

# MENTAL WELLNESS PHONE LINE

PRIVATE - AVAILABLE 24/7

## WE'RE HERE TO LISTEN.



Life is a struggle sometimes—and that's okay. Call the mental wellness phone line to connect with a counsellor who will offer support and guidance.

- **Available 24/7 in more than 100 languages**
- **Video chat and instant messaging available via app or website**
- **In-person counselling available by request\***
- **Experienced and compassionate counsellors** with professional designation and 5+ years of clinical experience
- **100% private and confidential:** Records are not shared with any third-party

\*dependent upon geographic location within North America



**MENTAL WELLNESS PHONE LINE**  
PRIVATE - AVAILABLE 24/7

**1-833-646-1524**

1. Call at any time, day or night
2. Select 1 for English; 2 for French
3. You will be connected with a counsellor for a private and confidential conversation

You can request any language when you are connected



Keep this wallet card handy for future reference.

2024-07EN

### DOWNLOAD THE FREE ICONNECTYOU MOBILE APP TO...

- learn from self-help tools and other resources
- instantly connect with a counsellor through direct dial feature or instant message
- request appointments with in-app scheduler



SCAN QR CODE TO DOWNLOAD  
THE APP AND SIGN UP WITH  
CODE **SHAS**

# Getting mental health care

## STAY HEALTHY AT SCHOOL PROGRAM

The StudyInsured™ **Stay Healthy at School program** provides students in your school district with access to **24/7 mental health support**.

### MAIN FEATURES

- 24/7 toll-free Assistance in Canada and the USA and collect outside North America
- Experienced and compassionate counsellors with a Master's degree and five years of clinical experience as minimum requirements
- 100+ languages available
- Pre-booked appointments within 48 hours.

### USING THE STAY HEALTHY AT SCHOOL PROGRAM

#### STUDENTS:

**Call 1.833.646.1524** any time, day or night, to access mental health care

OR

**Connect on the mobile app or online website**  
(see the **next page** for how to connect)



# Stay Healthy At School Program

HOW TO CONNECT ON THE MOBILE APP OR ONLINE WEBSITE

## MOBILE APP

Available on Google Play or the App Store

- 1 Search and download **iConnectYou** app
- 2 On the app, click on "Sign Up"
- 3 Enter the following information:
  - Full name
  - Phone number
  - Email address
  - Account password
  - Passcode: **SHAS**
  - Preferred language
  - Select "I have read and accept the Terms Of Use and Privacy Policy"
- 4 Click "Sign Up"
- 5 While signed onto the app, click the three lines on the bottom right side of the page. You will be able to connect to a therapist using the following options:
  - Call
  - Instant Message
  - Text Message
  - Video Call



SCAN HERE TO  
DOWNLOAD APP

## ONLINE WEBSITE

Resources and Service Request Portal

- 1 Go to **ca.helpwhereyouare.com**
- 2 Enter company code **SHAS** and click "Login"
- 3 Choose your language
- 4 Choose between **scheduling an appointment with a counsellor** or **LiveConnect**

### SCHEDULE AN APPOINTMENT:

- A Under the "Centres" section, select "Contact a Counsellor"
- B Enter the required information and a counsellor will contact you within 48 hours to book an appointment

OR

### LIVECONNECT INSTANT MESSAGE:

- A Click "LiveConnect" on the bottom right of the webpage
- B On the Anonymous Chat window, select the type of service needed