







Welcome to Here2Talk

Here2Talk is a Government of B.C. initiative that connects post-secondary students in B.C. with mental health support when they need it.

Through this program, all students registered with a B.C. post-secondary institution will have access to free and confidential counselling and community referral services, conveniently available 24/7 via app, phone and web.



Accessing services

Google play



1

APP



2

PHONE

Canada-wide toll free:

1.877.857.3397

Canada-wide direct:

604.642.5212

Outside Canada

(International calling charges may apply)

+1.604.642.5212

3

WEB



http://www.here2talk.ca

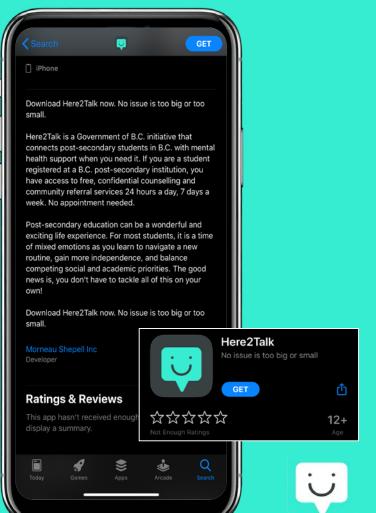
Get the free app today!

The free Here2Talk app is available for download, in English and French, from the Apple or Google Play app stores.



GET IT ON GOOgle play



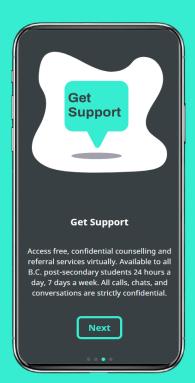


Upon download

After downloading the free Here2Talk app, the following splash pages appear to help orient users to key program features.











Confidentiality and Privacy

Use of this program is free, voluntary and confidential.

Any personal information collected in association with the provision of services will be treated in compliance with the privacy protection requirements of B.C.'s *Personal Information Protection Act (PIPA)*.

For more information, see the full **Privacy Agreement** language outlined in the **More tab** of the app and on the web.





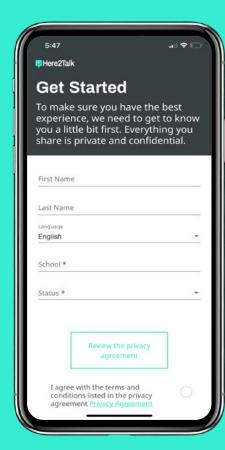
Getting started

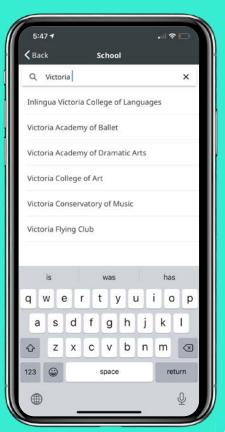
The following basic profile information is gathered up front:

- Name
- Language
- School
- Status
- Confirmation of agreement with privacy agreement

Additional information is collected prior to initiating a chat session:

- Phone number
- D.O.B
- Gender identity
- Disclosure of risk







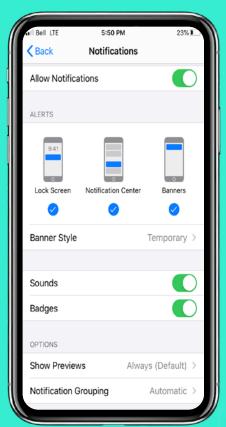
Healthy reminders

As an optional feature of the Here2Talk app, users can choose to receive weekly mental health and wellbeing notifications direct to their devices.

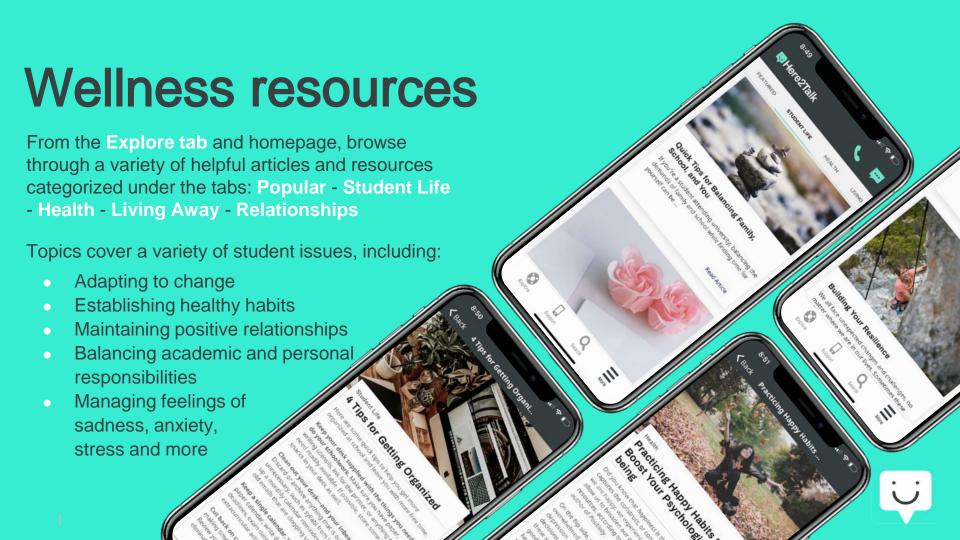
This feature is outlined in the welcome screens and can be turned on / off through the user's profile settings under the More tab.

Ensure to also 'allow notifications' in the General Settings of the device itself.



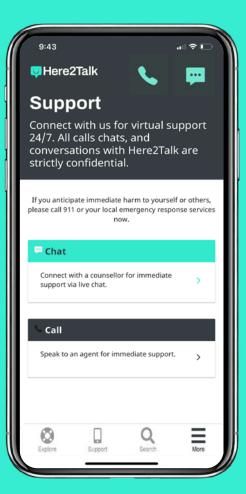






Virtual support is just a click away

Confidential, real-time clinical support is available 24/7 via phone and online chat.



To access clinical services, click on the Support tab at the bottom of the screen, or the call/chat icons in the top right hand corner.

Here2Talk operates within a shortterm, single-session model. Each time a call or chat is initiated, the first available provider will support the request.

Ongoing support and face-to-face counselling is **out of scope** for this program.



Robust clinical network

Hundreds of clinical providers, located within six call centers across Canada, are ready to provide support.

All counsellors supporting Here2Talk are required to meet the same qualification criteria:

- A minimum master's-level education.
- Membership in good standing with a professional accredited association according to their field of practice.
- Ongoing proof of active liability insurance.
- Intensive training and monitoring prior to supporting any students.
- Successful completion of an in-depth screening process with reference and background checks.
- Ongoing participation in professional development.



Call

Call in for real-time, 24/7 tele-support in English and French.

Additional languages are available upon request and subject to availability.

After listening to an initial autoattendent message and selection option, callers are connected with a live representative to complete an intake assessment.



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Call flow



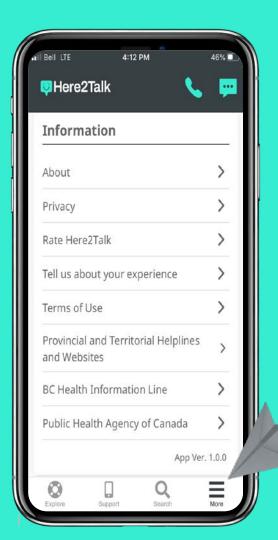
Chat

Chat is text-based counselling that is available online via app and web.

Chat services are offered in English and French only. If a different language is required, call in directly to make the request.

Before initiating a chat, users need to read the Chat Description and Privacy Agreement, as well as provide additional Personal Details details in their user profile.





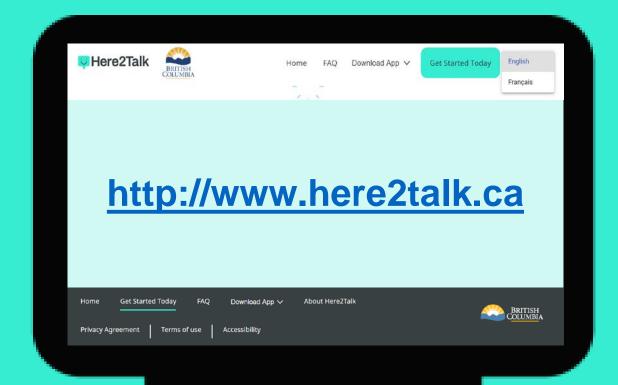
Looking for more information?



Web

For the most part, the Here2Talk website mirrors the app content.

Like the app, the web content and chat feature are offered in English and French only.









Home

Explore

Profile

Get Support

Call Now

English ▼

Welcome to Here2Talk

Post-secondary education is a wonderful and exciting life experience. For most students, it is a time of mixed emotions as they learn to navigate a new routine, gain more independence, and balance competing social and academic priorities. The good news is, you don't have to tackle all of this on your own!

Here2Talk connects students with mental health support when they need it. Through this program, all students currently registered in a B.C. post-secondary institution have access to free, confidential counselling and community referral services, conveniently available 24/7 via app, phone and web.

Explore Materials →





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No issue is too big or too small







Here2Talk is confidential, in keeping with Canada's privacy laws and regulations protecting personal identifiable and health-related information. Your family, friends, or professors, etc. will not know you used the program unless you choose to tell them.



Our resources and professional counsellors can help you address common concerns such as:



- · Tensions with family members, friends, or instructors
- Feelings of isolation, loneliness or depression
- General stress and anxiety
- Frustration or uncertainty related to studies or post-grad plans
- · Creating balance between personal and academic priorities
- Building better communication and time management skills
- · Adapting to a new campus culture, learning style or city

...and much more! Connect with a counsellor today; no appointment needed. All calls, chats, and conversations are strictly confidential.



Chat



Privacy?



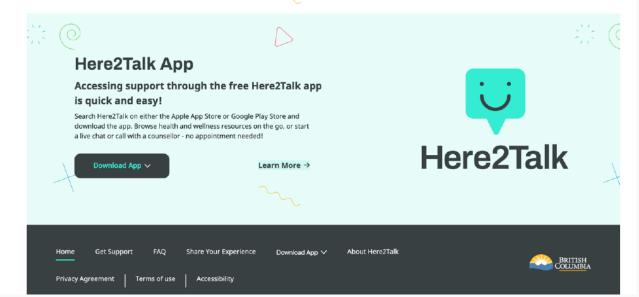
Is this service for me?

All students currently registered to study at any post-secondary institution in British Columbia, whether public or private, are eligible to access this program. This includes:

- · Full-time and part-time students
- Canadian domestic and international students
- · Students studying abroad
- · Online or distance education students
- · Students registered in private training programs
- . First year students all the way through to Masters and PhD students

For more information, please refer to our Frequently Asked Questions.

Frequently Asked Questions →









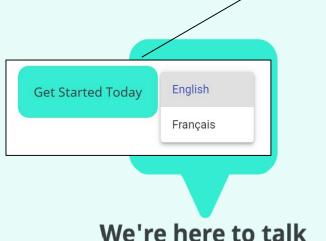
Call Now English ▼ Home Explore Profile Get Support

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Explore Materials →









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Call Now

Show All →

English *

Explore Materials

Popular Student life Health Living Away Relationships Q

Profile

Popular





Quick Tips for Maintaining a Positive Attitude

A positive attitude or optimistic outlook doesn't just make you feel better. It can strengthen your relationships with friends, fa...

Read Article



How To Be Active and Stay Fit at Home

You don't need to leave the house to stay fit. There are things you can do to stay healthy and incorporate fitness into your...

Read Article



Ten Tips for Optimizing Your Day

Optimizing your day will help you make the most of the time you have available for reaching your school, personal, and other goals...

Read Article







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Call Now

English *

If you are in crisis, feeling suicidal, or anticipate immediate harm to yourself or others, please call 911 or your local emergency response services now.



Get Support

Immediate support is available to all B.C. post-secondary students 24 hours a day, 7 days a week. There are two virtual counselling options: telephone and online chat.

Telephone counselling

Private and confidential, telephone counselling provides real-time counselling sessions using your mobile phone or landline.

Call Now

Online chat counselling

You can chat instantly and privately online with a counsellor, in realtime, from the convenience of your computer or mobile device.

Chat is text-based counselling that is available online via app and web and is delivered by experienced counsellors. Please ensure you are available for a minimum 30 minutes for the session, in a comfortable and quiet location. Online chat can be used multiple times, however, you may be matched with a different counsellor each time. Counsellors can view a student's Chat while they type and the Chat may be monitored for quality assurance and supervisory purposes.

Chat

Home

Get Support

EAO

Share Your Experience

Download App ∨

About Here2Talk

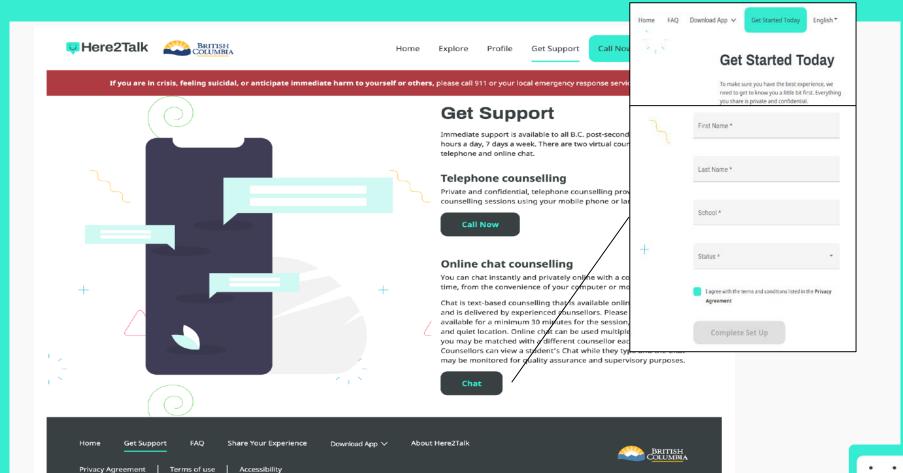


Privacy Agreement

Terms of use

Accessibility





Share your experience

