

1. I am experiencing a problem and would like support. When should I use Empower Me?

Empower Me is a short-term, solution-focused counselling service available 24/7, 365 days/year. You can call the 24/7 helpline (toll-free) from anywhere in North America for immediate crisis support. Scheduled appointments in person, by phone, by video-counselling, or by e-counselling are also available in Canada only. The service connects you to a trained counsellor—the person answering the phone is not an operator, administrator, or receptionist.

All counsellors hold at minimum a master's degree in Social Work, Psychology, or a related counselling field. All counsellors must also have a membership in good standing with their respective professional boards.

You can get free support for issues of any kind, such as relationships, family care, depression, anxiety, addictions, stress, time management, conflicts, career orientation, financial planning, nutrition, and much more.

2. What will happen during my first call?

During your initial conversation, a counsellor will determine the severity of your issue and plan a course of action with you. To do this effectively, you will be asked some basic questions, such as your contact and demographic information.

Immediate assistance is always available to you. If you are not in immediate need, a counsellor will contact you within 1-2 business days to schedule your first appointment.

3. Am I eligible for Empower Me and will I have to pay an additional cost for the service?

Empower Me is a part of your student Plan, which means that you and your eligible spouse and/or dependent children can access the service and receive counselling sessions in person, by telephone, by video-counselling, or by e-counselling—for free!

If you need a referral, every effort will be made to work with you to find an appropriate resource. However, any potential costs incurred outside Empower Me may not be fully or partially covered by the Plan.

4. How many sessions can I receive?

Empower Me is a short-term, solution-focused counselling service. While some individuals may only need 1 or 2 sessions, others might require more. Each issue is evaluated on a case-by-case basis, and there is no maximum. The number of sessions is determined by you and your counsellor. Long-term or severe cases will be referred to alternative resources better suited to deal with these types of cases.

5. Is Empower Me confidential, and how is my personal information used or shared?

Confidentiality is of utmost importance. Your conversations will remain completely private, within the limits of the law. All Empower Me counsellors adhere to a strict ethics code and are accountable to their respective professional associations.

6. Can I access help in another language?

Yes, Empower Me offers support in multiple languages by phone. Simply ask the counsellor for support in your preferred language and they will momentarily place you on hold to connect your call and include a translator. The average wait time to connect is less than 1 minute.

After your first call, should you wish to have counselling conducted in a language other than English, please indicate this and Empower Me will make the appropriate referral. Please note that face-to-face counselling may not be available in the language you request. However, alternative modes of counselling can be used in your desired language.

7. Should I use Empower Me if I think my problem is too serious or not serious enough?

You can always contact an Empower Me professional—no issue is too big or too small. Empower Me counsellors can help prevent a problem from growing, or direct you to additional professional assistance.

Empower Me also offers a full suite of academic life services, such as career orientation, financial planning, nutritional counselling, and more.

8. What if I feel that I don't have a good fit with my counsellor?

Sometimes, there may not be a good fit with the counsellor to whom you were referred. You are always welcome to call back and request a referral to a different counsellor.