



WELCOME TO YOUR STUDENT AND FAMILY ASSISTANCE PROGRAM!

Your student association is sponsoring the I.M. Well Student and Family Assistance Program (SAP) powered by Aspiria for you and your dependent family members so that confidential counselling support can be obtained for personal or work-related issues.

The following Q & A Guide responds to the most commonly asked questions about your SAP.

I.M. Well powered by ASPIRIA

What am I entitled to under my SAP?

You and your dependent family members have access to a professional counsellor for a set of clinical counselling sessions each, per new problem per calendar year. The number of sessions is flexible. Some people may only require one or two sessions and some may require more, such as five or six. The number of sessions received depends on the **nature** of your issue as assessed by your counsellor.

A benefit of your SAP is that each eligible student and dependent family member has **independent** access to all of our services. As well, if today, you are experiencing a family issue and a few months from now, you experience a work-related issue, the program is designed to provide you with a set of counselling sessions for **each** problem.

As SAP is short-term solution-focused counselling, it is the **quality** of your counselling experience and not necessarily the number of sessions that will determine the success of your counselling.

Access to Aspiria's WorkLife Portal:

Your time is important; find SAP support online.

Your SAP provides online access to a wide range of resources on topics of interest to you and your family – all on one website. Just log on with your company's username and password, and navigate through articles, tip-sheets, checklists, and other resources divided into helpful topics on Working, Living, Balancing, Health, Ageing, International, and Management. Around-the-Clock, Free, and Confidential.

Is my SAP free or do I have to pay for the services?

Your SAP is **free** and pre-paid by your student association. However, if you need a referral to a specialist or community resource beyond the SAP, those services are not covered by your SAP and it will be your responsibility to pay for it. We will always exhaust your extended health care benefits, any government-sponsored services you

may be eligible for, and community services offered on a sliding fee scale, prior to referring to private services.

Who is eligible to use the SAP?

Eligibility for the program is defined similarly to your benefits plan. As a general guideline, this usually means that the student, spouse, common-law spouse, same-sex partner, dependents up to the age of 25 if a full-time student, otherwise, up to the age of 21, are eligible to use the service.

How confidential is my SAP really?

Confidentiality is the cornerstone of your SAP. Anonymity and your privacy are assured within our program with every call, and within the limits of the law. We will not reveal the identity of any caller to your school or employer without your consent. Our counsellors are all professional social workers and psychologists who adhere to a strict code of ethics and who are accountable to their regulatory professional associations.

What are the qualifications of the SAP counsellors?

Our SAP counsellors have at minimum, a professional Masters degree in Social Work, Psychology or equivalence in the health field. Our counsellors have on average, 10 years of clinical experience, and are in good standing with their respective professional regulatory bodies. They adhere to a strong ethic of **confidentiality** regarding clients.

What kind of issues can I talk to my SAP counsellor about?

Most people believe that you must have a very serious problem to access counselling. While we do provide counselling for very serious issues, most people access the SAP to help them with **everyday life problems**. Our Aspiria counsellors would be pleased to assist you in person, by telephone, through e-counselling, or by video counselling (it's your choice), for the main issues listed below. Remember that if you have an issue and it is not specified here, please call us anyway, we are sure we can help! Specific examples for each issue are listed below the issue, for your reference:

Relationships

Marital (eg. discord, separation, divorce)
Common-law (eg. discord, separation)
Same-sex partner (eg. discord, separation)
Children
Parental

Single-parent
Dating
Extended family
In-laws

Family Care

Caregiver of children and elderly (eg. sandwich generation)
Child (eg. dependent care, day care, in-home support, schooling, after-school programs)
Teenage (eg. substance abuse, runaway, depression)
Elderly (eg. in-home support, alternative living arrangements, companionship, community resources)

Depression & Anxiety

Mild to severe emotional problems
Crisis
Suicidal ideation, threat
Anger
Medical resources

Addictions

Mild substance abuse to severe addiction
Alcohol
Drugs
Gambling
Internet
Sexual
Smoking

Stress

Personal
Work
Imbalance
Adjustment

Work Conflict

Co-worker
Supervisor, manager
Union
Owner, boss
Personnel

Career Issues

Dissatisfaction
Stress

Bereavement

Death
Grief

Nutrition

Healthy Eating
Weight Management
Diabetes, Cholesterol, Blood pressure management

Legal

Personal
Separation & Divorce
Custody
Impaired driving
Domestic violence
Civil

Note: No legal advice will be provided regarding labour law issues

Financial

Debt & Credit
Retirement planning
Divorce settlement
Tax planning
Estate planning
Mortgage/Real Estate
Termination
Bankruptcy
Life Insurance
Bonds & Stocks
Child's education

What if I don't have a problem but I need some personal coaching about my future needs?

While SAP counselling is a reactive service, helping you deal with issues that you are experiencing or have happened to you, our *LifeCoaching* service will help you evaluate some aspect of your life that you wish to explore with a certified *LifeCoach*.

These areas can include:

- **Personal performance**
- **Career**
- **Relationships**
- **Financial**
- **Personal well-being**
- **Personal growth**

Your *LifeCoach* will help you design specific and realistic goals to help you improve your personal effectiveness and transform your life, one step at a time!

What if I don't want to go to counselling?

As the program is voluntary, no one but you can make an appointment to see one of our counsellors. A teacher or advisor may recommend you seek the assistance of the SAP to resolve a personal issue that is affecting your job performance. However, it is your choice as to whether you participate in the program.

What if my problem isn't serious enough or what if my problem is too serious for the SAP?

No problem is too small or too big for us to handle. We will make every attempt to assist you with your concern. In fact, we prefer that you seek our assistance when your concerns are relatively minor so that we can help you prevent a more serious problem from arising. If your issue is very specialized and we can't help you, we will direct you to someone in your community who can. So, whether you're calling us because you require some financial advice, or you are in crisis because you are depressed, you can call your SAP.

Ok... so how do I access my SAP?

We realize that taking that first step to call your SAP is a big one. But once you have made the decision to call us, you have made great progress already in resolving your issue, and probably without even knowing it! You have recognized that there's a problem and that you need assistance to help you resolve it!

We recognize the strength it takes to pick up the phone and ask for help. This is why once you've made that first phone call, our counsellors at the other end of the line will do whatever they can to make you feel comfortable. They will ask for your name, what company you work for, and walk you through a conversation in order to determine the severity of your issue and the best course of action.

If your issue is identified as urgent, then our counsellors will address it *immediately*. If your issue is not urgent and you request a counselling referral, we will have a field counsellor in your area call you back **within 2 business days**. It's that easy! For referrals to other consultation services or research, a case manager will call you within 2 business days. Appointments and/or resources will be provided within 3-5 business days.

If making a phone call isn't comfortable for you, counselling requests can be made through Aspiria's website – around the clock, free, and confidential.

If you would like to speak to a professional counsellor about a problem in your life or you would like to have some Life Coaching, or you need legal, financial, or nutritional consultation, please contact us at the following number:

24 hours a day, 7 days a week, toll-free at:

1.877.554.6935

or visit

www.aspiria.ca

username: ACCSA

password: ACCSA

iAspiria Mobile App: ACCSA