

UNIVERSITY OF
WATERLOO



Campus Wellness

COMMUNITY REPORT

MAY 2020 - APRIL 2021



DIRECTOR'S MESSAGE

Walter Mittelstaedt

It has been a most unusual year at the University of Waterloo. Like many in our community, Campus Wellness members adjusted to the new reality of a pandemic, which has stretched to, at the time of writing, fifteen (15) months. Through this time, our dedicated staff and contractors provided the continuity of usual programs and services, and they adapted to new models of interacting with clients and professional peers. I am proud to say that the contents of this report demonstrate that we did not “stand still”. Rather, we have been a significant force in the fight against COVID-19, providing direct interventions like testing and assessment and providing a range of health and mental health interventions to our community. We advised our campus community on public health measures related to the pandemic as we led and participated in the promotion of a healthy campus through growth of the Wellness Collaborative.

The strategic themes that we laid out early last year, even as we continue to develop them, have gained relevance throughout the period covered by the report. Our commitment to collaborative and integrated practice, transparency about quality, health of our workforce, and innovation, stood as guides to many activities in the past year and will continue to point us to future directions.

World events in the past year have also caused many in our fields to take a serious look at ways in which we have missed out on opportunities to fully include all members of our community, in particular individuals who have been marginalized by racism, gender and sexual identity, and disability. As a learning organization, we commit to doing better and will add the theme of equity, diversity, and inclusion to our strategic theme for the coming year.

I would like to thank all Campus Wellness members for their contributions that allow us to provide this Community Report for 2020-21. In a most unusual year, we can say that what has stayed consistent is the commitment of our staff to “Wellness for all”.

COVID-19

The COVID-19 Pandemic has had a significant impact on the way in which care was delivered to our campus community this year. As we followed the World Health Organization (WHO) recommendations and our local Region of Waterloo Public Health, we had to factor in all the requirements to stay open in Health Services. Many primary care facilities had to close their doors due to a lack of Personal Protective Equipment (PPE). This however was not the case for Health Services, as being adequately prepared allowed us to maintain our care delivery and even introduce new services. To serve our campus community, we opened a COVID-19 Testing and Assessment Center (TAC) for clinician assessments and collection of nasopharyngeal swabs. We also responded to the need to have resources available to staff and students by starting a COVID-19 Hotline.

Rapid PanBio COVID-19 testing was introduced at the School of Optometry in January with the support of Health Services. This initiative expanded to Essential workers coming into Health Services as part of a larger province wide pilot project. Since its inception this program has expanded to the current Campus Wide initiative being led by the Safety Office.



151

WEBFORM
SUBMISSIONS
TO THE HOTLINE

352

PHONE INQUIRIES
ADDRESSED

3868

CLINICIAN
ASSESSMENTS
IN TAC

3789

NASOPHAYNGEAL
SWABS OBTAINED

2100

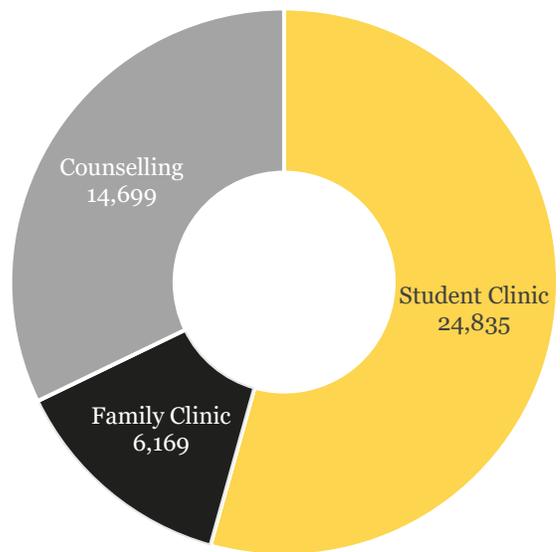
RAPID PAN-BIO
TESTS COMPLETED

CAMPUS WELLNESS BY THE NUMBERS

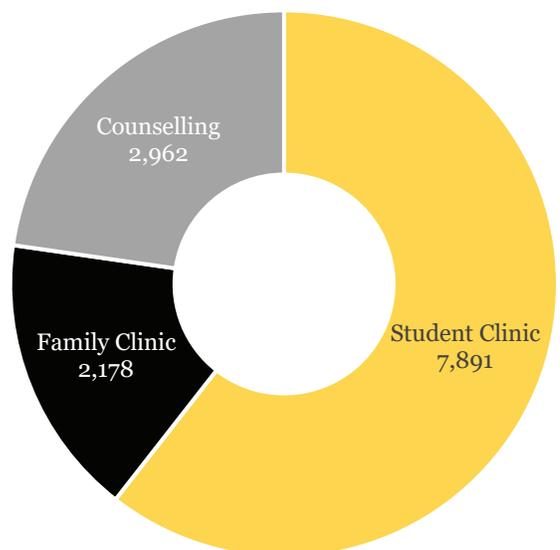
APPOINTMENT ACTIVITY

Campus Wellness is here to help all students at the University of Waterloo. Our professionals provide primary medical care and mental health services using an inclusive, connected, and collaborative approach. Identifying and monitoring trends in our service utilization, through our electronic medical records, helps Campus Wellness be responsive to the needs of our clients. By understanding how our services have been utilized historically, these records also helped us better understand how our services were impacted by the COVID-19 pandemic.

APPOINTMENTS



CLIENTS



VACCINES

While many services and departments transition to working from home during the pandemic, Health Services was busy providing in-person vaccinations for students and clients registered in the Family Health Clinic. In addition, Health Services continued to deliver seasonal influenza vaccine through booked appointments to help keep our campus community healthy. The need to maintain a robust vaccination program is essential to ensure that both children and adults alike are not behind on their vaccines post pandemic.



STUDENT VACCINES



CHILDHOOD VACCINES

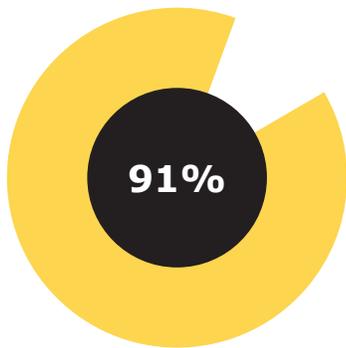


SEASONAL FLU VACCINES

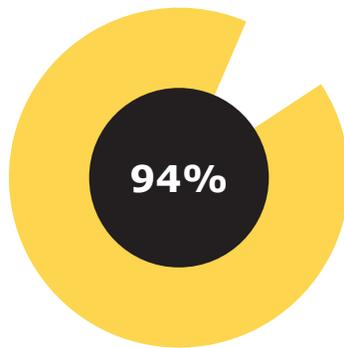
CLIENT-CENTERED

Campus Wellness takes a client-centered approach, whereby we plan and implement programs and services that are respectful, responsive and adaptive to client preferences, needs, and values. To stay responsive, we took our annual pen-and-paper Client Satisfaction Survey online, allowing us to hear from the many clients who now are accessing our services virtually.

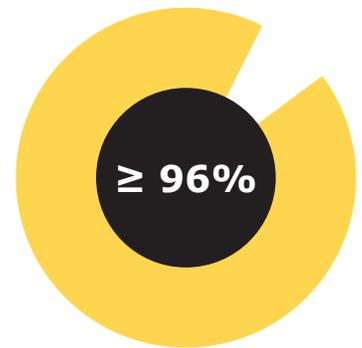
Our 2021 survey found that:



Respondents believed their needs were met



Respondents believed services were provided in an inclusive manner



Agreed that clinical staff were welcoming, knowledgeable, and provided clarification

COMMUNICATIONS & SOCIAL MEDIA

Our website and social media platforms provide us with the tools to share information about physical and mental health services and supports, promote healthy lifestyle behaviours, and educate and interact with students, parents, staff, faculty, and alumni.



4114

followers across our social media platforms



52%

increase of Instagram followers from 2019

STUDENT ENGAGEMENT



1

Nursing student in clinical rotation



2

Master of Health Evaluation student placements

7

Co-op students as Patient Flow Facilitators (PFF's)



3

Communication co-op students



Campus Wellness values mentorship, experiential learning and student involvement as part of our work. We engage students in multiple ways, including placements, co-ops and volunteers. This spring, we also initiated a Student Advisory Committee to enhance client engagement and improve the quality of our programs and services.



4

Psychology residents



12

Students recruited into paid positions for the Student Advisory Committee

4

Social work students



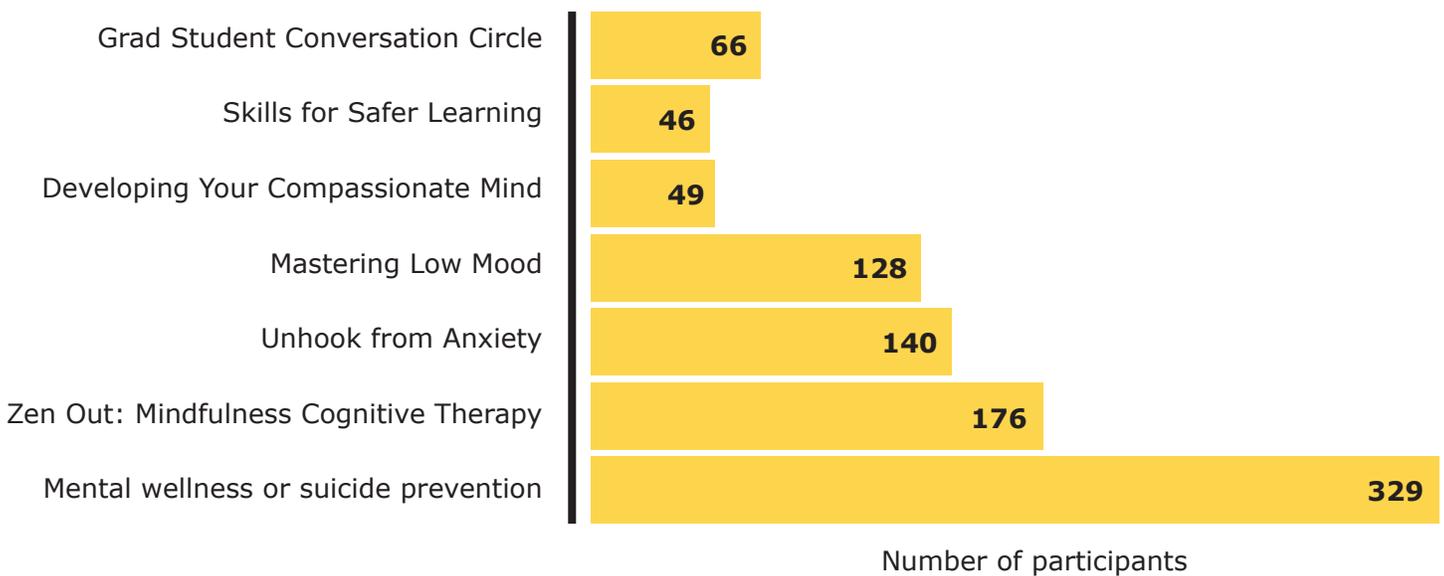
20

Peer Health Education volunteer



MENTAL HEALTH GROUPS & TRAINING

Campus Wellness offers a variety of therapy groups and workshops that help students learn skills to cope with life's challenges. We also have a range of suicide intervention and mental health training programs that help raise awareness, reduce mental health stigma, and support early intervention for those in need within our Waterloo campus community.



WELLNESS COLLABORATIVE

The Wellness Collaborative, as supported by Health Promotion staff, works with all campus stakeholders to communicate, coordinate and collaborate to build on existing strengths and implement new evidence-based wellness initiatives.

115 members of the Community of Practice

275 individuals attended the Sense of Belonging virtual event

OCCUPATIONAL HEALTH

A team of two full-time Occupational Health Nurses provides support to over 5,000 employees. The team works closely with the Disability Management Team to manage sick leaves, long-term disability claims, medical accommodations, and wellness promotion. At the beginning of COVID-19, the team partnered with the Safety Office, Campus Wellness, HR and other key stakeholders.

Along with day-to-day operations, the team is on several committees striving to make UWaterloo a healthy and safe place for all. These include Thrive, Employee and Family Assistance Program, Healthy Workplace, Wellness Collaborative, and Joint Health & Safety. They also co-facilitate the Mindful Employer program with Organization and Human Development (OHD) and the Psychological Health & Safety in the Workplace Training.

6735
interactions
in 2020

5%
increase
from 2019

20%
increase
from 2018

EQUITY

Aligning with Waterloo's Strategic Plan theme of strengthening sustainable and diverse communities, we are committed to fostering inclusivity, a sense of belonging and a culture of involvement. We are taking steps to advance knowledge and skills of staff to ensure an equity-informed approach to all our programs and services. By purposefully engaging and consulting with content experts and equity-deserving groups, we listen to their experiences and adapt our work accordingly. We are also critically examining our own plans and processes to recruit and retain representative staff that meet the needs of our student population.

- Staff participated in department-wide trainings, including:
 - The Enduring, Invisible, and Ubiquitous Centrality of Whiteness
 - Uncovering the Invisible Wounds of Racial Trauma
 - Improving Gender Affirming Care for Transgender and Non-Binary Students
- Development of Campus Wellness anti-racism reading groups
- Creation of specific processes and positions that serve the needs of equity-deserving groups:
 - Critically examining our hiring practices with Human Resources
 - Gender affirmative primary care within Health Services supported by select physicians, nurses, and a dietitian.
 - Involvement of the Black Association for Student Expression (BASE) in the recruitment and hiring of our Counsellor—Black Student Support



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