

## Talk One-2-One, AICASF's Student Assistance Program: Fact Sheet for Faculty and Staff



### 1. **Talk One-2-One<sup>SM</sup>, Your Student Assistance Program**

Talk One-2-One is a resource for confidential, convenient, and 24/7 support for a number of problems that may be challenging your students' health, well-being or academic success. Students can call the Program for a wide range of issues, such as dealing with stress and anxiety, family problems, roommate issues, and drug or alcohol abuse.

### 2. **Any Problem, Anytime, Anywhere**

Talk One-2-One provides 24/7 instant access to professionals trained to deal with the specific challenges of college students and provide them with support and assistance. To access Talk One-2-One, the student calls: 1-888-617-3362 anytime, day or night. There's always somebody to talk to, even during school breaks.

### 3. **Counseling Services: students receive 4 free telephonic or face to face counseling sessions**

Initial support is provided over the phone. Many times problems can be resolved within that phone call. But sometimes there is a need for a counseling referral to one of our affiliates. Talk One-2-One allows the student to meet with a counselor for up to four sessions (not including their initial call) for each issue that they call us about.

### 4. **Referral Resources**

In some cases, the student may need help in accessing services from a community agency or resource. Talk One-2-One will assist in locating those resources and following up with the student to ensure that they are getting the help that they need.

### 5. **Services to Faculty and Staff**

The Program provides consultation services for college faculty and staff. Concerned about how one of your students is doing? Looking to find a way to get help for that student? Call your Student Assistance Program. Trained and experienced consultants are available to help you design interventions to get help for troubled students.

- **Before you meet with a student:** If there's a student you're concerned about and you'd like him or her to get help but you're not sure how to initiate the conversation, you can call us and we can provide coaching tips on how to handle this interaction.
- **While you're meeting with a student:** If you're speaking with a student who is troubled, but is unsure about calling Talk One-2-One, you can call with the student to ease their hesitation.
- **After you've met with a student:** If you have met with a student and something about the conversation troubled you, feel free to call Talk One-2-One to talk it through, and whether it merits a follow-up conversation with the student.

Consultants can also help you to respond to critical incidents, and manage such issues as harassment or threats of violence.