

Getting mental health care

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

- 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)

HOMESTAY FAMILIES, SCHOOL ADMINISTRATORS, & COUNSELLORS:

To request a counselling referral, complete a consent form [here](#).

Please also attach any assessment documents from any previous counselling sessions the student may have had.



IMPORTANT!

Third parties cannot book appointments on behalf of students without their consent.

CALL US FOR ASSISTANCE

TOLL-FREE **1.866.883.9787**
WORLDWIDE **+1 416.640.7865**

StudyInsured™ Assistance is available 24/7 to help with:

- Locating the nearest medical facility
- Coordinating billing
- Questions about coverage
- Submitting a claim
- Arranging emergency transportation

Notify StudyInsured™ Assistance within 48 hours if you:

- Need to be hospitalized for any reason
- Require surgery of any kind (including dental)
- Need an MRI or CT scan
- Need air transportation
- Need medical attention outside Canada

The above is for informational purposes only and is not legally binding. For a full description of coverage, please read your policy wording.

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
 - Text Message
 - Instant 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 Click **INTERNATIONAL** on left side of webpage
- 5 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

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