



What happens when you call the Tec's emotional support line?

Did you know that as a Tec student you have access to free **emotional support**, 24 hours a day, 365 days a year, via **telephone** or **the web**?

The **helpline** is a **confidential service** available to you if you are a Tec high school, undergraduate, or graduate student, as well as your family members.

LLama al: [800 813 9500](tel:8008139500) o [442 295 3004](tel:4422953004)

O ingresa a: tec.orienta-me.com

BUT WHAT HAPPENS WHEN YOU CALL?

1.- It's confidential.

Ruth Cuéllar, National Coordinator of **Wellbeing and Counseling at the Tec**, and **Nancy Alvarado**, supervisor of the emotional support department for the **Tec's helpline**, tell you that:

"Here, you'll find absolute confidentiality. It's like a gift for you. If you wish, you can also request follow-up" Ruth highlights.

"The helpline is confidential, which means that (students) do have to give us their details, but they aren't shared with anyone else. It's not anonymous, but it is confidential," adds Nancy.

2.- You can talk whenever and about whatever you want.

*“What we offer is a space for **emotional support**. We have a **psychologist** available **24 hours a day**,”* explains Nancy.

*“**You’re going to talk to a psychologist**, and you’re going to be able to **talk about anything that you want**. All topics are valid,”* she adds.

3.- There’s someone who will listen to you and support you.

Ruth and Nancy emphasize that everyone who answers helpline calls is **100% trained and willing to listen and provide support**.



4.- It’s not just one-time help. You can continue receiving support from the same person.

One of the **advantages** of using the support line is that you can receive **follow-up** from the **same therapist over the course of several sessions** in order to generate **engagement** with the same person.

*“You can **call as many times as you need**, but **there’s a structure in place** for you to create your own **tools for containment and ways to vent**,”* says Nancy.

5.- You can also receive free in-person support.

If the psychologists believe that you need **in-person support**, they can help you coordinate **several in-person sessions of follow-up, free of charge**, via private services or with psychologists on your campus.



The issues on which they can provide support are diverse, including **relationship problems, stressful situations, conflicts at home, depression, and being away from loved ones.**

Don't hesitate to use this service if you feel sad, **depressed, anxious** or are considering self-harm.

*“Don't make rash decisions. Sometimes we feel bad, and we don't know where to go, but **receiving professional support can help resolve issues** or can support you with **looking at different options,**”* says Nancy.

*“**Make the call before you think you're alone, or that you can't handle the challenges you've set yourself.**”*



EMOTIONAL, MEDICAL, LEGAL, AND NUTRITIONAL HELP

- *Emotional and medical support is available 24 hours a day and 7 days a week*

- **Legal** and **financial** support is available Monday through Saturday, from 9 a.m. to 9 p.m.
- **Nutritional** support is available Monday through Friday from 9 a.m. to 9 p.m.

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