

# keep.meSAFE Program Staff and Faculty Reference Guide

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

## Support for International Students

The keep.meSAFE Program provides confidential support to international students at no cost to them:

- 24/7 access to support from clinical advisors who speak their language, understand their culture, and the unique challenges they face while studying in Canada
- Access to articles, tools, resources, and their Support Advisor through the My SSP app, website, and telephone

### Examples of why students may seek support

Stress, frustration, concern, or uncertainty about any aspect of their life, for example:

- Difficulty adjusting to life in Canada
- Worries about upcoming exams or disappointment with academic performance
- Anxiety about a public speaking assignment
- Procrastination and building time management skills
- Tensions with family members, friends, or roommates
- Loneliness or homesickness
- Concerns about post-graduation plans

### How Can Students Access the Program?

Students can speak to a Support Advisor for immediate or ongoing support through every platform:

- Download the free **My SSP app** from the Apple or Google Play app store
- Visit the website **www.keepmesafe.org**
- Dial **1.866.743.7732**

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

There are a number of ways you can raise awareness:

1. Add keep.meSAFE information to the course syllabus
2. Make brochures and posters in areas visible to students
3. Have the My SSP app on your phone and encourage students to download it
4. Use the content on the app as required reading material
5. Help students identify reasons to call a Support Advisor
6. Facilitate students' connection to keep.meSAFE through an Assisted Referral

## Assisted Referrals

1

Obtain verbal permission from the student to call keep.meSAFE together if they seem open to using the resource

2

Dial **1.866.743.7732** to request a Support Advisor, 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 Support Advisor when able and appropriate

## Consultative Support for Staff and Faculty

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

### Examples of why faculty or staff call a Support Advisor

- Supporting distressed or distressing international 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 an international student
- Discussing culturally sensitive health topics, e.g. sexual health
- Supporting withdrawn or isolated international students

### How Can Staff and Faculty Access This Service?

Dial **1.866.743.7732** to consult with an International Student Support Advisor