

Supporting Your Student

A Campus Wellness Guide
for Parents and Supporters



UNIVERSITY OF
WATERLOO



Welcome

Health and Wellness Resources and Information from Campus Wellness

Sending your child to university can be an emotional and exciting time for both you and your student. We know that caring for our physical and mental health is important, and Campus Wellness is here to support students during their time at University of Waterloo. This guide can help you learn more about the wide range of resources available to your student both on- and off-campus.



CAMPUS WELLNESS RESOURCES

Health Services and Counselling Services

Our offices at Campus Wellness are here to support your student's wellness at University of Waterloo.

Our services include:

- **Primary medical care**
- **Mental health care and counselling**
- **Workshops and seminars**
- **Immunizations and allergy injections**
- **Sexually Transmitted Infection (STI) testing**
- **Group therapy**
- **Pregnancy and birth control counselling**
- **Crisis intervention**
- **Family Health Clinic**
- **Travel medicine**

Locations

Health Services is located in the Health Services Building across the pond from the Student Life Centre (SLC).

Counselling Services is located in Needles Hall North, on the second floor.





Contact information

Health Services: 519-888-4096

Counselling Services: 519-888-4567 ext. 32655

uwaterloo.ca/campus-wellness

Facebook - @UWaterlooWellness

Twitter - @UW_Wellness

Instagram - @UWaterlooWellness

Confidentiality

Due to confidentiality policies, Campus Wellness is not able to disclose information about your student's involvement with Campus Wellness without their permission within the boundaries of the law. Campus Wellness encourages you to reach out to your student to see how they are doing and create a continued conversation with them.



Student medical insurance information

OHIP

Every Ontario resident with a primary home in Ontario is entitled to access emergency and preventative care under Ontario Health Insurance Plan (OHIP) free of charge. Students who are residents of Ontario and are 24 years of age or under, are eligible for OHIP+, which provides coverage for a wide range of prescriptions.

UHIP

University Health Insurance Plan (UHIP) coverage is compulsory for every student not covered by a Canadian provincial health plan (eg. OHIP). International undergraduate students will be automatically charged for coverage under UHIP once they have enrolled in more than two .5-credit on-campus courses.

Studentcare

Students are enrolled in the Federation of Students Studentcare plan, unless they opt-out. The Studentcare plan provides extended health care coverage for important services not covered by basic health plans, such as prescription drugs, vision care, dental care, travel health coverage, and more. The Health and Dental Plan office is located in Health Services, room 1006. The Studentcare plan can be combined with any plans your student may have for more complete coverage.

Other Health and Wellness Resources

On-campus resources

SOS PHYSIOTHERAPY

sosphysiotherapy.ca
519-884-0767

CAMPUS DENTIST

www.campusdentist.com
(519) 888-4607

UW OPTOMETRY CLINIC

uwaterloo.ca/optometry-clinics
519-888-4062

UW WARRIORS THERAPY

gowarriorsgo.ca/therapy
519-888-4567 ext. 37771

ACCESSABILITY SERVICES

uwaterloo.ca/accessability-services
519-888-4567 x 35082

FEDS SERVICES

feds.ca/feds-services/

CAMPUS CHAPLAINS

uwaterloo.ca/chaplains

CENTRE FOR MENTAL HEALTH RESEARCH AND TREATMENT

uwaterloo.ca/mental-health-research
519-888-4567 x 33842

POLICE SERVICES

uwaterloo.ca/police
519-888-4567 x 22222

SEXUAL VIOLENCE RESPONSE COORDINATOR

519-888-4567 ext. 36869

Off-campus and after-hours resources

WALK-IN CLINICS

Waterloo Region has a number of walk-in clinics providing after-hours care. For a listing of walk-in clinics in Waterloo Region, see the Campus Wellness website: uwaterloo.ca/campus-wellness/health-services/campus-after-hours-clinics

SEXUAL ASSAULT SUPPORT CENTRE OF WATERLOO REGION

sascwr.org
519-741-8633



GRAND RIVER HOSPITAL

www.grhosp.on.ca

519-749-4300

ST. MARY'S HOSPITAL

www.smgh.ca

519-744-3311

GOOD2TALK

good2talk.ca

1-866-925-5454

HERE 24/7

here247.ca

1-844-437-3247

CRISIS SERVICES CANADA

www.crisisservicescanada.ca

1-833-456-4566 or by text 45645

KW COUNSELLING

www.kwcounselling.com

(519) 884-0000

CARIZON COUNSELLING

www.carizon.ca

(519) 743-6333

**For additional resources please
contact a Campus Wellness office.**

Cambridge resources

FIRSTLINE WALK-IN CLINIC

600 Hespeler Rd, Cambridge
(519) 267-2588

CAMBRIDGE MEMORIAL HOSPITAL

cmh.org

519-621-2330

CAMBRIDGE DISTRESS LINE

www.telecarecambridge.com

519-658-5455

Stratford resources

STRATFORD GENERAL HOSPITAL

hpha.ca

519-272-8210

HURON PERTH HELPLINE

mentalhealthhelpline.ca/Directory/Program/15127

1-888-829-7484



1.866.925.5454

Post-Secondary Student Helpline





Set Your Student Up for Success

Knowing when to step back and let your student assert their independence and when to offer support can be a difficult thing. Here's some information that can help you understand some of the potential challenges your child may face and some tips on how to offer help.

Common experiences and feelings of first-year students

- **Living away from home** – Many students are experiencing the newfound independence of living on their own for the first time.
- **New friends** – Many first-year students are forging new friendships with people on campus. At the same time, they may be encountering difficulties in their old friendships from home based on distance or changing interests.
- **School pressures** – First-year students can sometimes find university expectations, schedules, and subjects to be different from what they experienced in high school.
- **Exploring their identity** – Many university students go through a period of self-exploration and definition during their time at university, which may include ideas about their interests, religion, politics, etc.



How can you help

Keep in touch - Make sure your student knows they can still get in touch with you at any time. Maintaining supports from home can be a key factor in your child's mental health. Schedule a weekly, or bi-weekly phone or video call. That way your student knows they've always got a time to talk with you.

Stay positive – If you are concerned about your student, express your concern in a positive tone and point out specific behaviours that have caused you concern. If they open up to you about their struggles, listen with empathy and without judgment and encourage them to elaborate.

Understand more about the student experience – Sign up for the Student Success Office Parent and Family Newsletter (<https://uwaterloo.ca/student-success/parents>) to find out more about what's going on at different points of the school year and the experiences your student may be having.

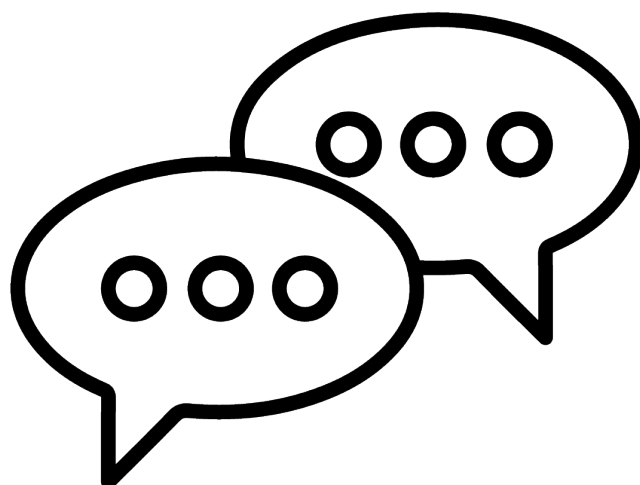
Refer them to supports – University of Waterloo has several resources available to support students in different situations. Campus Wellness offers medical appointments, individual counselling, workshops, seminars, group therapy, and peer to peer support.

Celebrate hard work instead of results – Recognize that part of the process of learning is sometimes working hard, but not necessarily achieving a goal average on the first try.

Recognizing the signs of mental health concerns

It is not uncommon for students to need help from a mental health professional at some point during their time at university. There are many different signs of mental health concerns:

- a sudden disinterest in or absence from classes
- patterns of perfectionism
- deterioration in physical appearance
- excessive fatigue
- noticeable self-harm marks
- statements indicating distress or intent to self-harm
- difficulty controlling emotions
- sudden social withdrawal
- expressions of hopelessness



UNIVERSITY OF
WATERLOO



CAMPUS WELLNESS
UNIVERSITY OF WATERLOO
200 UNIVERSITY AVE. W., WATERLOO, ON, CANADA N2L 3G1

uwaterloo.ca/campus-wellness