

# Empower Me FAQ

## 1. I am experiencing an issue and I would like support. When should I use Empower Me?

Fewer than 50% of post-secondary students who should be seeking mental health supports are getting the support they need. So, just like you would visit the doctor for physical pain to make sure it doesn't get worse, you should reach out to Empower Me if you're ever struggling or questioning whether or not you should seek help for your mental health and well-being.

Empower Me is a support service available 24/7, 365 days a year.

Regardless of the nature of the issue you're experiencing, it's important to seek help as soon as possible, as this has been shown to result in the best outcomes.

You're not alone, and Empower Me is here to support you.

Empower Me has a number of professionals with various domains of expertise, including psychology, psychotherapy, social work, nutrition, etc., allowing them to respond effectively to diverse needs. You can get support for issues of any kind, such as:

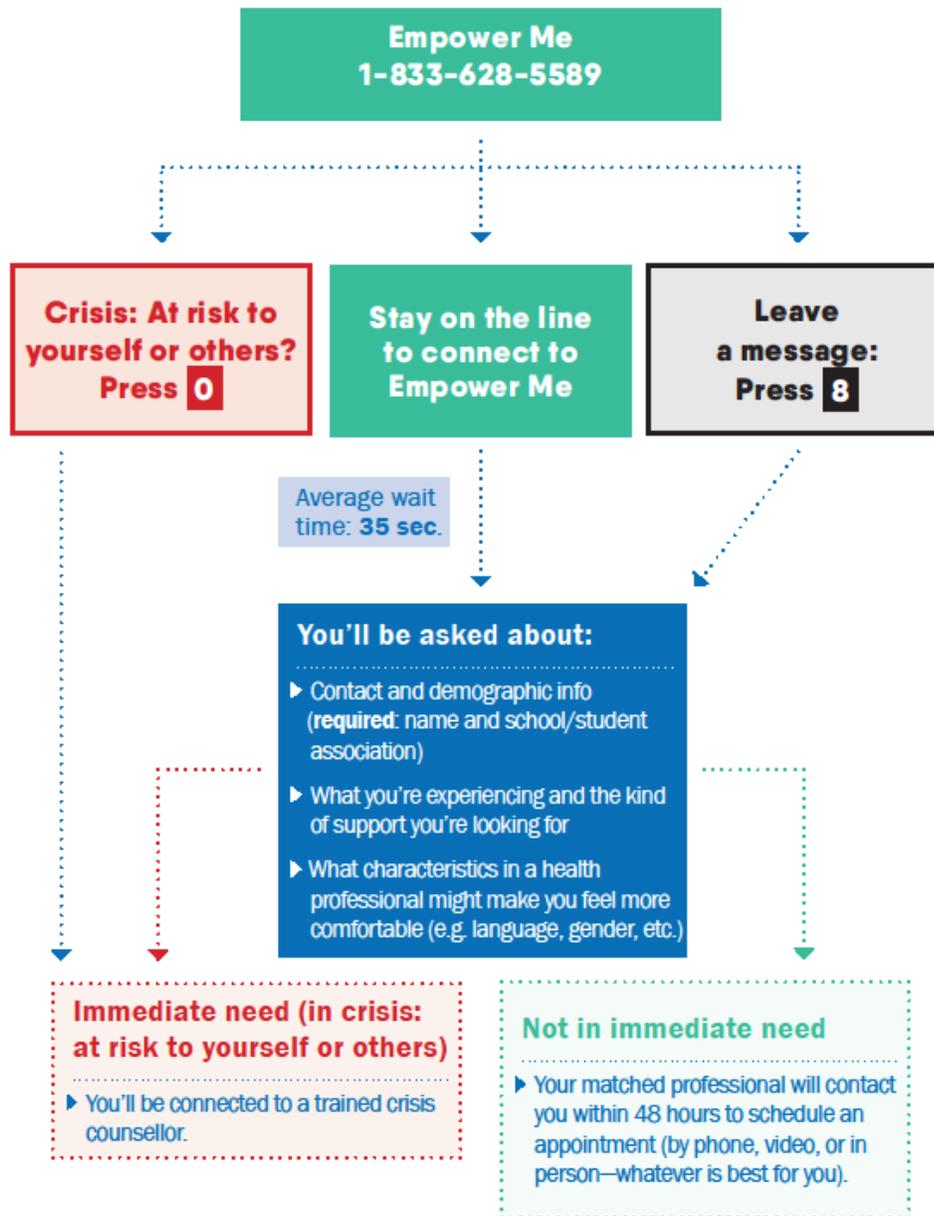
- Stress or anxiety
- Depression
- Relationships or interpersonal conflicts
- Family responsibilities
- Substance misuse/abuse
- Disordered eating
- Time management
- Career counselling
- Financial planning or financial insecurity
- Nutrition, and more

## 2. What will happen during my first call?

When you first reach out to Empower Me, you'll be connected with a professional who will ask you some demographic questions and learn about the issue(s) you're experiencing<sup>1</sup> and plan a course of action with you. Please note that **you must provide your name and school/student association** when you contact Empower Me for immediate crisis services or other issues.

Together, you'll determine what supports are right for you.

The professional that you're paired with will then contact you within 48 hours to schedule your first appointment. This appointment may be in person, by telephone, or by videoconference—whatever you feel is best for you.



Note that immediate access to crisis services is always available, 24/7.

### 3. Will I have to pay an additional cost for the service?

As an eligible student, you can access professionals via the Empower Me service at no cost.

If you need a referral to an external service, 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.

### 4. How many sessions can I receive?

Empower Me is a mental health support 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 the professional you are working with. If you need long-term support or are experiencing severe distress, you may be referred to a service that can serve you better and meet your needs.

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

Confidentiality is of utmost importance to the Empower Me service. All of the personal information you share, as well as your conversations, will remain completely private, within the limits of the law. All Empower Me professionals adhere to a strict ethics code and are accountable to their respective professional associations.

General Empower Me usage data is shared with your institution. However, no individual or identifying information will ever be shared.

**6. Can I access help in another language?**

Yes, Empower Me offers support in multiple languages by telephone and videoconference: English, French, Mandarin, Spanish, Russian, German, and Italian. When you make your first call, simply ask the intake agent to pair you with a professional for support in your preferred language.

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

The number one reason post-secondary students don't seek support is that they feel their issue isn't serious enough. It's always best to reach out for support if you're going through challenging times. With Empower Me, no issue is too big or too small.

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

It may feel uncomfortable to say something, but having a good relationship with your mental health professional is one of the biggest predictors of therapeutic success. We know that sometimes, there may not be a good fit with the person you were referred to. You're always welcome to call Empower Me and request a referral to a different professional.

**9. Which types of professionals are available to me through Empower Me?**

Empower Me can connect you with the following professionals:

- Psychologists
- Social workers
- Psychoeducators
- Sex therapists
- Psychotherapists
- Career counsellors
- Financial counsellors
- Nurses
- Kinesiologists
- Resource teachers
- Occupational therapists
- Ergonomists
- Nutritionists

## 10. Can I access Empower Me from outside of Canada or the US?

In addition to the number accessible from Canada and the US (**1-833-628-5589**), you can reach Empower Me from the following countries at these numbers:

Country	Number
Australia	0011 800 33338008
Austria	0800295829
Belgium	00 800 33338008
Brazil	08008912519
Chile	12300200882
China	North: 108007142831 South: 108001402851
Denmark	00 800 33338008
Finland	990 800 33338008
France	00 800 33338008
Germany	00 800 33338008
Greece	0080016122040048
India	0008000403798
Ireland	00 800 33338008
Jamaica	1-855-480-2240
Mexico	018008741304
New Zealand	00 800 33338008
Saudi Arabia	8008500941
Singapore	001 800 33338008
Spain	00 800 33338008
Taiwan	00 800 33338008
United Arab Emirates	8000180008

## 11. Are Empower Me services available through a mobile app?

Yes, you can connect with Empower Me through the EAP Optima mobile app, available for download from the App Store and Google Play. With the app, you can:

- Chat with a counsellor
- Consult professionals via videoconferencing appointments
- Call the 24/7 helpline
- Access other health and wellness resources

To create an account on the app, you'll need an access code, which can be found at [www.studentcare.ca](http://www.studentcare.ca).

*Statistics and recommendations provided above draw on the following research:*

Eisenberg, D., Golberstein, E., & Gollust, S. E. (2007). Help-seeking and access to mental health care in a university student population. *Med Care, 45*(7), 594-601. doi:10.1097/MLR.0b013e31803bb4c1.

Eisenberg, D., Hunt, J., Speer, N., & Zivin, K. (2011). Mental health service utilization among college students in the United States. *J Nerv Ment Dis, 199*(5), 301-308. doi:10.1097/NMD.0b013e3182175123.

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<sup>1</sup> If you are in crisis, you should call 911 immediately. If you do contact Empower Me and are in crisis, you will be connected to a trained crisis counsellor. If the crisis counsellor determines that it is necessary, with your permission, they will contact emergency services and remain with you on the line.