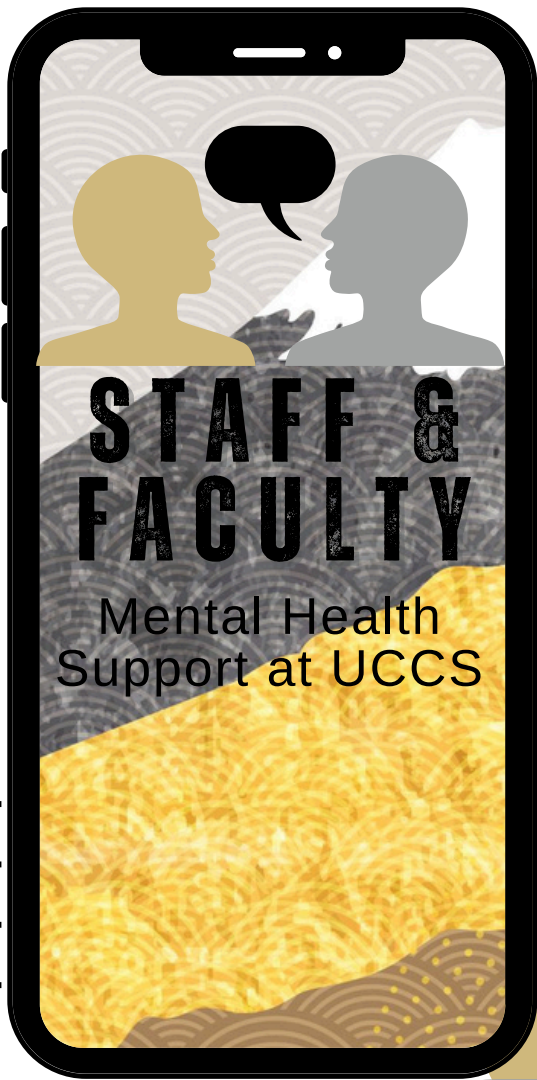


TELUS HEALTH REFERENCE GUIDE



CONSULTATIVE SUPPORT FOR STAFF AND FACULTY

Telus Health provides direct support to those who work directly with students via its **Staff and Faculty Consultation** service. This is an opportunity for you to consult with a mental health professional on a particular issue. You can speak with one of Telus Health's counselors who can give you guidance on how best to manage difficult student situations. Just dial the same **1.866.743.7732** and request a staff and faculty consultation.

EXAMPLE REASONS FOR STAFF OR FACULTY TO CALL TELUS HEALTH

- Supporting distressed or distressing students
- Supporting a withdrawn or isolated student
- Discussing culturally sensitive health topics, e.g. sexual health
- How to empower a student to reach out for support

DOWNLOAD THE FREE
TELUS HEALTH APP



WHAT IS AN ASSISTED REFERRAL AND HOW DOES IT WORK?

If you are concerned about a student, have a conversation with them and introduce the idea of reaching out to Telus Health for support. **Help explain to them what Telus Health is, what kinds of issues Telus Health counselors can help with, and if they are interested, help them download the Telus Health app.** Once they have the app on their phone, follow the steps below to facilitate an Assisted Referral into the program.

Step 1: Obtain verbal permission from the student to call Telus Health together. If you are in person, call from their phone; if you are on a phone call, conference the Telus Health line into your conversation.

Step 2: From the Telus Health app, click "Call" and request to speak to a Telus Health counselor.

Step 3: Explain that you are calling on someone else's behalf and that you are helping them through the process.

Step 4: Once connected, hand the phone over/disconnect so the student can continue with the intake process and give them space so that they can speak privately with the Telus Health counselor.

UCCS CARE Team

UNIVERSITY OF COLORADO
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