

STUDENT EXPERIENCE

TELEPHONE & CHAT

The **keep.meSAFE** Mental Wellness Student Support Program by **guard.me** provides students with real-time and appointment-based confidential support, anytime of the day or night from anywhere in the world! Read below on how to access support.

Get matched with a counsellor that speaks your language, is from your culture, or has a shared experience for any school, health, or general life concern at no cost to you. Real-time support is available via telephone and chat. Appointment-based support is available over the phone, via video and in-person.



Telephone Support

From within Canada & USA **1.844.451.9700**
anytime of the day or night.
Anywhere else in the world **+1.416.380.6578**



Who answers the call?

When you call **keep.meSAFE** you will be greeted by an automated menu that will ask you to confirm a few options:

- Menu language option: English or French
- Service options: Emergency or Support & Services
- Intake language options: **Mandarin, Cantonese, Spanish, English or French**



To speak with a **keep.meSAFE** counsellor

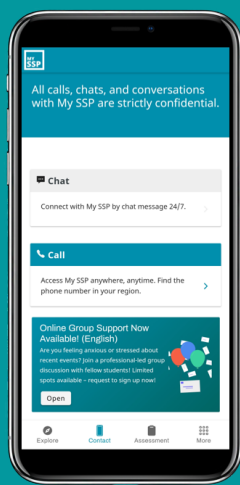
Select the **Support and Services** option (unless you are in an emergency).

You will be greeted by a Clinical Care Representative who will collect additional information, including:

- School / campus name
- First and Last name
- Birthdate
- Postal Code
- Language preference



Chat Support



Initiate a secure, clinical chat session directly through the **My SSP** app.

Before you can start chatting, you must read through the disclaimers and make sure your profile is complete. All checkmarks must be green to proceed.

When you initiate a chat, you will be greeted by a Clinical Care Representative who will confirm some information with you that you have already entered.



Download the My SSP app and get connected to support today.

To get started:

The best way to access the **keep.meSAFE** Program is through the **free My SSP** app

1

Download the My SSP App from either the Apple App Store or Google Play.

2

Complete your personal profile and select the language you would like the app to work in.

3

Enable important app notifications regarding new in-app content, as well as new support offerings.



Use the **My SSP** app to call or chat with a counsellor anytime and anywhere

