

# Chippewa Valley Schools

## Student Life Advisor Well-being Program

### Frequently Asked Questions (FAQ's) for PARENTS

**What is the Student Life Advisor Program?** This is a free program that provides short-term solution-focused counseling for students who may be struggling with stress, anxiety, bullying or other student-related issues. There is also a Student Life Advisor Portal with resources and a crisis line available 24/7.

**Can any student use the services?** Student in grades kindergarten to 12 attending Chippewa Valley Schools are covered and eligible to call to explore the program. A short assessment will be conducted to determine if the short-term issue they are presenting can be addressed in 1-5 counseling sessions.

**What happens when a student and/or parent calls 800-448-8326?** The call is answered by a Life Advisor Consultant, who will say "Thank you for calling Ulliance, how can help you?" The Student Life Advisor Well-being Program is coordinated by Ulliance, a company who provides total well-being programs. All Life Advisor Consultants are licensed, behavioral health professionals. During the call they will explore the student's unique needs and identify the right services to support them. Students under the age of 16 will need their parent or guardians' permission to speak with our Life Advisor Consultant. If the student is experiencing an emotional crisis the counselor will work with the student to get them the help they need at that moment in time. If, during counseling, we discover the problem is unable to be resolved in a brief therapy model, the student will be referred for longer-term counseling outside of the Student Life Advisor program.

**Where are counselors located?** We have a national network of 20,000 counselors and providers. Local counselors practice in Macomb County.

**Where do counseling sessions take place?** In-person appointments are made with a local counselor – close to where the student lives. Counseling sessions can be conducted in person, virtually or over the phone. Any of these options are available.

**What is the cost?** Free. Counseling, Crisis Services, and the Student Life Advisor Portal are provided by the Chippewa Valley Schools and are NO cost to the student or family.

**Is it confidential?** Yes. The Student Life Advisor program is independent of the Chippewa Valley Schools. If your student accesses the Student Life Advisor program, we will NOT share any information with your student's teachers, administrators, or school guidance counselors, unless you request the involvement of the school. In this case, you can request to sign a *Consent to Release Information* and specify the information you would like to share, and with whom.

**What happens if my child is in crisis?** Call 800-448-8326. The Student Life Advisor program is equipped to help students in crisis.

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**Can parents use the program?** Parents can call to talk about how to encourage their child to access the program for help. Parents can also access the resources on the Student Life Advisor Portal.

**Why should I encourage my child to call?** When you notice that your child is struggling with an issue, withdrawn, anxious, or there is a change in their behavior. This is the time to call the Student Life Advisor Program.

**How do you access the web portal?** Go to [www.studentlifeadvisor.com](http://www.studentlifeadvisor.com)

You will be asked your **School Name:** Enter: *Chippewa Valley Schools*

You will be asked your **School City:** Enter: *Clinton Twp. or Macomb or Mt. Clemens*

The Student Life Advisor Well-being portal has a whole library of resources with articles and videos to read and learn the latest information.

**If my child is already in counseling, should we use our already established supports?** Yes, interrupting your child's current treatment to use the Student Life Advisor program may not be in the student's best interest.

**Why is the school's logo on the informational posters?** This is a program supported by the school district in terms of programming and financially. Again, no personal information is shared with the school. The logo shows that the school district approves of the program.

**What information does the school district receive about the students who use the program?** The school will never know which students use the program, without the written permission of the parent/guardian. The district will receive data on the overall number of students who have called or received services.

**How do we get started?** Simply call the Student Life Advisor Program at 800-448-8326. The Life Advisor Consultant that answers the call will ask you some questions about your child's current situation. The consultant will also ask to speak to your child to begin the process.