



Guide for Students

# Wellness Support Program



Athabasca  
University

[www.Homeweb.ca](http://www.Homeweb.ca)



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# About your Wellness Support Program

**Your Student Wellness Support Program is a professional service that offers counselling, coaching, information, and support for all types of issues relating to:**

- mental health,
- career,
- life balance,
- health management, and
- achieving greater personal well-being.



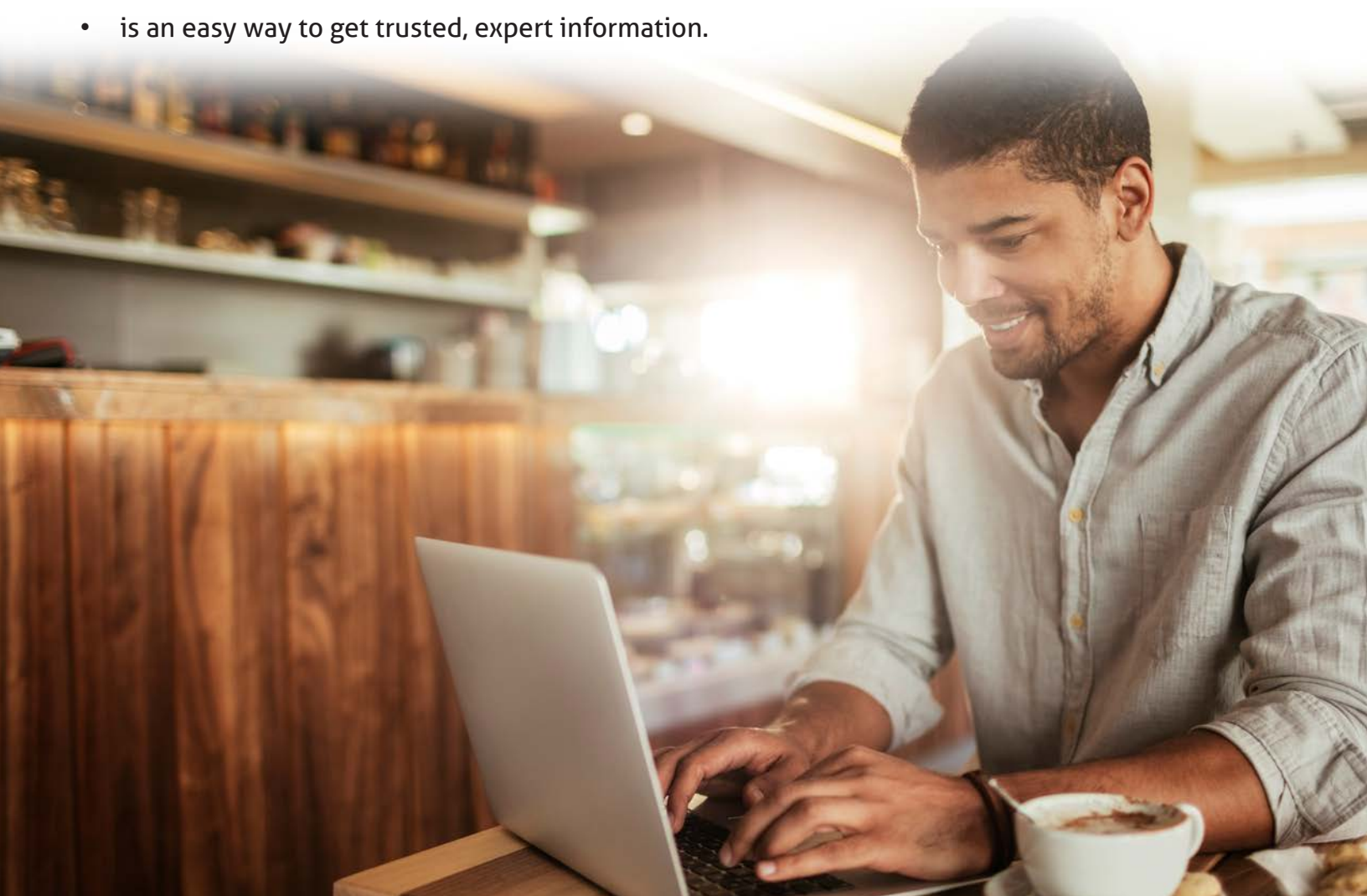
# Why use the Wellness Support Program?

## Each of us faces challenges in life...

Sometimes we welcome these challenges, like marriage, job promotion, or moving to a new location. And sometimes we don't, like divorce, job loss, or a serious illness.

Your Wellness Support Program can help you prepare yourself to respond to these challenges and be the best you can be. Your Wellness Support Program:

- is a convenient source of information and assistance,
- relieves you from the burden of handling issues alone,
- can help you problem -solve and troubleshoot,
- offers you encouragement and support during difficult times and situations, and
- is an easy way to get trusted, expert information.



# How to access the Wellness Support Program

The services of your Wellness Support Program are available to you 24 hours a day, 7 days a week, in a variety of convenient ways and without needing a referral. You can access services:

- face-to-face,
- over the phone by calling our Client Services Centre, or
- online by visiting the protected Member Area of our website.

The choice is up to you and depends on your needs and your preferences. Simply give us call. International access is available for anyone working overseas or travelling for work or pleasure. And TIY lines are available for callers needing hearing assistance.

1-800-663-1142 (English)

1-866-398-9505 (French)

1-888-384-1152 (TTY/hearing impaired)

604-689-1717 International (call collect)

If you need assistance and live outside of Canada, please call 1-877-301-4776.

## What happens when you contact us?

When you first contact the Student Wellness Program, you'll speak with a qualified Support Specialist who will assess your situation, risk, needs, and preferences, and guide you to the assistance best suited to resolving your issue.

The specialist will ask you a few brief questions, including the name of your organization and your date of birth so that they know they are talking to the right person and so they can confirm all of the services available to you as part of your Wellness program.



## Privacy and Confidentiality

Everyone who uses the Wellness Support Program is guaranteed complete confidentiality within the Limits of the Law and professional counselling guidelines.

Your participation is fully voluntary.

There are rare occasions in which these rules of confidentiality do not apply. These have to do with:

- legal mandates for information about child or elder abuse
- court orders, and
- issues relating to suspected harm to yourself or others.

These exceptions are rare and they are always explained to you before any counselling takes place.

# Bilingual Services and International Languages

Homewood is a fully bilingual organization. In addition, we have an infrastructure in place that enables us to offer our services in over 150 languages, as well as sign language. Homewood has counsellors fluent in Spanish, Cantonese, Arabic and Japanese within our network. Other languages include but are not limited to:

- Hindi
- Punjabi
- Urdu
- Farsi
- Italian
- Croatian
- Czech
- Danish
- Korean
- German
- Estonian
- Polish
- Portuguese
- Hebrew
- Yiddish
- Creole
- Italian
- Ukranian
- Swahili
- Romanian
- Afrikaans
- Russian
- Tamil
- Albanian
- Tagalog
- Mandarin
- Serbian
- Hungarian
- Taiwanese (Hokkien)
- Cree
- Malay
- Macedonian

## Culturally Competent Services

We have built a counsellor network that reflects the heritage and diversity of Canada's population, so that we can sensitively offer Support Programs services across diverse groups and student populations, including visible minorities, First Nations, gay, lesbian, bisexual, transgender individuals, persons with disabilities and the hearing impaired.

Where necessary, we utilize the services of a telephonic translator service (CanTalk Canada Inc.) for any client who is unable to complete intake in English or French. CanTalk's network of specialized interpreters, operators and technicians offer immediate over the phone interpretation in over 150 languages for emergency, urgent and non-urgent issues.

We are also one of the largest providers to First Nations peoples in Canada, providing a unique service option through approved elders, spiritual healers and counselling facilities for Aboriginal Persons. Clients who request this receive counselling by means of this more culturally traditional approach. We developed this in response to our clients' needs and in particular the needs of a number of nations, communities and organizations we serve.



# About Wellness Support Program Services

There are three categories of services available to you, within which you'll find a complete range of options for any issue you may want to address:

1. Counselling
2. Life Smart—  
Work Life Balance Solutions
3. Online Services

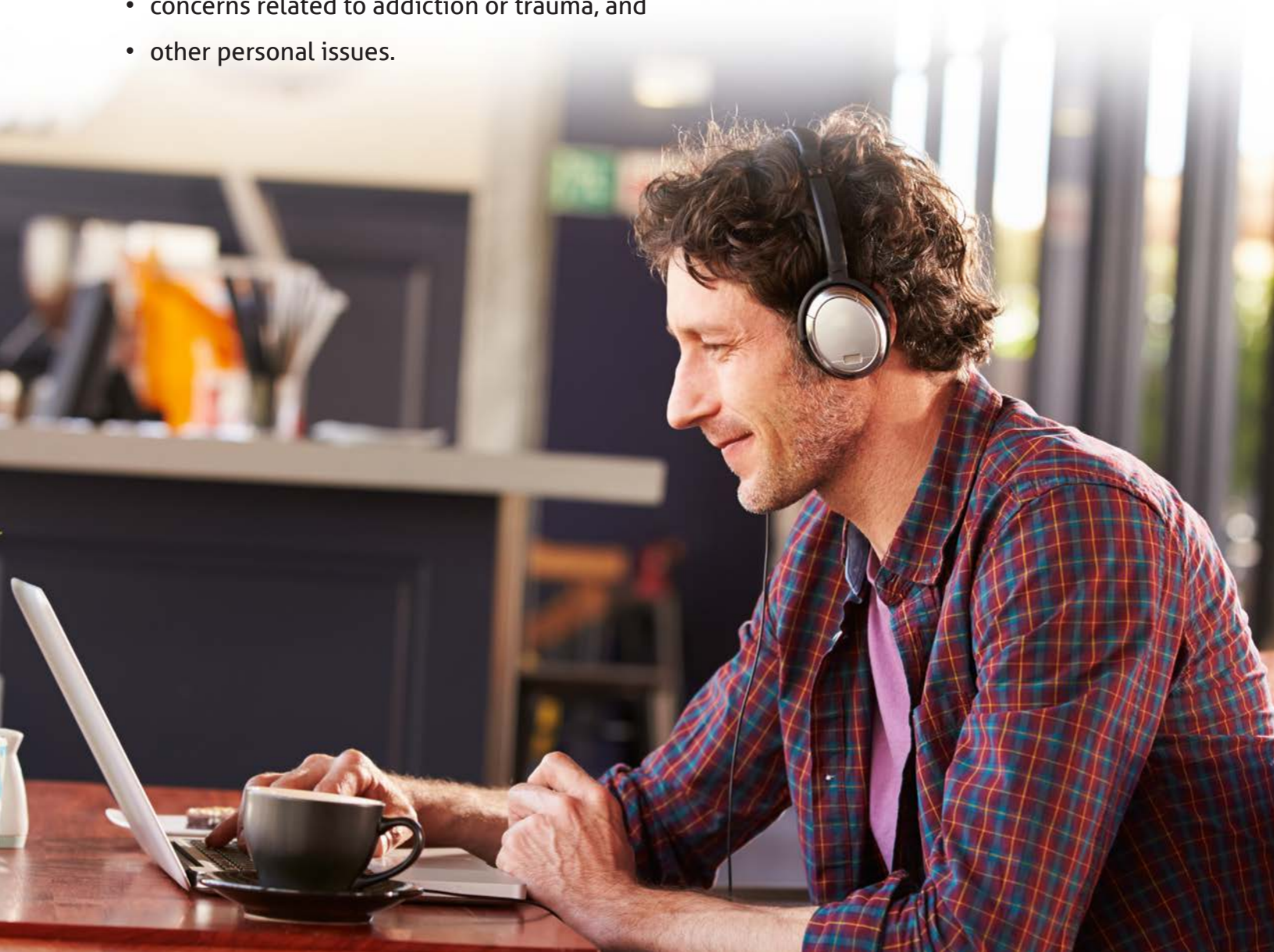


# Counselling Services

**Counselling is short-term and focused on problem-solving and finding solutions that are practical and improve your physical and mental well-being.**

Counsellors are professionally trained to help you deal effectively with many of life's problems, including:

- marital, family, and relationship issues,
- difficulty with stress, anxiety or depression,
- concerns related to addiction or trauma, and
- other personal issues.



# Life Smart

## Work Life Balance Solutions

### Your Wellness Support Program also offers work-life balance solutions.

Whether you need to manage unexpected day-to-day life issues or you want to better understand the connection between physical health and emotional well-being, or you need to manage your career better, work life balance solutions help you tackle small issues before they become big concerns.

You can receive information and coaching<sup>1</sup> related to:

- childcare and parenting
- elder and family care
- grief and loss
- financial or legal concerns
- relationship challenges
- career planning
- workplace issues
- pre-retirement
- shift work
- nutrition
- health and weight management, and
- smoking cessation.

<sup>1</sup>Life Smart coaches utilize the psychoeducation model. This differs from counselling in some ways. Recommend evidence based strategies, provides information, rather than solely emotional support and provides clarity around a situation, enabling clients to leave sessions with a plan in place, and new insight into how to help their situation.



# Online Services

Your Wellness Support Program is committed to creating and providing innovating programs to maximize your health and well-being.

By accessing **Homeweb**, you can utilize:

- The Online Health and Wellness Library
- The Health Risk Assessment
- Busy Family Child and Eldercare Resource Locators
- e-Courses
- Health and Wellness Materials Accessible via Social Media
- Health-e Multimedia Centre (Enhanced Audio Podcasts and Videos)
- Online Cognitive Behavioural Therapy (i-Volve) – Available in English and French, Self-directed, For mild to moderate Depression and Anxiety

Download the **e-App** on your smartphone to access expert articles, tools and e-courses, and assessments, E-therapy, Homechat live chat and other help and contact resources.

# Welcome to Homeweb

## Helping you live a healthier life

Homeweb is an innovative online platform that offers members access to personalized health and wellness tools, resources, and support when they want it — anywhere, anytime.

### What do I need to know about Homeweb?

Homeweb is part of your Student Wellness Support Program. You can access Homeweb on your phone, tablet, or desktop. Homeweb offers you the ability to create an individual profile, receive personalized content recommendations, and access lots of helpful resources.

### How to register for Homeweb

**Step One:** Visit [www.homeweb.ca](http://www.homeweb.ca) and click 'Sign Up'.

**Step Two:** Enter information into the required fields, choose an email and password, and click 'Next Step'. Then, type in **Athabasca University** and click 'Find it!' Select from the list provided.

**Step Three:** Let us know how you are covered by Homewood, (**You are a member**). Click 'Sign In' at the bottom of the page.

## Welcome to Homeweb!

Search, browse, and get expert support.



# Who is Homewood Health™?

**Homewood Health is a trusted company with over 30 years of experience delivering a full suite of counselling, coaching, and information services.**

Our focus is on helping students achieve positive mental health and well-being.

We have offices from coast to coast, thousands of counsellors in local neighborhoods, official accreditation for our business operations and standards of care, and we offer all of our services to you in both national languages with additional languages available depending on your needs.



# Next steps

**Your Wellness Support Program can help you find solutions to personal, family, school and work-related challenges. And we can suggest actions that you can take to help you achieve optimal health and well being.**

To learn more about your Wellness Support Program, or to take advantage of the services available to you, give us a call at 1-800-663-1142.

We're here 24 hours a day, 7 days a week, 365 days a year:

- book appointments,
- provide you with immediate support, and
- answer any questions about the program you may have.



## About Homewood Health

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Homewood Health™ offers the highest quality of clinical support and intervention available within the EFAP industry, and an unmatched continuum of services — spanning health promotion, mental health and addictions support, and prevention-focused work-life balance services.

## Contact Us

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Call us to get started  
(translation to other languages available.)

**1-800-663-1142**

**TTY: 1-888-384-1152**

Numéro sans frais - en français :

**1-866-398-9505**

**International** (Call collect): 604-689-1717

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