

## Nancy Rocha

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### Director of the Specialized Addiction Helplines and the TeleCounseling Programme for Excessive Gamblers

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▶ Mrs. Nancy Rocha is Director of the Specialized Addiction Helplines and the TeleCounseling Programme for Excessive Gamblers. As such, she supervises her team, ensures the proper functioning of the follow-ups, trains new team members and builds collaborations to better meet the specific needs of callers.

▶ Mrs. Rocha holds a multi-disciplinary Bachelor's degree in Human Sciences from Université de Montréal. She started working at the Information and Referral Center of Greater Montréal in 2003 and was a counselor on the Drugs: Help and Referral and Gambling: Help and Referral helplines until 2013. Made stronger from her many years of experience, she became a TeleCounseling counselor in its beginnings in 2012. She then became manager in 2019.

▶ Mrs. Rocha's time at the Information and Referral Center of Greater Montréal, is marked by her considerable contributions to developing the programme, creating management tools, growing the team and building knowledge on excessive gambling. Her dedication and commitment to the Center's mission make Nancy one of the pillars of the team.

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