

# CONTACT GUIDE

## *Support Lines and Reporting Channels*

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This guide is intended to be a resource for children/young people, school staff, parents, education associations, social service sections of city councils and anyone else who has daily and regular contact with children and young people who may be at risk of/or in actual situations of violence. Here you will find the main telephone support lines and channels for reporting situations of violence, both nationally and regionally, as well as information lines and websites with relevant information. The main topics that this guide is particularly aimed at are:

- Bullying;
- Cyberbullying and other types of violence through technology;
- Domestic, Dating and Sexual Violence;
- Racism and Xenophobia;
- Discrimination against LGBTQIA+ people;
- Sexuality;
- Loneliness, Depression and Suicidal Thoughts;
- Eating Disorders;
- General Contacts

**Each topic has a short description of the subject/problem: what it is, characteristics, forms of aggression, how to help victims, how to report it, and others, followed by a list of websites with information on the topic, support lines and reporting channels that you can use.**

**This guide was developed within the scope of the FEMACT-Cities project (URBACT IV) that is being carried out in the Intermunicipal Community of the Coimbra Region (2023-2025).**



# CONTACT GUIDE

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# 01. BULLYING

## WHAT IS IT?

Bullying is a form of violence characterized by intentional and repeated aggressive behavior by a child, young person or group (bully or bullies) against another who is unable to defend himself or herself. Bullying is a form of crime and a human rights issue.

## FEATURES

Violent relationship between peers, imbalance of power between the attacker and the victim, repetition and continuity of aggressive behavior, intentionality of aggressive behavior (with the aim of scaring, intimidating, hurting and/or humiliating), universal and transversal phenomenon.

## FORMS OF AGGRESSION

Physical violence | Verbal violence | Psychological violence | emotional violence | Relational violence| social violence | Homophobic and transphobic bullying | Cyberbullying (details in the next section)

## CHARACTERISTICS OF BULLIES/AGGRESSORS

- Need to dominate others;
- Aggressive attitudes, irritable and impulsive temperament;
- Tendency to solve problems with violence;
- Difficulty following rules;
- Frequent lying;
- Opposition to the authority of adults (such as family members and teachers).

## SIGNS OF THE VICTIMS

- Anxiety, nervousness, sadness or fear;
- Unexplained physical pain or sores and bruises;
- Difficulty concentrating in class;
- Anxiety when going to school and creating “excuses” for not going to school;
- Mood and behavior changes such as increased irritability;
- Withdrawal from friends and isolation;
- Changes in sleep and appetite;
- Damaged clothing or materials;
- Choosing an alternative route to get to and from school...

# 01. BULLYING

## I THINK A CHILD/YOUNG PERSON IS A VICTIM OF BULLYING. WHAT SHOULD I DO?

It is always important to remind children/young people that bullying is never acceptable. The SNS suggests the following recommendations:

- Talk openly about the subject with the child/young person, listen carefully and calmly to what they have to say and ask questions to help develop the conversation, respecting their time;
- Involve the entire school community in the matter, mobilizing collective vigilance and support;
- Do not encourage aggressive behavior as revenge (violence is never a solution);
- Schedule a meeting with the class director or school psychologist;
- Teach safety strategies (such as ignoring the bully/aggressor with indifference and showing feelings of trust, being assertive and telling the bully/aggressor to stop their behavior, avoiding confrontational situations with the bully/aggressor, and others.
- Seek help from a psychologist or mental health professional;
- Provide online safety and protection tips and monitor their use;
- Provide experiences of success and achievement to the victim, reinforcing their self-esteem.

## I THINK A CHILD/YOUNG PERSON IS AGGRESSIVE TOWARDS THEIR PEERS. WHAT SHOULD I DO?

It is important to make the aggressive child/young person aware of their actions and the negative impacts and to make them want to stop. Some recommendations:

- Do not minimize the problem;
- Publicize the problem throughout the school community and activate the response plan;
- Clearly show that violence is intolerable;
- Talk openly and identify the reasons that trigger this behavior;
- Help develop interpersonal communication skills and be an example, not resorting to physical punishment;
- Encourage apologizing, demonstrating that this is an act of dignity and humility;
- Explain that there are negative consequences for violent behavior (disciplinary process, criminal proceedings...);
- Establish clear rules and ensure compliance;
- Seek support from a psychologist and/or mental health professional.

# 01. BULLYING

## HELPLINES AND REPORTING CHANNELS

Entity	Contact	Opening hours and costs
<b>SOS Bullying Line</b>	808 962 006	Monday to Friday from 11am to 12:30pm and from 6:30pm to 8pm Free
<b>Student SOS line (Coimbra Academic Association line)</b>	915 246 060 969 554 545 239 484 020	Every day from 8pm to 1am (except school holidays) National call cost
<b>SOS Children's Helpline (Child Support Institute)</b>	116 111 (support number for children and young people who need help)  <b>Coimbra branch: 239 821 280</b> <a href="mailto:iac-coimbra@iacrianca.pt">iac-coimbra@iacrianca.pt</a>	Monday to Friday from 9am to 7pm Free
<b>Teenage SOS Line</b>	800 237 327	Every day from 3pm to 10pm National call cost
<b>Young Line</b>	800 208 020	Every day from 9am to 6pm National call cost
<b>Lua Line (University of Aveiro line - free and confidential night-time psychological support telephone line)</b>	800 208 448  website: <a href="http://www.ua.pt/sas/lua">www.ua.pt/sas/lua</a>	Weekdays from 9pm to 1am Free
<b>Friendship Phone</b> (support in personal crisis and suicidal thoughts)	228 323 535 <a href="mailto:jo@telefone-amizade.pt">jo@telefone-amizade.pt</a>	Every day from 4pm to 11pm National call cost

# 02. CYBERBULLYING

## WHAT IS IT?

It includes any type of aggressive behavior, humiliation, and others, that aims to cause pain, shame, fear/discomfort to another person, through technology. Cyberbullying can happen on social media, messaging platforms, online gaming platforms, via cell phone or any other technological device. These behaviors are practiced through messages, phone calls, voice or video messages, posts on social networks, attempts to sabotage networks and/or electronic devices, among others.

## FEATURES

It is repeated or involves one-off events. It is deliberate and intended to harm the victim. It involves an imbalance of power and abuse of power by the perpetrator. It is harmful in both the short and long term. Not all rude or mean behaviour online should be described as cyberbullying if it does not meet these characteristics.

## FORMS OF AGGRESSION

Verbal violence | Psychological/emotional violence | Relational/social violence | Sexual violence

**In-person and cyberbullying often occur side by side. However, cyberbullying leaves a digital trail - a record that can be useful and provide clues to help stop the abuse.**

## PREVENTION RECOMMENDATIONS

- Protect passwords.
- Never open messages without identification or sender.
- Always log out of your email, Facebook, Instagram or any other social media accounts.
- Think carefully before publishing anything, especially personal information.
- Restrict access to profiles to only family and close friends.
- Put the name into Google and see if any personal information comes up.



## 02. CYBERBULLYING

### HOW TO RECOGNIZE THAT A CHILD/YOUNG PERSON IS A VICTIM OF CYBERBULLYING?

As far as parents and educators are concerned, it is important that they are attentive to some signs and behaviors of their children, namely when they show:

- Annoyed or disturbed during or after using a cell phone/computer/tablet;
- They appear sad, anxious, worried or alienated from reality;
- When they make their digital life a secret or try to protect it from their parents at all costs;
- They minimize online browsing “windows” in the presence of another person, when asking for help to delete accounts or block friends;
- When they isolate themselves and avoid family, friends or usual activities;
- When they refuse to attend classes, even remotely, or to participate in group activities;
- It is also important to be aware of a decrease in academic/work performance or an apparent increase in the number of hours of study/work, without significant improvements in results;
- Changes in mood, behavior, sleep or appetite, without apparent justification.

### I THINK A CHILD/YOUNG PERSON IS A VICTIM OF CYBERBULLYING. WHAT SHOULD I DO?

- Stay calm and support the victim without resorting to prohibiting the use of technology;
- Take threats seriously. Listen to their complaints and always be alert to emotional signals;
- Keep the evidence;
- Block/report the attackers;
- Seek psychological help;
- Use support lines and reporting channels.

## 02. CYBERBULLYING

### HELPLINES AND REPORTING CHANNELS

Entity	Contact	Opening hours and costs
<b>Hotline</b> (AMCV hotline for reporting cyberbullying/violence through technologies)	218 440 126 <a href="mailto:report@linhaalerta.internetsegura.pt">report@linhaalerta.internetsegura.pt</a>	From 9:30 am to 12:30 pm and from 1:30 pm to 5:30 pm
<b>Safe Internet Center (reporting channel)</b>	<a href="https://www.internetsegura.pt/lis/denunciar-conteudo-ilegal">https://www.internetsegura.pt/lis/denunciar-conteudo-ilegal</a>	Form to report illegal content on the Internet anonymously or identified
<b>Safe Internet Line</b>	Information and support for citizens - for safer, more responsible and healthier use of the Internet and associated technologies and Reporting Service for illegal online content - namely Child Sexual Abuse Content, Incitement to Racism, Incitement to Violence:  800 219 090 <a href="mailto:linhainternetsegura@apav.pt">linhainternetsegura@apav.pt</a>	Weekdays from 8am to 10pm

# 03. DOMESTIC VIOLENCE

## WHAT IS IT?

According to article 152 of the Penal Code, it includes the practice, repeated or not, of physical or psychological mistreatment, including corporal punishment, deprivation of liberty, sexual offenses or the impediment of access to or enjoyment of one's own or common economic and patrimonial resources.

## FEATURES

Domestic violence is continued violent behavior or excessive control over the victim, exercised directly or indirectly over any person who lives with the aggressor or not, be it a partner, ex-partner, or family member.

## FORMS OF AGGRESSION

Physical violence | Psychological/emotional violence | Verbal violence | Relational/social violence | Economic violence | Sexual violence | Stalking

## I THINK SOMEONE IS A VICTIM OF DOMESTIC VIOLENCE. WHAT SHOULD I DO?

Domestic violence is a public crime and reporting it is a collective responsibility. If you need help or are aware of any situation of domestic violence, you can and should report the case to the security forces (PSP, GNR and PJ), the public prosecutor's office, or through an electronic complaint at <https://queixaselectronicas.mai.gov.pt/Queixas/VD>.

Information should be sought about the Victim Support Service closest to the victim's residence, so that the victim can receive immediate psychological and legal support there - see the list of support lines.

# 03. DATING VIOLENCE

## WHAT IS IT?

Dating violence is included in the legal framework of the crime of domestic violence, in article 152 of the Penal Code, therefore, dating violence is understood as all physical, sexual or psychological violence that occurs in the context of intimate relationships.

## FEATURES

Dating violence is a pattern of behavior that repeats itself over time, where one of the parties exercises power through violence with the aim of controlling, dominating and subduing the other. In the initial phase, it assumes more discreet forms of domination that, over time, become more serious and frequent.

## FORMS OF AGGRESSION

Physical violence | Psychological/emotional violence | Verbal violence | Relational/social violence | Economic violence | Sexual violence | Stalking

## I THINK SOMEONE IS A VICTIM OF DATING VIOLENCE. WHAT SHOULD I DO?

- Dating violence is a public crime, and it is possible to file a criminal complaint against the aggressor. This possibility has existed since 2013, when the Penal Code included in article 152, which deals with the crime of domestic violence, a paragraph on dating relationships. If you need help or are aware of any situation of dating violence, you can and should report the case to the security forces and the public prosecutor's office.

If you know someone who is in a violent relationship, AMCV recommends:

- Listen without judging/blaming and do not pressure them to tell details they do not want to;
- Give time to make your own decisions, not abandoning the victim if she does not end the relationship;
- Help identify that you are living in a violent relationship, saying that dating violence is a crime punishable by law and that you have the right to live without violence and to be respected by your boyfriend/girlfriend.
- Encourage talking to someone who can help and provide information, such as a family member, friend, monitor, teacher, school psychologist, or institutions specializing in support services for victims of violence;
- Continue to support the victim even after the relationship ends because, often, the end of the relationship does not mean the end of the violence.

# 03. SEXUAL VIOLENCE

## WHAT IS IT?

Sexual violence includes unwanted acts or attempts at sexual acts, as well as unwanted comments, contact or interactions of a sexual nature or their attempt.

## FEATURES

These acts can be carried out by one or more people against another (the victim) without their consent. According to the law, any sexual act involving children or young people under the age of 14 is always a crime. If it involves children or young people between the ages of 14 and 17, in some cases, it may be considered a crime.

## FORMS OF AGGRESSION

Acts that can be considered sexual violence range from:

Unwanted intimate touching (e.g. kissing, groping, touching sexual organs – whether over or under clothing, and others.);

- Comments or jokes of a sexual nature that cause discomfort or fear to the victim (e.g.: catcalls);
- Being forced to touch another person's sexual organs;
- Being penetrated orally, vaginally or anally by a penis, other body parts or objects, or being forced to do so with another person;
- Being forced to watch or participate in films, photographs or other shows of a pornographic nature (e.g. filming, sending “nudes”);
- Forcing someone into prostitution;
- Online grooming (see glossary).

## I THINK A CHILD/YOUNG PERSON IS/WAS A VICTIM OF SEXUAL VIOLENCE. WHAT SHOULD I DO?

When we want to report a situation of sexual violence to the authorities, we can do so through the security forces and the public prosecutor's office. Reporting situations of sexual violence is free and can be done anonymously. All you need to do is mention that you suspect the situation is happening and provide as much information as you know, such as names, addresses, school attended by the victim, and others.

# 03. DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL VIOLENCE

## HELPLINES AND REPORTING CHANNELS

Entity	Contact	Opening hours and costs
<b>Domestic Violence Victim Information Service - CIG</b>	<u>800 202 148</u> If you can't or don't want to call, send a message to SMS Line 3060, which is also free and confidential.	24h free  National information line on the nearest services and immediate referral
<b>6 in Network – Intermunicipal Structure to Support Victims of Domestic and Gender-Based Violence – Dueceira</b> (Lousã, Miranda do Corvo, Pampilhosa da Serra, Penacova, Penela and Vila Nova de Poiares)	927 057 059 927 057 333 937 987 145 <u>riavvd.dueceira@gmail.com</u>	National Call Cost
<b>Support Center for Victims of Domestic Violence in Baixo Mondego – Fernão Mendes Pinto Association</b>	<u>Cantanhede: 935 569 435</u> <u>apoioavitima.afmp@gmail.com</u>  <u>Montemor-o-Velho: 969 571 742</u> <u>apoioavitima.afmpmontemor@hotmail.com</u>  <u>Figueira da Foz: 969 571 784</u> <u>navvd.afmp.ffoz@gmail.com</u>	National Call Cost
<b>GIAV Beira Serra - Intermunicipal Victim Support Office</b> (Olive Tree of the Hospital, Góis, Tábua and Arganil)	911 708 135 235 772 538 or by email: igualdad@adiber.pt	By appointment from Monday to Friday from 9am to 12:30pm and from 2pm to 5:30pm

# 03. DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL VIOLENCE

## HELPLINES AND REPORTING CHANNELS

Entity	Contact	Opening hours and costs
<b>AKTO</b> Human Rights and Democracy	<u>Headquarters: Rua Aires de Campos, n.º 6, 3000-014 Coimbra</u> 913 247 749 <a href="mailto:geral@akto.org">geral@akto.org</a>	National Call Cost
<b>UMAR</b> (Alternative and Response Women's Union)	212 942 198 969 373 758 <a href="mailto:umaralmada@umar.pt">umaralmada@umar.pt</a> <b>Coimbra:</b> <a href="mailto:gavdiapcoimbra.umar@gmail.com">gavdiapcoimbra.umar@gmail.com</a>	National Call Cost
<b>AMCV</b> (Association of Women Against Violence)	213 802 165 WhatsApp support: 962 048 272 <a href="https://www.amcv.org.pt/jovens/violencia-no-namoro">https://www.amcv.org.pt/jovens/violencia-no-namoro</a>	National Call Cost
<b>SOS Women's Line</b>	808 200 175	24h free
<b>Anti-Violence Center</b>	213 802 165 <a href="mailto:emcvd@seg-social.pt">emcvd@seg-social.pt</a>	National Call Cost
<b>APMJ</b> (Portuguese Association of Women Jurists)	211 994 816 <a href="mailto:apmjsede@apmj.pt">apmjsede@apmj.pt</a>	National Call Cost
<b>Break the Silence Association</b> (specialized support in situations of sexual violence for men and women)	910 846 589 <a href="mailto:apoio@quebrarosilencio.pt">apoio@quebrarosilencio.pt</a> <a href="https://www.quebrarosilencio.pt/">https://www.quebrarosilencio.pt/</a>	Working days from 9:30 a.m. to 5:30 p.m. *national Call Cost

# 04. RACIAL/ETHNIC DISCRIMINATION

## WHAT IS IT?

Racial and ethnic discrimination refers to any distinction, exclusion, restriction or preference based on race, skin color, ancestry, national or ethnic origin and which aims to destroy or compromise the recognition, enjoyment or exercise of fundamental rights and freedoms, on equal terms.

## FEATURES

Racial/ethnic discrimination can be constituted through:

- direct discrimination when, on the basis of racial/ethnic origin, a person suffers less favorable treatment than that given to another person in a comparable situation;
- indirect discrimination when any provision, criterion or practice, apparently neutral, may place people of a certain social or ethnic origin at a disadvantage compared to other people;
- harassment, whenever there is any undesirable behavior related to racial/ethnic origin with the aim of damaging the person's dignity and creating an intimidating, hostile, degrading or humiliating environment.

## FORMS OF AGGRESSION (SOME EXAMPLES)

- Refusal to provide or prevent the use of services or goods that are available to the public;
- Impediment or limitation to access and normal exercise of economic activity;
- Refusal or limitation of access to public places or places open to the public;
- Refusal or limitation of access to health care, whether in public or private establishments;
- Refusal or limitation of access to public or private educational establishments;
- Formation of classes/adoption of other internal organizational measures in education/teaching establishments, according to discriminatory criteria;
- Refusal or limitation of access to cultural enjoyment;
- Adoption of practices and acts that publicly issue statements or transmit information that threaten, insult or offend a person or group of people based on racial and ethnic origin, skin color, nationality, ancestry and territory of origin...



# 04. RACIAL/ETHNIC DISCRIMINATION

## HELPLINES AND REPORTING CHANNELS

Entity	Contact	Opening hours and costs
<b>CICDR</b> - Commission for Equality and Against Racial Discrimination	<b>218 106 100</b> <b>218 106 117</b> <u><a href="mailto:cicdr@acm.gov.pt">cicdr@acm.gov.pt</a></u> Headquarters: <u>Rua Álvaro Coutinho, nº14, 1150-025 Lisbon</u>	National Call Cost
<b>SOS Racism</b>	<b>217 552 700</b> <u><a href="mailto:sosracismo@gmail.com">sosracismo@gmail.com</a></u>	National Call Cost
<b>Immigrant SOS Line</b> (advice line provided by the Judicial Police on immigrant rights)	<b>808 257 257</b> <b>218 106 191</b>	Monday to Saturday from 8:30 am to midnight
<b>UAVMD</b> (Migrant and Discrimination Victim Support Unit)	<b>213 587 914</b> <u><a href="mailto:uavmd@apav.pt">uavmd@apav.pt</a></u>	Working days from 10am to 5pm National Call Cost
<b>Association of Immigrants in Portugal</b>	<b>219 418 314</b> <u><a href="mailto:geral@aimigrantes.org">geral@aimigrantes.org</a></u>	National Call Cost

# 04. DISCRIMINATION AGAINST LGBTQIA+ PEOPLE

## WHAT IS IT?

Discrimination against LGBTQIA+ people refers to any distinction, exclusion, restriction, intimidation and harassment based on sexual orientation, gender identity and expression or sexual characteristics.

## FEATURES

Discrimination against LGBTQIA+ people can be very broad and may include: homophobic and/or transphobic insults, destruction of property (such as personal, movable and immovable property), physical assaults, incidents with public services (impediment, limitation and/or refusal to provide care or use services), among others.

## FORMS OF AGGRESSION

Physical violence | Psychological/emotional violence | Verbal violence | Relational/social violence | Sexual violence | Stalking

## HOW TO IDENTIFY A DISCRIMINATION SITUATION?

The law recognizes the importance of some types of motivation underlying the commission of some crimes, including prejudice resulting from the victim's sexual orientation or gender identity, but it does not yet recognize hate crime as an autonomous criminal offense.

Two conditions are necessary for a crime to be considered a hate crime:

1. the crime must be considered as such by the Penal Code;
2. the criminal act is committed with a particular motive and the aggressor intentionally chooses the victim due to some of the personal characteristics – real or presumed (i.e., the person does not identify as LGBTQIA+ or another minority identity, but is seen as such) – that are expressly prohibited by law.

## 04. DISCRIMINATION AGAINST LGBTQIA+ PEOPLE

### HELPLINES AND REPORTING CHANNELS

Entity	Contact	Opening hours and costs
<b>LGBTQIA+ Support Line (ILGA-Portugal line - Intervention, Lesbian, Gay, Bisexual, Trans and Intersex)</b>	218 873 922 969 239 229 Information on support and sharing groups: <a href="https://ilga-portugal.pt/centro-lgbti/grupos-de-encontro-e-partilha/">https://ilga-portugal.pt/centro-lgbti/grupos-de-encontro-e-partilha/</a>	Thursdays and Fridays from 8pm to 11pm *national call cost
<b>AMPLOS - Association of Mothers and Fathers for Freedom of Sexual Orientation</b> (support for parents and family members of LGBTQIA+ people, for the school community and for community agents)	918 820 063 <a href="mailto:amplos.bo@gmail.com">amplos.bo@gmail.com</a>	Monday to Friday from 3pm to 6pm *national call cost
<b>Social and Psychological Support Office of Opus Diversidades</b> (formerly Opus Gay)	210 937 927 924 467 485	Monday to Wednesday from 9am to 5pm Thursday to Friday from 12pm to 8pm *national call cost
<b>LGBTI+ Victim Support Service</b> (ILGA-Portugal)	927 247 468 <a href="mailto:sav@ilga-portugal.pt">sav@ilga-portugal.pt</a>	Monday to Friday from 9am to 5pm *national call cost
<b>Legal Support Service</b> (ILGA-Portugal)	<a href="mailto:juridico@ilga-portugal.pt">juridico@ilga-portugal.pt</a>	N/A

## 04. DISCRIMINATION AGAINST LGBTQIA+ PEOPLE

### HELPLINES AND REPORTING CHANNELS

Entity	Contact	Opening hours and costs
<b>Reporting channel for discriminatory incidents/crimes</b> (ILGA-Portugal)	<a href="https://pt.surveymonkey.com/r/Observatorio2024">https://pt.surveymonkey.com/r/Observatorio2024</a>	N/A
<b>Legal Support Service</b> (ILGA-Portugal)	<a href="mailto:juridico@ilga-portugal.pt">juridico@ilga-portugal.pt</a>	N/A
<b>Reporting channel for discriminatory incidents/crimes</b> (ILGA-Portugal)	<a href="https://pt.surveymonkey.com/r/Observatorio2024">https://pt.surveymonkey.com/r/Observatorio2024</a>	N/A
<b>Channel for reporting discrimination based on sex, sexual orientation and gender identity</b> (CIG)	<a href="https://www.cig.gov.pt/area-servicos/servicos/queixa-por-discriminacao/">https://www.cig.gov.pt/area-servicos/servicos/queixa-por-discriminacao/</a>	N/A

# 05. SEXUALITY

## HELPLINES TO CLARIFY DOUBTS RELATED TO SEXUALITY

Entity	Contact	Opening hours and costs
<b>Sexuality Online</b> (Anonymous, confidential and free helpline) Information and advice in the area of sexual and reproductive health) – created by the <b>IPDJ's Cuida-te +</b> program	808 222 003	Monday to Friday from 11am to 7pm Saturday from 10am to 5pm  Free, anonymous and confidential
<b>Safe Sexuality</b>	800 202 120	Free, anonymous, and confidential

# 07. LONELINESS

## WHAT IS IT?

Loneliness is a subjective feeling related to the lack of contact, feelings of belonging or feelings of being isolated, which interferes with people's quality of life. Anyone, at any stage of life, can suffer from loneliness and social isolation.

## FEATURES

It usually comes from feelings of not having anyone to count on, or feeling that the network of people available to you is not sufficient for your needs. It can also come from feelings of lack of access to a set of services or social resources.

## RISK FACTORS

- Poverty or financial pressures;
- Institutionalization;
- Decreased health status;
- Absence of friends or colleagues;
- Sudden negative episodes (such as the death of a family member/friend, moving house/school, and others.);
- Violence;
- Mental Illness (such as depression)...

## HOW CAN I HELP COMBAT LONELINESS?

We must create spaces and opportunities for all people to participate in social, cultural, recreational, sporting and spiritual activities. The SUS recommends the following actions: invite a friend, colleague or neighbor to play and chat;

- share information about initiatives in the community (schools);
- encourage interaction between children/young people;
- promote the use of communication technologies that provide communication and social interaction at a distance...

# 07. DEPRESSION

## WHAT IS IT?

The SNS defines Depression as an affective disorder characterized by: sadness, impaired motivation, anxiety, fatigue, sleep disorders, easy irritability and intellectual difficulties and a reduction in the field of interests.

## FEATURES

Depression affects the way a child/young person thinks, feels and behaves, and can cause physical, emotional and functional problems. To be considered a disorder and not a normal reaction, there must be persistence over time and feelings of:

- sadness;
- changes in appetite;
- fatigue;
- difficulties in concentration;
- difficulty in making decisions;
- loss of attachment to life, ideas of death or suicidal thoughts;
- feelings of worthlessness;
- devaluation;
- despair.

## MAIN WARNING SIGNS OF DEPRESSION IN YOUNG PEOPLE

### EMOTIONAL

- Feelings of sadness that may include crying fits for no apparent reason;
- Irritability, frustration and anger;
- Loss of interest in daily activities, family and friends or conflicting relationships with them;
- Feelings of worthlessness, guilt and self-criticism;
- Difficulties with concentration, memory and decision-making;
- Hypersensitivity to rejections or failures;
- Frequent thoughts about death, dying and suicide...

# 07. DEPRESSION

## BEHAVIORAL

- Insomnia or sleeping too much;
- Changes in appetite, such as loss of appetite and weight or vice versa;
- Consumption of alcoholic beverages or drugs;
- Agitation or restlessness;
- Slower thoughts and movements;
- Headache and body pain for no apparent reason;
- Reduction in academic performance;
- Little care for physical appearance;
- Self-harm;

## I THINK A CHILD/YOUNG PERSON IS SUFFERING FROM DEPRESSION. WHAT SHOULD I DO?

National Health Service recommends that, when faced with one or more warning signs, a conversation should be started with the child/young person to try to understand what they are feeling. If symptoms persist, medical advice should be sought. It is important not to wait too long, as symptoms of depression do not improve on their own and tend to get worse over time.

If a child/young person talks about death and suicide, help should be sought immediately, either through specialized support lines or through health professionals, family and friends.



# 07. LONELINESS, DEPRESSION AND SUICIDAL THOUGHTS

## HELPLINES AND REPORTING CHANNELS

Entity	Contact	Opening hours and costs
<b>SOS Friendly Voice</b>	213 544 545 912 802 669 963 524 660	Every day from 3:30pm to 12:30am *national call cost
<b>Friend Phone Line (Coimbra)</b>	239 721 010	Every day from 5pm to 1am *national call cost
<b>Psychological Counseling Service</b>	808 24 24 24 Option 4	24h Free
<b>Friendship Phone</b>	228 323 535 <a href="mailto:jo@telefone-amizade.pt">jo@telefone-amizade.pt</a>	Every day from 4pm to 11pm *national call cost
<b>Supporting Voice</b>	225 506 070 <a href="mailto:sos@vozdeapoio.pt">sos@vozdeapoio.pt</a>	Every day from 9pm to midnight Free

# 08. EATING DISORDERS

## WHAT IS IT?

Eating disorders, or eating behavior disorders, are illnesses that cause serious disturbances in the way a person evaluates their weight and body image, which have a significant impact on their self-concept.

## FEATURES

These diseases are accompanied by behavioral changes, mainly in eating patterns, thoughts and emotions. Generally, individuals with these disorders focus on aspects related to diet and physical exercise, and start following rigid and unhealthy patterns with the aim of losing weight, focusing their lives on the pursuit of this goal.

Eating disorders have a strong hereditary component, but they also affect people with no known family history. In many cases, these disorders are associated with other disorders such as:

- depression;
- anxiety;
- panic;
- obsessivo-compulsive;
- abuse or dependence on alcohol and other drugs.

To achieve their weight loss goals, people with eating disorders resort to behaviors such as:

restriction of the quantity/quality of food ingested;

- excessive physical exercise;
- induction of vomiting;
- abuse of laxatives and/or diuretics...

Eating disorders can also arise from a desire to increase muscle mass, characterized in this case by increased consumption of protein-rich foods, intense physical exercise and ingestion of anabolic steroids.

# 08. EATING DISORDERS

## MOST COMMON DISORDERS

- Binge eating (eating large amounts of food in a short space of time, usually after periods of major dietary restriction);
- Bulimia nervosa;
- Anorexia nervosa

## SIGNS AND SYMPTOMS OF AN EATING DISORDER:

- Constant refusal to eat;
- Concern/Obsession with the body and body image;
- Recurrent episodes of binge eating;
- Sore throat or teething problems (caused by inducing vomiting);
- Damage to the skin on the back of the hand or calluses on the hands (caused by inducing vomiting);
- Hide food;
- Spending a lot of time in the bathroom, locked up immediately after meals...

## I THINK A CHILD/YOUNG PERSON SUFFERS FROM AN EATING DISORDER. WHAT SHOULD I DO?

Seek help! It is essential to seek psychological support and nutritional guidance. It is important for the family to adopt healthy eating habits in order to integrate the child/young person, demystify dietary mistakes and explain that there are no prohibited foods.

Early identification and correction of problematic behaviors that may develop into an eating disorder is also important.

# 08. EATING DISORDERS

## HELPLINES AND REPORTING CHANNELS

Entity	Contact	Opening hours and costs
<b>SOS Friendly Voice</b>	213 544 545 912 802 669 963 524 660	Every day from 3:30pm to 12:30am *national call cost
<b>Psychological Counseling Service</b>	808 24 24 24 Option 4	24h Free
<b>Eating Behavior Consultation at Coimbra Hospitals</b>	239 402 901	National Call Cost

# 09. GENERAL AND EMERGENCY CONTACTS

Entity	Contact	Opening hours and costs
<b>Coimbra Municipal Police</b>	239 854 419 <a href="mailto:policia.municipal@cm-coimbra.pt">policia.municipal@cm-coimbra.pt</a>	Every day, from 8:00 am to 8:00 pm
<b>PSP</b> (Public Safety Police)	239 073 500 239 073 530	National Call Cost
<b>Coimbra Judicial Police</b>	239 863 000 <a href="mailto:direcao.coimbra@pj.pt">direcao.coimbra@pj.pt</a>	National Call Cost
<b>Electronic Complaint Portal to the GNR and PSP</b>	<a href="https://queixaselectronicas.mai.gov.pt/">https://queixaselectronicas.mai.gov.pt/</a>	N/A
<b>APAV – Victim Support Line</b>	116 006	Weekdays from 8am to 11pm
<b>SNS24 Psychological Counseling Service</b>	808 24 24 24 Option 4	24h

## NATIONAL EMERGENCY NUMBERS - 24H FREE

**112 - MEDICAL EMERGENCY**

**808 24 24 24 - HEALTH LINE 24**

**116 000 - MISSING CHILD HOTLINE**

**116 111 - CHILD SUPPORT LINE**

# 10. GLOSSARY

## **HOMOPHOBIC/TRANSPHOBIC BULLYING**

Discriminating based on prejudice regarding another person's sexual orientation, gender identity and expression and/or sexual characteristics, revealing or threatening to reveal secrets or personal information about the victim's sexuality, denigrating the victim's image, making offensive comments or jokes.

## **PERSECUTION**

Any form, or attempt, of communication, surveillance, harassment or stalking of someone who does not want it and who, as a result of such behaviors, feels anxious, frightened, afraid or in danger. Examples: repeated and unwanted contact, constantly showing up at places frequented by the other person, trying to obtain information about the other person by rummaging through the trash, backpack, pockets or simply asking others, sending unwanted gifts, creating websites or blogs about the other person, following the other person, and others.

## **ECONOMIC VIOLENCE**

Acts of control and surveillance of a person's behavior in terms of the use and distribution of money and the constant threat of denial of economic resources. Examples: controlling paychecks, refusing to give money for basic needs, controlling bank accounts, preventing the victim from looking for a job, stealing money, pressuring them to pay personal expenses, and others.

## **PHYSICAL VIOLENCE**

Also known as physical mistreatment or physical abuse, these are violent acts in which physical force is used intentionally, not accidentally, with the aim of hurting, damaging, causing pain and suffering or destroying a person, leaving obvious marks on their body or not. Examples: hitting, scratching, kicking, pushing, spitting, stealing or destroying property, chasing, slapping; pulling hair; throwing objects at another person; pinching; pushing; grabbing with great force, and others.

## **PSYCHOLOGICAL/EMOTIONAL VIOLENCE**

Any form of rejection, depreciation, discrimination, disrespect, humiliating punishments and the use of a person to meet the psychological needs of others. Any action that puts at risk or causes harm to a person's self-esteem, identity or development. Examples: insults, contempt, criticism, humiliation, devaluation, ridicule, emotional blackmail, deprivation of affection, deprivation of decision-making power, insulting/defaming, shouting or threatening, preventing contact with other people, not letting them go out with friends, checking their cell phone/e-mail without consent, intentionally breaking or damaging objects, and others.

# 10. GLOSSARY

## **RELATIONAL/SOCIAL VIOLENCE**

Examples: excluding from a group, spreading rumors, gossip and lies, removing family and social networks, preventing communication, making the victim more easily manipulated and vulnerable, and others.

## **SEXUAL VIOLENCE**

Sexual violence includes unwanted acts or attempts at sexual acts, as well as unwanted comments, contact or interactions of a sexual nature or attempts thereof. Examples: harassing, forcing non-consensual practices, unwanted touching, making offensive comments of a sexual nature, and others.

## **VERBAL VIOLENCE**

Aggressive behavior, which is characterized by the use of words that aim to humiliate, manipulate, ridicule, or even threaten a person causing harm. Examples: provoking, insulting, threatening, shouting, humiliating, belittling, mocking certain about physical characteristics, way of dressing, and others.

## **GROOMING ONLINE**

Manipulation process where a person starts a conversation with a non-sexual, apparently positive approach, with another person (usually children and young people), with the aim of arranging meetings to commit sexual violence, which may include encouraging/imposing the production and sending of intimate photographs of the victim.

