# **FAQ**

# **EMPOWER ME**

## TRANSITION FROM OPTIMA GLOBAL HEALTH TO DIALOGUE

Dialogue is the new service provider for Empower Me. All services are now offered virtually via a <u>mobile or web app</u>.

#### What are the differences?

- A new mobile and web app
- Easy, quick access to professionals 24/7
- Appointments available in as little as 24 hours or the next day
- Live virtual coaching
- Continuity of care

#### What if I'm currently using Optima services?

If you have ongoing consultations with Optima, you can have up to two remaining hours with your therapist during the transition (these hours can be used during the first 30 days after the transition to finish your sessions with your current counsellor). Once these two hours are completed, you'll need to sign up for Dialogue.

#### Is it possible to continue with the same professional with Dialogue?

Dialogue and Optima don't share the same professionals. You'll have to start sessions with someone new.

#### Will my history be transferred from Optima to Dialogue?

Dialogue doesn't keep Optima files, as their network of professionals is different. Dialogue has a dedicated in-house team that can offer an extended number of sessions, much faster access to services (24 hours vs. days or weeks), etc.

## **SERVICES OFFERED BY DIALOGUE**

**How do I access Empower Me services?** 

Create your account on the Dialogue mobile app or on the web at <a href="https://www.studentcare.ca/dialogue">www.studentcare.ca/dialogue</a>.

What are the wait times to speak to a professional?

Appointments are available in as little as 24 hours or the next day.

Which kinds of issues can Empower Me help me with?

Empower Me is here to help you with issues of any kind:



**Stress** 



Psychosocial support for dependencies



Mourning



Performance anxiety



Life coaching



Individual crisis intervention



LGBTQ+ services



**Depression** 



Loss of motivation



Financial issues (2 hours)



Harassment



Work/school/ family balance



Family difficulties



Nutrition issues



Parental roles



Relationship difficulties



**And more** 

# **How confidential is Empower Me?**

Empower Me services are 100% confidential. Your institution or student association only receives aggregate statistics on registration and usage.

#### **How many sessions can I have?**

The maximum number of sessions per case depends on the type of service requested:

- Mental health (e.g. anxiety, stress, etc.): Up to 4
- Family and relationships: Up to 4
- Work and career: Up to 4
- Nutrition: Up to 4Financial: Up to 2
- Child and elder care: 1

You can have an unlimited number of cases.

#### Can everything be handled virtually?

All sessions with Empower Me are offered virtually.

Your safety is Empower Me's top priority. Certain conditions may require an in-person consultation, particularly when you have worrisome or unusual symptoms that prevent our professionals from meeting the highest standard of care. In any case, you'll always be directed to the appropriate professional, and you'll have help with booking an in-person assessment.

#### **Is Empower Me offered outside of Canada?**

Yes. Empower Me is available in any country, including the United States, if you're outside of Canada for a maximum of 90 days. Service is offered 24/7 in English and French. Within a few hours, a mental health specialist will contact you for a one-hour initial session. If needed, a 30-minute follow-up session is also offered.