

About Homewood Health

Homewood Health offers the highest quality clinical support and intervention available within the SAP industry, and an unmatched continuum of services — spanning health promotion, mental health and addictions support, and prevention-focused work-life balance services.

Contact Us

Call us to get started
(translation to other languages available.)

1-800-663-1142

Numéro sans frais - en français :
1-866-398-9505

International (Call collect):
604-689-1717

[Homeweb.ca](https://homeweb.ca)



Guide for Students



Student Assistance Program

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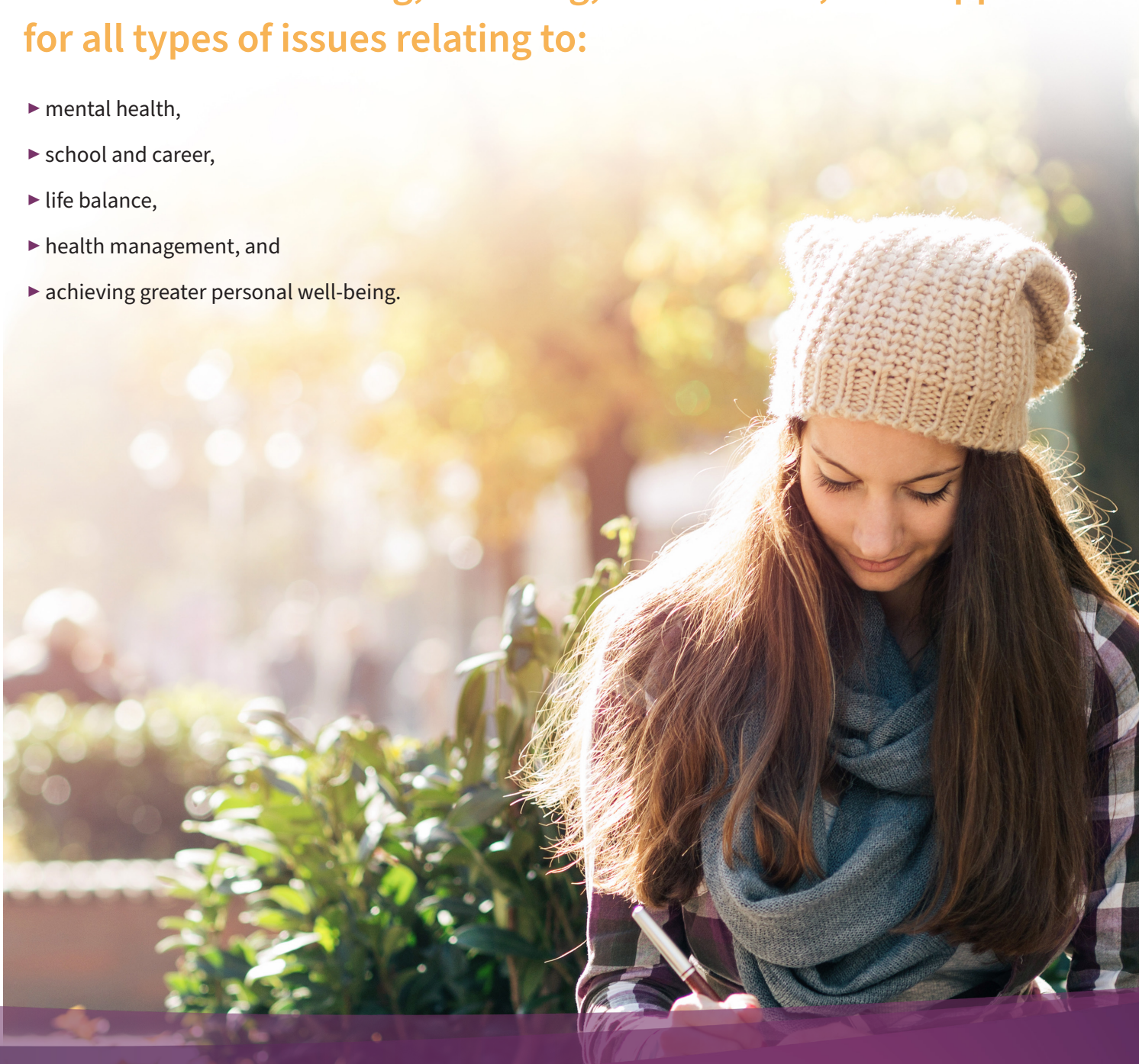
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About the Student Assistance Program

The Student Assistance Program is a professional service that offers counselling, coaching, information, and support for all types of issues relating to:

- ▶ mental health,
- ▶ school and career,
- ▶ life balance,
- ▶ health management, and
- ▶ achieving greater personal well-being.



Why use the Student Assistance Program?

Each of us faces challenges in life...

The Student Assistance Program will help students face and overcome various challenges, such as: peer pressure, bullying, suicide, parental pressure, parental divorce, moving to a new location or a serious illness.

The Student Assistance Program can help prepare students to respond to these challenges and be the best they can be. The Student Assistance Program:

- ▶ is a convenient source of information and assistance,
- ▶ relieves students from the burden of handling issues alone,
- ▶ can help students problem-solve and troubleshoot,
- ▶ offers students encouragement and support during difficult times and situations, and
- ▶ is an easy way to get trusted, expert information.



How to Access the Student Assistance Program

The services of the Student Assistance Program are available to students 24 hours a day, 7 days a week, in a variety of convenient ways and without needing a referral. Students can access services:

- ▶ face-to-face,
- ▶ over the phone by calling our Client Services Centre, or
- ▶ online by visiting the protected Member Area of our website.

The choice is up to the student on their needs and preferences. Simply give us call. International access is available for anyone working overseas or travelling for work or pleasure. And TTY lines are available for callers needing hearing assistance.

1-800-663-1142 (English) | 1-866-398-9505 (French)
604-689-1717 International (call collect)

If you need assistance and live outside of Canada, please call 1-877-301-4776.

What happens when you contact us?

When the student first contacts the Student Assistance Program, the student will speak with a qualified Support Specialist, who will assess their situation, risk, needs, and preferences, and guide them to the assistance best suited to resolving their issue.

The specialist will ask a few brief questions, including the name of their school, and date of birth, so they know they are talking to the right person and so they can confirm all of the services available as part of the Student Assistance Program.

Privacy and Confidentiality

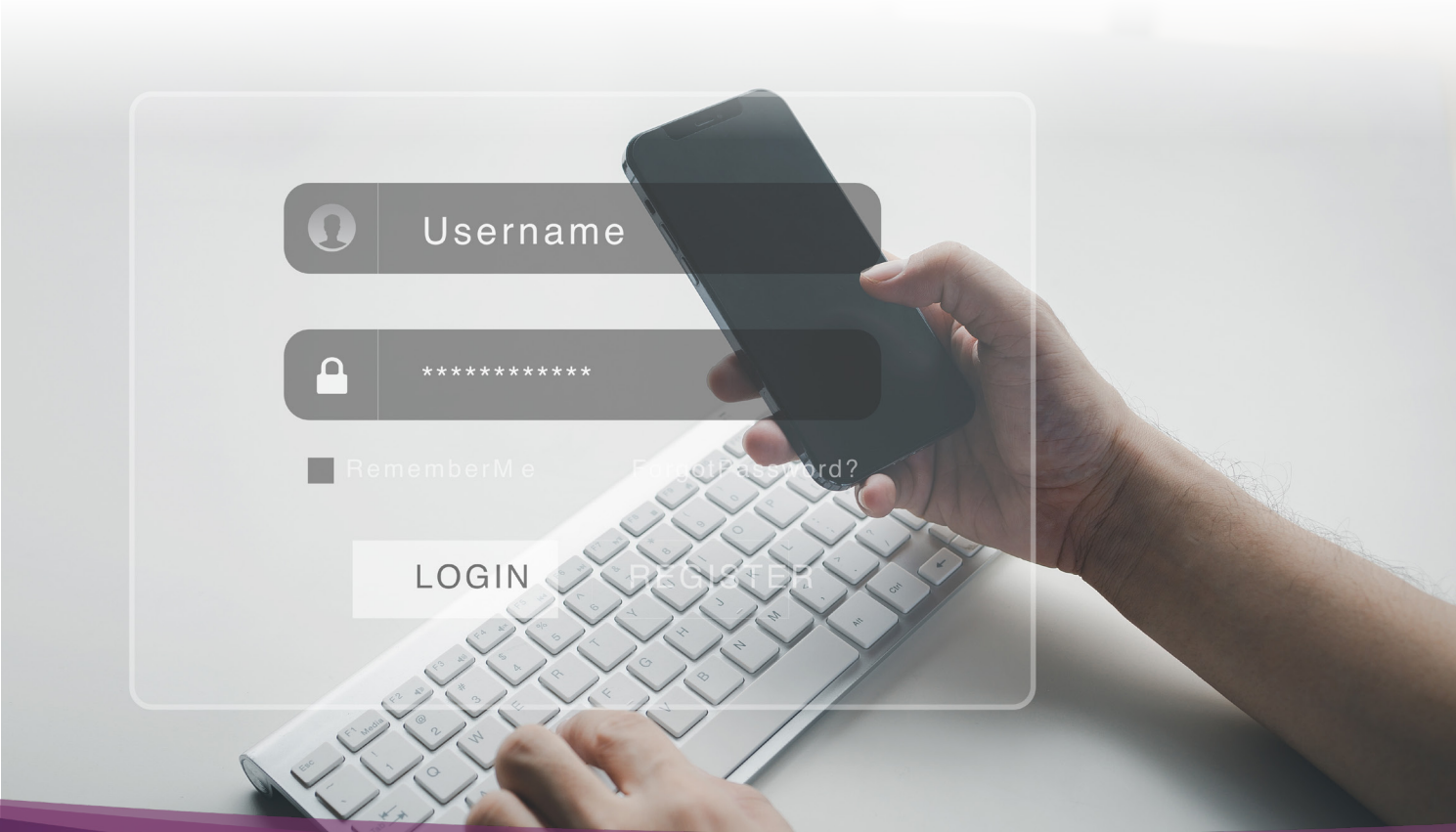
Everyone who uses the Student Assistance Program is guaranteed complete confidentiality within the Limits of the Law and Professional Counselling guideliness

Student participation is fully voluntary.

There are rare occasions in which these rules of confidentiality do not apply. These have to do with:

- ▶ legal mandates for information about child or elder abuse
- ▶ court orders, and
- ▶ issues relating to suspected harm to the student or others.

These exceptions are rare and are always explained to the student before any counselling takes place.



Bilingual Services and International Languages

Homewood is a fully bilingual organization. In addition, we have an infrastructure in place that enables us to offer our services in over 150 languages, as well as sign language. Homewood has counsellors fluent in Spanish, Cantonese, Arabic and Japanese within our network. Other languages include but are not limited to:

- | | | | |
|------------|--------------|-------------|-----------------------|
| • Hindi | • Korean | • Italian | • Tagalog |
| • Punjabi | • German | • Ukranian | • Mandarin |
| • Urdu | • Estonian | • Swahili | • Serbian |
| • Farsi | • Polish | • Romanian | • Hungarian |
| • Italian | • Portuguese | • Afrikaans | • Taiwanese (Hokkien) |
| • Croatian | • Hebrew | • Russian | • Cree |
| • Czech | • Yiddish | • Tamil | • Malay |
| • Danish | • Creole | • Albanian | • Macedonian |

Culturally Competent Services

We have built a counsellor network that reflects the heritage and diversity of Canada’s population, so that we can sensitively offer support programs and/or services across diverse groups and student populations, including visible minorities, First Nations, gay, lesbian, bisexual, transgender individuals, persons with disabilities and the hearing impaired.

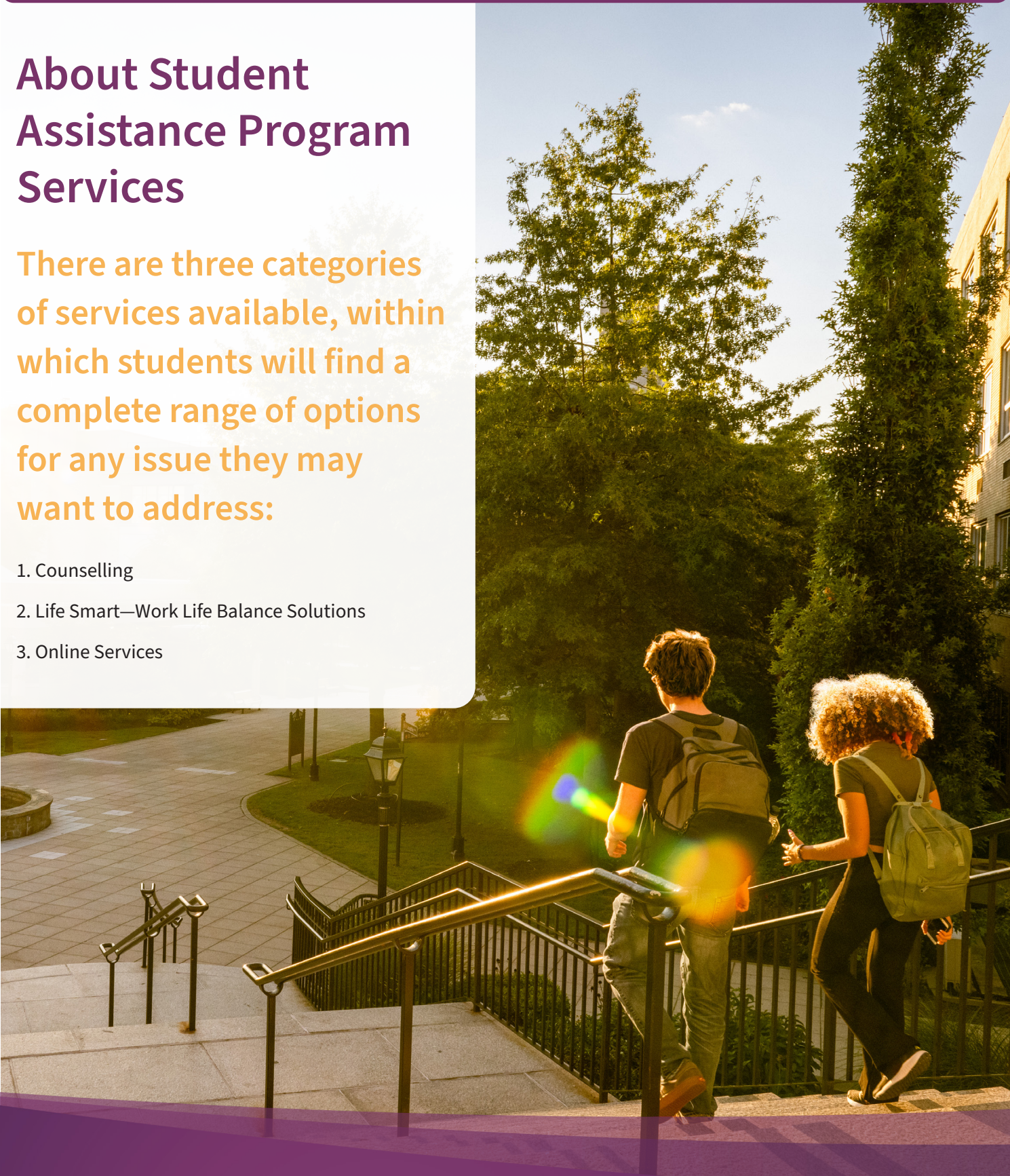
Where necessary, we utilize the services of a telephonic translator service (CanTalk Canada Inc.) for any client who is unable to complete intake in English or French. CanTalk’s network of specialized interpreters, operators and technicians offer immediate over the phone interpretation in over 150 languages for emergency, urgent and non-urgent issues.

We are also one of the largest providers to First Nations peoples in Canada, providing a unique service option through approved elders, spiritual healers and counselling facilities for Aboriginal Persons. Clients who request this receive counselling by means of this more culturally traditional approach. We developed this in response to our clients’ needs and in particular the needs of a number of nations, communities and organizations we serve.

About Student Assistance Program Services

There are three categories of services available, within which students will find a complete range of options for any issue they may want to address:

1. Counselling
2. Life Smart—Work Life Balance Solutions
3. Online Services



Counselling Services

Counselling is short-term and focused on problem-solving and finding solutions that are practical and improve your physical and mental well-being.

Counsellors are professionally trained to help students effectively deal with many of life’s problems, including:

- ▶ family, and relationship issues,
- ▶ difficulty with stress, anxiety or depression,
- ▶ peer pressure and bullying,
- ▶ maintaining focus and an understanding of one’s core beliefs related to education and/or professional pursuits
- ▶ concerns related to addiction or trauma, and
- ▶ other personal issues.



Life Smart Work Life Balance Solutions

The Student Assistance Program also offers work-life balance solutions.

Whether students need to manage unexpected day-to-day life issues, want to better understand the connection between physical health and emotional well-being, or need to manage their studies better, work life balance solutions will help them tackle small issues before they become big concerns.

- ▶ Students can receive information and coaching¹ related to:
- ▶ childcare and parenting
- ▶ elder and family care
- ▶ grief and loss
- ▶ financial or legal concerns
- ▶ relationship challenges
- ▶ school and career planning
- ▶ nutrition
- ▶ health and weight management, and
- ▶ stress & burnout
- ▶ new parent
- ▶ smoking cessation.

¹Life Smart coaches utilize the psychoeducation model. This differs from counselling in some ways. Recommend evidence based strategies, provides information, rather than solely emotional support and provides clarity around a situation, enabling clients to leave sessions with a plan in place, and new insight into how to help their situation.



Online Services

The Student Assistance Program is committed to creating and providing innovating programs to maximize health and well-being.

By accessing **Homeweb**, students can utilize:

- ▶ The Online Health and Wellness Library
- ▶ The Health Risk Assessment
- ▶ Busy Family Child and Eldercare Resource Locators
- ▶ e-Courses
- ▶ Health and Wellness Materials Accessible via Social Media
- ▶ Health-e Multimedia Centre (Enhanced Audio Podcasts and Videos)
- ▶ Online Cognitive Behavioural Therapy (i-Volve) – Available in English and French, Self-directed, For mild to moderate Depression and Anxiety

Download the **Homewood Health App** on a smartphone to access expert articles, tools and e-courses, and assessments, E-therapy, Homechat live chat and other help and contact resources.



Welcome to Homeweb

Helping students live a healthier life

Homeweb is an innovative online platform that offers students access to personalized health and wellness tools, resources, and support when they want it — anywhere, anytime.

What do I need to know about Homeweb?

Homeweb is part of the Student Assistance Program. Students can access Homeweb on their phone, tablet, or desktop. Homeweb offers the ability to create an individual profile, receive personalized content recommendations, and access lots of helpful resources.

How to register for Homeweb

Step One: Visit www.homeweb.ca and click ‘**Sign Up**’.

Step Two: Enter information into the required fields, choose an email and password, and click ‘**Next Step**’. Then, type in the name of your institution and click ‘**Find it!**’ Select from the list provided.

Step Three: Let us know how you are covered by Homewood, (**You are a student**). Click ‘**Sign In**’ at the bottom of the page.

Welcome to Homeweb!
Search, browse, and get expert support.

Who is Homewood Health™?

Homewood Health is a trusted company with over 30 years of experience delivering a full suite of counselling, coaching, and information services.

Our focus is on helping students achieve positive mental health and well-being. We have offices from coast to coast, thousands of counsellors in local neighborhoods, official accreditation for our business operations and standards of care, and we offer all of our services to you in both national languages with additional languages available depending on the student's needs.



Next Steps

The Student Assistance Program can help find solutions to personal, family, and school-related challenges. And we can suggest actions that can help achieve optimal health and well-being.

To learn more about the Student Assistance Program, or to take advantage of the services available, give us a call at 1-800-663-1142.

We're here 24 hours a day, 7 days a week, 365 days a year to:

- ▶ book appointments,
- ▶ provide immediate support, and
- ▶ answer any questions about the program you or the student may have.



Your future forward Student Assistance Program

It's about choice. You select your preferred care approach from:

- A fully 'live' experience,
- A fully virtual experience, or
- A blended experience



Nobody can do what Pathfinder does

It's SAP simplified. It's a validated stepped care approach to your overall mental health and wellness developed through almost 140 years of mental health leadership and over 40 years of SAP experience.

Pathfinder tailors personalized care plans and service recommendations based on your unique presenting concern(s). It includes an assessment of the severity of your concern and combines the optimal clinical solution with your unique preferences to create a customized and curated care path.

Choices

Counselling that's convenient for you.

In Pathfinder, you can book an appointment through our on-line booking system. There is no cost to you. Offices are local and appointments are made quickly, with your convenience in mind. Have a preference for location or appointment time? We'll do our best to accommodate your preferences.

Life Smart Coaching

You can receive coaching support for a variety of life balance and health issues, or get expert support to better manage your career. Life Smart Coaching services are available by phone.

Health



- Nutrition
- Lifestyle Changes
- Jumpstart your Wellness
- Smoking Cessation

Life Balance



- Elder and Family Care
- Relationships
- Financial
- Legal
- Grief and Loss
- Burnout and Stress

Career



- Career Planning
- Workplace Issues
- Pre-Retirement
- Shift Work

Online Resources

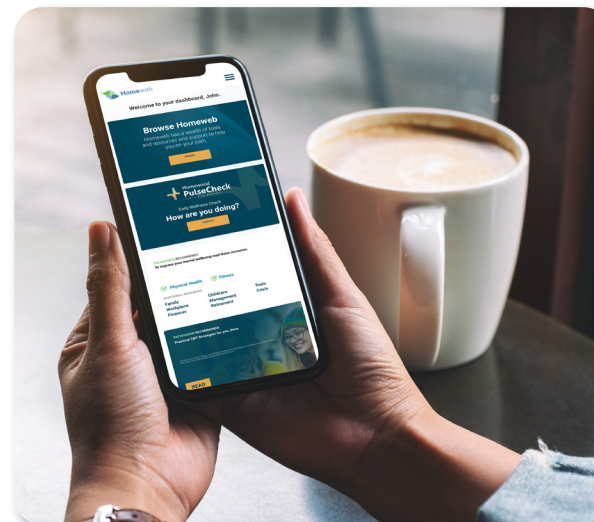
The right information at the right time

Access Homeweb.ca anytime for a wealth of expert tools and resources, including e-learning courses and a library of health and wellness articles which keep you informed about where you are in your journey and what's available to enhance your experience and outcomes.

Sentio by Homewood Health™

Sentio is Homewood's internet-based Cognitive Behavioural Therapy (iCBT) program. iCBT has been proven to be an effective therapy for mild to moderate depression, anxiety and other psychological mental health issues.

Sentio contains over 20 treatment goals plus a wealth of tools and resources to help you change your thought patterns and improve your mood.



What is Homewood MeetNow?

Where clinically appropriate, you can chat with a professional immediately. One click is all it takes. There's no booking and no waiting.

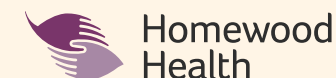
If you do not wish to MeetNow, simply select your preferred counsellor, your preferred date and time and your choice to meet telephonically or online through video. It's that simple.

Counselling

For all of life's challenges

We offer a supportive, confidential and caring environment and will provide you with counselling for any challenge:

- Family
- Depression
- Marital
- Life transitions/change
- Relationships
- Grief/Bereavement
- Addictions
- Stress
- Anxiety
- Other personal issues



Student Assistance Program

Coaching | Counselling | Support
Confidential | Available anytime

Contact Information

Contact us 24 hours a day, 7 days a week

1-800-663-1142

International (Call collect): 604-689-1717

Homeweb.ca

Votre Programme d'aide aux étudiants

C'est une question de choix.

- un service « de vive voix » par téléphone;
- un service virtuel; ou
- un service mixte.



Personne d'autre ne peut offrir ce qu'offre l'interface Parcours de Homewood.

L'interface Parcours est une fonctionnalité de pointe améliorée offerte sur la plateforme Homeweb, qui tient compte non seulement de la nature et de l'intensité de votre problème, mais aussi de vos préférences, pour vous offrir le bon service au bon moment.

L'interface Parcours crée un plan de soins personnalisé et offre des recommandations de service en fonction de votre problème. Elle évalue la gravité de vos préoccupations et combine la meilleure solution en matière de PAEE avec vos préférences pour créer un parcours de soins personnalisés adapté à vos besoins.

Différentes options de counseling

Un counseling adapté à votre mode de vie.

La plateforme Parcours vous permet de prendre rendez-vous via notre ligne sans frais pour l'utilisateur. Nous avons des bureaux partout au pays et les rendez-vous sont offerts rapidement, au moment qui vous convient. Une préférence quant à l'endroit et à l'heure du rendez-vous? Nous ferons de notre mieux pour satisfaire vos demandes.

Coaching IntelliVie

Obtenez des séances téléphoniques de coaching pour une grande variété de questions relatives à la santé, la qualité de vie, la conciliation travail - vie personnelle ou la gestion de votre carrière.

Santé



- Nutrition
- Changements au mode de vie

- Parcours mieux-être
- Abandon du tabac

Équilibre de vie

- Soutien aux aidants naturels (aînés/enfants/conjoint)
- Solutions relationnelles

- Conseils financiers
- Conseils juridiques
- Deuil et pertes affectives

- Épuisement et Stress

Carrière

- Planification de carrière
- Difficultés au travail

- Planification de la retraite
- Travail par quarts

Ressources en ligne

La bonne information au bon moment

Vous pouvez consulter la plateforme Homeweb à toute heure du jour ou de la nuit pour y trouver une multitude de ressources et d'outils spécialisés, y compris des cours en ligne et une bibliothèque d'articles sur la santé et le bien-être qui vous permettent de suivre de près votre parcours et de vous tenir au courant des ressources mises à votre disposition pour améliorer votre expérience et accélérer votre rétablissement.

Sentio par Homewood Santé^{MC}

Sentio est la thérapie cognitivo-comportementale (TCC) en ligne de Homewood Santé. La TCC en ligne s'est révélée une intervention efficace pour soigner la dépression, l'anxiété et d'autres symptômes psychologiques allant de légers à modérés.

Sentio contient plus de vingt plans de traitements ainsi qu'une multitude d'outils et de ressources pour vous aider à changer vos schèmes de pensée, à améliorer votre humeur ou à soigner votre anxiété.



En quoi consiste la fonction Rencontre immédiate?

Lorsque cela est cliniquement justifié, vous pouvez parler immédiatement à un conseiller. Un seul clic suffit. Aucun rendez-vous à prendre, aucun délai d'attente.

Si vous ne souhaitez pas utiliser cette fonction, vous pouvez plutôt sélectionner votre conseiller, vos date et heure de disponibilité, ainsi que la modalité de votre choix, soit par téléphone, soit par vidéoconférence. C'est aussi simple que ça.

Counseling

Faire face aux défis de la vie

Votre programme d'aide aux étudiants vous aide à prendre des mesures pratiques et efficaces pour améliorer votre qualité de vie et vous épanouir. Nous offrons un milieu favorable, confidentiel et attentionné, et vous fournissons des conseils pour toutes les épreuves :

- Problèmes familiaux
- Difficultés conjugales
- Problèmes relationnels
- Dépendances
- Anxiété
- Dépression
- Transitions de vie
- Deuil
- Stress
- Autres difficultés personnelles



Votre Programme d'aide aux étudiants

Coaching | Counseling | Soutien
Services confidentiels | Accessibles en tout temps

Nous contacter

Communiquez avec nous en tout temps.

1 866 398-9505

Appels internationaux (frais virés acceptés) : 514 875-0720

Monhomeweb.ca

Register for Pathfinder Online!

Access Your Digital Mental Health Platform Today.

Access all of your student assistance program, workplace mental health and wellness support online through Homewood Pathfinder's innovative digital mental health platform. Create a profile and complete a short assessment if you'd like to receive guided care recommendations. Or, visit your dashboard to browse the resources available to you in the extensive online platform. Access personalized mental health and wellness multimedia content including videos, self-paced modules and exercises, digital wellness sessions, articles and more.

Homewood Pathfinder's digital mental health platform offers you access to personalized mental health and wellness support when you want it — anywhere, anytime by smartphone, tablet or computer.

How to register

Step One: Visit www.homeweb.ca and click **'Sign Up'**.

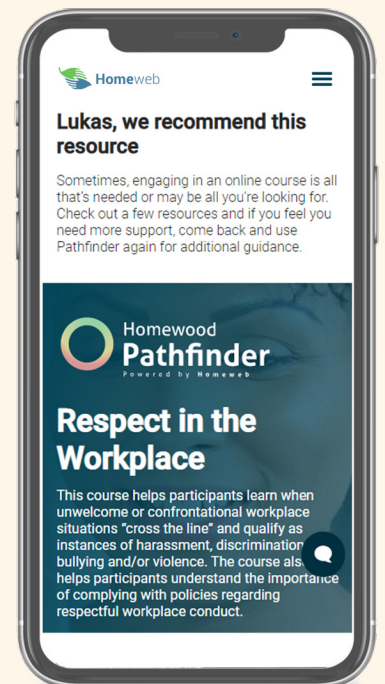
Step Two: Type your company name and click **'Find it!'** Select the correct company from the list provided. Enter information into the required fields, choose an email and password, and click **'Next Step'**.

Step Three: Let us know how you are covered by Homewood, (e.g. through your organization or the organization of a student assistance program), and let us know your relationship to the organization (e.g. student). Submit the additional information required and click **'Sign Up'** at the bottom of the page.



**Homewood
Pathfinder**
Student Assistance & Mental Health

Register for
Pathfinder
online with
invitation
code



**Homewood
Health**