

FSEAP Student Wellness Guide

fseap Now we're
talking.
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About your Wellness Support Program



As a mental health provider, our approach is straightforward: we focus on delivering the right support at the right time.

IMPORTANT NOTE

Please note that FSEAP is not an emergency service. If you are experiencing an emergency, please:

- Call 911
- Go to your nearest Emergency Department
- Call Canada Suicide Prevention Service, 1-833-456-4566.





FSEAP offers a comprehensive support program to promote prevention and early intervention for mental health concerns. If you are struggling and need support, you can book a counselling appointment or access the 24/7 online wellness resources.

A range of confidential services is available to ensure timely support, including counselling and online digital wellness tools and resources. Counselling is delivered by registered, master's-level (or higher) mental health professionals and is offered in over 200 languages. Services are available to active AU students as part of the wellness support program.

When you need more in-depth support, we can refer you to appropriate community-based services.

Why Use the Wellness Support Program?

FSEAP's short-term clinical counselling services are confidential and include professional, solution-focused personal counselling. Our services are designed to address a broad range of mental health concerns.

We recognize that reaching out for support can be difficult. However, many individuals find that even a few conversations can provide meaningful relief and clarity.

We offer support for a wide range of concerns, including but not limited to:

- Emotional distress
- Anxiety or mood problems
- Grief
- Trauma
- School life/stress
- Relationship Problems
- Substance use concerns
- Guidance for school/study related issues





How to Access the Wellness Support Program?

To access the online wellness tools and resources 24/7/365, please visit the website:

MORE RESOURCES COMING SOON

To request counselling services, please complete the FSEAP Counselling Appointment Request Form:

<https://tfc.clinicmaster.com/book-online/booking-reasons/31455/end/external?clinicid=3256&lang=en-CA>

You will need to include mandatory information such as:

- Name
- Student ID
- Email
- Phone Number
- Date of Birth
- Program of Study

After you submit your request, you will receive an email with instructions to book your appointment.





Your Privacy and Confidentiality

We provide services that adhere to industry best practices. Our programs, clinical practices, and quality assurance standards are independently reviewed and fully accredited by the Council on Accreditation and the Canadian Centre for Accreditation.

Your privacy and confidentiality are our highest priorities. Your information will remain strictly confidential, except in cases required by law, such as suspected child abuse or neglect, imminent risk of harm to yourself or others, or a court-ordered subpoena.

