

Wellness Support Program



Carepath overcomes barriers to mental health care by offering rapid access to virtual care.

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

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

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About your Wellness Support Program

Your student Wellness Support Program is designed to provide mental health information and guidance for a range of concerns. We provide brief counselling, mobile / internet-based resources, and navigation to guide you to the help you need.

We can help you manage emotional, relational, and mental health concerns related to school or personal issues.



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Why Use the Wellness Support Program?

Life is stressful and filled with challenges. Sometimes these overwhelm us, and it can help to talk to a professional. All of our counsellors are Master's or PhD level mental health clinicians. We help you to understand your situation, to access the right information, and to develop new skills.



When you need more in-depth help, we can help you link with that too.

Many people find it hard to reach out for help. We understand. We also know that most people feel better after having a conversation or two about their concerns.

We can help with:

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

And much more!

How to Access the Wellness Support Program

You can register with a Carepath Intake Specialist by phone from 7AM – 11PM EST, 7 days/week, 365 days/year.



When you call, you will reach one of our Intake Specialists who will take some basic information from you, including what you are hoping we can help you with. You will receive a call back from one of our clinicians within a few hours who will talk with you about what you need and help you get started quickly.



Or you can register online any time by visiting our website or downloading the “Carepath Digital Health” app. Online resources are available in the app 24/7.



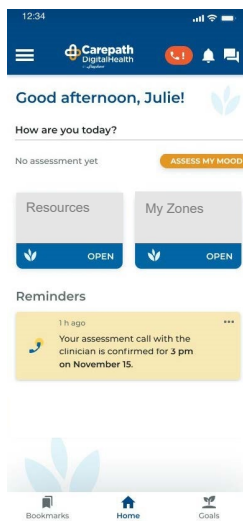
We provide services in English and French, and work with interpreters to provide services in more than 300 other languages too.

Contact the Wellness Support Program

After the initial conversation with the counsellor, we will guide you to:

- Brief counselling to help you develop skills and a plan
- Our mobile app, for resources and information “on the go”
- Access community-based resources when needed or for more in-depth help

Carepath Digital Health App



Our mobile application provides a range of tools and resources including:

- Tools and information through our resource library
- Links to useful websites, videos, and podcasts
- Self-assessment tools
- Messaging to your counsellor
- Access to secure video appointments and scheduling

How to Register for Carepath Digital Health

Step 1: Connect with Carepath

- Call 1-855-491-5744 during business hours (7AM – 11PM EST, 7 days/week, 365 days/year), or
- Download the *Carepath Digital Health* app from the App Store / Google Play, or
- Visit our website at www.carepathdigitalhealth.ca.

Step 2: Request an Online Account to Access Resources 24/7

On our website or mobile app, select:

- Create Account
- Create Request
- I Am A Student
- School Name: Athabasca University
- Mental Health Program

Fill in required information, such as name and Student ID, and submit request.

Step 3: Wait to Receive an Approval Email and Finish Setting Up Account

Call 1-855-491-5744 if you need assistance. A Carepath counsellor will reach out to you within 24 - 48 hours. Please watch for an initial email or phone call.

Step 4: Complete the Initial Screening Questionnaire

That's it!

A Carepath counsellor will reach out to you within 24 - 48 hours. Please watch for an initial email or phone call.

Your Privacy and Confidentiality



Your privacy and confidentiality will be protected at all times, except in rare instances when we are required by law to share information. These situations include such things as a court order or in where there are immediate concerns about your safety or the safety of someone else.

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