



Annual Report of Activities

2020-2021

Coordinates

**Tel-Aide**

P.B. 205, Branch H, Montreal
(Quebec) H3G 2K7

Listening service: 514 935-1101

Administration: 514 935-1105

Email: info@telaide.org

Website: www.telaide.org

Charity No. at the Canada Revenue Agency:

105164800 RR0001

This activity report covers the budget period from
1 April 2020 to 31 March 2021.

Texts

Melissa Johnson, Francine Ruel-Hérroux and members of the Board of Directors.

Graphics

Hasna Wakrim

Photos:

Archives Tel-Aide

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Message from the President



The pandemic we experienced at the end of winter 2020 and in the months that followed weakened the most deprived people, but it highlighted the fundamental importance of the services offered at Tel-Aide.

Recognized as an "essential service", we have had greater visibility in the media, which has allowed people in distress to benefit from the welcoming and listening of volunteers-listeners.

Thanks to you, dear volunteers, Tel-Aide was able to continue its mission. Ignoring your own concerns, you have devoted hours of listening to callers and given training and support to new listeners by adapting to modern technologies. In brief, you have forgotten about yourself for our callers in need, a big thank you!

Ms. Francine Ruel-Héroux accepted the position of Interim Executive Director at mid-year. Her generosity helped Tel-Aide to achieve its new technology and administrative objectives with the members of its team. She was also able to set up our annual fundraising event, the Phonothon and this, remotely. The motivation of volunteers and a flawless coordination of activities have yielded unprecedented results. A big thank you for this commitment!

Tel-Aide is now 50 years old, a historic moment that testifies to its importance in the community. We will try to mark this landmark anniversary to the extent that constraints of the pandemic allow us and whole-heartedly.

Each crisis brings opportunities, the pandemic will allow us to conduct a self-assessment as an organization and will lead into the strategic planning planned for a start in August 2021. The Board of Directors must ensure the sustainability of Tel-Aide. It will be done in accordance with Tel-Aide's values and callers will always be at the heart of this evolution. It is imperative that it continues to evolve after 50 years of service.

I would like to thank my colleagues on the Board of Directors who volunteer to help and guide Tel-Aide, a leading organization.

I would like to welcome the new listeners. The Great Family of Tel-Aide is honoured to have you with us. Rest assured that your involvement will make a difference in the daily lives of callers.

France Wagner
President

A handwritten signature in cursive script that reads "France Wagner".

Message from Executive Management



The last year has been a year of transition for Tel-Aide but also of significant changes due to the pandemic.

As Acting Executive Director during the second half of the year, I saw the commitment of our volunteers and the dedication of our administrative staff who continued to provide quality listening services to our callers despite the difficult times.

This year has forced us to implement new processes and systems as well as to be creative in achieving our goals.

We have expanded the remote listening project, so that more listeners can offer listening periods from home. We have continued to offer the opportunity to answer calls at our premises by adding the necessary tools and procedures to ensure the safety of our staff and listeners.

Thanks to our telephone provider Ip4B and the efforts of our volunteers, we were able to carry out our Phonothon remotely. Our donors have been generous; our targets have been exceeded.

We have set up many kinds of activity to animate our group of volunteers: lunches, sharing, meetings and book clubs via Zoom. We have also organized continuing education sessions.

Our training methodology for new listeners was modified by adding videoconferencing formulas. We also continued to offer listening internships to students.

Most of the administrative meetings, committees and training were conducted via Zoom. Some meetings and training sessions were held face-to-face while complying with public health directives.

Several IT projects have been initiated and will be completed in the coming year, including the establishment of our donors' database.

We have been present on several platforms to promote Tel-Aide's services either by participating in newspaper articles, radio and television programs or by partnering with the production of a short film that will be launched this year and with a web program "The perfectly imperfect".

A project has also been initiated to raise awareness of our services in the English-speaking community; it will see its realization in the coming months.

I warmly thank the members of the Board of Directors, volunteers, and administrative staff for their support during my interim mandate.

Francine Ruel-Héroux
Interim Executive Director

A handwritten signature in cursive script, reading "FR Héroux".



Tel-Aide continues its mission and adapts its services in response to the health crisis

As the first telephone listening centre in Quebec founded in 1971, Tel-Aide's set its mission to offer a free, anonymous, and confidential telephone listening service in French and English to people in distress in the Montreal area, some of whom suffer from mental health problems or who need to be listened to. Our service is accessible to anyone who suffers from loneliness, stress, psychological distress or anger, or simply needs to confide in someone who will listen to them without judgment.

The arrival of the pandemic has not only revealed the essential nature of Tel-Aide's listening services and our recognition as such by public services but has also challenged the agility of our organization in its ability to adapt to the new situation created by this Covid-19 crisis and the sanitary requirements that have followed.

As early as March 2020, we negotiated and entered into an agreement with our telephone service provider on how to make our listening services remotely accessible. Since our listeners could no longer work from our listening center, we had to develop the means to allow remote access to the calls of people in need of listening. The diversity of the technological tools for our listeners required personalized attention to each of our volunteers in order to achieve this adaptation. For several months, the training of listeners continued with intensity so as not to interrupt our listening services.

At the same time, given the complexity of the installation required for this remote listening, some volunteers were slowed down in their listening efforts or in the time available to them. This period was certainly not conducive to the recruitment of listening volunteers to meet the demand for increased services. Despite these difficulties, our volunteers have always remained faithful to their commitment to listening.

Followed the second wave in the fall and with the same perseverance, our listeners demonstrated their diligence in answering calls from the comfort of their homes. In parallel, a new team of volunteers was formed to undertake the Phonothon 2020, this time through remote solicitation that required new ways to reach our donors. This work was done through the implementation of advanced technological tools since solicitors could not meet in a room for this purpose, as in the past. This 2020 fundraising event was the best of all, and we thank our generous donors who were very sensitive to the mental health impacts caused by the pandemic and especially to the role played by Tel-Aide in supporting callers.

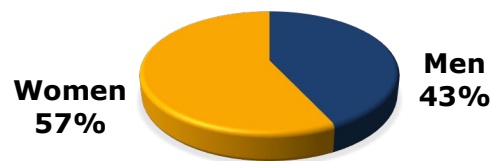
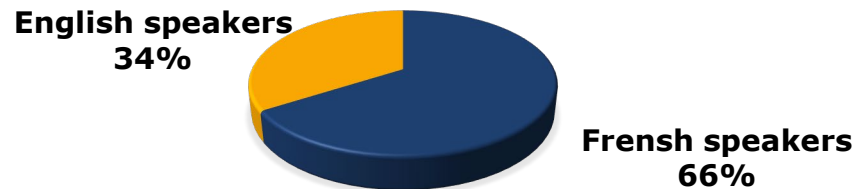
Overview 2020-2021

We cannot ignore the CIUSSS's recognition and support for Tel-Aide's situation, which has allowed us to move forward in our investments to give us the financial capacity to respond to the pandemic with the required technological innovations.

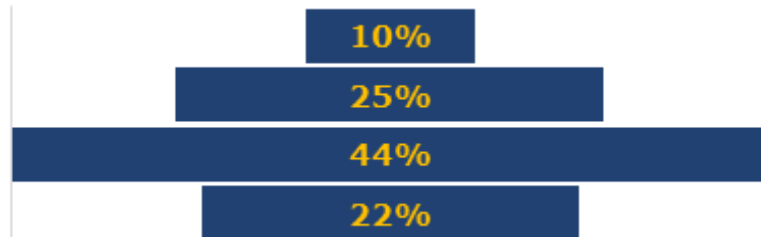
The health crisis has therefore pushed us to modify and improve our ways of doing things. Remote listening is now well established, as are exchange meetings and work sessions by videoconference. Tel-Aide has continued to offer its telephone tapping service to the people of Greater Montréal, as it has done for 50 years. Employees and volunteers continue to respond to callers safely in compliance with the strict sanitary measures issued by the Direction de la santé publique du Québec.

Services to the population: Active listening

CALLS ANSWERED 17366



Under 20 years
From 30 to 50 years
50 years and +
Undefined



Main subjects

Loneliness/Isolation	41%
Depression/Anxiety	15%
Interpersonal relationships	13%

Secondary subjects

Mental health	21%
Poverty	4%
Violence	2%

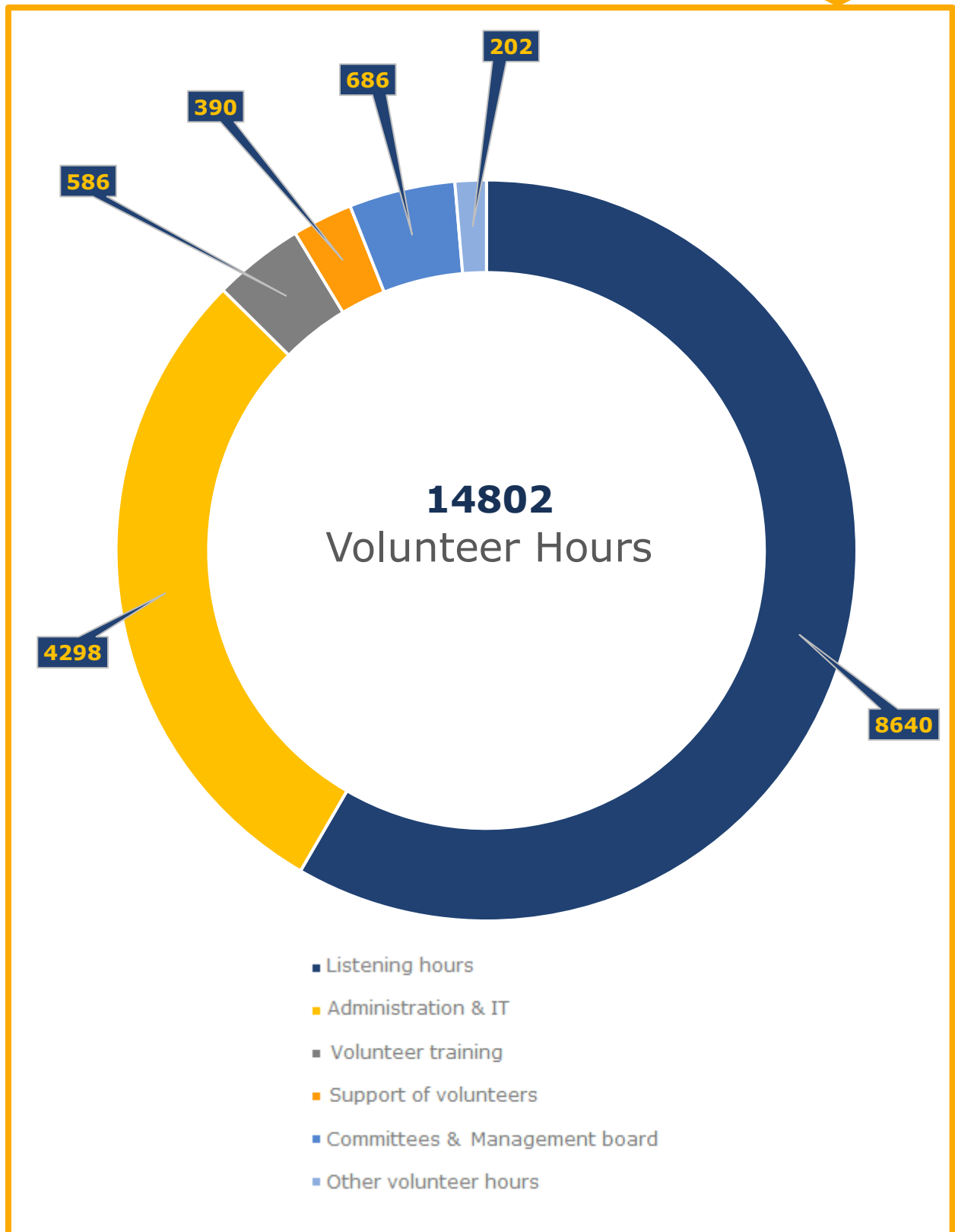
Addiction

Alcohol	43%
Drugs	39%
Games	4%
Other	13%

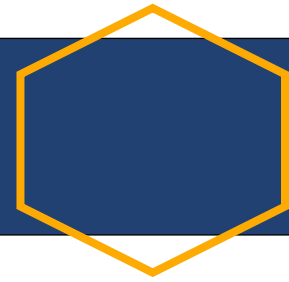
Suicide (Risk)

Low	83%
Moderate	14%
High	2%

A committed team



A committed team



Board of Directors 2020-2021

France Wagner

President | Listening volunteer member

Michel Carney

Vice president

Jean Picard

Treasurer

Jean-Marie Desroches

Secretary from 13 March 2021 | Listening volunteer member

Marie Deslauriers

Secretary until 13 March 2021 and administrator | Listening volunteer member

Monic Fournier

Administrator | Listening volunteer member

Laurie Gamberg

Administrator | Listening volunteer member

Ania Szpakowski

Administrator | Listening volunteer member

Departures during the year:

Richard Harris

Vice president until 19 August 2020

Roland Côté

Administrator until 19 August 2020

Nancy Fréchette

Administrator until 19 August 2020

A committed team



Management Team

Francine Ruel-Hérroux

Interim executive director

Melissa Johnson

Volunteer Coordinator

Brigitte Chrétien

Administrative Assistant

Hasna Wakrim

Data Entry Technician

Anne Lagacé Dowson (until October 13th, 2020)

Executive director

Elizabeth Tran (until September 8th, 2020)

Volunteer Coordinator

Collaborators

Laurent Langevin

Call statistics

Myriam Boucher-Pinard

Call statistics

Marceline Antivahis

Social Work Trainee (Dawson College)

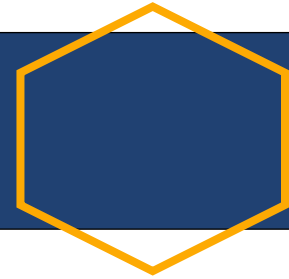
Emily Boutilier

Social Work Trainee (Dawson College)

Florent Sivell

Social Work Trainee (Dawson College)

A committed team



Congratulations on your commitment!

Tel-Aide can benefit from many experienced volunteers faithful to their commitment, and for some during several years.



A committed team

We would like to acknowledge the years of listening to the following people:

1 year +	2 years +	3 years +	5 years +	10 years +	20 years +	30 years +
Etienne 2203E	Rebecca 2172E	Deneille 2104E	Louise 2022E/2341F	Kit 1928E		Rolande 0293F
Kawanie 2205E	Lauren 2174E	Jena 2105E	Marilyn 2029E	Eric 1944E	Daniel 1718F	Tony 0628E
Nicole 2206E	David 2175E	Amanda 2111E	Sylvie 2036E/2359F	Yvon 1964F	Alain 1729E	Jean-Pierre 1030F
Saif 2207E	Alvin 2180E	Elizabeth 2122E/2457F	Eileen 2067E	Elizabeth 1972E	Dik 1766E	
Tanya 2208E	Ania 2189E	Michelle 2129E	Rona 2079E	Minda 1986E	James 1812E	
Zoe 2209E	Kaniza 2192E	Purnima 2130E	Caroline 2083E	Céline 1988F	Claire 1925F	
Rita 2210E	Mihaela 2193E	Amanda 2132E	Stephania 2085E	Marcel 2080F		
Daniella 2211E	Myriam 2195E	Anissa 2146F	Louise 2280F	Chantal 2172F		
Daniel 2212E	Serena 2198E	Myriam 2159E	Denyse 2288F	Éric 2185F		
Dori 2213E	Dany 2251F	Laurie 2166E	Marie 2326F	Laurent 2222F/2011E		
Larissa 2215E	Charlotte 2512F	Luc 2428F	Colette 2351F	France 2233F		
Manpreet 2216E	Nicole 2521F	Monique 2434F	Monic 2356F	Madeleine 2241F		
Salima 2217E	Qing 2523F	Danielle 2460F	Claudine 2362F	Liliane 2244F		
Vicky 2218E	Dominique 2533F	France 2470F	Rhizlane 2405F	Roland 2245F/2012E		
Yunfan 2219E	Mario 2536F	Maybel 2474F	Jean-Marie 2409F			
Danielle 2335F	Sarah 2538F	Lucille 2481F	Chantal 2418F			
Joelle 2552F	Gilles 2543F	Gabrielle 2486F				
Josiane 2553F	Natacha 2547F	Luc 2487F				
Maria 2554F		Isabelle 2497F				
Mihary 2556F		Micheline 2506F				
Valérie 2557F						
Diana 2560F						
Charlotte 2567F						
François 2569F						
Lydia 2570F						
Marie-Ève 2571F						
Medgine 2572F						
Mélanie 2573F						
Michel 2574F						
Sandra 2575F						
Sandrine 2576F						
Sira 2577F						

A committed team

Volunteer Committees

Volunteer involvement at Tel-Aide is not limited to listening. Many volunteers donate their time and skills on various committees. In addition to directors, committee members ensure continuity, quality of services and value involvement.

The Recruitment Committee

The effects of the pandemic have prompted many people to seek volunteer opportunities from community organizations. Thus, Tel-Aide was approached by a record number of candidates.

Although there were fewer training sessions than in previous years due to the pandemic, Tel-Aide interviewed 42 candidates and 35 of them completed the training to become listening volunteers.

In April 2021, Sylvie Albert became head of the recruitment committee, which will be renamed the interview committee. This committee is composed of Francophones and Anglophones.

Members: Sylvie 2036E/2359F (Responsible of the committee), Anissa 2146F, Chantal 2172F, David 2175E, Ania 2189E, Tanya 2208E, Marie 2326F

Training Committees

Francophone Committee:

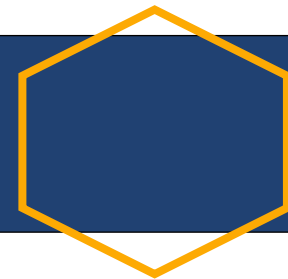
Due to the constraints of Covid-19, the training courses scheduled for May and September were cancelled. The trainers felt that learning from a distance was not optimal

Between April 2020 and March 2021, a training session was organized and took place largely face-to-face at the Centre St-Pierre. This was possible thanks to the involvement of Francine Ruel-Hérault, who helped organize the technical aspect. It was given by France Hébert and Marie Deslauriers with Mélanie Douville as observer. Thus, thirteen new listeners were trained.

Three continuing education activities took place this year. In January 2021, Marie Deslauriers and Chantal Perrault lead two trainings sessions, one in English and another in French, on the attitude to be taken towards abusive appellants.

In January 2021, capsules intended to help listeners with their active listening were analyzed by the training committee particularly on the aspects of the principles of active listening. A text was drafted correcting some of the suggestions made in the capsules which, with the agreement of the President, were sent to all the listeners.

A committed team



In February 2021, following a need from some volunteers experiencing difficulties in compiling call report data, training was given on the review of call report preparation.

The committee held three meetings and one sharing meeting. Several topics were discussed during these meetings, including the organization of training in times of Covid, the improvement of the quality of listening and call reports, the recruitment of coaches and trainers, and the hiring of a trainer, among others.

In addition, some documents have been revised and updated. The listener's guide was completed by Claudine Paquin and the formatting revised by Francine Ruel-Héroux. The Listening Volunteer Manual was reviewed and corrected by Claudine Paquin and Louise Tremblay, and the layout revised by Francine Ruel-Héroux. Finally, the terms of reference of the training committee were updated.

Anglophone Committee:

Despite the constraints of the pandemic, English trainers were able to organize distance learning using the Zoom platform. Two training sessions started during the year, one in September 2020 and one in February 2021. The Anglophone committee trained 18 volunteers during this period, 10 of whom graduated.

Members: Claudine 2362F (Responsible of the Francophone committee), Anissa 2146F, France 2233F, Louise 2280E, Marie 2326F, Maybel 2474F, Mélanie 2573F, Dik 1766E (responsible for the Anglophone Committee), Jena 2105E, Elizabeth 2122E, David 2175E, Ania 2189E, Myriam 2195E

Support committees

Francophone Committee:

On April 1st, 2020, the French-language support committee had 11 members. During the year, 6 new chaperones were added, and 3 chaperones resigned because their university curriculum was becoming restrictive. As of March 31, 2021, there are 14 active chaperones.

Due to the pandemic, there was no formal meeting of the accompanying committee. A training session began in February 2020 and ended in September 2020.

11 volunteers, who made their last accompanied shift during the summer, graduated in September 2020. 13 volunteers graduated in May 2021 and were accompanied during the months of March and April. A total of 120 hours were devoted to accompaniment during the training.

A committed team



The purpose of periodic accompaniments is, on the one hand, to check during a 4-hour listening shift the quality of listening of the volunteers and, on the other hand, to identify potential future accompanists. A total of 60 hours were devoted to periodic accompaniments.

In 2019, the support committee established the procedure to be followed for the reinstatement of former volunteers who return to listening. During this year, three people returned to listening after 2 years of absence. A total of 12 hours were devoted to accompaniments for listening feedback.

At the request of English and French listeners, 2 meetings of 2 hours were organized on the action to be taken in the face of abusive calls. A total of 8 hours was devoted to the preparation and for the 2 meetings on Zoom.

A total of 374 hours were attributed to accompanying activities.

Anglophone Committee:

Between April 1st, 2020, and March 31, 2021, the English-speaking side counted a total of 14 companions. During the September and February training sessions, 51 accompaniments were completed before March 31, 2021, for a total of 204 hours.

At the beginning of March, a meeting was held with the current accompanists. David Robinson, trainer and accompanist, facilitated the meeting on the conduct to be taken in the face of abusive calls with Chantal 2172F and Marie 2326F.

Members: Chantal 2172F (Responsible of the Francophone committee), Daniel 1718F, Marcel 2080F, Anissa 2146F, Eric 2185F, Mihaela 2193F, France 2233F, Louise 2280F, Marie 2326F (Chantal's assistant), Monic 2356F, Claudine 2362F, Maybel 2474F, Jonathan 2519F, Nicole 2520F, Sarah 2538F, Gilles 2543F, Mihary 2556F, Mélanie 2573F, Sira 2577F, Elizabeth 1972E, David 2175E, Deneille 2104E, Jena 2105E, Elizabeth 2122E, Michelle 2129E, Lauren 2174E, Alvin 2180E, Ania 2189E, Kaniza 2192E, Myriam 2195E, Tanya 2208E, Vicky 2218E.

Continuous training of volunteers

Training offered this year

-Sharing session and role plays: how to deal with abusive callers
Chantal Perrault 2172F, Marie Deslauriers 2326F, David Robinson 2175E

- Continuous training: Review of the preparation of call reports Claudine Paquin 2362F

A committed team

Lunches on Zoom

In May 2020, the staff created a new tradition:

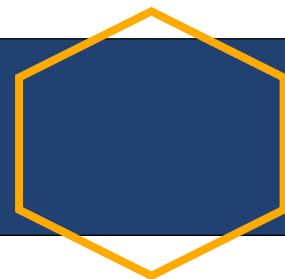
Lunches on Zoom.

At the beginning of the pandemic, many volunteers could not come to the office to listen. Weekly zoom meetings allowed staff and volunteers to meet remotely every Thursday between noon and 1 pm. and share their experiences on the current situation as well as on peculiarities of difficult calls.

Even though the restrictions have eased, lunches on Zoom have persisted. This is a tradition that will be maintained for years to come!



A committed team



Phonothon 2020

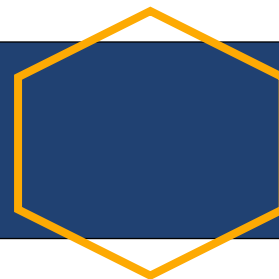
Every year, Tel-Aide organizes a telephone fundraising campaign to raise funds from the community. Despite the pandemic, this fundraising event has continued. For the past 18 years, about thirty faithful volunteers have taken the time to call the friends of Tel-Aide to ask them to support our work with a donation, no matter how big or small.

On Sunday, November 22, 2020, appeals to donors took place remotely. Each volunteer was given a list of donors to contact for a financial contribution. This self-financing effort has raised more than \$70,000 in donations from thousands of people who are aware of the cause of mental health. Sincere thanks to the donors and committed volunteers who allow our organization to maintain good financial stability.

Survey, AGM et Focus Group

Volunteers participated in large numbers in a survey during the summer of 2020 and showed great interest in volunteering. They made comments and recommendations in addition to those made at the AGM. The Board has created a "Focus Group" committee made up of Ania 2189E, Chantal 2172F, Dik 1766E, David 2175E, Marie 2326F, the Volunteer Coordinator and the Interim Executive Director.

A committed team



Financial partners

Tel-Aide is very privileged to be able to count on the financial support of many donors. As government grants are the main source of funding, the contribution of partners / donors also makes it possible to develop our services and ensure the sustainability of our organization.

Our first Partner is the CIUSSS du Centre-sud- de-l'île-de-Montréal

which provides our operational funding through the PSOC program that is essential to maintain our operations. In addition, during the year we received funds from the emergency fund of the Quebec Ministry of Health, in relation to the decision on assistance for the enhancement of mental health services.

Finally, the office of the Minister of Health has responded generously to our call for financial support to our organization in the context of the pandemic.

We are extremely grateful to them.



The Friends of Tel-Aide have recognized the need for our services in this year of pandemic and their solidarity has been greatly expressed in support of our services.

A sincere THANK YOU to

**our individual donors,
our corporate donors,
the generous foundations, and
our donors by testamentary bequest.**

A committed team

**We wish to extend our gratitude to
our other partners for their
contribution and continuing
support.**

Montréal 

DESLAURIERS  Cie
Avocats s.a. | Attorneys s.a.

IP4B  25
TELECOM ans
plus



Association des
Centres d'Écoute
Téléphonique
du Québec



Visibility

The following is a list of newspaper articles and interviews conducted during the period from April 1st, 2020, to March 31, 2021

1- Release date April 4, 2020

Media: La Presse

Title: Ils se serrent les coudes: aider à aider

Monic Fournier, Listening volunteer Tel-Aide

Journalist Louise Leduc

2- Interview September 28, 2020

Media: Radio CJAD

Interview with Anne Lagacé-Dowson

3- Release date October 24, 2020

Media: Le Journal de Montréal

Title: Les appels de détresse plus nombreux et plus intenses

Marie Deslauriers, volunteer at Tel-Aide

Journalist Hugo Duchaine

4) Interview October 24, 2020

Media: Radio-Canada

Subject: Les appels de détresse plus nombreux...

France Wagner, President of Tel-Aide

Interview made by Claudine Bourbonnais

5) Release date November 16, 2020

Media: La Presse

Title: Tel-Aide au cœur de la solitude

France Hébert, Listening volunteer at Tel-Aide

Journalist: Catherine Handfield

6) Interview December 22, 2020

Media: Canal M

Title: Les 50 ans de Tel-Aide avec France Wagner, President of Tel-aide

Moderated by Chantal Dauray

7) Interview January 13, 2021

Media: Radio VM Montréal

Title: Les bénévoles bienveillants

France Wagner, listening volunteer and President de Tel-Aide

Interview made by Jacques Lalanne

Social Media

Facebook: Public page and page for volunteers, more than 1100 people follow us on Facebook.



1971-2021

**Tel-Aide celebrates its
50th anniversary
in 2021.**

**With kindness and anonymously, our volunteers
have been listening for 5 decades,
Here are some memories:**



Patinthon, 80's



20th anniversary, 1991



Press conference, 90s



Social Committee, 2008



40th Anniversary, 2011



Phonothon 2014



Bell Cause pour la cause, 2016



Management team, 2021, the story continues...





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