



# stay healthy at school

POWERED BY  
STUDYINSURED™

**ILSC and Greystone - Canada**



studyinsured™

# WHAT IS THE **STAY HEALTHY AT SCHOOL** PROGRAM?



## CONFIDENTIAL, VOLUNTARY, AND ACCESSIBLE

Consists of **psychological counselling** and **academic life services**



24/7 benefit provided for your students



Offers support to address issues, personal or school-related, that may interfere with enjoyment of life

## SHAS Pillar #1: Confidentiality

- ✓ Records are completely **confidential**
- ✓ No one outside SHAS knows the student used the program
- ✓ No identifying phone messages without your **permission**
- ✓ Counselling premises located in external private offices
- ✓ No back-to-back appointments with students from same school



- ✓ Counselling records owned by WPO, not ILSC
- ✓ Counsellors bound by **professional code of ethics**

## SHAS Pillar #2: Voluntary Participation

- ✓ SHAS is **voluntary** – no one can force a student to seek counselling
- ✓ Only individuals who seek counselling may call SHAS and make appointments
- ✓ SHAS will **not** accept third party appointments



## 🕒 SHAS Pillar #3: Accessibility



- ✓ **Multilingual**, 24/7 clinical intake environment
- ✓ 85% of calls answered **within 30 seconds** by Master's level clinician
- ✓ **In-App** calling and texting
- ✓ **Urgent requests:** Immediate support at time of call by clinician
- ✓ **Non-urgent/routine requests:** In-person referral within 1 business day, and appointment within 2 business days

# Counsellor Qualifications and Service Model

- ✓ Minimum master's degree in social work, psychology and related counselling fields
- ✓ Minimum 5 years of post-graduate experience
- ✓ Good standing with relevant professional regulatory body
- ✓ Solution-focused counselling approach



# Counselling Model and Modality

- ✓ Number of sessions determined by counsellor assessment, based on nature and severity of issue (avg. 3-4 sessions per case)
- ✓ Early community referral for long-term/specialized issues with interim support during waiting period
- ✓ Choice of counselling, as per individual request:  
**In-person | Email exchange | Video | Phone**





# ACADEMIC LIFE SERVICES



## Legal Consultation

- ✓ Free 30-minute phone consultation with lawyer
- ✓ In-person referral receive 25% discount on the hourly rate and 10% discount on any flat fee rates

Examples include:

- Landlord and tenant disputes
- Immigration
- Impaired driving
- Criminal charges



## **Financial Consultation**

- ✓ Free 1 hour phone consultation with financial counsellor
- ✓ Examples include:
  - Budgeting
  - Consumer protection
  - Credit card education
  - Home buyer education



## Life Coaching Consultation

- ✓ 2-3 month phone program with certified life coach qualified through the National Board for Health and Wellness Coaching (NBHWC) and the International Coaching Federation (ICF) Coaching
- ✓ overcome perceived obstacles, set concrete goals, and realize your potential

Examples include:

- Unsure about life direction
- Improving career trajectory



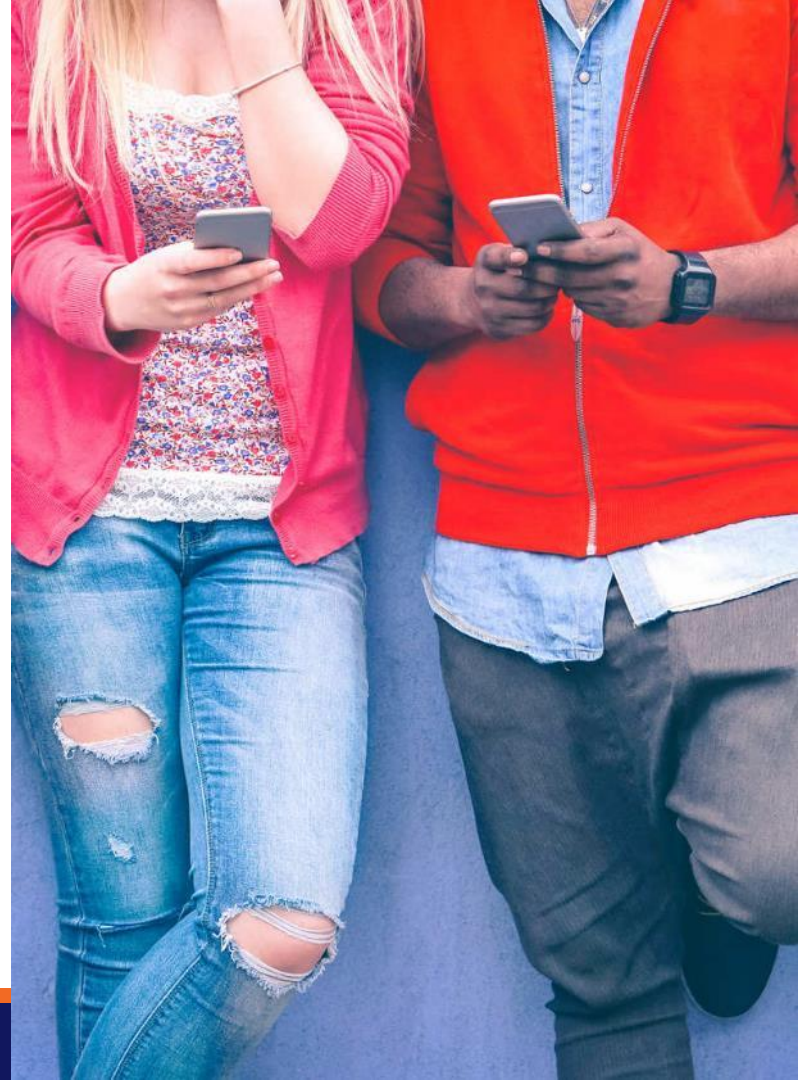


## Wellness Coaching

- ✓ Free check-up: integration of lifestyle or one-on-one coaching via email, phone and/or video conferencing

Examples include:

- Weight management
- Fitness
- Stress management
- Smoking cessation.



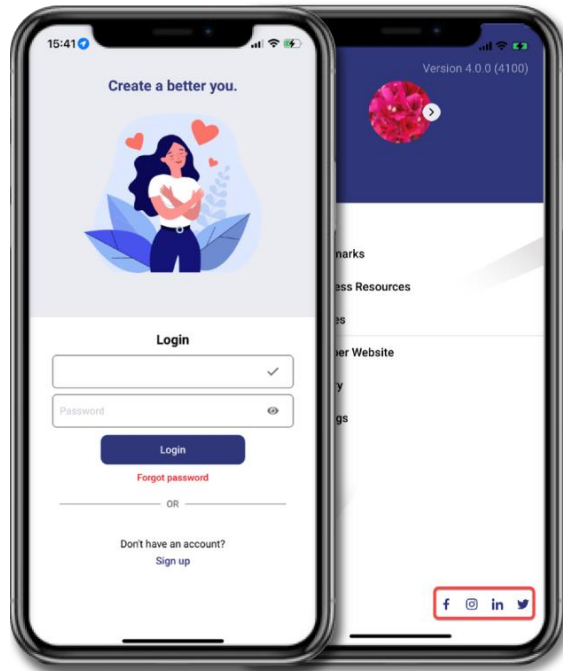
# STAY HEALTHY AT SCHOOL PROGRAM

## ONLINE AND MOBILE ACCESS



# iConnectYou App: SHAS at Your Fingertips

- ✓ Comprehensive, easy to access content and features
  - **Information:** availability of eligible SHAS services
  - **Tip sheets:** searchable, relevant articles about today's issues
  - **Inbox:** instantly receive SHAS messages and newsletters



# Resources for your students:

- ✓ SHAS Quick Reference Guide
- ✓ Phone line handout
- ✓ SHAS Wallet card

**QUICK REFERENCE GUIDE** studyinsured™

### Stay Healthy At School Program

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

**MAIN FEATURES**

- Round-the-clock, 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)

**HOMESTAY FAMILIES, SCHOOL ADMINISTRATORS, & COUNSELLORS:**  
To request a counselling referral, submit the attached consent form. Please also attach any assessment documents from any previous counselling sessions the student may have had.

**IMPORTANT!**  
Third parties book appointments on behalf of without the student's consent.

**CALL US FOR ASSISTANCE**  
TOLL-FREE: 1.833.646.1524  
EMERGENCY: 1.833.646.1524

**StudyInsured™ Assistance is available 24/7 for you to:**

- Locate the nearest medical facility
- Obtain a prescription
- Schedule a doctor appointment
- Obtain a second opinion
- Obtain a referral letter
- Obtain a letter of support
- Obtain a letter of recommendation
- Obtain a letter of support
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**MENTAL HEALTH CARE**

## DO YOU NEED TO TALK TO SOMEONE?

**CALL THE MENTAL WELLNESS PHONE LINE:**  
**1 833 646 1524**

**OR** **DOWNLOAD THE FREE ICONNECT™ MOBILE APP**  
sign up with code SHAS

Speak with a caring counsellor, in your language, about anything you need. Appointments are available by video chat or phone. Your call is completely private and won't be shared with your school, parents, or insurance company.



stay healthy at school™

## MENTAL WELLNESS PHONE LINE

FREE • PRIVATE • INTERNATIONAL STUDENTS • 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.

- FREE and available 24/7, day or night
- Available in over 100 languages
- Video chat and in-person counselling, where available
- Instant messaging functionality via app or website
- 100% private and confidential: your conversation is private between you and your counsellor, and will not be reported to your insurance company, your school, or your parents

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**MENTAL WELLNESS PHONE LINE**  
FREE • PRIVATE • AVAILABLE 24/7  
**1-833-646-1524**

1. Call the phone line, day or night
2. Answer the questions of the counsellor
3. The counsellor will schedule your appointment to call the phone line directly

Please contact your insurance company for more information.

**DOWNLOAD THE FREE ICONNECT™ MOBILE APP TO:**

- Learn from self-help tools and other resources
- Instantly connect with a counsellor or book appointments to app
- Use the phone line directly

Available on the App Store and Google Play  
Register at [www.studyinsured.com](http://www.studyinsured.com) with access code SHAS

Always use wallet card handy for future reference.





**THANK YOU!**