

Campus Wellness Resources for Students

Everyone struggles at some point

From transition to university life, to changes in expectations, to relationships, there are a lot of reasons you might seek help for your mental health. 1 in 5 Canadians experience a mental health concern in their lifetime. **You are not alone.**

Signs that something might not be quite right

If you notice any of the following situations, consider getting some support:

- Your mood is low for more than two weeks
- You've lost focus or motivation
- You're having difficulty sleeping or your energy levels are poor
- You feel extreme loneliness
- You think about harming yourself
- You feel extreme fear about certain situations

Campus Wellness is here to support you

We offer a variety of confidential services to University of Waterloo students who are currently registered or are on a co-op term. Our professionals are here for you and interested in helping you through whatever you are experiencing. Our Counselling Services office regular [hours](#) are Monday to Friday 8:30 a.m. to 4:30 p.m. We are located in **Needles Hall North on the 2nd Floor**. Our phone number is 519-888-4567 ext. 32655.

Emergency appointments

Emergency appointments are available during our regular hours and are provided to any student who is at **immediate risk** of self harm or harming someone else, or has recently experienced a trauma.

Booked appointments

Regular booked appointments can be made and scheduling depends on the urgency of your needs. When you meet with a counsellor they will listen to your concerns and develop a plan that suits your individual situation and needs.

Walk-in appointments

Walk-in appointments are available each **Wednesday and Thursday between 11:30 a.m. and 3:30 p.m.** These appointments are 90-minutes in length and are focused on finding you practical solutions for your most pressing concern.

Coping Skills seminars

Coping Skills seminars are 1-hour seminars that focus on cultivating resilience, challenging thinking, managing emotions, and changing behaviour. They are offered a variety of times per term and can be registered for on LEADS. You can also view them [online](#).



Group therapy and workshops

Our [groups](#) and [workshops](#) provide you with the opportunity to learn more about topics such as: Managing anxiety and stress, regulating emotion, increasing motivation, sustaining recovery from depression, learning to meditate, and much more. Registration is online through LEADS.

More information about all of our services can be found at: <https://uwaterloo.ca/campus-wellness>

Other campus resources

University of Waterloo Centre for Mental Health Research (CMHR)

Located on the first floor of the PAS Building, the CMHR offers accessible, effective mental health services for both students and non-students of all ages in the Region of Waterloo. For more information or to book an appointment, please go to <https://uwaterloo.ca/mental-health-research/> or call 519-888-4567 ext. 33842.

Health Services

Health Services professionals can help you with mental health concerns. With a referral from a Health Services physician, you can schedule an appointment with a psychiatrist in the mental health office. Our mental health nurse is also located in Health Services and can provide help with transition of care and phone safety checks. Counsellors from Counselling Services also work in the mental health office and you can schedule your appointments there if you prefer. To book an appointment call 519-888-4096 or drop in to the Health Services building.

After-hours and other resources

If you need to speak with someone outside of our regular hours the following resources are available 24/7.

Good2Talk

[Good2Talk](#) is a free confidential help line for post-secondary students.

1-866-925-5454

Grand River Hospital Mental Health Emergency Care

[Grand River Hospital](#) offers 24/7 emergency care for mental health emergencies. 834 King Street West, Kitchener. 519-749-4300 x 6880.

Here 24/7

[Here 24/7](#) is Waterloo Region's Mental Health and Crisis Services team.

1-844-437-3247

WatSAFE app

Download the [WatSAFE](#) app to have access to a list of support contacts at all times.

Campus Wellness Resources for Faculty and Staff

Faculty and Staff supporting students

Oftentimes faculty or staff members are the first to notice a student might be struggling or in distress. You can provide useful information to assist the student in getting help. You should **not** take on the role of parent or counsellor or try to diagnose a student.

When responding to students needing support, it is important to understand the following steps:

1. **Recognize** the indicators of mental illness
 - a sudden disinterest in or absence from classes
 - patterns of perfectionism
 - deterioration in physical appearance
 - excessive fatigue
 - noticeable self-harm marks
 - unusual inability to make eye contact
 - statements indicating distress or intent to self-harm
 - difficulty controlling emotions
 - sudden social withdrawal
 - expressions of hopelessness
2. **Respond** to the student in a way that is appropriate to the situation at hand and the existing relationship you have with the student
 - Meet in a private place where you won't be interrupted
 - Express your concern in a positive tone and point out specific behaviours that have caused you concern
 - Ask how things are going for them
 - Listen with empathy and without judgement and encourage them to elaborate
 - Remember, opening up can be hard and emotional for both of you
 - Avoid promising to keep their concerns a secret - If the student expresses something that might mean there is a safety risk, you should always contact someone else who can help
3. **Refer** the student to the appropriate resources so that they can access the services available
 - **On-campus contacts**
 - UW Police - 519-888-4567 ext. 22222. For emergency services on campus 24/7.
 - Counselling Services - 519-888-4567 ext. 32655
 - Health Services - Student Medical Clinic - 519-888-4096
 - After-hours contacts
 - Grand River Hospital - 519-749-4300
 - St. Mary's Hospital - 519-744-3311
 - Good2Talk - 1-866-925-5454
 - Here 24/7 - 1-844-437-3247

Faculty and Staff mental health training

Counselling Services offers a broad range of suicide intervention and mental health training programs. Our goals are to raise campus mental health awareness, reduce mental health stigma, and support early intervention for those in need within our Waterloo campus community.

The University offers online training about mental health and how you can respond and refer students needing further support, which you can find at [More Feet on the Ground](http://uwaterloo.morefeetontheground.ca) (uwaterloo.morefeetontheground.ca).

Our in-person suicide intervention and mental health training programs are open to and would benefit all university of Waterloo students, staff, and faculty.

- Core programs such as QPR (1.25 hrs) and More Feet on the Ground Online (1-1.5 hrs) are our most widely available training programs.
- Programs such as safeTALK (3.25 hrs) and More Feet on the Ground In Person (2.5 hrs) may be of particular interest to student leaders and peer mentors, staff and faculty leaders (e.g., advisors, Associate Deans), as well as other student services employees.
- ASIST (12 hours) and Mental Health First Aid (12 hours) are our most intensive training programs and may be of particular interest to police services, residence staff, counsellors, nurses, and physicians.

For more information see our [Training](http://uwaterloo.ca/campus-wellness/counselling-services/mental-health-training-opportunities) page (uwaterloo.ca/campus-wellness/counselling-services/mental-health-training-opportunities).

Print resources available

Faculty and staff can request the following promotional resources to distribute to students or use in their offices:

- Counselling Services and Health Services promotional postcards
- Mental Health Support business cards
- Do You Need Help decision tree poster
- Good2Talk or Here 24/7 business cards
- Coping Skills Seminars flyers

Faculty and Staff needing support

If you are a faculty or staff member who is seeking personal health care or mental health support, please see the [Employee Assistance Program](http://uwaterloo.ca/employee-assistance-program/) (uwaterloo.ca/employee-assistance-program/) or contact [Occupational Health](http://uwaterloo.ca/occupational-health/) (uwaterloo.ca/occupational-health/).