



Student success starts with great support

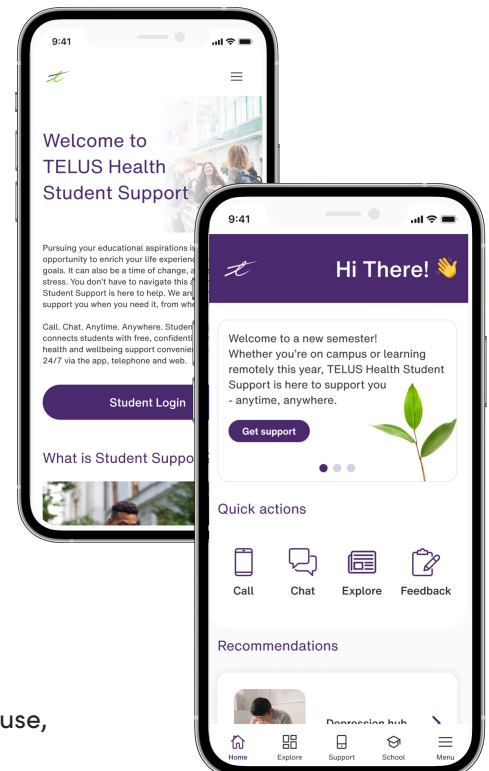
Attending college or university is an exciting life experience. It can also be a time of change, adjustment, and stress. TELUS Health Student Support connects students to credentialed, Masters-level counselors to help them successfully address cultural, personal, and mental health challenges. Students receive the help they need whether they're at home, on campus, or abroad. With the care that feels right for them, they are healthier, perform better, and stay enrolled.

Give your students 24/7/365 support with Student Support:

- Confidential, short-term professional counseling support at no additional cost to the student
- Real-time support via telephone and chat in **English, French, Spanish, Mandarin and Cantonese**
- Short-term, appointment-based support via telephone and video in multiple languages
- Community Resource referrals to off campus specialists
- Matching students with counselors that share similar lived or cultural experiences

In addition, your students will have unlimited access to:

- On-demand content library (videos, articles, podcasts, infographics)
- Anonymous Mental Health assessments (depression, anxiety, alcohol use, drug use)
- Virtual fitness sessions



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We had a student that was having a lot of anxiety attacks and sleeping poorly at night. I suggested downloading the app, and next time he couldn't sleep or had an anxiety attack to call them. He told me that he woke up at 2AM one night and was having a panic attack. He utilized TELUS Health Student Support and was really happy with the service. He said they used a specific method to help calm him down.

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- Lianne Almughirah - Director, International Admissions and Student Services, Shoreline Community College

Did you know?

71%

of LowerMark students were supported after hours and on weekends when campus services are closed (outside 8:30-5:00pm M-F)

84%

of LowerMark students who were the most concerned about their presenting issue, reported the severity of their concerns were reduced after Student Support intervention (N = 79) most concerned students self-evaluated as a 4 or 5 on Likert scale

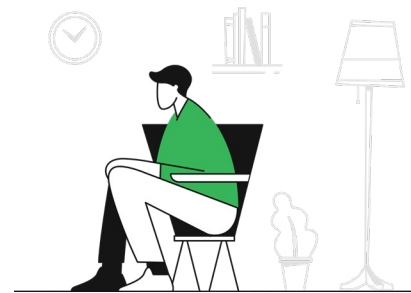
95%

of LowerMark students reported never having sought out mental health support services* prior to Student Support (N = 131) * student health clinic for psychological/ mental health care

Since 2018, Student Support has supported the mental health and wellbeing needs of LowerMark international students

Meet Asif

Asif is a 19-year-old international student from Bangladesh, studying in the United States. In the summer of 2020, Asif was in his home country where he continued his studies remotely. Asif suffered from anxiety, depression, stress, and suicidal ideation, but he was unable to access support through his school while in Bangladesh due to licensing restrictions. Not sure where to turn, Asif reached out to TELUS Health Student Support; he was able to connect with counselors in real-time on more than 14 occasions, speaking to counselors telephonically and engaging in chat conversations whenever he needed. Asif was set up with additional scheduled sessions with a counselor in-region while he was abroad to support him through his time in Bangladesh. On two occasions Asif had troubling thoughts of suicide, and both times he reached out to a Student Support counselor who was able to help him through the crisis and ensure his safety. Student Support supported Asif upon his return to campus in the United States in 2021, ensuring that the care he was provided while in his home country continued as he transitioned back to school.*



**The name and any identifying details have been changed to protect student confidentiality.*

Do you know an Asif?

Contact one of our product experts today and learn how our program works within the established framework at your institution, enhancing support and expanding access to students.

Contact us: