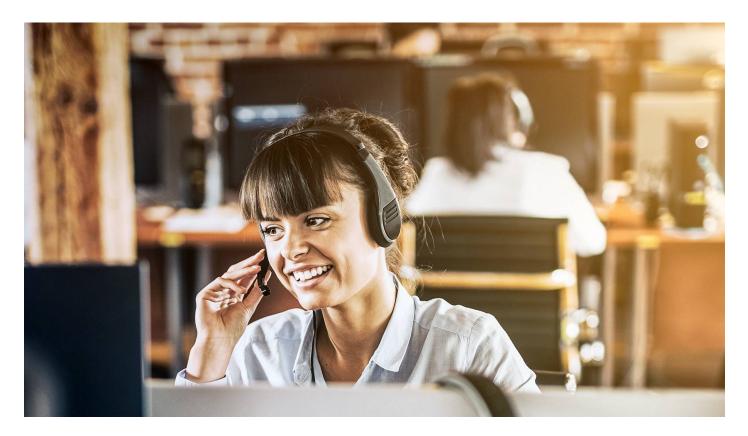
What happens when you call the Tec's emotional support line?



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 o 442 295 3004

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.**

Línea de apoyo width="1920" loading="lazy">

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.



width="900" loading="lazy">

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."

Mujer de línea de apoyo width="833" loading="lazy">

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.

READ MORE:

https://conecta.tec.mx/en/news/national/health/stressed-out-learn-how-transform-it-something-positive