



Promoting mental health in a digital world

Use this guide to support children expressing their feelings when they are online, help them know when to seek professional support, and to encourage engagement in offline activities as much as they are online!

1 Helping children express feelings around their online experiences

Create a safe zone!

Create a space of **open, supportive communication** where they feel safe, heard, and accepted when expressing their thoughts and emotions.¹

Open up about your online feelings!

Let kids know all feelings are valid and it's okay to talk about them. Remind them they can always come to you with questions, no judgment, just support.

2 Encouraging offline activities and social connection

The real world is just as fun as the virtual one!

The online world is fun, but the real world has so much to offer too! Encourage your kids to try activities like sports, art, music, clubs, or volunteering. It's a great way to spark interests, build skills, and make new friends.

You cannot receive a hug online!

The internet helps kids stay connected, but nothing beats face-to-face time with friends. In-person interactions build stronger bonds and help develop key social skills like empathy and listening.²

3 Knowing when to seek professional help

Assess the severity!

Things to keep in mind:

- **Frequency** – Was it one-time or ongoing?
- **Content** – Was it just rude or more serious, like threats?
- **Impact** – How is your child coping? Look for signs of stress, anxiety, or withdrawal.

[Use this guide to help spot signs of cyberbullying.](#)

If it's persistent, severe, or clearly affecting your child's well-being, reach out for support from a counsellor or mental health professional.

While parents can be a strong support, sometimes children prefer to speak to somebody outside the family, like a mental health support worker or counsellor. Where to get help (Quebec & Canada-wide):

- **Aire ouverte:** Free walk-in support for ages 12–25.
- **CLSC:** Quebec mental health services and support.
- **Kids Help Phone:** Canada-wide, 24/7 online and phone support.
- More services by province: [CLICK HERE](#)