



## Activity report 2021-2022

**More than 50 years, still listening!**

# Tel-Aide Montréal

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Charity No. at the Canada Revenue  
Agency:  
105164800 RR0001

This activity report covers the budget period from  
April 1<sup>st</sup>,2021 to March 31,2022

## **Texts**

Committee leaders, Board members, Melissa Johnson, Josée Pelletier, Brigitte Chrétien

## **Graphic**

Hasna Wakrim

## **Photos:**

Archives Tel-Aide Montréal

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# **Word from the chair of the Board of Directors**



**France Wagner**

The year 2021 was punctuated by resilience, adaptation and virtual service and communications. Tel-Aide Montréal has maintained the course and even beyond by responding this year to a greater number of callers in need, thanks to you, dear volunteers. Many thanks!

The recognition of Tel-Aide Montréal as an essential service by the provincial government has highlighted the importance of our services. We have also had greater visibility in the media, radio and television, both on the Francophone and Anglophone sides, allowing more people in distress to find an attentive ear in difficult times or simply in their daily lives.

In connection with the media, Julie Bélanger, host and woman of heart agreed in 2021 to take over the torch from Mrs. Janette Bertrand, spokesperson for more than 40 years. We wanted to make it official at the time of the celebration of the 50th anniversary. What a source of pride for Tel-Aide Montréal!

Even though the pandemic sanitary measures have forced us to postpone the 50th anniversary celebration, we have made every effort in 2021-22 to ensure that it would be a historic moment for Tel-Aide Montréal.

Over the past year, a planning committee has been set up with the objective of finding an office space that reflects the renewal we want to give to Tel-Aide Montréal after its 50 years of existence. In this wake of continuing Tel-Aide Montréal's mission, a new "English Awareness" committee has been set up to ensure a more assertive presence in the English-speaking community.

Our annual fundraising efforts, the Phonothon was conducted by volunteers at distance and once again reached impressive results, thanks to our committed and generous donors. The participation of our volunteers and of the administrative team was masterfully coordinated for this activity!

In order to ensure its sustainability, Tel-Aide Montréal had to start a strategic reflection, the objective being to develop and adopt a tactical action plan for the next three years. Three streams were selected, streams of consolidation, of transformation and of development. The resulting 2022-2025 plan will allow us to confirm Tel-Aide Montréal's positioning as the reference in helping through active listening.

I would like to thank the members of the Board of Directors for their support and their accomplishments during this year.

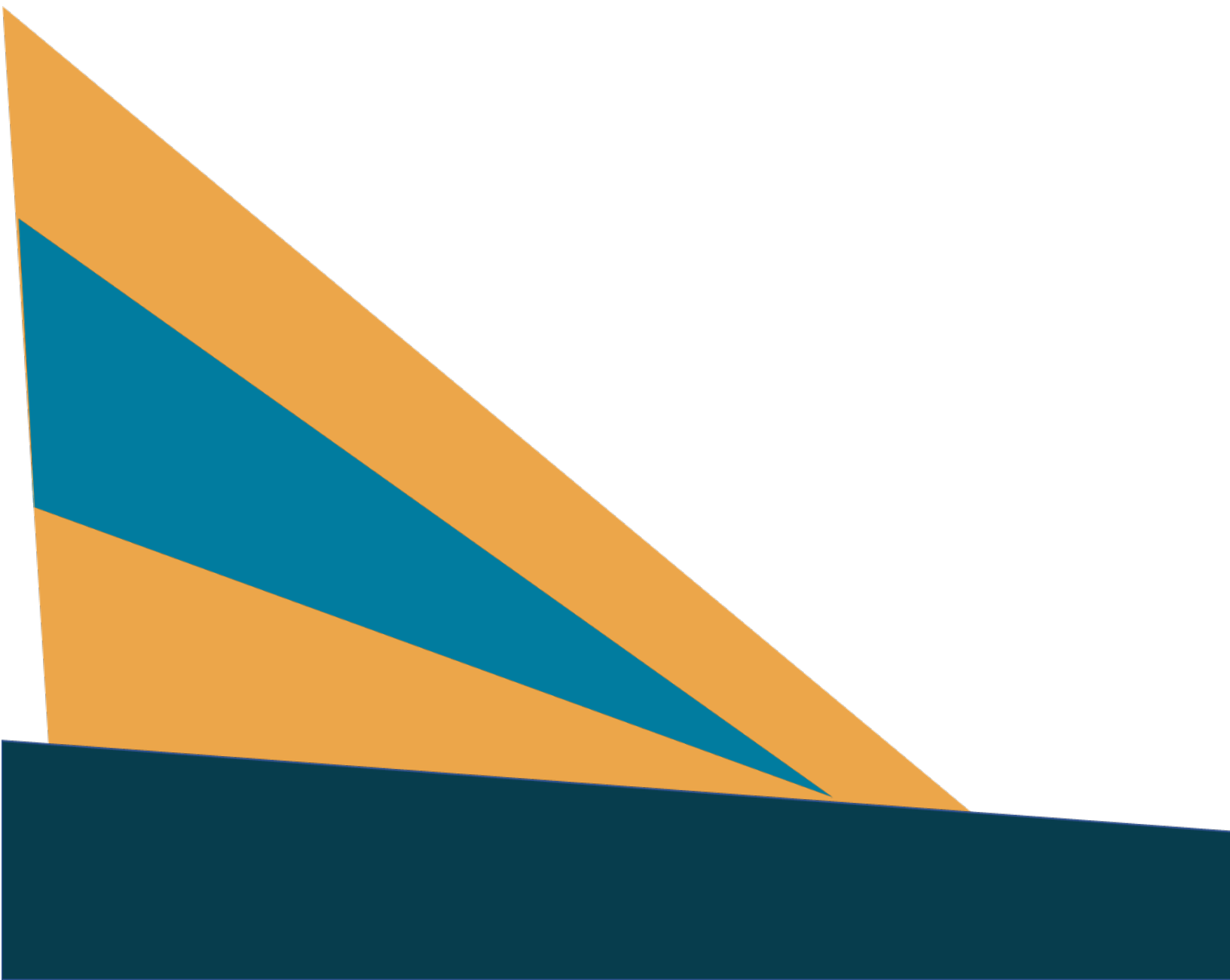
In addition, I would like to highlight the sustained work of the administrative team, allowing volunteers to stay motivated during this year of technological change.

Tel-Aide Montréal is you, volunteers! in your role as listeners, trainers, accompanists, technical support, members of the Board, who make us so proud for being part of this organization so unique in reliable listening when in need!

Thank you for being there for our callers!

**France Wagner - President**

# **Word from the Executive Management**



We are pleased to present Tel-Aide Montréal's annual activity report for 2021-2022. Being able to rely on solid foundations, in terms of volunteer commitment and quality of services, we have continued to offer the people of Montreal a valuable and essential listening service. Despite the challenges associated with the pandemic, the team has shown adaptability and resilience. Thus, several training sessions in active listening continued to be scheduled and held to support the recruitment of new volunteers as illustrated:

<b>Trainings</b>	<b>English</b>	<b>French</b>
Number of sessions	3	3
Number of hours	132	144
New volunteers recruited and trained	20	23

Another activity that has mobilized the participation of our volunteers, is our fundraising events as well as in our promotional activities where several thousand people, other than our members, are contacted. Thus, more than 2000 people are solicited for personal donations as part of the annual Phonothon.

Motivated by our mission to contribute to mental well-being through active listening, we have introduced significant changes such as new IT applications, in order to optimize the team's working methods. Then two software programs that allow listening volunteers to take calls were implemented. The Better Impact platform is now used for the management of listening schedules and the Webex application is now the platform used for our IP telephony communications. We would like to congratulate the team members for their good work in training and assisting our many collaborators in the implementation and use of these two changes.

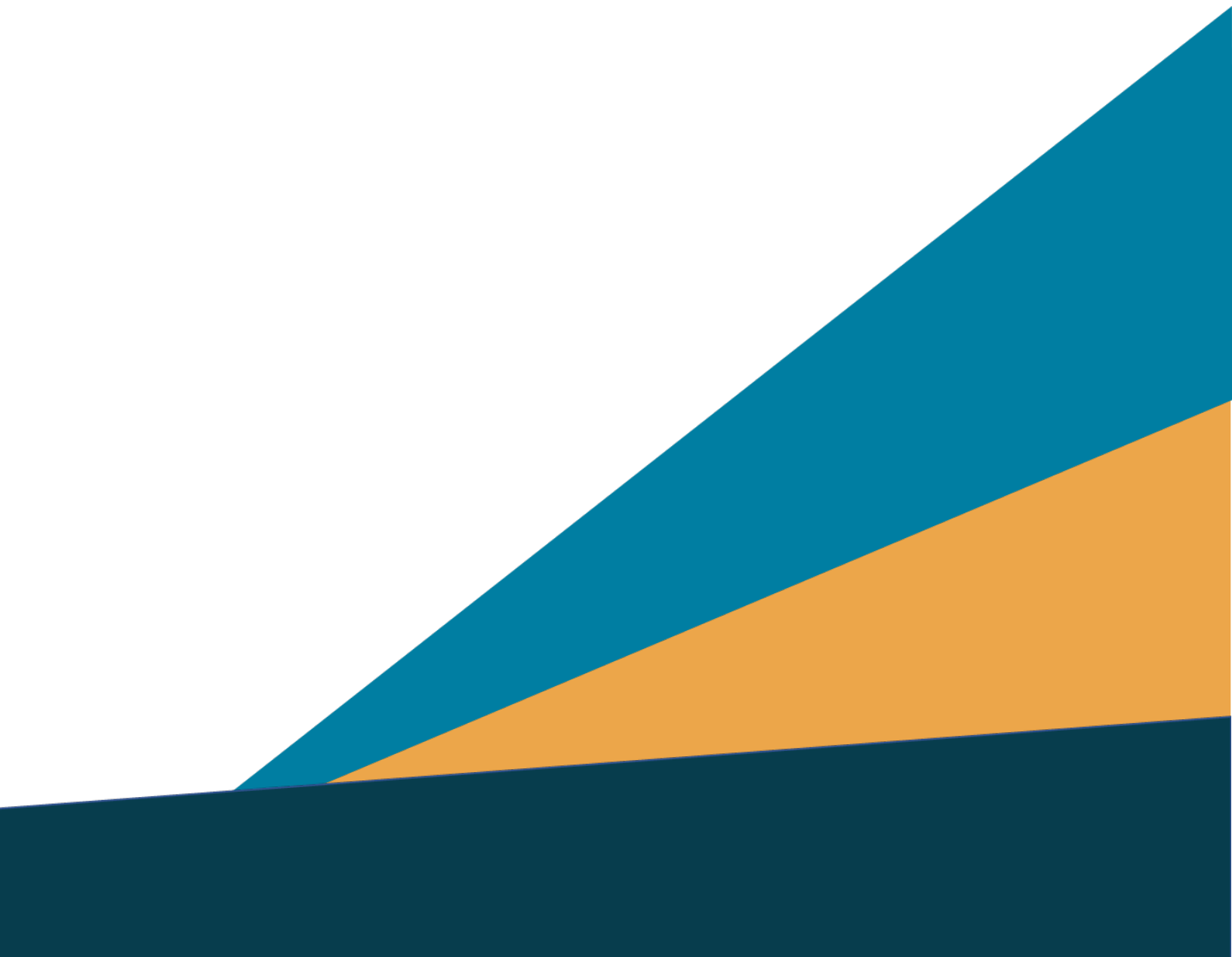
Finally, we began a strategic planning project that was necessary in order to clearly define the priorities for the coming years. This Board level long-term planning will allow to consolidate our achievements and innovate in the development of our complementary services.

We would also like to highlight all the work that has been done by staff and volunteers which actively contributes to the accomplishment of our mission in a spirit of collaboration and commitment.

Good reading and long life to Tel-Aide Montréal.

**Your Executive Management**

# Board of Directors





**France Wagner**

President - listening volunteer member

**Michel Carney**

Vice-President - volunteer member

**Jean Picard**

Treasurer - volunteer member

**Jean-Marie Desroches**

Secretary - listening volunteer member

**Francine Courtois**

Director - volunteer member

**Marie Deslauriers**

Director - listening volunteer member

**Monic Fournier**

Director - listening volunteer member

**Laurie Gamberg**

Director - listening volunteer member

**Ania Szpakowski**

Director - listening volunteer member

# **Team and collaborators**



## Administrative team

<b>Francine Courtois</b>	Acting Executive Director
<b>Nicolas Dugal</b>	Executive Director (outgoing)
<b>Melissa Johnson</b>	Volunteer Coordinator
<b>Brigitte Chrétien</b>	Administrative Assistant
<b>Hasna Wakrim</b>	Data Entry Technician
<b>Josée Pelletier</b>	Trainer

## Technical support

<b>Francine Ruel-Hérault</b>	Volunteer IT Consultant
<b>Mounir Tadlaoui</b>	Volunteer-IT Support

## Trainees

<b>Holly Perry</b>	Dawson College - Social Work Program
<b>Jasmine D'Elia</b>	Dawson College - Social Work Program
<b>Daniela Diaz</b>	Dawson College - Social Work Program

# **Year in review 2021-2022**



## We go from Tel-Aide at Tel-Aide Montreal

On October 13, 2021, Tel-Aide Montréal became our new name. Always the same cause, the same commitments, the same values and the same attention in listening to our callers.

Why this change, then? When Tel-Aide was founded 50 years ago, it was the first and only Tel-Aide in all of Quebec. Today, we can be proud to have been able to inspire others who founded their Tel-aide in their region and thus allow more people to be heard. By becoming Tel-Aide Montréal, we distinguish ourselves by specifying the region we serve for the most part. We still continue to listen to all those who call us, but it will be easier now to be distinguished by those who will speak of us.

On March 21, 2022, Tel-Aide Montréal launched a new website. Also, shades adapted to the 2020s and a new logo that become our new signature are combined to our new name. For its debut, this new site has the same content as the previous one, except for a few paragraphs. On the other hand, this new site will be more scalable since we will eventually be able to update it internally unlike the previous one. We'll get started on this task very soon!

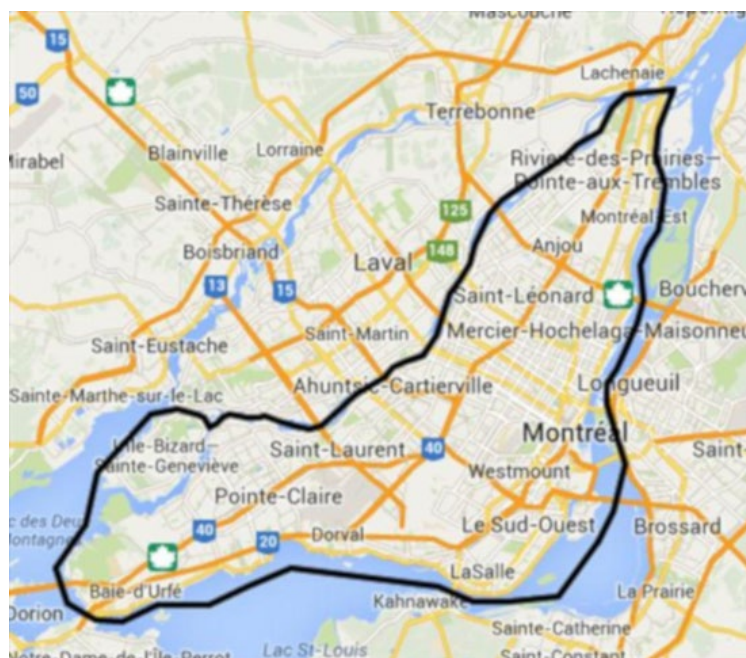


## Accessibility (coverage period)

Tel-Aide Montréal has long been a 24/7 service. The pandemic has had a direct impact on the availability of volunteers and more specifically on the period between midnight and 7am. In order to manage the expectations of volunteers and listeners, we have taken the decision to no longer announce the night listening service on our site, but we are currently working on a solution to bring back this service as soon as possible.

Our listening services are aimed at the entire population of Montreal (administrative region 06).

Occasionally some people from outside the region call us and can benefit from our services. Given the confidential and anonymous nature of our approach, it is not possible to quantify their relative proportion.





# 50th anniversary of Tel-Aide Montréal

In September 2021, a committee was created to organize the celebration the 50th anniversary of Tel-Aide Montréal. The purpose of this celebration was to recognize our volunteers and make it a historic moment.

Given the pandemic and the related sanitary measures that changed over time, we had to postpone this event a few times. However, behind the scenes, we have planned it with all the elements that such a celebration involves. Tel-Aide Montréal had to solicit partners to make this commemoration a reality. The Caisse Desjardins du Sud Ouest de Montréal was our main partner and others were added such as Clyde & Co, the Ministry of Health and Social Services, Beneva, the Jessica Harnois Wine Club and Lepelco.

We agreed with Julie Bélanger, radio and television host, to take over from Janette Bertrand, who acted as our spokesperson for more than 30 years. Julie Bélanger agreed to be the new spokesperson for Tel-Aide Montréal and said expressed she was very honored to replace Janette Bertrand.

Recognition of our volunteers was made as part of a filming of testimonies in listening and this through the period of 50 years of our existence. Also, the film producer Sarah Baril Gaudet agreed to present for the event her short film 'Les Bienveillants', relating the training given by volunteers to our new listeners at Tel-Aide Montréal.

In addition, we requested the presence and/or a video of political notoriety from the provincial government, which recognized Tel-Aide Montréal as an essential service in 2020. Premier François Legault made a video for this event and Transport Minister Chantal Rouleau was present. At the municipal level, Mayor Valérie Plante spoke to us via a video and Marie Plourde, Councillor for the Plateau Mont-Royal borough, was present.


The efforts made for this event will keep our volunteers mobilized and with this greater visibility, recruit new listeners.



## English awareness project

During the 2021-2022 fiscal year, as part of the English Awareness Project, emails, letters and pamphlets were sent to 48 community organizations and churches in Pointe-Claire. Upon request, additional documents were sent to 14 organizations. Tel-Aide Montréal intends to continue this activity towards other communities.

In addition to creating a corporate Facebook and ensuring regular social media posts, several press releases were sent between October and January to Montreal's English-language media, which resulted in several interviews, including CBC Radio, Tel-Aide CBC News at six and Global News.



In February of this year, Tel-Aide Montréal received a grant from the Prime Minister Office, who is responsible for relations with English-speaking Quebecers, which will provide the resources to hire a communications consultant to develop a marketing/communication plan with the objective of increasing the number of calls in English and also to increase the number of English-speaking listeners in the Montreal area. This funding will also allow Tel-Aide Montréal to purchase promotional advertising in electronic publications, newspapers, and media (TV, radio). This project will provide significant input to our strategy and related actions in the 2022-2023 fiscal year.





## Relocation of Tel-Aide Montréal

We are eager to offer our employees and volunteers a safe and pleasant working environment. Several problems arose in recent years in our current office in relation to air conditioning, heating and elevator. These signals tell us that it is time for Tel-Aide Montreal to move. Neighborhood security has also deteriorated in recent years. A New Location committee composed of a few Board members (listeners and non-listeners) and the Director General was formed. The mandate of this committee was to assess and document needs. The search began in December 2021 to find a place better suited to our organization.

We are proud to announce that Tel-Aide Montréal's offices will move to newly renovated premises adapted to our needs in September 2022.

# Strategic Planning

Tel-Aide Montréal has begun during the year a strategic planning project.

The objective is to be able to develop and select priorities to support a three-year tactical plan, starting in 2022, covering three main axes: consolidation, transformation, and development.

This plan will cover the many challenges of Tel-Aide in order to meet the expectations of appellants, Board members, senior management, volunteers and employees. Once these challenges have been addressed, we believe that Tel-Aide Montréal will be in a strong position to be recognized as the reference in helping relationships through active listening.

Tel-Aide Montréal's governance will regularly monitor the achievement of the selected strategic objectives through indicators as defined in its action plan. These indicators will make it possible to assess more precisely the progress of decisions and actions, and above all, to present a more representative picture of achievements in terms of consolidation, transformation, and development of the organization.

It is therefore essential to be mobilized and involved in the implementation of Tel-Aide Montréal's 2022-2025 strategic plan. Acting on this plan and strategy will ensure that we are more relevant and reach a high level of credibility with our members, partners, and funders.

This tactical plan will come at the end of strategic reflections by the Board members and Senior Management and will be finalized in the coming weeks.

We would like to thank the members of the Board, the general management, the whole team.

# Financial Partners



## Financial Partners

Tel-Aide Montréal is very privileged to be able to rely on the financial support of many generous funding and donor partners, particularly in these difficult times of pandemia.

Government grants being the main source of funding ensure our annual stability and allow us to continue with the same enthusiasm and renewed motivation for the development and maintenance of our services and ensure the sustainability of our organization. This trust is essential even after 50 years of listening to the greater Montreal community.

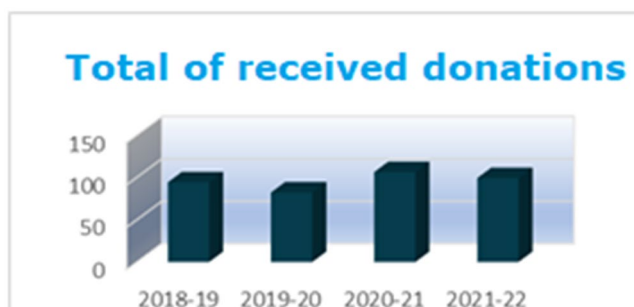
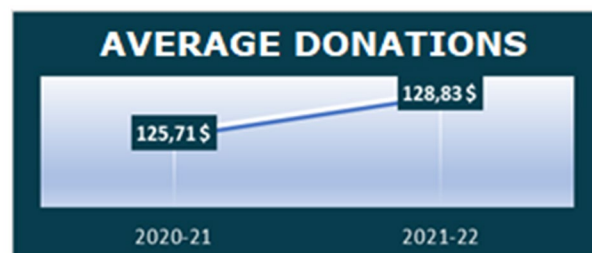
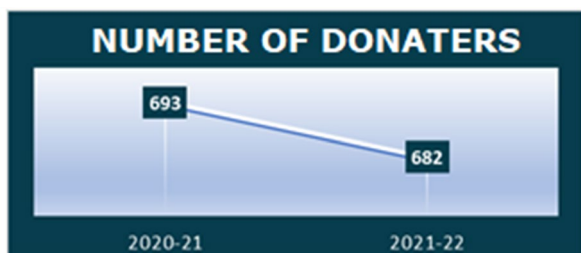
### **Our first partner is the CIUSSS du Centre-Sud-de-l'île-de-Montréal**

which provides us with operational funding through the PSOC program that is essential to our operations. In addition, during the year, we received funds from the Government to enhance mental health services. We are extremely grateful to them.

The Minister responsible for relations with English-speaking Quebecers also granted our request; Tel-Aide Montréal will benefit from a generous grant that will help us in the next year create visibility and promote our services among English-speaking callers as well as support the recruitment of listening volunteers who can serve our needs for the Greater Montréal area. This project is part of our goal to serve in French and English all isolated and/or suffering people who need to speak.

### **Our second category of partner includes individual and corporate donors and foundations**

Friends of Tel-Aide Montréal have recognized the need for our services in this second year of the pandemia and their solidarity has remained at a high level in their support for our services, as shown in the graphs below. This support encourages us to develop new tools to take advantage of new technologies and to properly train our volunteers.



**The third category includes  
Partners who contributed to our  
50th anniversary Gala evening**

Thanks to the Caisse populaire Desjardins, the Government of Quebec (Ministry of Health), private companies, members of the governments of Quebec and Canada and elected officials of the City of Montreal, anonymous donors who chose to sponsor this evening, Tel-Aide Montréal was able to recognize the essential work of our volunteers at this special anniversary. The generosity of these partners testifies to the importance of the contribution of all stakeholders in the field to mental health.



*Ministère de la Santé  
et des Services  
sociaux*

Québec



**beneva**

**CLYDE&CO**

**lepelco**  
Cabinet en assurance  
de dommages

**SINCERE THANKS**

**To all these partners, individuals, institutions,  
corporations, and foundations  
for their great generosity.**

# Associative life



# Report of the Francophone Training Committee

## Committee Members

Anissa 2146F, Claudine 2362F, Émile 1180F, France 2233F, Louise 2280F, Marie 2326F, Mélanie 2573F. Maybel 2474F left the committee in June. Émile 1180F joined the committee as an observer during the November training.

## Training

Training sessions that started during the year:

Three trainings started between 1 April 21 and 31 March 22. We trained 23 new listeners. This year we had several withdrawals immediately before the start of the trainings. Following an agreement with Melissa, efforts will be made to establish a bank of candidates in order to fill the vacancies left at the last minute in the training groups.


Continuing education:

Thanks to Chantal 2172F, responsible for the accompaniment, for putting the shares back on the agenda. Thanks also to Bernard 2579F for supporting her in this task.

## Meetings and other tasks:

The committee held 3 meetings. The main topics discussed at these meetings were:

- The role of the trainer hired by Tel-Aide Montréal and our collaboration with her: For the first time this year, Tel-Aide Montréal has hired a trainer from outside. This new way of doing things raised a lot of questions within the committee, because traditionally all trainers were chosen from our volunteers and trained on site. We were wondering about this person's task. The Chair of the Board of Directors provided explanations on her role to our committee. We finally established an interesting collaboration with her. She fully followed the February training, including accompaniment. We gave her all our documentation, including the one on external training, which we provided for a long time and for which she is now responsible.
- The recruitment of new people for accompaniment and training in collaboration with the person in charge of accompaniment: All trainers, coaches and accompanists keep an eye open and forward the names of future good candidates to committee leaders.

- 
- Updating the training manual following the changes following the dropping of telephones and the arrival of new technologies.
  - The modification of the planning schedule of listening shifts and the review of documents resulting from it (permanent commitment, availability grids for accompaniments).
  - Double listening: For the moment, opinions on this subject are diversified. We experiment!
  - The RACI report and the committee's terms of reference update: This report really clarified the role of the committee and of its members. The training committee recognizes its great importance and the positive influence of its application to Tel-Aide Montréal. Many thanks to Ania 2189E/2558F for this great initiative and for really consulting the volunteers! I attended two consultation meetings on the implementation of this program. Our mandate, which describes in detail the way the committee works, was adjusted as a result of this report.

At the latter's request, the committee met with France Wagner. She wanted to hear from us about our experience at Tel-Aide Montréal. Thank you, France, for your solicitude and your listening.

**Claudine 2362-F, responsible for the Francophone training committee**





## **Report of the Anglophone Training Committee**

### **Committee Members**

Josée Pelletier (head), Laura Caffin (left in August 2021), Ania 2189E/2558F, David 2175E, Jena 2105E, Michelle 2129E and Melissa Johnson.

### **Training**

During the 2021-2022 fiscal year, 3 training sessions were held: one in the summer, another in the fall and third one in winter. During the 3 sessions, 29 candidates started the training and 20 graduated. Each training session was offered by 2 or 3 trainers, with the help of 2 or 3 coaches for role plays and scenarios.

Laura Caffin was assigned in June 2021 as an English-speaking trainer. The objective is on her integration into the English-speaking training committee to eventually become the main trainer.

The first training of 2021-2022 began in July 2021. It was in the form of a hybrid training, including the first and last day in-person course as well as distance learning courses for other days delivered via Zoom. The training was offered by Ania 2189E/2558F, David 2175E and Jena 2105E and Laura Caffin as an observer and assistant.

A continuing education session was given in August 2021 by Laura Caffin entitled "How to maximize your resilience and how to keep your listening energy active". Laura Caffin left Tel-Aide Montréal in August 2021 for health reasons. In October 2021 Josée Pelletier, a hired resource, took over as an English-speaking trainer. Jointly, Ania 2189E/2558E and Josée Pelletier offered training in November 2021. Michelle 2129E then joined the committee and another training session with Josée Pelletier was offered in January 2022.

Ania 2189E/2558E redesigned the trainee training program in the fall of 2021 and trained two Dawson College trainees in September 2021. Josée Pelletier took over and trained another Dawson College intern in January 2022.

Several training meetings were held throughout the year to prepare for the next training sessions.



And the future...

A new idea of having sharing and follow-up sessions with graduates every 3-4 months was proposed in the fall of 2021. The first sharing session via Zoom took place on January 19, 2022, with the cohort who graduated in September 2021. The objective of those sharing sessions is to check with new volunteers about their experience as listeners and to assess their level of motivation.

The coming year will consolidate the English-speaking training sessions, with a pre-established schedule and a responsible trainer who will train more English-speaking listeners in order to better serve this clientele in our territory.

Finally, external training of 3 or 6 hours in English and French are planned to be offered to various organizations and companies wishing to train their staff in active listening.

**Josée Pelletier, responsible for the English-speaking training committee**

# **Report of the Francophone Support Committee**

## **Committee Members**

As of March 31, 2022, the committee had 19 members.

Alain 2578F, Anissa 2146F, Bernard 2579F, Chantal 2172F, Claudine 2362F, Daniel 1718F, Émile 1180, France 2233F, Gilles 2543F, Guy 2551F, Johanne 2585F, Louise 2280F, Marcel 2080F, Marie 2326F, Mélanie 2573F, Mihary 2556, Monic 2356F, Nicole 2521F, Sira 2577F.

The committee met 3 times during the year (May and October 2021, March 2022).

## **Requirements of accompaniment**

Accompaniments are an integral part of the training; there are three of them, each lasting 4 hours. The accompaniment of the 23 new volunteers of the year therefore required 276 hours.

The accompaniment of volunteers in training is very demanding and for this reason several accompanists are committed for only one session. Some are also temporarily on hiatus for various reasons. We are therefore in perpetual recruitment.

## **Accompanying or double listening**

Thanks to the support of the Board, management and administrative team, we were able to plan a return to the double listening that was used in the early years of Tel-Aide Montréal. During a call, this learning tool allows chaperones to listen and hear and discuss what callers say and what volunteers in training respond. The first tests will take place during the training session that will start in May 2022. Everyone will be completely free to use or not the double listening method.

## **Planning 2022/2023**

During the year 2022/2023, the committee proposes to review and improve the training and evaluation of accompanying persons. The "double listening" project will also be evaluated.



### **Continuous training**

Normally, the planning of continuing education is the responsibility of the training committee. That was not possible this year. The support committee was then responsible for putting the "sharing" back on the agenda. Monthly meetings on Zoom allowed volunteers to discuss the difficulties encountered during their listening hours.

August 2021 to March 2022 there were 12 "sharings" sessions led in turn by Chantal 2172F and Bernard 2579F.

### **RACI Report**

RACI (Responsibility, Authority, Information, Consultation) meetings conducted by Ania 2189E/2558F with the heads of the various committees, made it possible to properly frame the activities and responsibilities of the support committee.



### **Chantal 2172F, responsible for the Francophone support committee**



## **Report of the Anglophone Support Committee**

### **Committee Members:**

Jena 2105E (responsible), Alvin 2180E, Ania 2189E/2558F, David 2175E, Deneille 2104E, Michelle 2129E, Mihaela 2193E, Mischa 2240E, Nicole 2106E, Tanya 2208E, Zoe 2209E, Étienne 2203E, Elizabeth 1972E, Lauren 2174E, Daniel 2212E, Gillian Baron 2236E et Melissa Johnson.

During the 2021-2022 fiscal year, the Anglophone support committee included 16 members. A total of 69 coaching shifts were completed, including 3 training sessions, for a total of 276 hours. No formal committee meeting was held during the year.

In September 2021, Jena 2105E left her role as a trainer to become head of the support committee. Under her guidance, the Committee developed an integration process for potential new coaches. It has also created a directory of current and potential companions, to better follow those who could be recruited after having accumulated a certain number of hours of listening. Three new coaches were recruited during the year, and 8 potential coaches were added to the repertoire.



### **Jena, Responsible for the English-speaking support committee**



## Report of the Interview Committee

### Committee Members:

Sylvie 2359F/2036E, Anissa 2146F, Johanne 2585F, Marie 2326F, Tanya 2208E, David 2175E, Ania 2189E/2558F, Melissa Johnson (Volunteer Coordinator), Josée Pelletier (Trainer)

The interview team conducted 79 interviews for new volunteer listeners and 52 of them completed the training during 2021-2022. Among these, 22 will undergo training in 2022-2023. These listeners in training are mostly from Montreal, but also more than a quarter comes from outside. The majority of our candidates who apply are bilingual and even trilingual, which is a source of wealth for our organization.

We have had a similar number of students and people in employment, not to mention that a growing number of retired people are offering us to get involved. It is interesting to note that the background of candidates covers very different fields ranging from psychology, administration and even sciences, which indicates that there is a diversity of candidates who are interested in helping their community and who choose Tel-Aide Montréal to work as a volunteer.




### Sylvie 2359F, responsible for the Interview Committee

## Sharing and various activities

- **April 27, 2021:** Sharing by Florent (General discussion on difficult calls)
- **June 27, 2021:** At the Annual General Meeting 23 people were present and 18 people attended in Zoom, for a total of 41 people.
- **August 10, 2021:** Continuing Education on how to maximize your resilience and how to keep your energy as an active listener volunteer. Self-care techniques.
- **August 25, 2021:** Sharing hosted by Chantal Perrault (Difficult Calls).
- **September 27, 2021:** Sharing hosted by Chantal Perrault (Calls that generate an uncomfortable feeling of helplessness for the listener).
- **October 18, 2021:** Sharing hosted by Chantal Perrault (How to manage calls where the caller experiences deep despair and does not respond well to active listening?).
- **November 17, 2021:** Presentation of the documentary "Les Bienveillants", followed by a discussion.
- **December 10, 2021:** 5@7 Noël.
- **December 20, 2021:** Sharing hosted by Bernard. (How has your motivation evolved since the beginning of your commitment?).
- **February 7, 2022:** Sharing led by Chantal (Impacts of Covid among listeners and how our listening has been adapted).
- **February 9, 2022:** Sharing led by Bernard (Impacts of Covid among listeners and how our listening has been adapted).
- **March 15, 2022:** Sharing led by Bernard (Welcoming and listening skills: Listening to silences and tears).
- **March 16, 2022::** Sharing led by Chantal (Welcoming and listening: Listening to silences and tears).
- Zoom lunch : Weekly, **April to October 2021**, every Thursday from noon to 1pm  
Monthly, **November 2021 to March 2022**, 1st Thursday of the month, from noon to 1pm.
- 12 meetings of Board members.
- The English Awareness Committee met every first Monday of each month.



## **List of organizations referring to Tel-Aide Montréal on their website**

- Arrondissement.com
  - 211 Grand Montréal
  - RACOR en santé mentale
  - Assisto.ca
  - Zoominfo
  - Doctor.ca
  - REISA
  - QUEER McGill
  - Apollo
  - Mardi Je Donne
  - Charitable impact
  - Ementhal.ca
  - CDC Centre-Sud
  - toutMontreal.com
  - Association du personnel retraité de l'Université du Québec à Montréal
  - Association du personnel préretraité et retraité de l'Université de Montréal
  - Katalogos.ca
  - COCo (Centre des organismes communautaires)
  - Peter Mc Gill
  - Centre prévention suicide Faubourg
  - CharlevoixSocial.ca
  - Appui proches aidants
- 





## **Participation in special events**

- Participation in the Board of directors of the Association des centres d'écoute téléphone du Québec (ACETDQ)
- Participation in a videoconference meeting of the Corporation de Développement Communautaire du Centre-Sud
- Participation in the National Listening Day (organized by the ACETDQ)
- Participation in the Semaine québécoise de l'action bénévole organized by the Réseau de l'action bénévole du Québec (RQAB)

# **Tel-Aide Montreal in the media**

- 
- Tel-Aide: at the service of those who need to speak, Pierre Bruneau spoke with three volunteers, **TVA NOUVELLES** 08/12/2021
  - Helping Youths in Crisis, Nicolas Dugal, **Global NEWS** 20/12/2021
  - Pandemic fatigue is real and this Quebec help line is seeing a surge in mental health calls, Nicolas Dugal, **CTV NEWS/iHeart RADIO** 20/12/2021
  - How is the mental health of Quebecers faring so far this year?, Melissa Johnson, **CBC radio** 07/01/2022
  - Charitable Choices: Nicolas Dugal of Tel-Aide Montreal, **Montreal Guardian** 11/01/2022
  - Pandemic frustration contributed to jump in calls to Montreal helpline Tel-Aide, Ania Szpakowski, **CBC Montreal** 14/01/2022
  - The pandemic exacerbates mental health problems, Nicolas Dugal, **Noovo** 26/01/2022
- 

# **Volunteers, staff and Board members training**



## **Volunteer training on technological tools (Better Impact and Webex)**

### **Better Impact training**

6 sessions in French on Zoom of one hour each:

**January 18, 2022, 12h00 et 18h30**

**January 19, 2022, 12h00 et 18h30**

**January 27, 2022, 18h30**

**January 28, 2022, 12h00**

Number of participants by videoconference: 43

4 sessions in English on Zoom of one hour each:

**January 17, 2022, 12h00**

**January 18, 2022, 12h00 et 18h30**

**January 28, 2022, 12h00**

Number of participants by videoconference: 14

### **Webex training**

6 sessions in French on Zoom of one hour each:

**March 24, 2022, 12h00 et 18h30**

**March 25, 2022, 12h00**

**March 28, 2022, 18h30**

**April 5, 2022, 12h00 et 18h30**

Number of participants by visioconférence: 55

4 sessions in English on Zoom of one hour each:

**March 23, 2022, 12h00 et 18h30**

**March 28, 2022, 12h00**

**April 5, 2022, 12h00**

Number of participants by visioconférence: 20



## Training of employees and the Board of Directors

### **Spring 2021**

Governance training of the Centre Québécois de service aux associations (RLSQ) given to Board members

### **September 22, 2021**

LGBTQ+ Realities: How to better intervene with ASTTeQ; Inclusive writing workshop; What are the resources in the neighborhood?

Offered by CDC Centre-Sud with ASTTeQ and PIaMP

### **September 30, 2021**

Change management

Offered by Ania Szpakowski

### **November 18, 2021**

Better Impact: Personalized training for Tel-Aide Montréal

Offered by Cameron Segger

### **November 25, 2021**

Volunteer Management: An Overview

Offered by the Association des centres d'écoute téléphoniques du Québec (ACETDQ)

### **December 7, 2021**

RACI Workshop

Offered by Ania Szpakowski

### **Winter 2022**

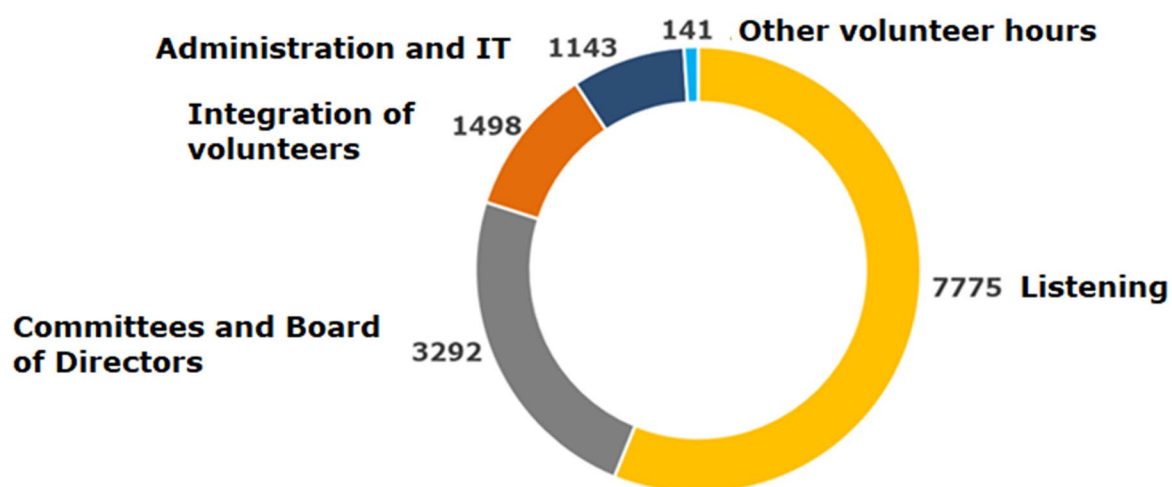
Active Listening Training

# Services to the population



# 13 848

## Volunteer Hours

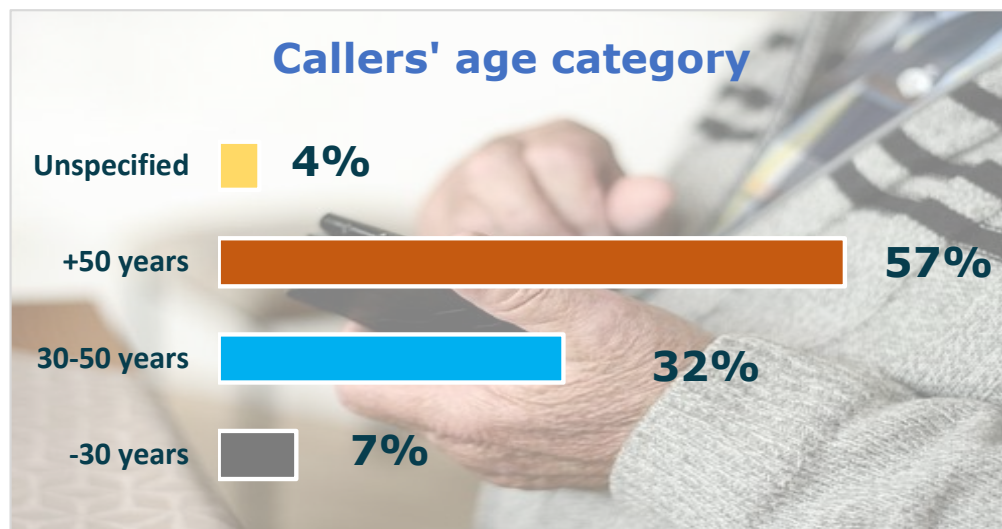
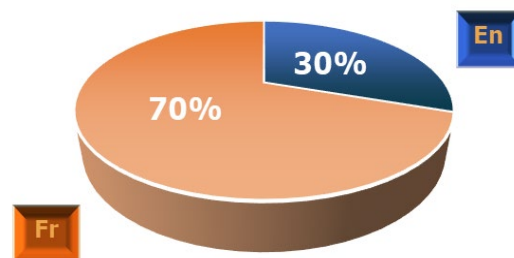
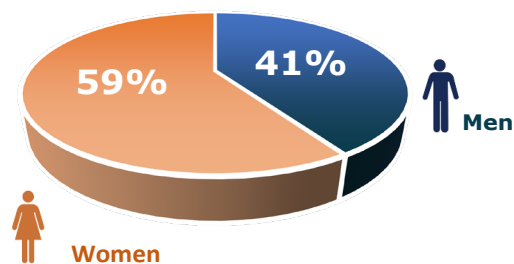


## Thanks to the commitment of

# 160

## Volunteers





### Number of calls answered



### Average listening time



## Main subjects

■ Loneless/Isolation ■ Breakdown/Anxiety ■ Relationships

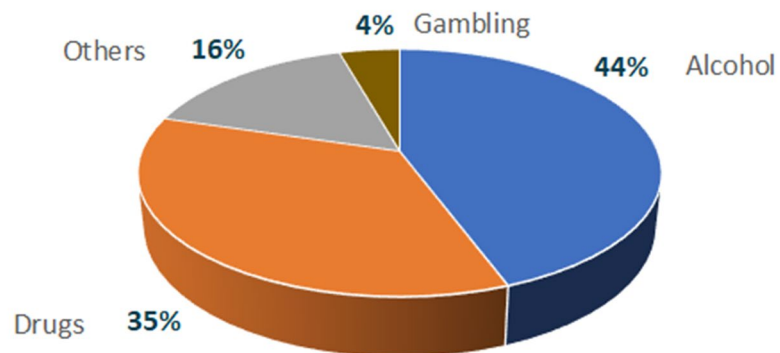


## Secondary subjects

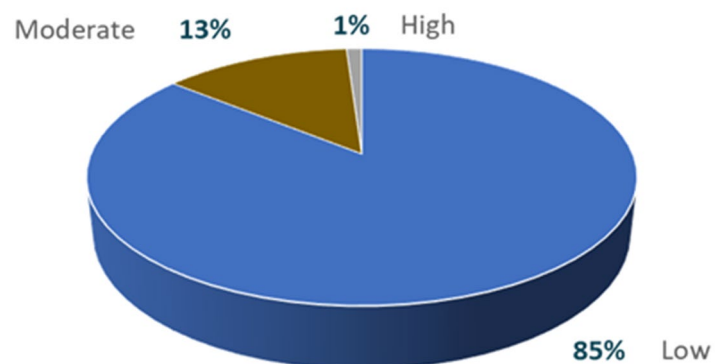
■ Mental health ■ Poverty ■ Violence



## Addiction



## Suicide (Risk)



# Partners



# DESLAURIERS Cie Co.

Avocats s.a. | Attorneys s.a.



## Tel-Aide Montréal is a member of:



**Association des  
Centres d'Écoute  
Téléphonique  
du Québec**

**Centre intégré  
universitaire de santé  
et de services sociaux  
du Centre-Sud-  
de-l'Île-de-Montréal**

**Québec**



**CDC**  
CENTRE-SUD



**REGROUPEMENT**  
Loisir et Sport  
du Québec



**CENTRE**  
québécois de services  
aux associations  
Une initiative du RLSQ

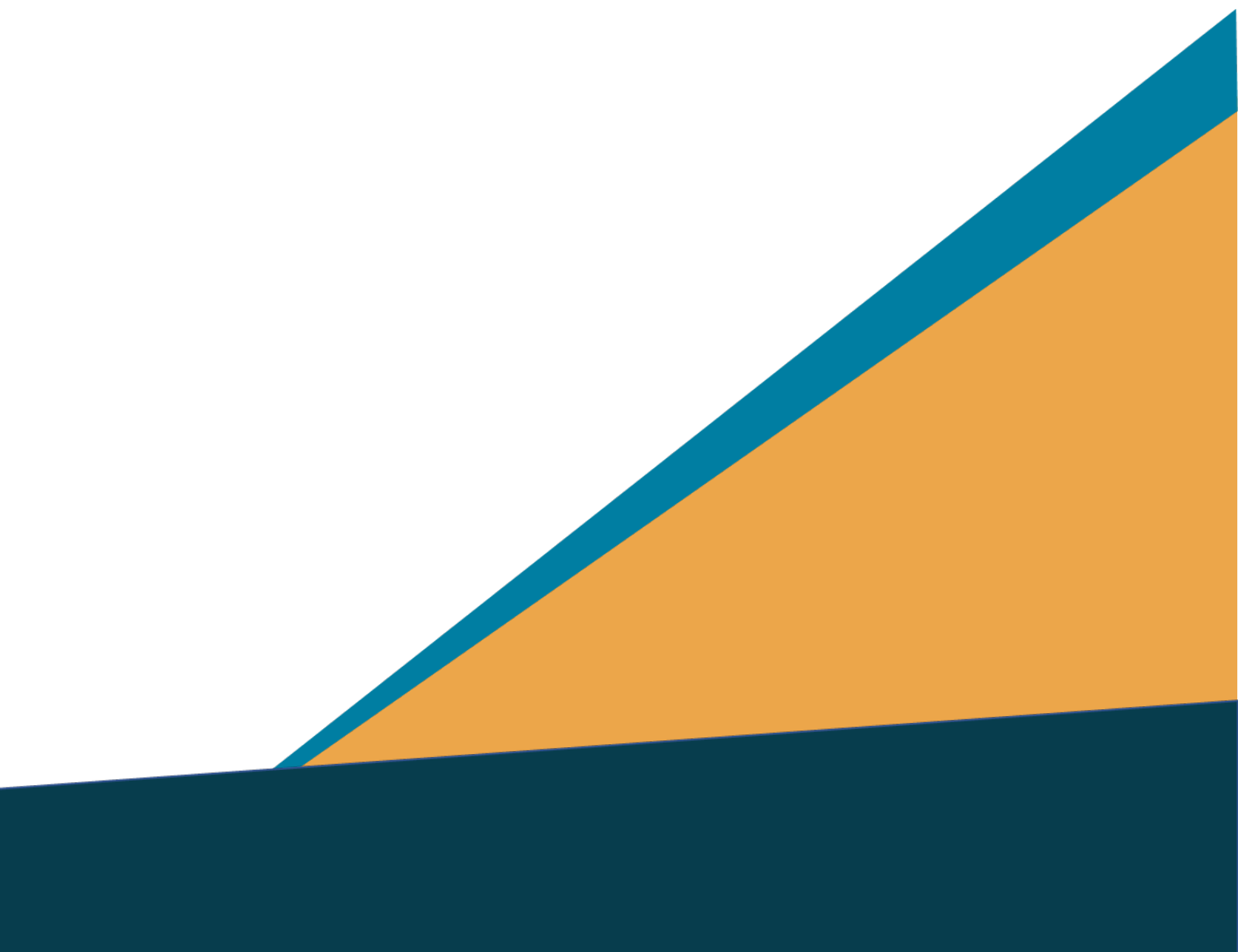


**RIOCM**

Regroupement intersectoriel  
des organismes communautaires  
de Montréal

**arrondissement.com**  
On s'y retrouve !

# Acknowledgement



**Thanks to all our volunteers who have listened to our callers this year and ensured a presence over the years, thus contributing to the dynamics and to the strengthening of our organization's contribution to mental well-being!**

Number of volunteers	Years of commitment
1	40 years +
6	20 years +
12	10 years +
14	5 years +
15	3 years +
18	2 years +
29	1 year +
65	- 1 year

# Photographic library





AGA 27.06.2021



Phonothon 2021



Phonothon 2021



Graduation 31.03.2021



Reportage TVA 08.12.2021



Reportage TVA 08.12.2021



Graduation 20.11.2021



Graduation 31.03.2022

