

## HELP—there when you need it

When all the world's problems seem to be loaded on your shoulders and you need a friend, call Student Help.

It is open weekdays from 4 p.m. to midnight and weekends from 7 p.m. to midnight. Located on the second floor of SUB, Student Help phone number is 432-4358.

Funded by the Students' Union, Student Help is a referral service manned by volunteer students who have faced problems themselves and feel they can pass along their experience to others.

Doug Guy is looking for "good listeners" who can donate four to six hours a week.

"If they have been through some of these hassles themselves, they're more sensitive to the problems of others," says Guy, director of Help.

"But it's a very open thing. Everyone who comes in identifies with what we're trying to do."

People is what Student Help is all about. Last Thursday, we sent Gateway photographer Paul Jones to SH's office. Half an hour later, we found Jones rapping about his course load with one of the volunteers.

Volunteers aren't professionally trained but they make up for it with patience and understanding.

In these generally one-sided telephone conversations, the volunteer's job is to keep the caller talking until the crux of the problem is revealed.

"The feedback between the caller and volunteer is important. A lot of people have an idea what they should do but need some encouragement."

The idea is not to put too much pressure on the caller. You offer suggestions and refer callers to experts for help.

"Training isn't that important," says Guy. "You must know when you can't help someone and when to refer him to a qualified person."

Calls range from requests for social information to threats of suicide. In most cases, says Guy, callers who say they want to commit suicide only want attention and aren't serious about their threats. The problem is you can't tell how serious the caller is.

"A person will say he feels like packing it all in. Usually, they're not ready to commit suicide. They just want to let out their problems and ask for help."

"It leaves you with an empty feeling," says Guy. But most calls deal with university matters, such as changing courses, student-teacher relationships and bureaucracy.

Again, Student Help offers suggestions, rather than talking with the parties involved.

"It is possible to have these calls traced but sometimes the police are reluctant to enter these cases. In the past, they have been sued for stepping in."

"We don't think it is fair to go to the profs. We just talk to the callers to try to work things out."

Student Help doesn't boast that it can cut through administrative red tape. What it can do is cut down some unnecessary steps to solving a problem.

The service is also used by high school students and many other non-students.

Student Help is kept particularly busy prior to exams and deadlines for changing courses and dropping out of school. Exam results also set off a rash of telephone calls.

Guy estimates that only one of five callers take the next big step: coming down to the SUB office in person.

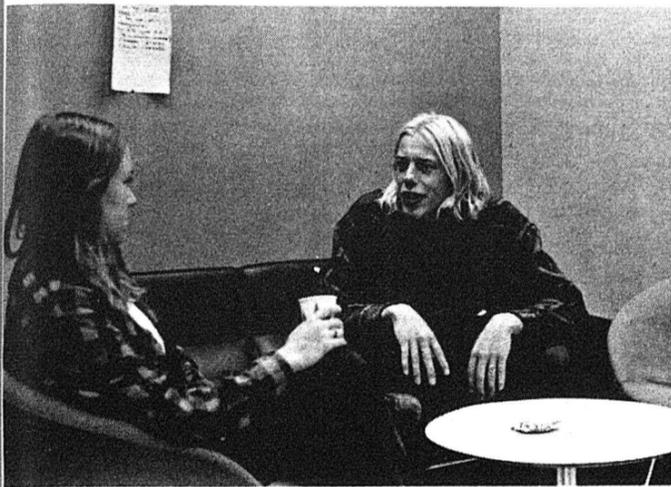
Confidentiality is one factor why the service is so popular.

"The basic reason behind the confidentiality is that it is less imposing for the caller to talk on the telephone than to come forth and identify themselves."

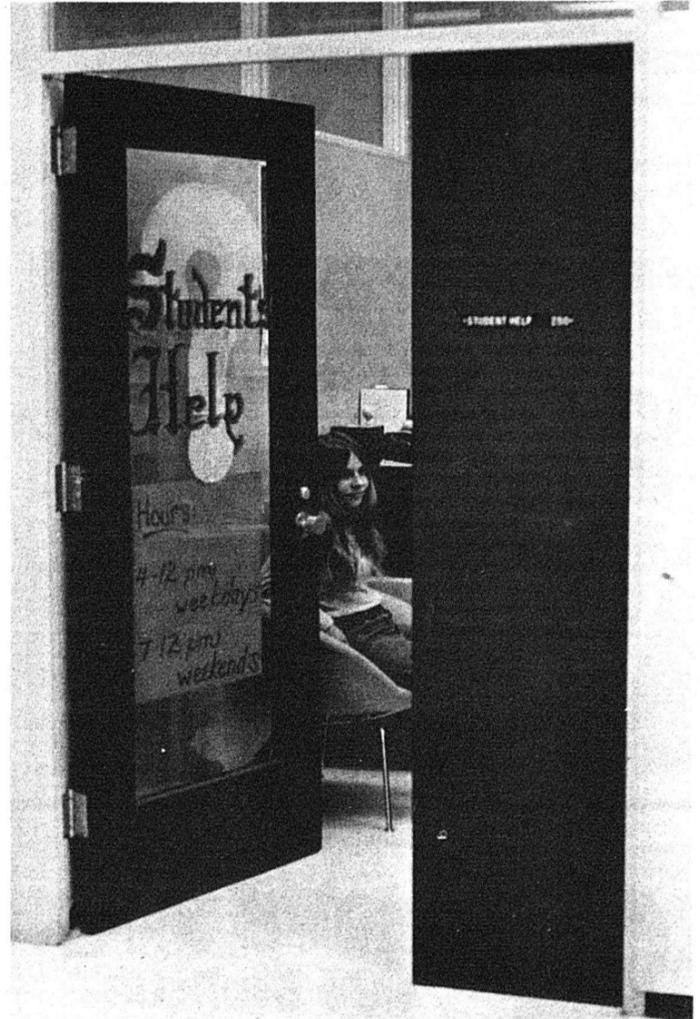
Guy would like to have a staff of around 50, about the same as last year. Over the summer, he acquired an adjoining office for the service "drop-in" centre.

After 2½ years with Student Help, Guy is convinced it is vital to the campus.

"The campus strikes me as being a very impersonal place. Often, we're too concerned with our own problems to help others."



Student Help Director, Doug Guy.



...door is always open

photos by Paul Jones

## Immigration deadline near

As the October 15 deadline for registration of persons who have entered Canada illegally approaches, only 20 percent of the estimated 100,000 aliens in Canada have done so.

Until October 15, people who apply for landed immigrant status will have their applications considered under lenient laws. In fact, the immigration department estimates 99 percent of all applicants will be successful.

The poor registration can be attributed to two major factors. One, a fear of deportation, an two, aliens not knowing they are here illegally.

If anyone has doubts about their status they are urged to

check with the department of Manpower and Immigration. After Oct. 15, any persons who did not enter Canada through legal channels are SUBJECT TO DEPORTATION WITHOUT APPEAL. Despite an intensive publicity program, many people may not be aware of the details of the plan instituted by Immigration minister Robert Andras.

Under the program, people without legal status in Canada can apply for legal status under relaxed rules if they were in Canada by Nov. 30, 1972.

So, if you have any doubt whatsoever about your status in Canada, find out before it's too late.

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## HANDBOOK ERROR

Contrary to the date of Oct. 10 as stated in 73 edition of handbook, Oct. 1 is the last day for payment of registration fees. After Oct. 1 the late penalty of \$15 takes effect. For any further information please contact the office of the registrar on 2nd floor of Administration building.

God has a good purpose for you.

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SUB 158 F

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