



The **GuardMe** Student Support Program (GMSSP) provides multilingual, culturally sensitive, and gender-inclusive mental health support to eligible students.

Support is confidential and available anytime of the day or night from anywhere in the world!

### Get to know the benefits of the GuardMe Student Support Program

- Unlimited real-time support
- Scheduled appointments
- Peer support community
- Campus and community resource referrals
- Free app with 100+ resources
- Counsellor matching
- Support in 140+ languages

### Students can get help with any school, health, or general life concern

- Stress
- Depression
- Anxiety
- Social isolation
- Homesickness
- Mental health issues
- Family challenges
- Academic issues
- And much more!

### How Can I Help As a Staff or Faculty?

- ✓ Add **GMSSP** information to the course syllabus
- ✓ Facilitate students' connection to **GMSSP** through an assisted access
- ✓ Place brochures and posters in areas visible to students
- ✓ Use the content on the app as required reading material
- ✓ Have the Student Support app on your phone and encourage students to download it
- ✓ Help students identify reasons to call a **GMSSP** counsellor

## Assisted Access

- 1 Obtain verbal permission from the student to call **GMSSP** together if they seem open to using the resource
- 2 Dial **1-844-451-9700** to request a counsellor, specifying language of choice as applicable
- 3 Briefly explain the reason for the call and hand the phone to the student
- 4 Leave the room so the student can speak privately with the counsellor when able and appropriate



Assisted access is designed to be performed in-person. For remote support situations, provide the student with the phone number or directives on how to download the Student Support app.

## Consultative Support For Staff & Faculty

The **GuardMe Student Support Program** provides direct support to the staff and faculty who work with students. Please reach out if you wish to consult with a **GMSSP** counsellor on a particular issue.

Examples of why staff and faculty call **GMSSP**:

- Supporting distressed or distressing students
- Responding to a student inquiry about a undesirable grades
- Navigating communication difficulties due to language barriers or cultural norms
- Addressing concerns with the student's behaviours
- Discussing culturally sensitive health topics, e.g. sexual health
- Supporting withdrawn or isolated students

## Connect students to support and get advise:

- 1 Chat using the TELUS Health **Student Support app**
- 2 Call anytime from anywhere in the world  
Within Canada & USA **1-844-451-9700**  
Outside of Canada & USA **+1-416-380-6578**
- 3 **For consultation:** Identify yourself as a staff or faculty from your institution and request consultative support

