

Dear Students,

As you may have heard, we have been collaborating on a university-wide review and assessment of student mental health, wellness and engagement. We appreciate all of the input that has been offered by students, faculty and administrators. One outcome of this important work has been the recommendation to increase the availability of counseling services for our students.

We are pleased to inform you of a new counseling resource being offered: TalkOne2One Student Assistance Program. Talk One2One is provided by AllOne Health and is available to all matriculated Sackler School students free of charge. This service is in addition to all the existing Health and Wellness programming and Advising services being provided by Snaggs Gendron and the Office of Student Affairs.

Talk One2One provides confidential access to counselors both in-person and by telephone. Students can reach out to Talk One2One counselors at any time 24/7 by calling their 1-800 number for “in the moment” support by a master’s level licensed counselor or can schedule a future in-person (or telephone) appointment.

The in-person appointments can be scheduled with Talk One2One counselors who will be located on the Boston Campus during the following hours:

Monday: 12PM – 7PM
Tuesday: 8AM – 3PM
Wednesday: 12PM – 7PM
Thursday 8AM – 3PM
Friday: 8AM - 3PM

In addition, students may be seen by Talk One2One counselors at off-campus locations that are convenient to where you live or work. This is especially important for those students in Bar Harbor, Portland or other areas outside the Boston area. You continue to call the same 1-800 number to make that request.

This service is not intended to replace ongoing therapy or psychiatric services but is an additional resource to address short-term mental health counseling needs. The Talk One2One Student Assistance Program includes up to six (6) counseling sessions per student (either in-person or by telephone) for each issue addressed with the counselor.

Here are a few facts about Talk One2One:

- It is **confidential**. No one will know you are using the services unless you choose to tell someone.
- It is **easy to use**. **Simply call 1-800-756-3124 to set up an appointment**. In the event of an emergency, you can call 24 hours a day and speak to a counselor.
- It is **free**. The benefit has already been paid for by the Sackler School.

- It is **professional**. The Talk One2One counselors are licensed and specifically trained to help with your problem and, when necessary, refer you to additional appropriate resources.
- It is **available to all students** regardless of their location.

The Talk One2One counseling service has started a soft launch. The 24-7 1-800 number service is fully available. The full schedule of on-campus counselors will roll out over the next few weeks.

Attached is an FAQ document with more details of regarding this service.

Please let me know if you have any questions.

Regards.

Dan

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1. What is Talk One2One?

Talk One2One is a resource for confidential, convenient, and 24/7 support for a number of problems that may be challenging your health or well-being. We believe that no issue is too small. You can call us for a wide range of issues such as dealing with stress, anxiety, family issues and relationship problems.

2. How does it work?

To access Talk One2One, **simply call 1-800-756-3124 anytime, day or night.** There's somebody to talk to 24/7/365 days a year.

3. Do I talk to someone over the phone or in person?

You start off by calling **1-800-756-3124** and talking to one of our counselors on the phone. Many times problems can be resolved within that phone call. Sometimes things are a little more complicated, and you may want to meet with someone in person to talk through your issue more in-depth. In that case, you can see a counselor on-campus or we'd find you a counselor that's close to your center, home or work so you could talk to someone face-to-face for up to 6 sessions.

4. Is there a charge?

There is no cost to you. Talk One2One is a free service for Medical School students.

5. Will anyone know if I access this service?

Talk One2One is completely confidential. Nobody will know you called us unless you tell somebody. Please note that in the case where we think you may be a danger to yourself or others or are experiencing any violence, we may need to break confidentiality to ensure that you get assistance. If we need to break confidentiality, we inform you that we are going to do so, and work with you to find an appropriate professional or support person to assist you.

6. What are some of the kinds of problems that Talk One2One could help me with?

Students should feel encouraged to use this resource for a broad range of issues—no issue is too small. Examples of problems you can call us about include:

- Stress over studies
- Worried about finances
- Drinking too much
- Coping with a problem relationship
- Balancing school, work & home life
- Dealing with grief
- Depression
- Divorce