keep.meSAFE Student Support Program provides real-time confidential support, 24/7

Studying at university or college can be a wonderful and exciting life experience. It can also be a time of tremendous adjustment as you are learning to navigate a new environment and perhaps even a new culture and language. keep.meSAFE is a support service that can help you with the challenges you face during your studies. You can contact keep.meSAFE any time – day or night – to speak with an advisor/counsellor who has experience supporting the unique challenges of student life.

Using the My SSP app from keep.meSAFE is easy!

- Search **'My SSP'** on either the Apple App Store or Google Play, download and complete your profile
- Allow push notifications for **weekly tips from keep.meSAFE**
- Start **a real-time chat or phone call with an advisor/counsellor** (no appointment needed)*
- Schedule **ongoing phone and video sessions** with an advisor/counsellor*
- **Browse** health & wellbeing tools on the My SSP app or website

**To access real-time phone support or to schedule ongoing support, use the My SSP app or dial 1.844.451.9700 (If calling from outside United States or Canada, dial 001.416.380.6578)*

**Chat with a Keep.meSAFE advisor/counsellor on the My SSP app or keep.meSAFE website*

Our advisors/counsellors can help you anytime, anywhere with:

- Adapting to new challenges at university/college
- Establishing healthy habits
- Relationships with friends and family
- Balancing academic and personal life
- Stress, anxiety, sadness, loneliness and more

Special Features for International/Study Abroad Students:**

- Multi-lingual self-directed support on the keep.meSAFE My SSP app and website to help you adjust to a new culture
- Advisors/counsellors who understand your culture and the individual challenges you face when studying in another country

**keep.meSAFE My SSP app/web content and advisor/counsellor support is available in Simplified Chinese, Korean, Arabic, Spanish, French, and Korean. Go to your My SSP profile to update to any of these languages. *For preferred support from an advisor/counsellor in other languages, you may request to be set up with an advisor who speaks that language (callback may be necessary).*

Talk to someone who understands. Talk to us.

Providing you with confidential support

keep.meSAFE is confidential within the limits of the law, so your family, friends, or professors, etc. will not know you used the program unless you choose to tell them.

Are you a staff or faculty member supporting a student? Keep.meSAFE can help!

keep.meSAFE offers direct support to faculty and staff through our **Staff and Faculty Consultation** service. If you wish to consult with a clinical expert on a particular issue, such as supporting students who are struggling or approaching a matter with student in a culturally sensitive way, we are here. Call from the Keep.meSAFE app or dial 1.844.451.9700 (If calling from outside United States or Canada, dial 001.416.380.6578) and ask for a Staff and Faculty Consultation.