Orientation

August 2023
COMPREHENSIVE, HOLISTIC SUPPORT IS AVAILABLE ANYTIME

EMOTIONAL  PRACTICAL  PHYSICAL

#WESUPPORT
Service Overview

- 24/7 support
- Benefit at no cost to students
- Confidential
- **Access methods**: phone, email, text, APP, website
- **Counseling support**: STC sessions, video counseling
- **Mindfulness benefit**: AWARE
- Unlimited confirmed references of local professionals
- Student Assistant program Website
All information is confidential unless the student poses a risk to him/herself or others.

No identifying information is provided to the University

Unless you choose to disclose, no one at your University will know you have called

All counselors, staff, and service providers sign confidentiality agreements

If we need to arrange counselling for you or need to send you information to support your request or a callback – we would require your name, email address or telephone number.
For short-term issues, such as:
- Stress
- personal relationships
- Parenting
- Anxiety
- Depression
- Bereavement

Up to 5 sessions per Student per event per year
- Referred to qualified counselor
  - Language, availability, specialty
- Up to 60 minutes per session
- Available for student and direct family members
- Within five days of contacting service, a counselor will have confirmed availability for a first session.
• **Referrals** to local providers in your community
• Based on needs, typically 3 to 5 confirmed referrals to local providers
• Research completed within 48-72 hours of contacting the service
• Discreet delivery of information via email
• Student is informed this is research only and they are responsible for any financial obligations

**Offer support for:**
• Child and elder care solutions
• Identifying legal resources
• Planning your finance
• Other daily living challenges
A research-based, personalized **mindfulness program** that specifically helps individuals in their personal stress.

6 **telephonic** sessions with an AWARE specialist.

Electronic resources, including **practice plan journal** and recordings of **guided exercises**.

Designed to assist employees with:
- Focus and concentration
- Chronic medical conditions and pain
- Increasing awareness and commitment to intentional living
Julie, 22, single:
Needs to manage time and how to work with a difficult manager.

Steve, 28, married:
Needs help with locating a realtor and home inspector as well as connecting with a financial educator to go over designing a budgeting plan.

Susan, 30, married:
Stressed about labor and a marital issue.

Nadia, 40, divorcing:
Spoke to a counselor for help coping with divorce, and sought legal consultation. Followed wellness coaching to stop smoking as a result of stress.

Chris, 46, recent expat:
Struggling with the added responsibilities at work and the new international assignment.

Jenna, 50: empty nester
Sleep deprived and lack of physical exercise.

Timothy, 68, widower:
Grieving and needs information on funeral and estate planning.
PARTICIPANT PROCESS FLOW

Contacts the Service 24/7

1. Phone
2. Email
3. Online chat
4. iConnectYou App

Areas of Focus

2. Emotional
   - Clinical counseling
     - Telephonic
     - In-person
     - Video
     - Crisis counseling
   - Practical
     - Dependent Care
     - Legal and Financial
     - Daily Living
     - Life Coaching
   - Physical
     - AWARE Mindfulness

Support Provided and BenefitConnect

3. Resolution

4. Follow-Up and Feedback

5. User Feedback
6. Reporting
iConnectYou

**Call**
- Engages the user's phone app to dial the EAP
- EAP is unaware the call was initiated from the iConnectYou app

**Video**
- In-app feature utilizing the phone’s camera
- Intake is then performed in the moment via video

**SMS**
- Engages the phone’s SMS text messaging app (utilizing cellular data) to text with a specialist
- Intake only, clinical services are not offered via text

**IM**
- In-app instant messaging feature chat with a specialist
- Intake only, clinical services are not offered via IM
All materials are provided electronically (PDF or Word documents)

- Launch letter
- Access flyer
- Services poster
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<th>Country</th>
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