



To the NPCs and IFs participating at the Paris 2024 Paralympic Games

1st August 2024

Athlete Mental Health and Online Safety

Dear NPCs and IFs,

Please ensure the relevant personnel involved with the Paris 2024 Paralympic Games within your organisation receives this information.

As part of the ongoing efforts of the Paralympic Movement to protect and promote the physical and mental well-being of athletes, we are pleased to notify you of the initiatives that have been set up to support athletes' mental health and well-being available during the Paris 2024 Paralympic Games. New for this Games is the online abuse protection programme for athletes, their entourage, as well as Games officials, as well as the Mind Zone within the Paralympic Athletes' Village. As at the previous Games the Mentally Fit helpline will also be available.

Online abuse protection service

Please encourage your athletes and officials to sign up!

More and more abuse happens online. To increase the safety of Games participants, a service has now been set up that will actively scan public social media channels to identify and mitigate online abuse. The service will be provided by Signify Group who are leaders in this field. The service, called Threat Matrix, covers social media platforms including X (formerly Twitter), Meta channels and TikTok, operates in 35 languages and only uses open-source publicly available data to operate.

It only takes a few minutes to sign up which you can do by clicking here:
<https://threatmatrix.typeform.com/IPC2024>

You will only be requested to give your username - not your passwords!
Once you are signed up, you do not have to do anything else.

INTERNATIONAL PARALYMPIC COMMITTEE

Dahlmannstrasse 2, 53113 Bonn, Germany / paralympic.org
judith.vanderveen@paralympic.org / Tel: +49 228 2097-246 / Fax: +49 228 2097-209

Threat Matrix will only monitor public social media, (strictly adhering to all data privacy laws). The service scans for abusive and threatening content targeted at athletes/officials. Where detected, the content will be analysed and categorised - and where evidenced to have breached Social Media platform guidelines, will be reported on your behalf - saving you, from having to engage in any way.

We would urge as many athletes and officials as possible to sign up to this service well ahead of the Games.

Mind Zone

The Mind Zone located on the first floor of the Paralympic Athletes' Village fitness centre, is a quiet place to disconnect, recharge, refocus and mentally prepare for competition. The space was designed in collaboration with Powerade. Athletes will be able to engage in activities which consist of a virtual reality (VR) mindfulness experience, deep breathing exercises and gratitude writing using postcards. It is open to athletes and entourage members who have access to the Village throughout the Games. Paris 2024 volunteers will staff the zone and at set times during the day IPC Medical Committee staff will be available to talk to and to assist with referrals were needed.

The Mentally Fit Helpline

The International Olympic Committee and the International Paralympic Committee have partnered again with Workplace Options, LLC to provide all athletes competing at the Paris 2024 Olympic and Paralympic Games with access to a 24-hour, dedicated helpline offering mental health and well-being support. This Mentally Fit Helpline, staffed by expert counsellors and available in over 70 languages, can be accessed via telephone, or instant messaging.

Athletes who register with the helpline will benefit from confidential counselling sessions on any issues that matter to them. It remains available to athletes until the 14 July 2028.

This helpline is in addition to the mental health support services customarily in place during Games-time (including the presence of onsite psychologists and psychiatrists in the Village Polyclinic).

Further information related to the protection and promotion of elite athlete mental health as well as how to access the helpline and register for the cybersecurity can be found on the IPC webpage on [Mental Health](#).

We are thrilled to be able to offer this games-time service to help support the mental health and well-being of elite athletes. Thank you for your support of these initiatives.

Kind regards,

A handwritten signature in black ink, appearing to read 'Judith van der Veen', written in a cursive style.

Judith van der Veen
Medical Manager
International Paralympic Committee