



My Student Support Program (My SSP) Reference Guide

Studying something you are passionate about can be an exciting chapter in your life, but it can also be a time of change, adjustment and stress. That is why we have partnered with LifeWorks to offer My Student Support Program (My SSP) to our students!

What is My SSP?

My SSP aims to support overall wellbeing and mental health by providing students with the following:

- **24/7 real-time support.** Confidential support from professional counselors, addressing anything from crisis to everyday concerns, available night and day via phone and online/app chat.
- **Experienced professionals.** Professionally trained, multi-lingual* counselors with experience dealing with the challenges faced by students.
- **On demand support.** Real-time, single session chat and phone support available, no appointment necessary.
- **Match with a professional counselor.** Short term scheduled support is also available via telephone and video.
- **No extra cost.** Access at no additional charge for students enrolled in schools that have signed up for My SSP.

As an instructor, staff member or student leader, how can I help spread the word about My SSP?

- **Download** and register on the free My SSP App to get acquainted and help your students do the same.
- **Be an advocate.** Bring up My SSP in each interaction with eligible students. Help students identify reasons to contact My SSP - let them know it's okay to ask for help.
- Request (free) My SSP digital materials, communications, and blurbs to share on e-learning platforms, social media, syllabi, and email signatures
- Ensure connection by conducting an **Assisted Referral** for students.
- Call in and request a **Staff and Faculty Consultation** for advice on how best to engage students in need.

*My SSP has counselors available 24/7 who speak Spanish, Mandarin, Cantonese, French, and English. *For other language preferences, students may request to be set up with a counselor who speaks that language (by appointment, depending on availability).*



How can one access the program?

Students can connect with a My SSP counselor, as well as access articles, videos, tools and other resources, through the app, website, and telephone. They can **access real-time support or schedule an appointment** for short-term support with a My SSP Counselor by:



- **Downloading the free My SSP app** from the Apple or Android app store



- **Dialing 1.866.743.7732**
(Outside US or Canada? Call 001.416.380.6578. International charges may apply.)



- **Visiting the website myssp.app**

What is an Assisted Referral and how does it work?

If you are concerned about a student, have a conversation with them and introduce the idea of reaching out to My SSP for support. **Help explain to them what My SSP is, what kinds of issues the My SSP Counselors can help with,** and if they are interested, **help them download the My SSP app.** Once they have the app on their phone, follow the steps below to facilitate an Assisted Referral into the program:

- **Step 1:** Obtain verbal permission from the student to call My SSP together: If you are in person, call from their phone; if you are on a phone call, conference the My SSP line into your conversation.
- **Step 2:** From the My SSP app, click 'Call' and request to speak to a My SSP counselor.
- **Step 3:** Explain that you are calling on someone else's behalf and that you are helping them through the process.
- **Step 4:** Once connected, hand the phone over/disconnect so the student can continue with the intake process and give them space so that they can speak privately with the My SSP Counselor.

Consultative Support for Staff and Faculty

My SSP also provides direct support to those front line staff who work directly with students via its **Staff and Faculty Consultation service**. This is an opportunity for you, as a staff member, to consult with a mental health professional on a particular issue. You can speak with one of our counselors who can give you guidance on how best to manage difficult student situations. Just dial the same **1.866.743.7732** and request a staff and faculty consultation with a My SSP counselor.

Example reasons for staff or faculty to call My SSP:

- Supporting distressed or distressing students
- Supporting withdrawn or isolated student
- Discussing culturally sensitive health topics, e.g. sexual health
- How to empower a student to reach out for support

Have questions or want to give your feedback?

Contact your dedicated representative at your institution for more information about My SSP and to provide feedback about the program and services. Rate and review the My SSP app on your device's app store.