



STUDENTCARE

FAQ – EMPOWER ME

Services offered by Dialogue

Access to Empower Me

Create your account on the Dialogue mobile app or on the web at www.studentcare.ca/dialogue.

Eligibility

To see if you're eligible for Empower Me, check your school/student association website at www.studentcare.ca.

Issues Empower Me can help with

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



Mourning



Performance anxiety



Life coaching



Stress



Psychosocial support for dependencies



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

Wait times to speak to a professional

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

Maximum number of sessions

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

Mental health (e.g. anxiety, stress, etc.):
Up to 4

Work and career:
Up to 4

Financial:
Up to 2

Family and relationships:
Up to 4

Nutrition:
Up to 4

Child and elder care:
1

You can have an unlimited number of cases.

Confidentiality

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

Virtual service that puts safety first

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.

Outside of Canada

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.

Cost to see a counsellor

There's **no out-of-pocket cost** to see a counsellor through Empower Me.

Missed appointments

Depending on the type of appointment, you may need to pay up to a \$25 fee for missing it. Find more details directly in the Dialogue mobile app or on the web at www.studentcare.ca/dialogue.



Create your **Dialogue** account

Scan the QR code to sign up.

