

# FAQ EMPOWER ME

## SERVICES OFFERED BY DIALOGUE

### How do I access Empower Me services?

Create your account on the Dialogue mobile app or on the web at [pages-support.dialogue.co/studentcare/](https://pages-support.dialogue.co/studentcare/).

### What are the wait times to speak to a professional?

Appointments are offered within 24 hours or the next day.

### Which kinds of issues can Empower Me help me with?

Empower Me is here to help you with issues of any kind:



**Stress**



**Psychosocial support for dependencies**



**Mourning**



**Performance anxiety**



**Life coaching**



**Individual crisis intervention**



**LGBTQ+ services**



**Depression**



**Loss of motivation**



**Financial issues (2 hours)**



**Harassment**



**Work/school/family balance**



**Family difficulties**



**Nutrition issues**



**Parental roles**



**Relationship difficulties**



**And more**

### How confidential is Empower Me?

Empower Me services are 100% confidential. Your institution or student association only receives aggregate statistics on registration and usage.

### How many sessions can I have?

The maximum number of sessions per case depends on the type of service requested:

- Mental health (e.g. anxiety, stress, etc.): Up to 4
- Family and relationships: Up to 4
- Work and career: Up to 4
- Nutrition: Up to 4
- Financial: Up to 2
- Child and elder care: 1

You can have an unlimited number of cases.

### Can everything be handled virtually?

All sessions with Empower Me are offered virtually.

Your safety is Empower Me's top priority. Certain conditions may require an in-person consultation, particularly when you have worrisome or unusual symptoms that prevent our professionals from meeting the highest standard of care. In any case, you'll always be directed to the appropriate professional, and you'll have help with booking an in-person assessment.

### Is Empower Me offered outside of Canada?

Yes. Empower Me is available in any country, including the United States, if you're outside of Canada for a maximum of 90 days. Service is offered 24/7 in English and French. Within a few hours, a mental health specialist will contact you for a one-hour initial session. If needed, a 30-minute follow-up session is also offered.