

TEL-JEUNES

Hotline and interactive website for young people
available 24/7

FREE BILINGUAL CONFIDENTIAL PROFESSIONAL

Tel-jeunes has been a constant presence for the youth of Quebec, since 1991. A team of professional counsellors is available 24/7, by phone or via Internet, to listen to, support, and inform young people on subjects affecting them.

Tel-jeunes' interventions are based on principles of self-accountability. Rather than providing a list of ready-made solutions, Tel-jeunes' counsellors guide young people along their personal path in order to empower them and encourage them to be proactive in finding solutions that are in keeping with their needs and values. When needed, Tel-jeunes' staff can also refer young people to other resources available in their vicinity.

Over the years, Tel-jeunes has built a solid reputation in Quebec as a professional intervention service for youth and those around them. Through its many projects and activities, Tel-jeunes is able to reach more and more young people across the province of Quebec every year. This success is reflected in an ever-increasing number of interventions, both by phone and by e-mail.



Marina Orsini, spokesperson

Marina Orsini has been proudly supporting Tel-jeunes since its very beginnings in 1991. For 17 years now, she has been promoting Tel-jeunes across Quebec, making appearances in schools and contributing to the organization's fundraising activities. Her loyalty and involvement in Tel-jeunes confirm her unwavering faith in our cause.

What do young people worry about?

Young people consult Tel-jeunes mostly about romantic relationships and issues of sexuality. These subjects are the primary requests from both girls and boys. However, there are noticeable differences between the issues brought up on the telephone and on the Web.

An amazing scope...

In 2007-2008:

73 163 young people received personalized help:

- **36,151** on the telephone
- **15,217** by e-mails
- **21 795** took part in peer counselling forums.

Who are these young people?

Children and youth are calling from across Quebec:

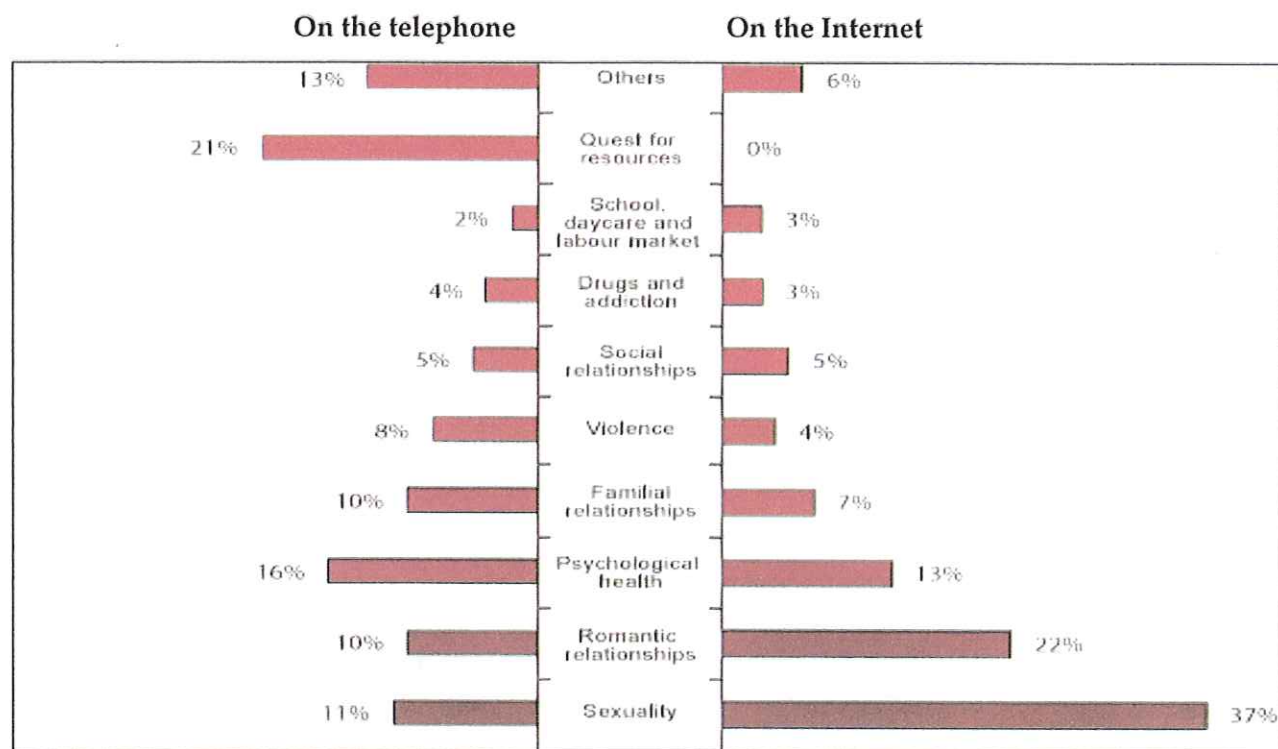
- **72%** are girls
- **28%** are boys

Their average age is **15 years old**:

- **8%** are 11 years old and younger
- **73%** are between 12 and 17
- **19%** are 18 and older.

And more than half a million people visited the www.teljeunes.com

Themes



On the telephone

Psychological health is the most frequently discussed subject by telephone at Tel-jeunes. On a continuum, these calls can range from mild to extreme. Some young people call to talk about their daily sorrows and boredom. Others are concerned about their level of stress, anxiety, or about mental health problems. In severe cases, some young people also mention suicidal thoughts.

Another frequently discussed topic is romantic relationships. Young people call Tel-jeunes to reveal their concerns about their partner, about the romantic feelings they are experiencing (or those they would like to experience), and about heartbreak.

A number of young people reveal that they are victims of psychological or physical violence at the hands of their peers or family members (harassment, criticism, bullying, being mistreated, etc.). Social and family conflicts, as well as substance abuse, are also sources of worry.

On the Internet

Most of the e-mails addressed to Tel-jeunes are about sexuality. One out of two boys uses e-mail to ask about this subject. Boys and girls write about the relational aspects of sexuality, concerns about puberty, about having a normal body, pregnancy or the fear of being pregnant, contraception, sexual practices, and sexually transmitted diseases.

Tel-jeunes also receives questions about romantic relationships, like those asked about by phone. Young people also write about their relationships with family members and friends.

Self-mutilation and suicidal thoughts are also subjects that frequently come up in young people's requests for help over the Internet.