



Keep.meSafe is a collaboration between PGSS, SSMU, and McGill University to give our students access to comprehensive mental health services. All students pay \$2.75/semester to access these services.

Keep.meSAFE is a mental health counselling service that specializes in student mental health support and provides access to:

- In-person counselling appointments with hundreds of licensed counsellors in the City of Montreal, with minimal wait times.
- 24/7/365 immediate and unlimited access to licensed counsellors through telephone and mobile chat, even when travelling abroad.
- Mental health care in over 60 languages.

**These services are provided at no additional costs and are unlimited for all McGill students including undergraduate, graduate, Post-docs, continuing studies, and recent graduates (up to 6 months post-graduation).**

It's key features include:

- **In-person counselling.** Keep.meSAFE isn't just a mobile service – it also provides access to hundreds of licensed counsellors for in-person sessions.
- **Short wait times.** Phone and chat services with licensed professionals are typically scheduled within minutes. In-person and video call sessions are typically scheduled within 72 hours after reaching out.
- **Fully licensed professional clinicians, every time.** Whether attending an in-person session, talking on the phone, video calling, or mobile chatting, every person you speak with is a licensed clinician with a minimum of five years' experience in the field.
- **Unlimited support through call and mobile chat, 24/7/365.** Need to chat before a big presentation, while at a friend's house, when you can't sleep, or when you're travelling? Message or call a licensed counsellor at any time, any day of the week, as much as you need, from anywhere in the world.
- **Diverse counsellors who get it.** Match with a counsellor who understands your experience and the unique needs of your community (including LGBTQ2+, BIPOC, immigrant communities, international students, individuals with disabilities, veterans, and more).
- **Confidential and secure service.** Beyond the legal limits of confidentiality (i.e., a threat of harm to yourself or others), your information will never be shared without your informed written consent. Your account is also never linked with your McGill ID number.
- **International support that speaks your language.** Keep.meSAFE's mental health counselling is available in over 60 languages and can be accessed internationally—use the service when you're travelling, home for the holidays, or studying abroad.

- **Equal care for both campuses.** Keep.meSAFE's network of counsellors extend throughout Montreal and Sainte-Anne-de-Bellevue, so you can access in-person counselling close to home.

## Accessing Keep.meSAFE

1. **Download the MySSP app**, available on all mobile devices in the App Store.
2. Once on the app, **set up your profile under the “Profile” tab** at the bottom of the screen. This is extremely important as it will allow you access to the entirety of Keep.meSAFE's services.
3. **Start accessing services.**
  1. To start a phone call: Click the phone icon in the top right-hand corner or click the “Contact” tab at the bottom of the screen.
  2. Or you can call 1-844-451-9700 (within Canada) or 1-416-380-6578 (internationally).
  3. To start a chat conversation: Click the message bubble icon in the top right-hand corner or click the “Contact” tab at the bottom of the screen.
4. **If you are currently outside of Canada:** use one of the two following options to avoid international phone charges.
  1. Start a phone call. When you connect with your counsellor, indicate that you are calling internationally and request that they call you back. Provide your phone number. The counsellor will call you as soon as possible. Incoming calls do not collect charges.
  2. Start a chat conversation. Indicate that you are international and request that the next available counsellor call you. Provide your phone number. A counsellor will call you as soon as possible. Incoming calls do not collect charges.
5. **If you require immediate, crisis assistance please call 911.**