

# USE POLICY

**OPEN SUPPORT GROUPS—ONLINE (ZOOM)**

**Updated: April 2021**



## OPEN SUPPORT GROUPS

Our open support groups are offered regularly throughout the year. Many groups are offered for those suffering from eating disorders or living with an obsession with their body image. There are also groups offered for their loved ones. The groups are free and require no registration or long-term commitment. These confidential support groups are offered in different places across Quebec.

We remind you that ANB offers two different types of open support groups: one for people with an eating disorder (OSGED) and one for loved ones (OSGLO). In order to promote a favourable environment for sharing and group cohesion, we ask you to respect and understand that we will not be able to admit relatives and loved ones to OSGED meetings or people with suffering from an eating disorder to OSGLO.

## CONTEXT OF USING THE OPEN ONLINE SUPPORT GROUP (ZOOM)

- Be over 17 years old.
- Accessible and free by internet.
- Offer verbal consent to the rules of conduct (see APPENDIX 1).
- Be able to communicate verbally in French (during French groups) or in English (during English groups) with other participants and counsellors.
- We demand that there is only one person per camera.
- Have a computer, camera, headphones with a microphone and be in an environment conducive to confidentiality, i.e., be alone in the room.
- Having concerns about eating, suffering from an eating disorder \* or body image \*\* (OSGED) or being close to a person suffering, in the groups indicated for this purpose (OSGLO).
- During sessions planned for this purpose, be a relative of a person suffering from an eating disorder



\* Eating disorders are mental health disorders characterized by problematic eating behaviours and significant concerns about weight and body image.

More info here: <https://anebquebec.com/en/troubles-alimentaires>

\*\* Body image is a person's perception of their body. It is more precisely:

- Self-perception, feelings about one's body and appearance;
- Behaviours associated with his body;
- His personal impressions against the perception of others.

## SERVICE HOURS

- Zoom open support group's meetings are Mondays, Tuesdays, Wednesdays and Thursdays between 7 p.m. and 9 p.m.  
(see full schedule: <https://anebquebec.com/en/services/groupe-de-soutien-ouverts>).

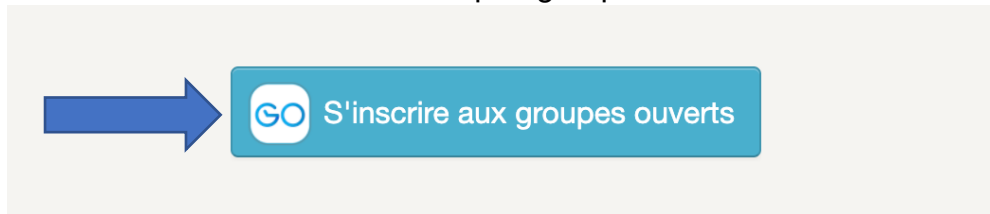
## METHOD OF USE OF THE SERVICE

- You must register via the online registration system (see example on next page). \*\* Be careful to select the correct group when registering depending on whether you are a person with an eating disorder or a loved one.
- A link for the zoom connection and a password will be automatically sent after registration via Go Rendez-Vous.
- A maximum of participants can register for the group, so it is possible that a group displays "FULL" or disappears from the schedule.
- In order to preserve group cohesion, the ANEB team reserves the right to refuse access to the group in the event that the person logs in after 7:10 p.m.



## REGISTRATION EXAMPLE

When you are on the open support groups page, click on the "Subscribe to open groups" button



Select the group you want to participate in during the week:

Connexion ✕

> FILTRES

< Choisir une date > 🔍 Prochains cours 2 Mai - 8 Mai

**LUNDI 3 MAI 2021**

19:00 - 21:00  
Groupe ouvert troubles alimentaires - FRANÇAIS  
ANEB Québec

Groupe de soutien

Inscription

**MARDI 4 MAI 2021**

19:00 - 21:00  
Open group - Eating disorder - ENGLISH  
ANEB Québec

Open support group

Inscription

**MERCREDI 5 MAI 2021**

19:00 - 21:00  
Groupe ouvert troubles alimentaires - FRANÇAIS  
ANEB Québec

Groupe de soutien

Inscription

**JEUDI 6 MAI 2021**

Propulsé par GOrendezvous



Fill in the fields requested in the registration form and click on "Continue", then click on "Confirm"

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### Vos informations

Votre prénom	Votre nom de famille
<input type="text" value="Exemple"/>	<input type="text" value="ANEB"/>
Courriel	
<input type="text" value="exemple.aneb@gmail.com"/>	
Téléphone mobile (portable)	Téléphone à la maison
<input type="text" value="🇨🇦 (514) 630-0907"/>	<input type="text" value="🇨🇦 ( ) - -"/>

En complétant votre réservation, vous acceptez les Conditions d'utilisation et l'Avis de confidentialité de GOrendezvous.

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### Vous avez presque terminé! Veuillez valider et confirmer

**Classe :** Groupe ouvert troubles alimentaires - FRANÇAIS  
**Avec :** ANEB Québec  
**Quand :** 19:00, Lundi 3 Mai 2021  
**Pour :** Exemple ANEB



You will then receive an email containing the zoom link and information relating to the selected group.

Vous êtes inscrit(e) à la classe Groupe ouvert troubles alimentaires - FRANÇAIS



Boîte de réception x



GOrendezvous <operations@gorendezvous.com>  
À moi ▾

10:00 (il y a 1 minute) ☆ ↶ ⋮



### Confirmation

Bonjour Exemple,

Vous êtes inscrit(e) à la classe **Groupe ouvert troubles alimentaires - FRANÇAIS le lundi 3 mai 2021 à 19:00.**

À l'heure de la classe, cliquez sur le bouton suivant pour joindre la vidéoconférence.

[Joindre la vidéoconférence](#)



Pour consulter la politique d'utilisation des services de groupe, [cliquez ici](#).

Pour connaître comment démarrer une discussion zoom, [cliquez ici](#).

Bon groupe ! :)

[Annuler ma présence](#)

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\* For any additional information, contact ANEB at: [groupe.ouvert.aneb@gmail.com](mailto:groupe.ouvert.aneb@gmail.com)



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## CONFIDENTIALITY

- The counsellors will do everything in their power to guarantee the confidentiality of the teleconsultation (e.g.: erase the browser history).
- Participants are strongly recommended to take the necessary measures to ensure confidentiality, with regard to the software used and your management of computer data (e.g.: erase your data from your browser history as well as email linked to groups by teleconsultation).
- By participating in the open support groups by teleconsultation, you agree to the fact that the type of software cannot guarantee absolute confidentiality and breaches of confidentiality may be beyond the control of the ANEB and the counsellors.
- It is important to choose a place where you will not be disturbed by other people, noise or any other distracting element for the duration of the meeting. It is important to use a computer or electronic device that ensures your confidentiality as much as possible (personal and non-public device).

## POLICIES ABOUT EMERGENCY SERVICES

- By agreeing to participate in the support group, you understand that the use of this service cannot replace professional help in case of significant distress or suicidal thoughts.
- Please note that in the event of repetitive suicidal comments of which the urgency seems important, the ANEB team will take all necessary measures to contact the emergency services. This may include tracking IP addresses. In case of distress, you will be strongly recommended to contact Suicide-Action Montreal at 514-723-4000/1-866-277-3553 or Tel-Aide at 514-935-4555.
- Groups are a place of support and sharing and we invite you to express what you are going through, but we believe that issuing a suicide note could generate concern in some users and these people could feel a responsibility to come to the aid of the suicidal person.



## ADDITIONAL INFORMATION ON THE SERVICE

- The open support groups on the zoom platform offer a psychological help service. However, they are not psychotherapy services, do not replace psychological, nutritional or medical treatments, and are not assessment services to make a diagnosis of the mental health of participants.
- In a case of danger to physical health, the counsellors can strongly recommend a physical health assessment.







## APPENDIX 1

### RULES OF CONDUCT: OPEN SUPPORT GROUPS

The rules are necessary for the proper functioning and cohesion of the group. We ask you to take the time to read them and do not hesitate to ask your questions if some of them are less clear for you.

N.B. We also remind you that ANEB offers two different types of open support groups: one for people suffering from an eating disorder (OSGED) and one for loved ones (OSGLO). In order to promote a favourable environment for sharing and group cohesion, we ask you to respect and understand that we will not be able to admit relatives and loved ones to OSGED meetings or people with suffering from an eating disorder to OSGLO.

- Listen to the other members
- Respect others
- Do not mock or insult others
- Adopt a non-judgmental attitude
- Speak for yourself, use the “I”
- Respect confidentiality
- Do not interrupt when someone is talking
- Have the right not to speak, to pass one’s turn
- Be honest with yourself and others
- Do not consume food or drink anything other than water
- Do not name/share tricks, numbers, or foods
- Do not come to the group under the influence of a substance (alcohol or drug)
- Stay until the end of the meeting
- Complete the session evaluation form