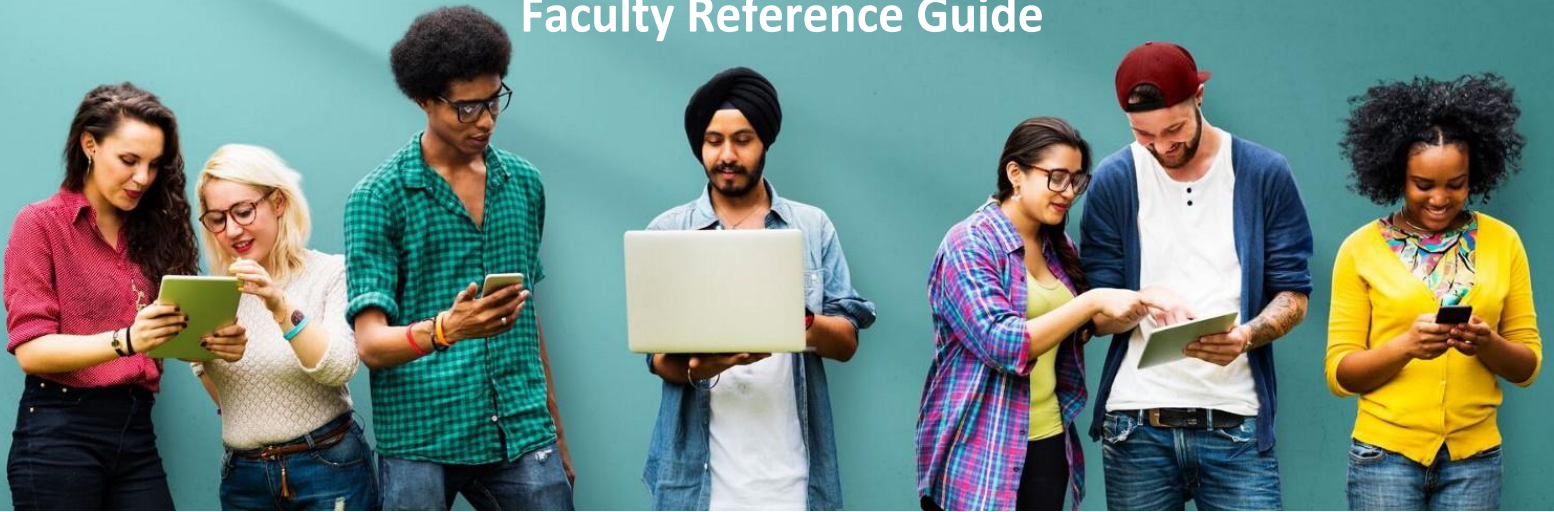


# Program Staff and Faculty Reference Guide



The My SSP by **keep.meSAFE** Program provides support to international students. The program includes two components: direct support for students and consultative support for faculty and staff who work with them.

## SUPPORT FOR STUDENTS

My SSP provides

confidential support to students at no cost to them:

- 24/7 access to support from counsellors who speak their language, understand their culture, and the unique challenges they face
- Access to articles, tools, resources, and a counsellor through the telephone, chat, and **My SSP** app

## WHY STUDENTS MAY SEEK SUPPORT

While attending college or university can be an amazing time of new experiences and great opportunity to explore new ideas. In recent years, mental health related issues have afflicted post-secondary institutions at alarming rates. With Anxiety and Depression being some of the top reasons, students may also seek support for reasons such as:



Difficulty adjusting to life in Canada



Procrastination and building time management skills



Anxiety about a public speaking assignment



Nutrition concerns



Worries about upcoming exams or disappointment with academic performance



Stress due to financial challenges



Concern about post-graduation plans



Loneliness or homesickness



Suicidal ideation



Tensions with family members, friends, or roommates

## How Students Can Access My SSP by keep.meSAFE

Students can speak to a **keep.meSAFE** counsellor for immediate or ongoing support through every platform:

- Download the free My SSP app
- Visit the website [www.keepmesafe.org](http://www.keepmesafe.org)
- Call 1.844.451.9700

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## ASSISTED REFERRALS

- 1 Obtain verbal permission from the student to call My SSP by 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

## CONSULTATIVE SUPPORT FOR STAFF AND FACULTY

The My SSP by **keep.meSAFE** Program provides direct support to faculty and staff who work with students. Please reach out if you wish to consult with a **My SSP** counsellor on a particular issue, such as delivering difficult news or approaching a matter with a student in a culturally sensitive way.

Examples of why faculty or staff call **My SSP**:

- Supporting distressed or distressing students
- Responding to a student inquiry about an undesirable grade
- Navigating communication difficulties due to language barriers or cultural norms
- Addressing a student conduct issue with a student
- Discussing culturally sensitive health topics, e.g. sexual health
- Supporting withdrawn or isolated students

For consultative advice dial 1.844.451.9700 anytime

## How Can I Help as a Staff or Faculty Member?

There are a number of ways you can raise awareness:



Add My SSP by keep.meSAFE information to the course



Make brochures and posters in areas visible to students



Have the My SSP app on your phone and encourage students to download it



Use the content on the app as required reading material



Help students identify reasons to call a counsellor



Facilitate students' connection to **My SSP** through an Assisted Referral