



Frequently Asked Questions

1. What is the keep.meSAFE Program?

The **keep.meSAFE** Program is a free and confidential mental wellness student support program that offers students access to articles, videos, and counsellors that speak their language and understand their culture 24/7/365. All content and immediate support is available through the My SSP app.

2. What types of things can students get help with?

Students have access to a variety of supports when it comes to things like:

- Healthy living habits
- How to deal with challenging situations
- Coping with culture shock
- Conflict resolution
- Managing finances
- Difficulties communicating
- Academic counseling
- Stress, anxiety, loneliness

3. Will student's information be kept private?

The **keep.meSAFE** Program is 100% confidential. No one will know a student has accessed the service unless they decide to share that information themselves. The only exception to this is if the student is an immediate danger to them self or others. In this rare case, the appropriate campus and emergency services would be contacted.

4. Do students always speak to the same counsellor?

When a student calls into the service to speak to a **keep.meSAFE** counsellor, they will be connected with any available counsellor that meets their linguistic and cultural requirements. If the student requires ongoing support, they can make arrangements with the same counsellor to meet regularly. The counsellors can also help students to access services on campus or in the community that can provide further support.

5. How can students download the My SSP app?

The My SSP app is free and is available through the App Store or Google Play. Search for My SSP.

- 6. Can a student speak with a counsellor who is from their culture and speaks their language?**
Yes, students can ask to speak with a **keep.meSAFE** counsellor that is from their culture and speaks their language.

If the student reaches out via the chat function on the My SSP app, they have access to support in the 7 core languages (English, French, Korean, simplified Chinese (Mandarin and Cantonese), Arabic, and Spanish).

If a student reaches out to **keep.meSAFE** via telephone, they have 24/7 guaranteed access to 7 core languages (English, French, Korean, Cantonese, Mandarin, Arabic, and Spanish) as well as access to support in over 35 other languages/cultures.

If a counsellor that meets the student's linguistic and/or cultural needs is not immediately available, a call back will be arranged within 24 to 48 hours.

Please note: Hindi will be added as a 8th core language in late 2019.

- 7. Can I call keep.meSAFE directly through the My SSP app?**

Yes, students can launch a chat session or a call **keep.meSAFE** directly to speak with a counsellor 24/7 no matter where they are in the world.

- 8. How many languages does the app work in?**

The My SSP app works in 7 core languages (English, French, Korean, simplified Chinese (Cantonese and Mandarin), Arabic, and Spanish).

When the app is downloaded, the student will set-up their profile, which includes selecting the app language preference. This means the app interface, as well as all videos and articles will be accessed in the language selected.

- 9. If a student is studying abroad or on vacation during the term and they want to use the app, do they need to be connected to Wi-Fi?**

Like all apps, the My SSP app requires Wi-Fi or cellular data to work. For this reason, students studying abroad or on vacation are advised to use the app when connected to Wi-Fi to avoid data and roaming charges.

- 10. If a student is studying abroad or on vacation during the term and they want to speak with a counsellor will they be charged for the call?**

When calling **keep.meSAFE** from abroad, the student will be charged for the call (it is not a collect call). It is advised that if a student calls into the service, tell the intake representative that they are calling from outside of North America and the service will call them back, so the student does not incur the phone charge.

The number to reach **keep.meSAFE** when outside of North America is 001.416.380.6578