Welcome

Message from Director, Campus Wellness

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Welcome to what we hope is our first of many Campus Wellness “community reports”. With this publication, we hope to inform our community, which includes the University of Waterloo campus and community partners, about the excellent care and wellness promotion that our members are providing everyday. We have provided some of this information over the years as requested by our funders or as part of ad hoc information requests. We decided this year to be more proactive by getting good information out in the form of a report addressed to our community. We truly believe in the work that we do. Whether it’s responding to health care needs of students, providing clarity and intervention for students experiencing mental distress, disseminating good health information, or supporting the health and wellbeing of staff and faculty, our members are proud to show their commitment to the health and wellness of the University of Waterloo (UW) campus. We hope that you will learn something new about Campus Wellness from this report. We welcome your questions about this information. Most importantly, we hope that this information inspires your confidence that we are all part of a caring community.
CAMPUS WELLNESS BY THE NUMBERS
Fiscal Year 2019

Health Services
58,600 appointments
16,700 individuals

Counselling Services
19,600 appointments
4,400 individuals

Peer Health Education
Over 4,500 student interactions
96% of Campus Wellness clients surveyed consistently reported feeling satisfied or very satisfied with our services.

94% of Campus Wellness clients surveyed consistently reported they would recommend our services to others.
STUDENT ENGAGEMENT

8 co-op placements
patient flow facilitators who help coordinate patients moving in and out of appointments

1-2 fall & winter semesters
international work study students who assist with patient flow

CoSMH
grad and undergrad student representation on the Committee on Student Mental Health

Peer Health Education Volunteers
approximately 50 students who promote positive health behaviours to support physical and mental wellness and academic success
New Electronic Health Record

Campus Wellness uses one central electronic tool for most of its work. We’ve been using the same electronic health record system for a couple decades. In May 2020, we are excited to switch over to a new system: Accuro. We’re very much looking forward to being able to take care of our clients in new ways. Accuro will allow us the opportunity to work with data much more easily.

Assessing data to make programming and service decisions is often a manual, time-consuming process. A system with excellent reporting and tracking features opens the possibilities for enhanced and nuanced service. For example, how many people access service in Campus Wellness in the morning? In the afternoon? The first day of exams? In an evening? Are there changes we can make that would help us take even better care of those who come to us? Our new system will help us be more responsive to UW clients’ needs in many ways, and do our business more efficiently.
Working Together

We’ve had lots of changes in the Administration area in the past year, many of them related to personnel. Retirements, babies, secondments, job changes in the past year have set the stage for the replacement or back-fill of about 70% of administrative staff in Campus Wellness. These changes provided momentum for us to assess job descriptions, work-flow and organizational structure with efficiency and optimization in mind. We’re very grateful for the fresh perspectives, energy and valuable experience our newest staff members bring! Whether members of the Admin team (about 30, at this point) have direct daily contact with clients or not, each is deeply committed to the work of Campus Wellness.
Wellness Collaborative

Campus Wellness continues to take leadership in health promotion through health-related resources, workshops and training, and peer-to-peer health education. We are also leading the way across campus to bring stakeholders together to build capacity, leverage resources and coordinate wellness initiatives through the new Wellness Collaborative. Launched in June 2019, the Collaborative builds on the signings of the Okanagan Charter and the Healthy Workplace Statement to recognize the University of Waterloo as a community where everyone’s health and wellness is important and everyone shares this responsibility. There are many opportunities to get involved in the Collaborative, with over 500 individuals already signed up for the newsletter and 70 partners involved in the Community of Practice.

Thrive

Campus Wellness brings partners together to coordinate and plan fall Thrive week, which in 2019 included a mental health panel of those with lived experience, a walk for mental health and community-building events. Additionally, we provided support and resources to close to 30 partner events and approximately 100 Thrive Ambassadors. Thrive activities continue to grow each year as a way to both raise awareness about available services and show solidarity across campus about the importance of mental health.
Peer Health Education

“I joined the Peer Health Education (PHE) program in Fall 2016, as I was looking for a way to get involved at UW. In my experience, the main benefit of the PHE program has been in its face-to-face activities, such as booths and workshops. Students are often more comfortable approaching a peer for a lot of questions they have. While running booths I have been asked a wide variety of questions ranging in depth and complexity, from concerns about the validity of consent given under the influence to simply not being sure where Health Services is located on campus. Our presence in various spots around campus during the term offers a casual, no-pressure opportunity to just come up, chat, and either get the answers you need or be told exactly where you can get those answers. The program not only benefits the students we reach, but has also been the driving force behind my own growth and development during my time at UW. The first is, simply, how to talk and connect with other people, how to really listen, how to open up a discussion, how to respectfully offer suggestions, and how to make others feel heard. PHE offers a lot of training and opportunities for this, and it has given me an incredible boost in both my personal life and in co-op placements. Another benefit I have gained as a peer is health knowledge, and the ability to determine what is important and relevant from health research to spread to the campus community. In addition, I have also had an opportunity to develop social media marketing and some graphic design skills. I have met so many wonderful people and been introduced to a lot of great initiatives on campus through the program. It’s been a wonderful experience, and one I’ve been very proud to be part of for the last three and a half years.” - Gaya
Implementing External Review Recommendations

Both administrative staff and clinicians (>40) participated in anonymous qualitative interviews with Credence & Co. who produced a Workplace Assessment Report that included recommendations related to structural, procedural and organizational culture. In addition to the structural/systemic changes, we participated in an important exercise to define our values, and what makes us who we are. In the next year, we will operationalize these values in how we interact with one another, our partners, and in the work we do with clients.

Brief Therapy Model

After examining our data of how clients use our services, conducting a literature review, looking to best practices in other university settings, and piloting offering six sessions for over a year, we decided to offer six-session therapy for clients who needed more than a single therapy session, or workshops and groups. These sessions use a solution and goal-focused approach and clients come up with personalized solutions to collaboratively develop a plan to achieve these goals. We plan to continuously evaluate our data and service trends to best meet the needs of the clients we serve.
Support Coordination Pilot

In anticipating that not everyone will fit into a brief therapy model, we began to pilot the role of Support Coordination in Fall 2019. Our three Support Coordinators provide brief, episodic, intensive, individualized support using a strength-based, collaborative process of assessment, planning, and advocacy with the goal of stabilization, independence and recovery. They help clients navigate both on and off campus resources. Additionally, they provide consultation with campus and community stakeholders around at-risk client situations.

Increasing our Resident and Intern Training

In the past year we had a record number of Social Work interns and Psychology residents in Counselling Services. In addition to the positive and enthusiastic energy they bring to the team, they bring a wealth of knowledge to the clients they see. Because of their help, we were able to offer more appointments and care to our clients.
Gender Affirmative Care

To support our transgender student population, Campus Wellness and Health Services providers are in the process of developing a care improvement strategy. Health Services has implemented a three-month navigation project dedicated to improved Transgender care, as this area is an identified healthcare disparity.

The aim of the project is to explore gender identity supports, coordinate transition related care, and to work toward ensuring our facilities are gender affirming safe spaces for our clients. A temporary staff position develops and improves staff education on gender identity and care, creates gender-inclusive Campus Wellness spaces, understands and promotes Trans student experiences at Health Services, and establishes a defined process with tools and resources for students and Health Services clinicians.

Our compassionate team envisions a Trans-affirming health care experience. We are taking intentional steps to ensure that Health Services offers inclusive services and spaces for all clients.
**Mental Health Triage**

In November 2019, a pilot initiative began in Campus Wellness called “Mental Health Triage” which allowed for direct collaboration between the Mental Health Nurse, Triage Nurse, Walk-in Doctor, and Intake Specialists at Counselling Services.

The idea behind the initiative is that the Nurses work to provide clients with efficient mental health support and assessment when they present to the Clinic without a booked appointment. The result of this collaboration means a more efficient gathering of information from the health care team for continuity of care, limiting the number of times a client needs to recount their concerns.

In December, in response to the initial positive results and the patterns of reasons for which clients were presenting to the Clinic, the number of hours dedicated to “Mental Health Triage” doubled from the initial pilot project. Since its inception, Mental Health Triage has allowed for an increased number of clients receiving care from the Mental Health Nurse in collaboration with other Campus Wellness services.
Occupational Health

Occupational Health (OH) continues to experience increased numbers of employees requiring management of absences due to sick leave and accommodations within the workplace. With the advent of Workday, Occupational Health has experienced an improved and increased reporting of sick leave.

In 2019, Occupational Health experienced a 21% increase in clients over the previous year (2018).

Our sick leave cases are increasing in complexity, and therefore require more OH Nursing time for intervention and management.

There is a noted increase in workplace accommodations, which can be either temporary or permanent. Accommodation requests are a collaborative process between the manager and employee based on the limitations/restrictions provided by the employee caregiver.