



# Assist

## Alberta Lawyers' Assistance Society

### University of Calgary Law School FAQs

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| <p>"I need help right away"</p>   | <p><b>24/7 Crisis Counselling</b> is available—call <b>1-877-498-6898</b> and follow the prompts to be connected with the counsellor/psychologist on call (after hours). If you experience crisis during the business day, please speak to the intake staff who will connect you with an available counsellor.</p>  |
| <p>"I don't feel like myself" or "I feel depressed/anxious/stressed or isolated..." or "I am having relationship or family problems" or "I just need someone to talk to."</p> | <p>Call <b>1-877-498-6898</b> to book an appointment with one of our psychologists. The office is open from 8 am to 4 pm Mon-Fri, but appointments can be scheduled outside of this window.</p> <p>If you reach a recorded message during office hours, it just means that the staff are working to find the right psychologist for another caller, so please leave a message with your name (spelled out, please) and your phone number. It is a confidential voice mail service. If you call after hours and leave a message, you will receive a callback the next morning.</p> |
| <p>"How many sessions can I have?"</p>  | <p>You are entitled to 4 sessions per person per year <b>per issue</b>, since we can be facing more than one issue at a time (e.g., relationship issue + work issue + substance use).</p> <p>Assist's program is a short-term counselling model involving identification of issues, provision of strategies and resources, and referrals to resources are made as necessary.</p>  |
| <p>"What is the Psychologist in Residence Program?"</p>   | <p>Assist provides on-campus in-person psychological counselling services once per month during September, October, November, January, February and March. These appointments fill up quickly but there</p>   |

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|   | <p>are frequent cancellations so please call 1-877-498-6898 to find out if on-campus appointments have become available. Dr. Sania Dookie will be filling the role of Psychologist in Residence. Students can see Dr. Dookie on campus, in her office or via online appointment.</p> <p>Appointments are available with all counsellors in Assist's network. More than 90% of our appointments are being conducted online.</p>    |
| <p>"Is in-person counselling available?"</p>  | <p>Some counsellors are providing in-person counselling, but both the counsellor and the client must wear facemasks. Call <b>1-877-498-6898</b> to find out what options are available.</p>   |
| <p>"I am not living in Alberta. Can I still access counselling?"</p>                                | <p>Yes, we have a network of counsellors in all provinces and territories who can support you where you reside. Call <b>1-877-498-6898</b> to book this.</p>  |
| <p>"Can students access Assist's peer support program?"</p>   | <p>Yes. Assist operates a matched peer support program where we connect lawyers and students with volunteer lawyers, trained in peer support, who have experience in, or insight into, an issue that concerns a caller and can provide personal support. We have more than 150 trained volunteers who can address a wide range of issues and who can provide culturally appropriate peer support. Call <b>1-877-737-5508</b>.</p> |
| <p>"I am not sure if I need counselling or just to talk to someone."</p>                            | <p>There is no downside to talking to a counsellor, so why not start there? You can access counselling and peer support simultaneously. We want to make sure that all law students can access counselling services first and foremost.</p>  |
| <p>"I feel lonely or isolated" or "I would like to connect with other law students or lawyers."</p> | <p>Assist provides a suite of Community programs designed to combat loneliness and isolation and foster connection within our profession. We offer:<br/> <b>Red Mug Coffee Circles</b> for articling students and junior lawyers to connect with senior peer support lawyer and retired judge volunteers for mentorship, fellowship and shared humanity. Mondays at noon.</p>   |

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|   | <p><b>Gold Mug Coffee Circles</b> for connecting U of C law students to peer support volunteer lawyers and retired judges to learn more about the practice of law and to bridge the transition from student to practitioner. Every second Thursday at noon.</p> <p><b>Mindfulness Break:</b> Join us for a fifteen-minute breathing, relaxation and mindfulness session led by a lawyer who is a certified yoga instructor. Tuesdays at noon.</p> <p><b>Yoga:</b> Join us for an online one-hour yoga class led by a lawyer who is a certified yoga instructor. Wednesdays at noon. Visit <a href="http://www.lawyersassist.ca/Community">www.lawyersassist.ca/Community</a> to learn more or call <b>1-877-737-5508</b> for more information.</p> |
| <p>“How can I learn more about law student stress?”</p>   | <p>Check out <a href="http://www.lawyersassist.ca/knowledge-hub/lawyer-mental-health-challenges/resources-for-law-students/">www.lawyersassist.ca/knowledge-hub/lawyer-mental-health-challenges/resources-for-law-students/</a></p>  |
| <p>“How can I learn more about lawyer mental health?”</p> | <p>Visit the Knowledge Hub on Assist’s website: <a href="http://www.lawyersassist.ca/knowledge-hub">www.lawyersassist.ca/knowledge-hub</a> and scroll through the topics by role and issue</p>   |
| <p>“How can I help someone in distress?”</p>              | <p>If someone is in crisis, please call <b>1-877-498-6898</b> and follow the prompts. If the person is in danger of harming themselves, please call <b>911</b>.</p> <p>If you want to learn how to have a conversation with someone who is struggling, please see <a href="https://lawyersassist.ca/knowledge-hub/online-courses/how-to-help-someone/">https://lawyersassist.ca/knowledge-hub/online-courses/how-to-help-someone/</a>, or set up an appointment with one of our counsellors to discuss how you can help.</p>   |
| <p>“I think I may have a substance use problem”</p>       | <p>Please call <b>1-877-498-6898</b> to arrange to see a counsellor who can help assess this issue, or see your family doctor.</p> <p>If you would like to connect with other law students and lawyers in the 12-step community, please call Assist’s Executive Director at <b>587-779-7205</b>.</p>   |
| <p>“Who from my family can access counselling?”</p>       | <p>You, your spouse and any dependent children (under age 25 and in full-time attendance at a post-secondary institution.)</p>   |

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| <p>“Does Assist have counsellors reflecting diversity?”</p> | <p>Yes. Assist’s roster of counsellors reflects diversity generally. If you wish to see a counsellor with a particular diversity experience, please discuss this with intake staff when booking your appointment (<b>1-877-498-6898</b>)</p>  |
| <p>“Is Assist confidential?”</p>                            | <p>Yes, both our psychologists who provide counselling and our lawyers who provide peer support are subject to Codes of Conduct with confidentiality assurances, subject to limited exceptions regarding people in imminent danger of bodily harm. Assist communicates aggregated data about program usage to stakeholders, including the Law Society of Alberta and the University of Calgary Faculty of Law but no identifying information is provided.</p> |

To learn more about Assist, visit [www.lawyersassist.ca](http://www.lawyersassist.ca) or call **1-877-737-5508**.