



studyinsured™



What is the Stay Healthy at School Program?





CONFIDENTIAL, VOLUNTARY, AND ACCESSIBLE

Consists of **psychological counselling** and **academic life services**

- 24/7 via phone, instant message, or video call
- Cost-free for all students enrolled with the program
- Offers support to address issues, personal or school-related, that may interfere with enjoyment of life

SHAS Pillar #1: Confidential

- ✓ Records are completely **confidential**
- ✓ No one outside SHAS knows a member used the program
- ✓ No identifying phone messages without the member's **permission**
- ✓ Counselling records owned by the service provider, not your school
- ✓ Counsellors bound by professional code of ethics



SHAS Pillar #2: **Voluntary**

- ✓ SHAS is **voluntary** – no one can force a student to seek counselling
- ✓ Only individuals who seek counselling may call SHAS and make appointments
- ✓ SHAS will **not** accept third party appointments



SHAS Pillar #3: Accessible

- ✓ **Multilingual**, 24/7 clinical intake environment
- ✓ 85% of calls answered **within 30 seconds** by Master's level clinician
- ✓ **In-App** calling and texting
- ✓ **Urgent requests:** Immediate support at time of call by clinician
- ✓ **Non-urgent/routine requests:** In-person referral within 1 business day, and appointment within 2 business days



Counselling Model and Modality

- ✓ Number of sessions determined by counsellor assessment, based on nature and severity of issue (avg. 3-4 sessions per case)
- ✓ Early community referral for long-term/specialized issues with interim support during waiting period
- ✓ Choice of counselling, as per individual request:
Phone | Instant Message | Email exchange | Video Chat





Important Note



What is not available with the SHAS

- ✓ Diagnosis of mental illness
- ✓ Access to prescriptions/pharmacology
- ✓ Ongoing care





Academic Life Services



Added Services

The Stay Healthy at School program can also direct students to services such as:

- ✓ Legal Consultation
- ✓ Financial Literacy Consultation
- ✓ Life Coaching
- ✓ Wellness Coaching





Phone, Online and Mobile Access



24/7 Phone

- In-the-moment support
- Schedule appointments
- 100+ languages



1.833.646.1524



Online Access

■ ca.helpwhereyouare.com

■ Company code: SHAS

The image shows a screenshot of the 'stay healthy at school' website. An orange circle highlights the 'Connect With Us' button in the top right navigation bar. An orange arrow points from this button to a detailed menu overlay on the right side of the image. The menu overlay has a dark blue header with a white icon and the text 'Connect With Us'. Below the header, there are four items, each with an icon, text, and a right-pointing chevron:

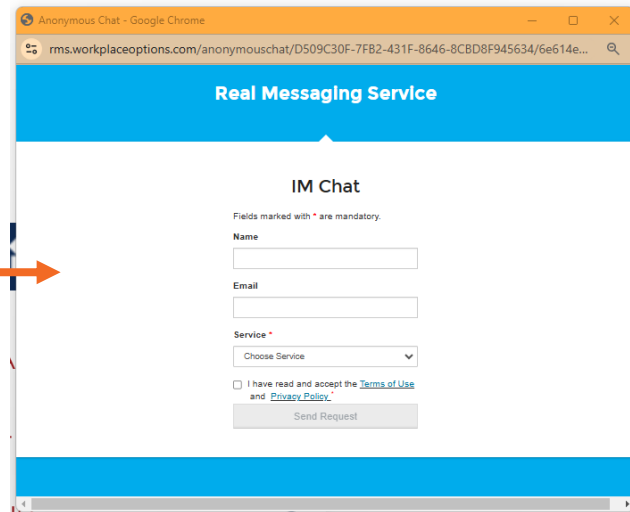
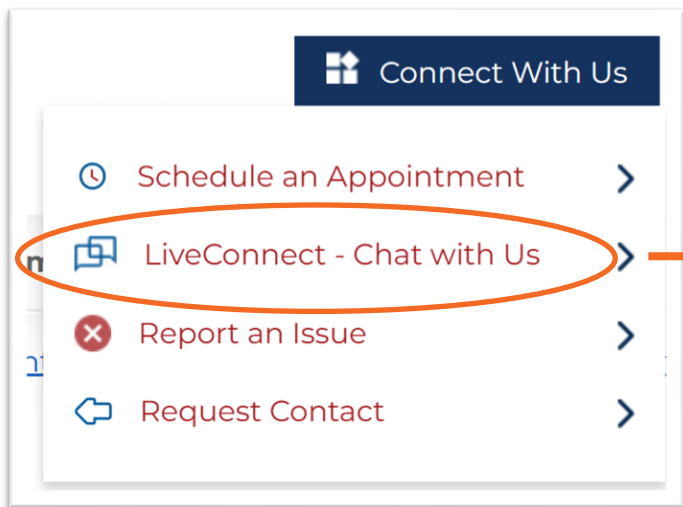
-  Schedule an Appointment >
-  LiveConnect - Chat with Us >
-  Report an Issue >
-  Request Contact >

The background website shows a header with the logo and navigation links (Homepage, Living, Balancing, Health, International). Below the header is a large banner with the text 'Be Your Best Self' and a sub-header 'Being your best self means being authentic, recognizing what's unique and special about you and letting your best qualities shine.' Below the banner are three featured sections: 'ONLINE SEMINARS', 'FAVOURITE CONTENT', and 'WELLBEING VIDEOS', each with a 'Read More' button.

Online Access

■ ca.helpwheretheyouare.com

■ Company code: SHAS



Online Access

■ ca.helpwheretheyouare.com

■ Company code: **SHAS**



Hi, there

Welcome to our scheduler! Through this feature you will be able to schedule an appointment with one of our specialists. Please proceed to the next steps.

Cancel Proceed

Step: 1/4

Your Details

Hi, Please provide the details below to proceed.

Personal Details

First Name* Last Name*

Country* Language*

Country code, Mobile Number*

Email*

Back Next

Step: 2/4

Language* English - United States

Time Zone* (UTC-05:00) Eastern Time (US & Canada)

Area of Expertise*

Select

Search

Adoption

Anger Management

Anxiety and Panic Disorders

Attention Deficit Disorder (ADD/ADHD)

Burnout

Child/Adolescent Concerns

Back Next

Step: 4/5 Today : January 16

Pick Date & Time

If you can't find a convenient time on the calendar and need immediate assistance, please contact us by phone or other available communication methods.

Available Dates till Fri Feb 14 2025

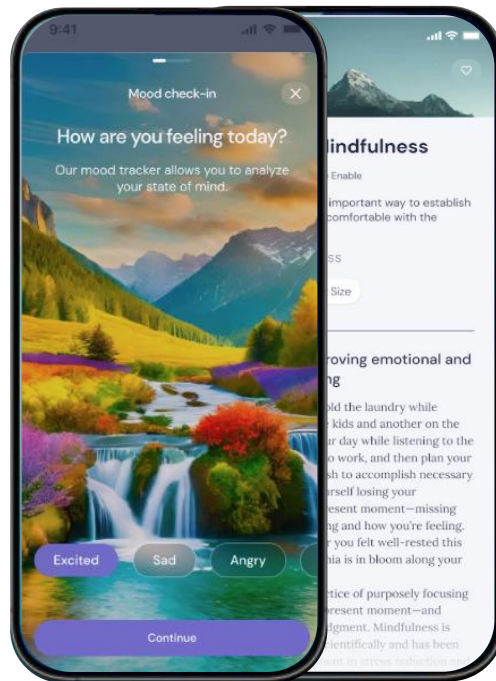
February 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	1
2	3	4	5	6	7	8

Back Next

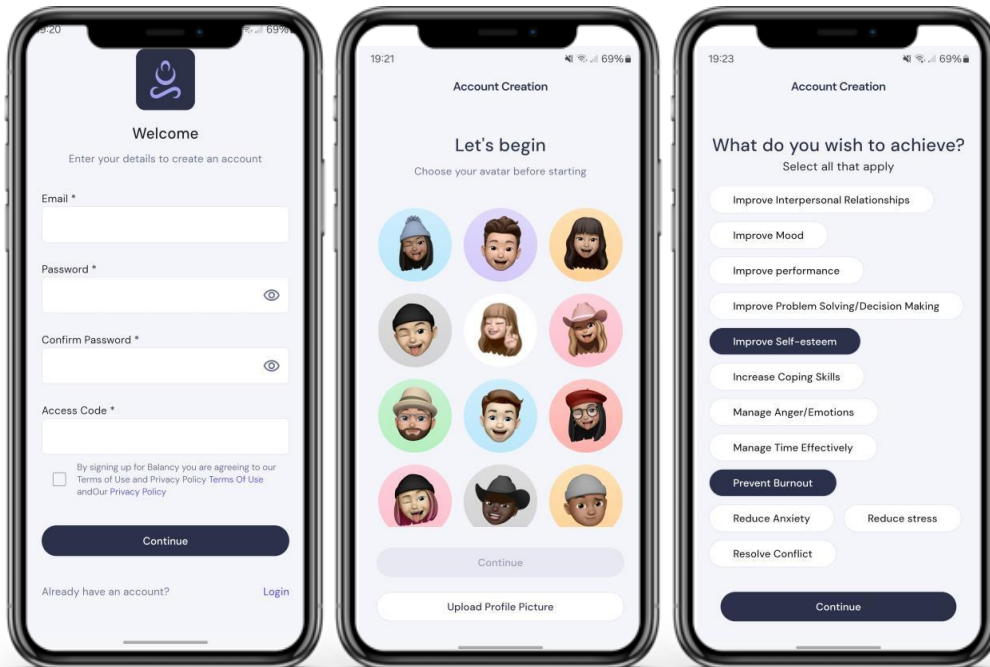
Balancy App: SHAS at Your Fingertips

- ✓ Comprehensive, easy-to-access content and features
 - **Information:** multilingual curated content
 - **Access to specialists:** Initial request via call, IM, text message, or video
 - **Self-service options:** Mood check-in



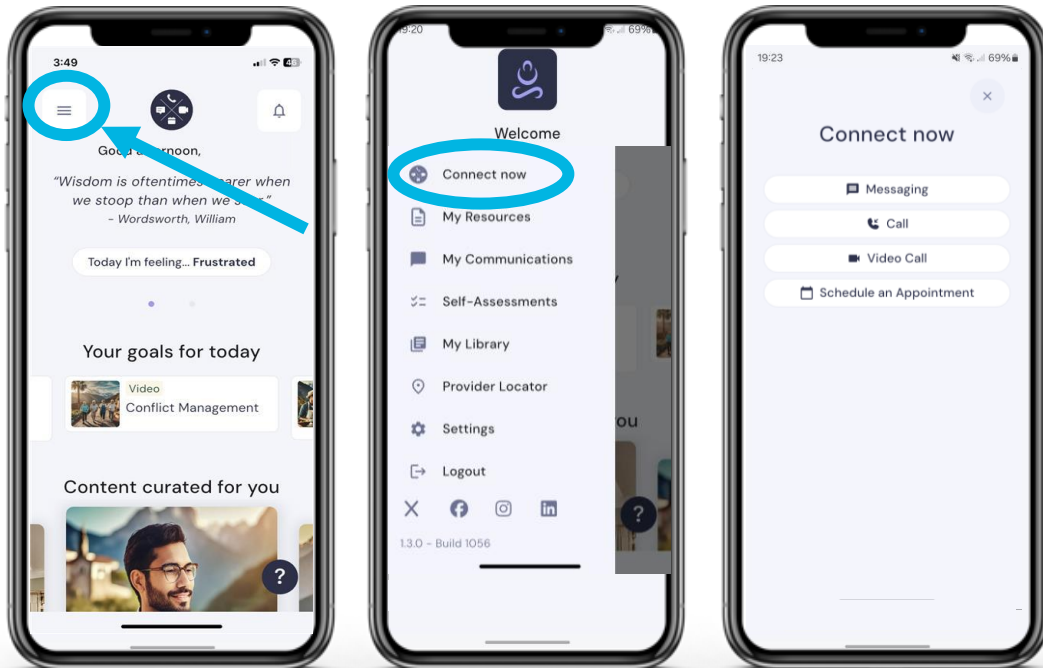
Using the App

- **Balancy**
- Click on **“Sign Up”**
- **Complete** user details
- **Passcode: SHAS**



Live Connect

1. Sign into Balancy app
2. Tap on the hamburger menu on the left
3. Tap **Connect now**
4. Select preferred method of communication



Thank you!

Phone: 1.833.646.1524

Mental Health Support Website: ca.helpwhereyouare.com

Mobile App: Balancy

Company Code: SHAS