

## Unique company culture.

Passion, commitment, empathy, caring, teamwork, and learning: these are the words that best describe the Tel-jeunes team and the company culture they've helped build.

Youth mental health and well-being are the top priority for our teams, and all of our counsellors have been trained in creating healthy therapeutic relationships.

Together, they work hard to provide solid support for youth. Tel-jeunes supports them in their professional development, in particular by providing continuing education.



*"As a clinical coach, I'm privileged enough to support our counselling team in developing their core competencies. I firmly believe in the importance of providing highly professional frontline support for Quebec's youth and parents alike. And that means recognizing that providing frontline support is complex and takes a lot of mental and emotional bandwidth. I see them as pro athletes who need to train and hone their listening and reasoning skills so they can change gears quickly and understand what others are going through. To us, every parent and every child is going through something unique, and they deserve to be heard and validated."*

**Elise Huot,  
Clinical Coach.**



## Running to support the Foundation

On September 23<sup>rd</sup> and 24<sup>th</sup> 2022, almost a dozen Tel-jeunes team members ran in the Montreal Marathon to support the cause, one step at a time! It was a great way for them to challenge themselves and cheer each other on while helping the organization.



## A close-knit team where fun meets support

Working in mental health can be challenging. That's why Tel-jeunes values fun, wellness, and peer support so highly. It's a simple recipe, but highly effective when we're struggling. Don't take it from us: here's what some of our team members have to say about working at Tel-jeunes.

*"Tel-jeunes is a very close-knit team, and everyone is so welcoming! Our office culture is perfect for developing as professionals while still having fun. We're so lucky to be working at such an affirming, flexible organization that's always there for us."*

**Clémence Vandycke,  
Counsellor.**



*"It's always been a joy—and more importantly, an honour—to be there for parents in Quebec. No two days are the same, and each one brings me energy. Partly because I know I'm helping, and partly because the parents are so generously letting me into a very private part of their lives and sharing what they're going through. With every parent who calls to vent, get informed, or simply walk through a decision, I'm fortunate enough to build bonds. And when I feel like something has shifted for them, that their hearts are lighter and their thoughts are calmer, I know it's mission accomplished. I'm so lucky to have been accomplishing that mission for 20 years now while keeping that spark alive."*

**Geneviève Henry,  
Parent Counsellor.**

*"We're team leaders, so we make sure the service runs smoothly and we take care of everyone on the team. Over the past year, we've tweaked and reconfigured our model to offer youth a peer-to-peer chat—a first for Tel-jeunes. As leaders, it's important to balance our responsibilities and create a team that embodies the trust, people skills, and flexibility we have with the Youth Ambassadors and Tj Youth. We've learned so much from our young, vibrant team, like the importance of authenticity and transparency, and the value of sharing experiences; this gives our services a unique energy!"*

**Laurianne André and Julie Provost,  
Tj Youth Chat team leaders.**

*"A troubled adolescent doesn't know what to do to help a friend who's struggling. He's alone in his room in the middle of the night, and he slowly picks up his phone but doesn't really know where to turn. He eventually makes a call and there's a Tel-jeunes counsellor on the other end of the line. Her calm voice, her willingness to listen, and her caring words really left a mark on a young person who badly needed someone to talk to. Today, that teen has become a Tel-jeunes counsellor himself. And it's that image, still burned into my memory, that comes to mind every so often when a young person calls me for the first time."*

**Minh Vo,  
Tel-jeunes Counsellor.**

