

## What can I talk about?

We're here to chat about whatever you'd like! Sometimes people reach out about their struggles or something they're upset about, to share exciting news, or to talk through questions they're having about identity.

This could include anything from:

- Coming out plans and fears
- Feeling stressed about school
- Learning about your HIV diagnosis
- Dealing with dysphoria
- Fighting with your bestie
- Feeling frustrated with your transphobic uncle
- Being sad about everything
- Feeling lonely and chatting about your interests
- Looking for other services, groups, or other resources

## What is LGBT YouthLine?

LGBT YouthLine is a youth-led organization that provides peer support and leadership opportunities to **\*2SLGBTQ+** youth across Ontario.

### What we do:

- Provide anonymous peer support and referrals
- Train youth to support other youth
- Provide resources so youth can make informed decisions

*\*Two Spirit, Lesbian, Gay, Bi, Trans, Queer*

*The + sign reflects many other identities which fall under this community, such as intersex, asexual and aromantic, and pansexual.*



## Peer Support Helpline FAQ's

Sunday - Friday  
4 PM - 9:30 PM

SMS

647 694 4275



[www.youthline.ca](http://www.youthline.ca)



[askus@youthline.ca](mailto:askus@youthline.ca)

**We're here to listen.**

## How does peer support work?

When you start a text or chat with us, you'll be connected with a trained queer/trans youth volunteer. We're here to listen non-judgmentally and talk to you about whatever is on your mind. We won't tell you what to do or how to feel, but we can talk through what makes sense for you, brainstorm your options, or just let you know you're not alone.

## What does "anonymous" mean?

We can't see your phone number or IP address and can't contact you once you end the chat. **We only know what you tell us**, and won't pressure you to share anything you don't want to.

## Is it confidential?

What you share with us stays with us! **We will never contact police** or any other services, as long as you **do not share any personal information (like your name, address, or school)**.

We are only obligated to report cases of abuse for those under 16 **if** you also shared personal information.

## Suicide & Crisis

We can talk about suicidal thoughts and self-harm, but we aren't trained to provide crisis support or intervention. If a topic goes beyond our volunteers' training and our limits as a service, we can help you find an alternate service that can better meet your needs.

## I am a parent/friend/teacher of a 2SLGBTQ+ youth and need advice on how to support them.

We're glad to hear they have someone in their corner! Our peer support helpline is primarily for 2SLGBTQ+ and questioning youth. If you need help supporting a 2SLGBTQ+ youth in your life, you can email us at **helpline@youthline.ca** or check out our website for more resources.

## Are you a real person or AI?

We're real!! When you reach out to us, every chat is with a real person who is also 2SLGBTQ+ youth and under 30.

Explore more  
about YouthLine  
by scanning this  
QR code!

