut-être que le dramatise mais j'ai l'impression qu'elle sen fous

Amitié



LamaRespectueux9  
il/lui • 14 ans

1j

#### asexu-quoi?

donc je suis ace mais la plupart du temp le monde disent que je ne la suis pas car je lis des histoire d'amour explicite. je fais quoi???

Diversité sexuelle et de genre

*"For me, the Tj Forum is a real safe space where I can be myself, while also helping the other young people around me. It's also a place for sharing and advice. It's a golden opportunity to become a big sister/friend in the time it takes to respond."*

**Jade Pelletier,  
Tj youth.**



## In 2022–2023:



**2,255 accounts**  
**were created**  
on the Tj Forum.



**There were 3,450 posts**  
**and responses,**  
an increase of 22%  
compared to the  
previous year.



**323,000** – this is the number  
of times content pages in the  
Tj Forum were viewed.



**Key topics:** ask for help,  
friends, stress, anxiety, sexual  
diversity and gender.



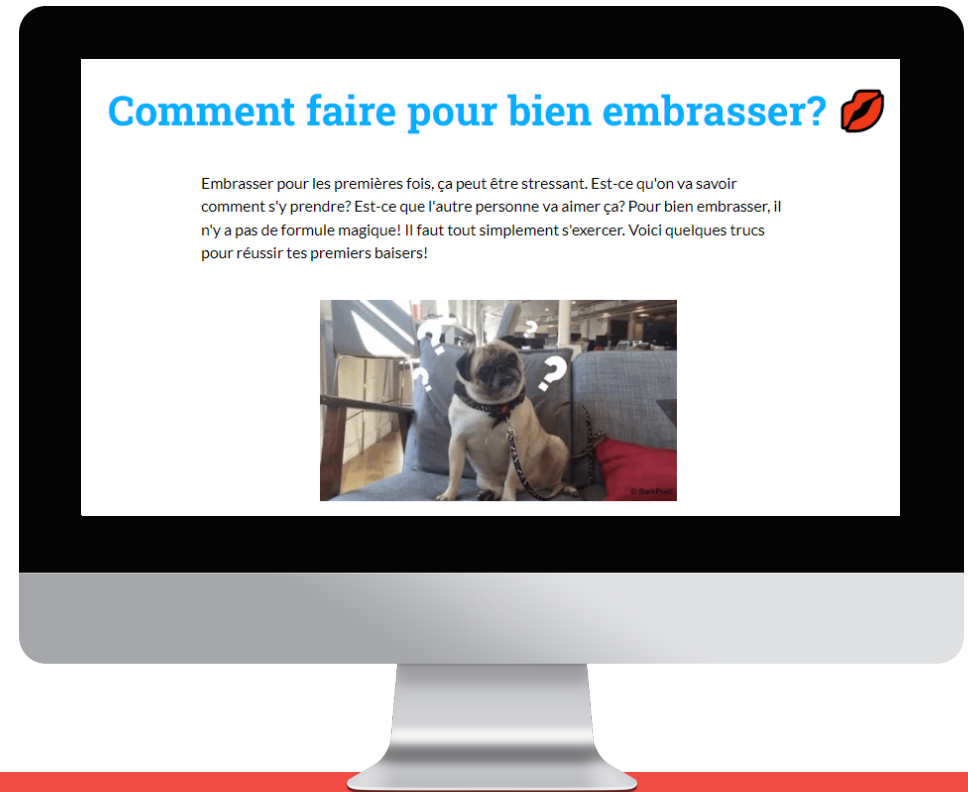


## 4/ Educational Content

We also aim to always offer young people and those close to them relevant, current, and valid content so that they can find information completely independently.

Developed and produced by our professional teams, our articles, testimonials, and video clips are representative of young peoples' realities and are adapted to their developmental level. They allow adolescents to get quick answers to questions that are bothering them, to start to reflect, and better understand. To communicate directly with young people, we share this informative and entertaining content on Instagram and TikTok for guaranteed visibility!

**Our online content is also very popular with those close to adolescents who want to better understand their needs and realities.**



**In 2022–2023:**



Our educational content pages were **viewed 719,000 times.**



## 5/ Tj Workshops

In addition to being available through our different services for adolescents, our facilitation team also **visits schools** to offer young people our Tj Workshops: a special opportunity, adapted to their current needs, concerns, and developmental level.

The Tj Workshops aim to introduce our various services, but also to speak with young people, demystify asking for help, and encourage them to ask questions about subjects that affect them, like sexuality, romantic relationships, or mental health; all in an open, trusting, and non-judgemental setting thanks to Tel-jeunes.



*"Every day I learn alongside adolescents, and they have made me grow. I am amazed by their critical thinking, curiosity, and openness. Young people really appreciate when we speak to them without judgement about topics that affect them, with the special Tel-jeunes touch. I am very proud of the Tj Workshops and am very lucky to participate."*

**Véronique**  
Team Leader,  
In-School Facilitation

## What's worrying youth?

### THE TOP 3 MOST-ASKED QUESTIONS

#### SEXUALITY

- \* What's the normal penis length?
- \* Does the first time hurt?
- \* How do you know your sexual orientation?

#### MENTAL HEALTH

- \* How can you be more self-confident?
- \* How can you manage stress and anxiety?
- \* What are the signs and symptoms of depression?

## In 2022-2023:



**Almost 10,000 teens in 14 regions of Quebec** benefited from Tj Workshops.



**+4,300 questions** were asked by teens as part of the Tj Workshops.