

The **keep.meSAFE** Student Support Program by **guard.me** provides multilingual, culturally sensitive, and gender inclusive 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 keep.meSAFE

- Unlimited real-time support
- Available anytime of the day or night
- Provides confidential access to mental health counsellors
- Free app with 100+ resources
- Get matched with a counsellor that meets your needs
- Support in 140+ languages with 5 languages guaranteed 24/7 (English, French, Spanish, Mandarin, Cantonese)
- Can be accessed from anywhere in the world

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

- Managing stress
- Depression and anxiety
- Social isolation
- Homesickness
- Mental health issues
- Coping with trauma
- Family challenges
- Academic issues
- And much more!

Help students get set-up with the Student Support app:

Easiest way to access support.

- 1 Download the **Student Support App** by scanning the QR code



- 2 Complete your personal profile and select your app language

- 3 Enable important app notifications



How Students Can Access Support



Call anytime from anywhere in the world

Within Canada & USA **1.844.451.9700**

Outside of Canada & USA **+1.416.380.6578**



Chat from anywhere at anytime

Chat is available in 4 languages (English, French, Spanish, Simplified Chinese)

Download the **Student Support app** or visit **keepmesafe.org** to start chatting



Not ready to talk to a counsellor? Access 100+ self-help resources.

Access self-directed resources in multiple languages through the **Student Support app** or **keepmesafe.org**

How Can I Help As a Staff or Faculty?



Add **keep.meSAFE** information to the course syllabus



Facilitate students' connection to **keep.meSAFE** through an assisted access



Use the content on the app as required reading material



Place brochures and posters in areas visible to students



Have the Student Support app on your phone and encourage students to download it



Help students identify reasons to call a **keep.meSAFE** counsellor

Consultative Support For Staff & Faculty

The **keep.meSAFE** Program by guard.me provides direct support to the staff and faculty who work with students. Please reach out if you wish to consult with a **keep.meSAFE** counsellor on a particular issue.

Examples of why staff and faculty call **keep.meSAFE**:

- 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

Access Consultative Support:



Easiest way to access support.

- 1 Call **1.844.451.9700** anytime
- 2 Chat using the TELUS Health **Student Support app**
- 3 Identify yourself as a staff or faculty from your institution and request consultative support



Assisted Access

1

Obtain verbal permission from the student to call **keep.meSAFE** 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.

