



UNIVERSITY *of* MARYLAND
BALTIMORE

STUDENT ASSISTANCE PROGRAM



Orientation

August 2023

COMPREHENSIVE, HOLISTIC SUPPORT IS AVAILABLE *ANYTIME*



EMOTIONAL



PRACTICAL



PHYSICAL

#WESUPPORT

Service Overview

- 24/7 support
- Benefit at no cost to students
- Confidential
- *Access methods : phone, email, text, APP, website*
- *Counseling support : STC sessions, video counseling*
- *Mindfulness benefit : AWARE*
- Unlimited confirmed references of local professionals
- Student Assistant program Website

CONFIDENTIALITY



All information is confidential unless the student poses a risk to him/herself or others.



No identifying information is provided to the University



Unless you choose to disclose, no one at your University will know you have called



All counselors, staff, and service providers sign confidentiality agreements



If we need to arrange counselling for you or need to send you information to support your request or a callback – we would require your name, email address or telephone number.

CLINICAL SERVICES / EMOTIONAL SUPPORT

- ▶ For short-term issues, such as:
 - ▶ Stress
 - ▶ personal relationships
 - ▶ Parenting
 - ▶ Anxiety
 - ▶ Depression
 - ▶ Bereavement
- ▶ Up to **5 sessions** per Student per event per year
- ▶ Referred to qualified counselor
 - ▶ Language, availability, specialty
- ▶ Up to 60 minutes per session
- ▶ Available for student and direct family members
- ▶ Within five days of contacting service, a counselor will have confirmed availability for a first session.

CONFIDENTIAL



WORK-LIFE / DAILY LIVING SERVICES



*practical
information
and
support*

- **Referrals** to local providers in your community
 - Based on needs, typically 3 to 5 confirmed referrals to local providers
 - Research completed within 48 -72 hours of contacting the service
 - Discreet delivery of information via email
 - Student is informed this is research only and they are responsible for any financial obligations
- Offer support for:**
- Child and elder care solutions
 - Identifying legal resources
 - Planning your finance
 - Other daily living challenges

AWARE PROGRAM

AWARE

7



A research-based, personalized **mindfulness program** that specifically helps individuals in their personal stress



6 **telephonic** sessions with an AWARE specialist



Electronic resources, including **practice plan journal** and recordings of **guided exercises**



Designed to assist employees with:

- Focus and concentration
- Chronic medical conditions and pain
- Increasing awareness and commitment to intentional living

LIFE EVENTS

First Job



Home Buying



Education



Aging Parent



Grief/Loss



Marriage



Growing Family



Divorce



Promotion



Empty Nest

Julie, 22,
single:

Needs to manage time and how to work with a difficult manager.

Steve, 28,
married:

Needs help with locating a realtor and home inspector as well as connecting with a financial educator to go over designing a budgeting plan.

Susan, 30,
married:

Stressed about labor and a marital issue.

Nadia, 40,
divorcing:

Spoke to a counselor for help coping with divorce, and sought legal consultation. Followed wellness coaching to stop smoking as a result of stress.

Chris, 46,
recent expat:

Struggling with the added responsibilities at work and the new international assignment.

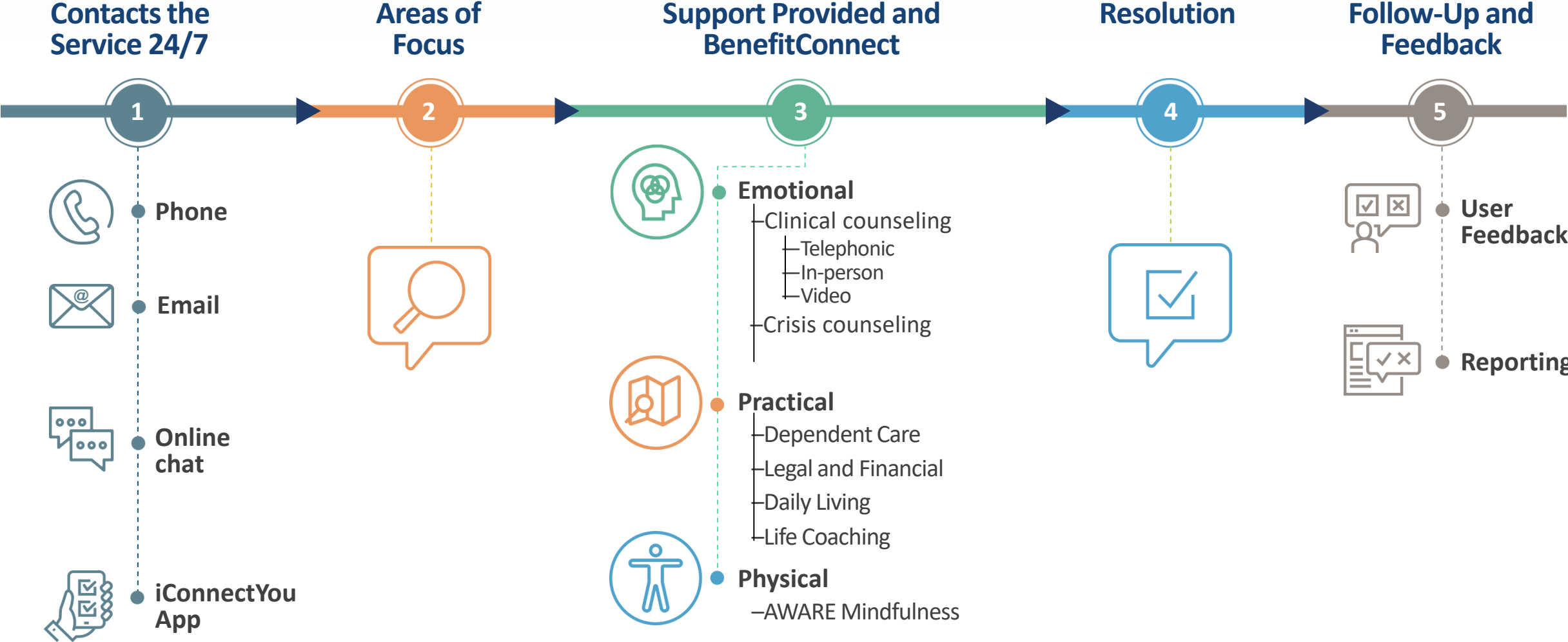
Jenna, 50:
empty nester

Sleep deprived and lack of physical exercise.

Timothy, 68,
widower:

Grieving and needs information on funeral and estate planning.

PARTICIPANT PROCESS FLOW



iConnectYou



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Call

Engages the user's phone app to dial the EAP

EAP is unaware the call was initiated from the iConnectYou app

Video

In-app feature utilizing the phone's camera

Intake is then performed in the moment via video

SMS

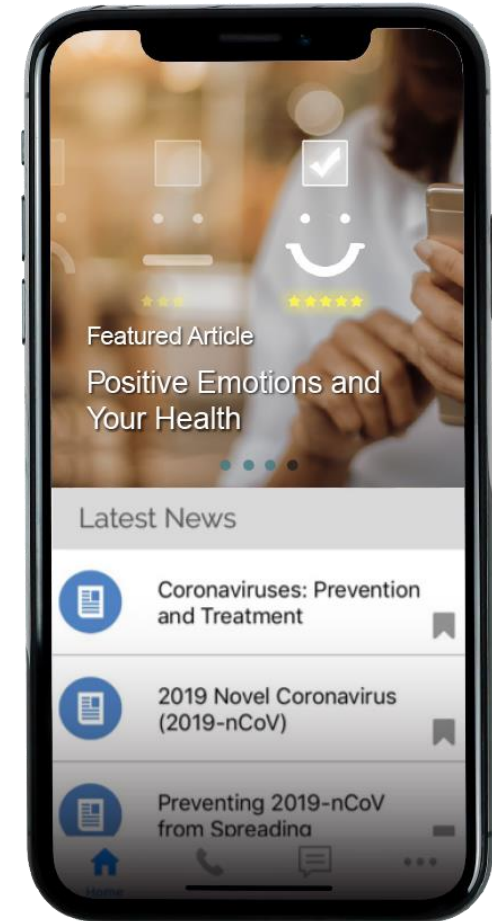
Engages the phone's SMS text messaging app (utilizing cellular data) to text with a specialist

Intake only, clinical services are not offered via text

IM

In-app instant messaging feature chat with a specialist

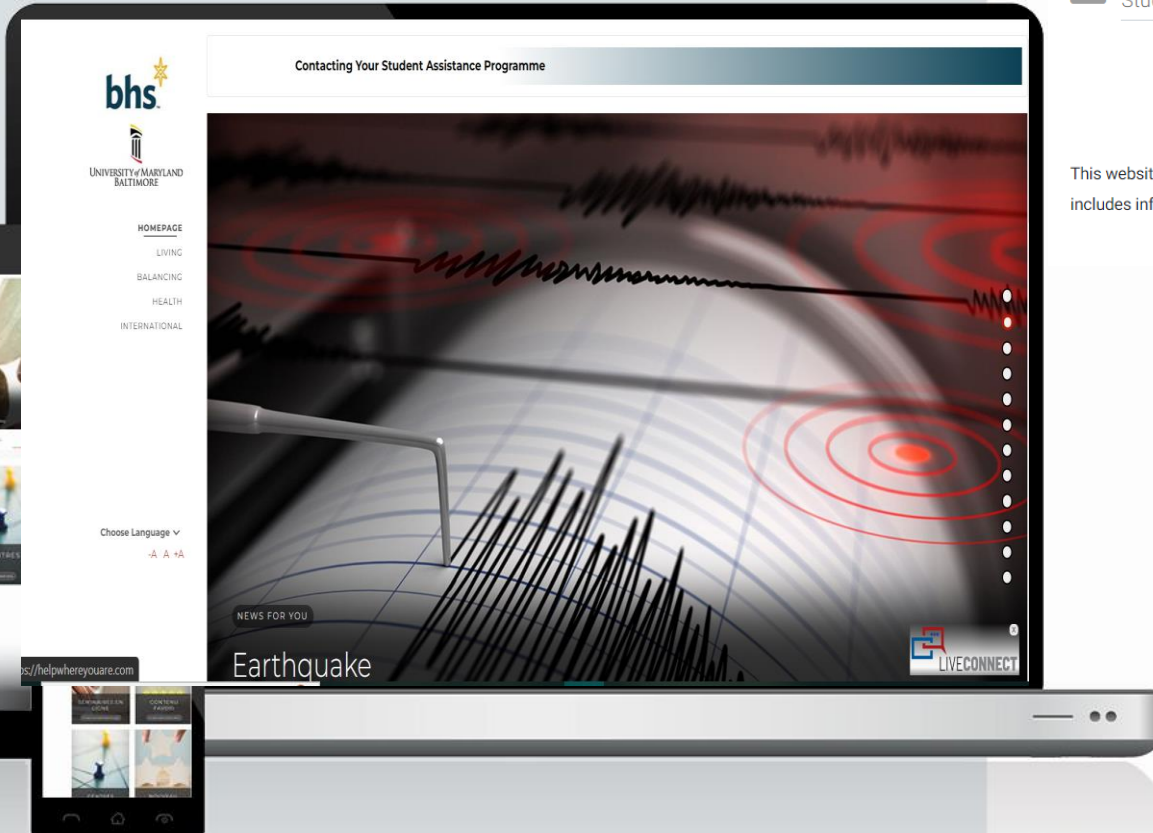
Intake only, clinical services are not offered via IM



WEBSITE



WEBSITE:
<https://sap.helpwhereyouare.com>
COMPANY CODE: UMB



Welcome | 欢迎光临 | ようこそ | Bienvenue | Willkommen | Bienvenidos | Witamy
| Bem-vindo

Please complete the form below.



Student Code:

LOGIN

This website is provided for you and your family as part of the Student Assistance Programme. It includes information on many topics to assist you in balancing your school and personal needs.



Welcome | 欢迎光临 | ようこそ | Bienvenue | Willkommen | Bienvenidos | Witamy
| Bem-vindo

Please choose a country/region and language.

Country/Region-Language:

Choose Language

GO

This website is provided for you and your family as part of the Student Assistance Programme. It includes information on many topics to assist you in balancing your school and personal needs.

All materials are provided electronically (PDF or Word documents)

- Launch letter
- Access flyer
- Services poster

SUPPORT TO ACHIEVE YOUR BEST

This service offers you and your family support with any work or personal issue, including short-term professional counselling and connecting you to local resources to help you manage emotional, practical or physical needs.

THE SERVICE:

- is free - no cost to you
- is confidential
- is available in your language
- is available 24 hours a day, 7 days a week, 365 days a year
- can be accessed in multiple ways



TOLL FREE:
877 847 4525

Cellular or internet based calls may not be guaranteed. Please consider another access method listed here.



DIRECT DIAL:
+1 416 956 2979

Call us direct and we will return your call.



EMAIL:
support@resourcesforyourlife.com



WEBSITE:
<https://sap.helpwheretheyouare.com>
COMPANY CODE: UMB



iCONNECTYou
Download the app from the App Store (iOS) or Google Play (Android) and register using
PASSCODE:
238746



UNIVERSITY of MARYLAND
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STUDENT ASSISTANCE PROGRAM



Support is provided by Business Health Services-BHS, staffed by professionals who are completely independent of your organisation. They are bound by professional standards regarding confidentiality, and do not disclose details of individuals who have contacted the service. Any information you share is at your discretion and will not be shared with your organisation.



WEBSITE:
<https://sap.helpwhereyouare.com>
 COMPANY CODE: UMB



EMAIL:
support@resourcesforyourlife.com



University of Maryland, Baltimore - Contact Details

Country	Freephone	Direct Dial	iConnectYou Passcode to Register
Australia	1 800 730 931	+61 2 8046 6416	246566
Bahamas	1800 389 0475	+1 919 706 4551	246567
Belgium	0800 819 05	+32 2 700 6351	238744
Botswana		+351 2 1454 2186	238745
Canada	877 847 4525	+1 416 956 2979	238746
China	400 920 3300	+86 21 6577 3898	246568
Comoros		+351 2 1454 2186	238747
Costa Rica	0800 032 0001	+52 55 8526 4935	238748
Ecuador	1800 00 1353	+54 11 5219 8862	238749
Egypt	0800 000 0753	+44 208 987 6295	238750
Eritrea		+351 2 1454 2186	246569
Gambia		+351 2 1454 2186	246570
Ghana		+351 2 1454 2186	238751
India	000 800 050 3110	+91 80 6608 0031	238752
Japan	0800 222 1990	+81 36866 2815	246571
Jordan	0800 2 3812	+962 642 9 6409	246572
Kenya	0800 723 120	+27 875 502 320	238753
Kuwait		+44 12 8722 1871	246573
Malawi		+351 2 1454 2186	246574
Malaysia	1 800 813 770	+65 6692 0848	246575
Maldives		+351 2 1454 2186	238755
Myanmar		+65 6692 0848	238756
Nigeria	0708 060 1517	+351 2 1454 2186	238757
Pakistan	008 009 004 4319	+91 80 6608 0031	246576
Samoa		+351 2 1454 2186	246577
Singapore	800 130 1950	+65 6692 0848	238758
South Korea	00 308 13 2096	+82 70 4732 0469	238754
Sudan		+351 2 1454 2186	246578
Tanzania, United Republic of		+351 2 1454 2186	238759
United Arab Emirates	800 0357 04 696	+44 12 8722 1871	238760
United Kingdom	0800 243 458	+44 20 8987 6230	246579
Zambia		+351 2 1454 2186	238761

