



Taking care of your mind is just as important as taking care of your body, and the IOC understands how important it is to have someone to talk to when you're in need of support. This is why we have set up the Mentally Fit Helpline, a free and confidential mental health counselling service available during Games-time to all Tokyo 2020 Olympians and Paralympians.

## LIVE ASSISTANCE IS ALWAYS AVAILABLE

As an Olympic or Paralympic athlete, you have access to free, confidential assistance for both sports-related and personal concerns. You can contact us 24 hours a day for live assistance including short-term professional counselling or in-the-moment telephonic or video support.

## WE ARE HERE TO SUPPORT YOU

Professionals are ready to assist you with issues that matter to you.

### Topics include, but are not limited to:

- Managing pressure
- Feeling burnt out/overwhelmed
- Harmony between sport and home life
- Managing life and/or career changes
- Handling stress
- Improving communication
- Dealing with injury
- Managing anxiety
- Depression
- Disordered eating
- Bullying, harassment and abuse
- Parenting

## THE SERVICE IS CONFIDENTIAL

Support is provided by dedicated professionals who are completely independent of your coaches, your team and the IOC. Our team is bound by professional standards regarding confidentiality and does not disclose details of individuals who have contacted the service. Any information you share is at your discretion and will not be shared.

## YOU'RE SUPPORTED WORLDWIDE

- Available 24 hours a day, 7 days a week
- Access available worldwide by phone, email, or web
- Provides information and counselling on any issue that matters to you
- FREE – there is no cost to use the service
- Support is available in your language



# SUPPORT TO ACHIEVE YOUR BEST

Language		Direct Dial Number	Hours	Routing Description	iCY Access Codes
Arabic	العربية	+44 12 8722 1871	SUN-TH 9am-5pm (GMT+4)	+44 12 8722 1871 is answered in Arabic during hours of SUN-TH 9am-5pm (GMT+4). All other hours are supported in English. Language Line will be utilized for any support needs in Arabic.	212859
Bahasa Indonesia	Bahasa Indonesia	+62 02180657679	M-F 9am-5pm (GMT+7)	+62 02180657679 is answered in Indonesian during hours of M-F 9am-5pm (GMT+7). All other hours are supported in English. Language Line will be utilized for any support needs in Indonesian.	212860
Brazil Portuguese	Português do Brasil	+55 11350 07922	Full Day {24/7}	+55 11350 07922 is answered in Portuguese - Brazilian 24/7	212861
Canadian English	Canadian English	+1 416 956 2979	Full Day {24/7}	+1 416 956 2979 is answered in Canadian English 24/7	212862
Canadian French	Français canadien	+1 416 956 2979	Full Day {24/7}	+1 416 956 2979 is answered in Canadian French 24/7	212863
Czech	Čeština	+420 239 018 289	Full Day {24/7}	+420 239 018 289 is answered in Czech 24/7	212864
Danish	dansk	+44 2089876273	Full Day {24/7}	+44 2089876273 is answered in English 24/7. Language Line will be utilized for any support needed in Danish.	212865
Dutch	Nederlands	+32 92415485	Full Day {24/7}	+32 92415485 is answered in English 24/7	212866
English	English	+44 2089876273	Full Day {24/7}	+44 2089876273 is answered in English 24/7.	212867
Finnish	suomi	+44 2089876273	Full Day {24/7}	+44 2089876273 is answered in English 24/7. Language Line will be utilized for any support needed in Finnish.	212868
French	Français	+33 359711203	Full Day {24/7}	+52 55 8526 4935 is answered in French 24/7.	212869
German	Deutsch	+49 322 2109 5114	Full Day {24/7}	+49 322 2109 5114 is answered in German 24/7	212870
Hindi	नहीं	+91 80 66080081	M-F {24/7}	+91 80 66080081 is answered in Hindi or English M-F 24/7. All other hours are supported in English. Language Line will be utilized for any support needed in Hindi outside of business hours.	212871
Hungarian	magyar	+36 1 999 6726	Full Day {24/7}	+36 1 999 6726 is answered in Hungarian 24/7	212872
Icelandic	Íslenska	+44 2089876273	Full Day {24/7}	+44 2089876273 is answered in English 24/7. Language Line will be utilized for any support needed in Icelandic.	212873
Italian	Italiano	+39 02 8710 3897	Full Day {24/7}	+39 02 8710 3897 is answered in Italian 24/7	212874
Japanese	日本語	+81 36866 2815	Full Day {24/7}	+81 36866 2815 is answered in Japanese 24/7	212875
Korean	한국어	+82 70 4732 0469	Full Day {24/7}	+82 70 4732 0469 is answered in Korean 24/7	212876
LATM spanish	LATM español	+52 55 8526 4935	Full Day {24/7}	+52 55 8526 4935 is answered in Spanish - LATAM 24/7.	212877
Malay	Melayu	+60 377240442	Full Day {24/7}	+60 377240442 is answered in Malay 24/7.	212878
Norwegian	norsk	+47 2405 5493	Full Day {24/7}	+47 2405 5493 is answered in Norwegian	212879
Spain Spanish	España Español	+34 918 368 897	Full Day {24/7}	+34 918 368 897 is answered in Spanish - Europe 24/7	212880
Swedish	Svenska	+46 7 7575 7455	Full Day {24/7}	+46 7 7575 7455 is answered in Swedish 24/7	212881
Thai	ไทย	+66 2 105 6145	M-F 10am-5pm (GMT+7)	+66 2 105 6145 is answered in Thai M-F 10am-5pm (GMT+7). All other hours are supported in English. Language Line will be utilized for any support needed in Thai outside of business hours.	212882
Turkish	Türkçe	+90 850 390 2141	Full Day {24/7}	+90 850 390 2141 is answered in Turkish 24/7.	212883
US English	US English	+1 984 239 2338	Full Day {24/7}	+1 984 239 2338 is answered in US English 24/7	212884

## ACCESS IS EASY.

No matter when, no matter where, you have free, confidential support by phone, email, or web.

Call or log on to get started.

**WEBSITE:** <http://global.helpwhereyouare.com>

**COMPANY CODE:** Athlete365

**E-MAIL:** [support@resourcesforyourlife.com](mailto:support@resourcesforyourlife.com)

Mental Health



#MentallyFit | Athlete365