

# FAQ

## PROGRAMME MIEUX-ÊTRE

### NEW PROVIDER: DIALOGUE

Dialogue is the new service provider for the Programme mieux-être. All services are now offered virtually via a [mobile or web app](#).

#### What are the differences?

- A new mobile and web app
- Appointments available in as little as 24 hours or the next day, at times that are convenient for you
- Immediate access to clinicians for crisis situations
- Live virtual coaching to support you wherever it works for you
- Continuity of care with the option to continue with the same counsellor, and follow-ups after each session within the same care plan

#### What if I'm currently using Optima services?

If you have ongoing consultations with Optima, you can have up to two remaining hours with your therapist during the transition (these hours can be used during the first 30 days after the transition to finish your sessions with your current counsellor). Once these two hours are completed, you'll need to sign up for Dialogue.

#### Is it possible to continue with the same professional with Dialogue?

Dialogue and Optima don't share the same professionals. You'll have to start sessions with someone new.

#### Will my history be transferred from Optima to Dialogue?

Dialogue doesn't keep Optima files, as their network of professionals is different. Dialogue has a dedicated in-house team that can offer an extended number of sessions, much faster access to services (24 hours vs. days or weeks), and more.

## How do I access Programme mieux-être services?

Create your account on the Dialogue mobile app or on the web at [www.aseq.ca/dialogue](http://www.aseq.ca/dialogue).

## What are the wait times to speak to a professional?

Appointments are available in as little as 24 hours or the next day.

## How many sessions can I have?

The maximum number of sessions per case can be **between 4 and 8**, depending on the arrangement with your school/student association. The first session is 60 minutes long and subsequent sessions are 30 minutes long. You can have an **unlimited number of cases<sup>1</sup>**, which means you can consult the service for more than one type of issue. For example, if you need help to manage stress, you can have 4 – 8 sessions on that topic, in addition to having access to 4 – 8 sessions for a consultation on nutrition.

## Which kinds of issues can the Programme mieux-être help me with?

The Programme mieux-être is here to help you with issues of any kind:



**Stress**



**Psychosocial support for dependencies**



**Mourning**



**Performance anxiety**



**Life coaching**



**Individual crisis intervention**



**LGBTQ+ services**



**Depression**



**Loss of motivation**



**Financial issues (2 hours)**



**Harassment**



**Work/school/family balance**



**Family difficulties**



**Nutrition issues**



**Parental roles**



**Relationship difficulties**



**And more**

<sup>1</sup> A case is a set of interactions focused on a specific reason for consultation.



### How confidential is the Programme mieux-être?

Programme mieux-être services are 100% confidential. Your institution or student association only receives aggregate statistics on registration and usage.

### Can everything be handled virtually?

All sessions with the Programme mieux-être are offered virtually.

Your safety is the Programme mieux-être's top priority. Certain conditions may require an in-person consultation, particularly when you have worrisome or unusual symptoms that prevent our professionals from meeting the highest standard of care. In any case, you'll always be directed to the appropriate professional, and you'll have help with booking an in-person assessment.

### Is the Programme mieux-être offered outside of Canada?

Yes. The Programme mieux-être is available in any country, including the United States, if you're outside of Canada for a maximum of 90 days. Service is offered 24/7 in English and French. Within a few hours, a mental health specialist will contact you for a one-hour initial session. If needed, a 30-minute follow-up session is also offered.