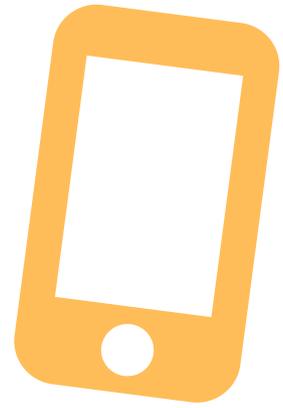


TEXT SERVICE FOR YOUTH



In which contexts can you use the text service?

- You are between 12 and 20 years old.
- You have concerns or questions, for you or a friend.
 - If your concerns or questions are about :
 - body image*
 - eating disorders**
- You are deaf, mute or hard of hearing and you need a private service without the need of an interpreter.

*Body image is the perception that a person has of his body.

It is more specifically:

- The way you see yourself;
- The way you feel about your body and your appearance.
 - The way you treat your body;
 - The way you think others perceive you.

**Eating disorders are mental health disorders characterized by problematic eating behaviors and important concerns around weight and body image. More information here : <https://anebados.com/en/mon-corps-et-moi/est-quoi-un-trouble-alimentaire/>.

Ex. You can use the service if you feel bad about your body, you constantly criticize your appearance, you value the opinion of others on your body or if you try to control your weight and / or your diet.

How to use the service?

- Text at 1 800 630-0907, Monday to Friday, from 11 a.m. to 3:30 p.m.
- No need to divulge your name, all is anonymous and confidential.
- Start the discussion with a counsellor as soon as it is available.



How to prepare?

- You can think about the question you would like to ask or think about what you would like to tell us.
 - Make sure it's a good time for you and that you're available.
- After 5 minutes of inactivity on your part, the counsellor will try to get in touch with you.
- If you do not answer after 10 minutes, the counsellor will end the discussion.
- If you decide to come back, you would have lost your priority. If the counsellor has started a new discussion with another person, you will have to wait until it ends to resume your discussion with the counsellor.
- Do not forget that the service closes at 3:30 pm. Make sure you arrive early enough to benefit from a quality intervention.
- However, we will take the necessary time to listen to you, even if there are only a few minutes left for the service. If necessary, if you wish to speak a little longer with a counselor, we will be able to offer you our other services (for example, the chat service or the helpline).

RULES OF CONDUCT

Your question



- Will be consulted in all confidentiality.
- Must be respectful. No hateful, hostile or erotic words will be tolerated. In such cases, the counsellor may end the text conversation.
- Must preserve your anonymity and that of others.
- Must be connected to a problem related to eating disorders or body image.



If your question is about something medical or legal, we may not be able to answer you and we may need to refer to you.
We are neither doctors nor lawyers.

For questions about disturbing physical symptoms, contact Info-Santé by calling 811.

Note that this is not an emergency service.
For an emergency, call 911 instead.

Do you think about suicide?
Call the help line 1 866 277-3553.

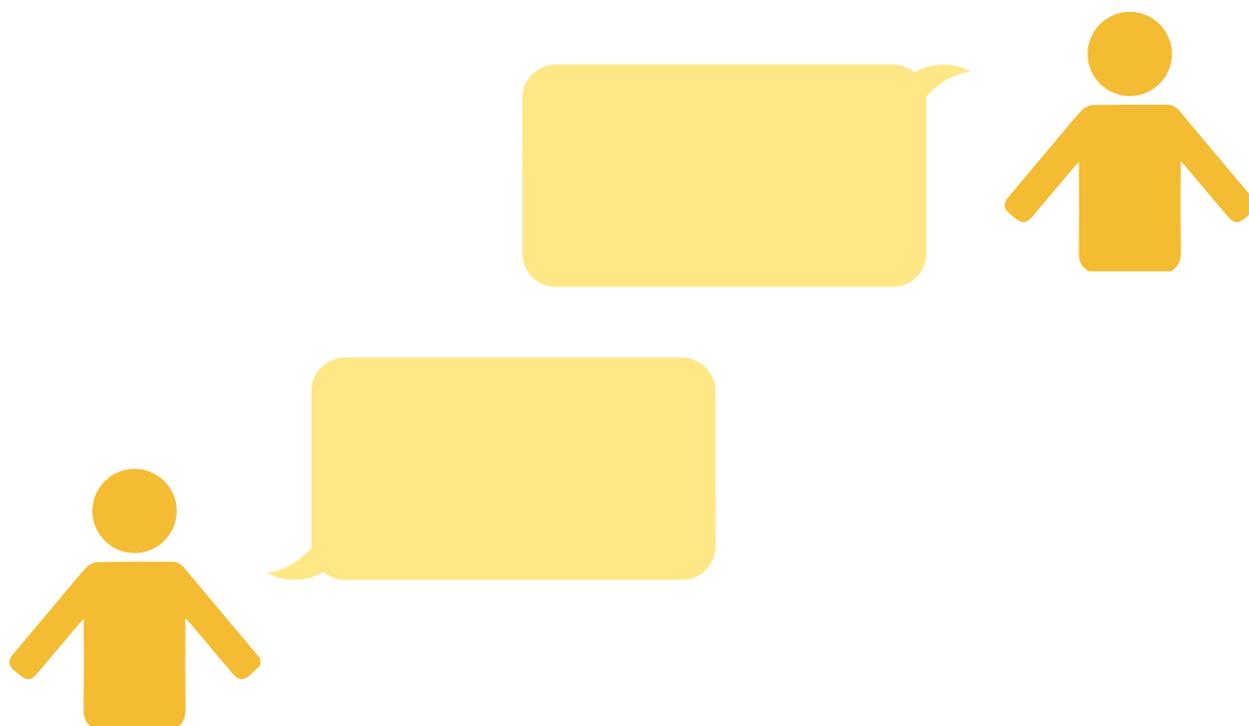


The answer

- Will be as fast as possible.

It may be that when you connect, no counsellor is available because of increased traffic. A counsellor will answer you as soon as it is available.

- Is a way to help you, guide you and give you some ideas, but we won't tell you what to do.
- The ANEB counsellor who will answer your questions can not confirm if you are suffering from an eating disorder, and if so, what type of eating disorder it is. However, they can tell you if your situation is worrying and guide you in the steps to follow.
- Can under no circumstances replace therapy or treatment.



IMPORTANT!

Do not hesitate to let us know when :

- Our answers lead you to experience doubt or uncertainty.
- Our answers lead you to make you live emotions in which you are not comfortable.
- You have to leave or it's not a good time to discuss. You will be invited to rewrite us at another time, when it suits you best.



Privacy Policy

- ANEB's texting service is anonymous and confidential.
- To make sure we understand your situation, the counsellor may have to ask you several questions (such as your age, the area where you live, etc.). This information will remain confidential unless your security is compromised.
- We are always here to ensure your safety. If we fear for your safety or that of another person, we will contact the emergency services for your own good or that of the other person.