

COVID-19

Information & Resources



Your Plan administrator, ASEQ | Studentcare, has compiled some important information and resources on COVID-19 and your student coverage to provide you with support and up-to-date information during this time.

STUDENT PLAN FAQ

An FAQ for your Plan, addressing commonly asked questions about coverage during the pandemic, is available at www.studentcare.ca or www.aseq.ca.

Despite disruptions to in-person medical services, you can still use a number of your Plan benefits through virtual sessions with health practitioners. See the FAQ for details.

Please check back often—the FAQ will be continually updated as we monitor the situation.

HELPFUL RESOURCES ON COVID-19

Information on the status of the outbreak in Canada, symptoms, preventive measures, travel advisories, and more:

▶▶ [Government of Canada](#)

International updates:

▶▶ [World Health Organization](#)

Information for travellers and Canadians abroad:

▶▶ [Global Affairs Canada](#)

For financial support:

▶▶ [Canada Emergency Student Benefit \(CESB\)](#)

Information for your province:

▶▶ [Government of British Columbia](#)
▶▶ [Government of Alberta](#)
▶▶ [Government of Saskatchewan](#)
▶▶ [Government of Manitoba](#)
▶▶ [Government of Ontario](#)
▶▶ [Government of Quebec](#)

PROVINCIAL TELEMEDICINE

Students in some provinces have access to free health services online or by phone. Find out more here:

British Columbia:

- ▶▶ Doctor Network
- ▶▶ HealthLink BC 8-1-1

Alberta:

- ▶▶ 811 Health Link

Saskatchewan:

- ▶▶ HealthLine 8-1-1

Manitoba:

- ▶▶ Health Links - Info Santé

Ontario:

- ▶▶ Ontario Telemedicine Network
- ▶▶ Telehealth Ontario

Quebec:

- ▶▶ Info-Santé 811

MENTAL HEALTH RESOURCES

You may be able to find resources to support your mental health during the pandemic:

- ▶▶ at your student Plan website at www.studentcare.ca / www.aseq.ca. Check what your Plan may have to offer in psychology coverage and other mental health services.
- ▶▶ through health and counselling services offered by your academic institution, where available

- ▶▶ through national programs:

- ▶▶ Wellness Together Canada

- ▶▶ Kids Help Line

- ▶▶ Crisis Service Canada

- ▶▶ National Suicide Prevention Lifeline
(1-800-273-8255 | 24/7)

- ▶▶ First Nations and Inuit Hope for Wellness Help Line
(1-855-242-3310 | 24/7)

- ▶▶ Naseeha Youth Helpline (1-866-627- 3342 |
9 am – 6 pm PST)

» through your provincial health services:

British Columbia:

» **Here2Talk**

» **HeretoHelp**

» **Canadian Mental Health Association**

» **BounceBack**

Alberta:

» **Alberta 211**

» **Access Mental Health**

» **Distress Centre**

(403-266-HELP | 24/7)

Saskatchewan:

» **Professional Health Advice
and Mental Health Support 8-1-1**

Manitoba:

» **Canadian Mental Health Association**
(204-775-6442)

» **Mobile Crisis Line**
(204-940-1781 | 24/7)

» **Klinik Crisis Line**
(204-786-8686 | 24/7)

» **Kids Help Phone**
(1-800-668-6868 or text CONNECT to
686868 | 24/7)

Ontario :

» **Good2talk** (1-866-935-5454 or text
GOOD2TALKON to 686868 | 24/7)

» **BounceBack**

» **Big White Wall**

» **ConnexOntario**
(1-866-531-2600 | 24/7)

» **Talk4healing**
(1-855-554-HEAL | 24/7)

Québec :

» **Protecting your well-being in the
COVID-19 pandemic**

» **Revivre**
(1-866-738-4873 | Mon. - Fri. 9 am to 5 pm)

» **Centre d'écoute et de référence
multi-écoute** (514 737-3604 | Mon. - Fri.
9 am to 12 pm and 1 pm to 5 pm)

» **Tel-Jeunes**
(1-800-263-2266, text 514-600-1002 | 24/7)

» **Ligne Parents**
(1-800-361-5085 | 24/7)

» **Écoute Entraide**
(514 278-2130 | every day, 8 am to 10 pm)

» **Centre pour les victimes d'agressions
sexuelles de Montréal**
(1-888-933-9007 | 24/7)

» **Inter-Ligne**
(1-888-505-1010 | 24/7)

» **Tel-Ainés**
(514-353-2463 | every day, 10 am to 10 pm)