



**STUDENTCARE**

# FAQ – EMPOWER ME

Services offered by Dialogue

## Access to Empower Me

Create your account on the Dialogue mobile app or on the web at [www.studentcare.ca/dialogue](http://www.studentcare.ca/dialogue).

## Eligibility

To see if you're eligible for Empower Me, check your school/student association website at [www.studentcare.ca](http://www.studentcare.ca).

## Issues Empower Me can help with

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



**Mourning**



**Performance anxiety**



**Life coaching**



**Stress**



**Psychosocial support for dependencies**



**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**

## Wait times to speak to a professional

Appointments are available in as little as 24 hours or the next day.

## Maximum number of sessions

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

**Mental health**  
(e.g. anxiety, stress, etc.):  
**Up to 4**

**Work and career:**  
**Up to 4**

**Financial:**  
**Up to 2**

**Family and relationships:**  
**Up to 4**

**Nutrition:**  
**Up to 4**

**Child and elder care:**  
**1**

You can have an unlimited number of cases.

## Confidentiality

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

## Virtual service that puts safety first

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.

## Outside of Canada

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.

## Cost to see a counsellor

There's **no out-of-pocket cost** to see a counsellor through Empower Me.

## Missed appointments

Depending on the type of appointment, you may need to pay up to a \$25 fee for missing it. Find more details directly in the Dialogue mobile app or on the web at [www.studentcare.ca/dialogue](http://www.studentcare.ca/dialogue).



Create your **Dialogue** account

Scan the QR code to sign up.

