



Chat service

In which contexts can you use the chat service?

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

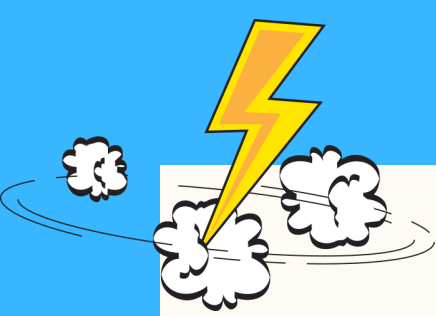
*Body image is the perception that a person has of his body. It is more specifically:

- The way you see yourself and 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 concerns around weight and body image. More info here: <https://anebados.com/mon-corps-et-moi/estquoi-un-troublealimentaire/>.

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

- Connect to anebados.com and click on the orange "Chat" button at the bottom right of the screen.
- No need to divulge your name, all is anonymous and confidential.
- Click in the text box and start the discussion with a counselor.

Use the "Offline" service

- When the "chat" service is not open, you can still write to us.
 - Click on the button "Come talk to us!"
- Write your name and email address in the appropriate boxes.
 - Click in the text box and write us your message.
- We will answer you as soon as possible to your email address.

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 counselor will try to get in touch with you.
 - If you do not answer after 10 minutes, the counselor will end the discussion.
 - If you decide to come back, you would have lost your priority. If the counselor has started a new discussion with another youth, you will have to wait until it ends to resume your discussion with the counselor.
 - Do not forget that the service closes at **midnight from Monday to Thursday and at 20:30 pm on Friday**. 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 (example, the helpline available until 3 am).

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 counselor may end the chat 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 **medical** or **legal**, we may not be able to answer you and thus, have to refer you.
We are neither doctors or lawyers.

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

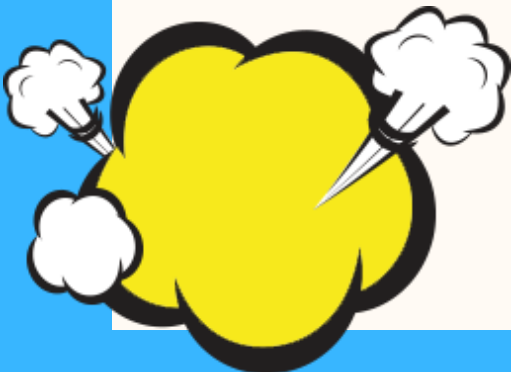
Note that this is not an emergency service.

For an emergency, **call 911** instead.

Do you have suicidal thoughts?

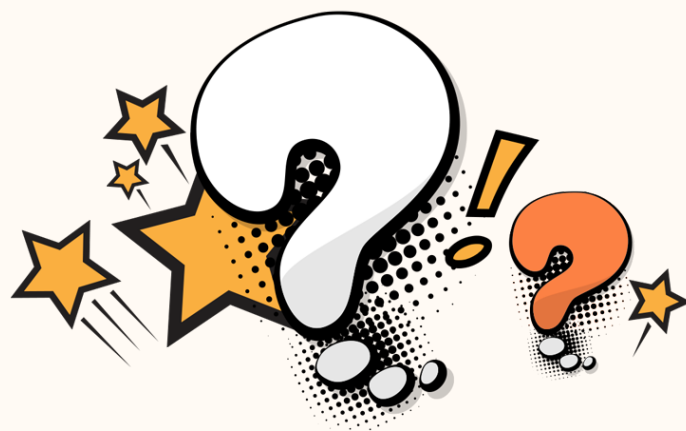
Do you think of suicide?

Call at 1 866 APPELLE.



The answer

- Will be as fast as possible.
- It may be that when you connect, no counselor is available because of increased traffic. In such case, you will receive automatic messages regularly to keep you informed of the situation and a counselor 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 or make a diagnosis.
- The ANEB counselor 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 must 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 chat service is anonymous and confidential.
 - To make sure we understand your situation, the counselor 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.