Counselling Services in Campus Wellness

Presented by: Tom Ruttan, Director – Counselling Services
Lay of the Land...

- Me – it’s complicated

- 22 FTE’s counsellors
  - psychologists
  - social workers
  - psychotherapists
    - very strong Team with diverse expertise

- 13 satellite offices
Menu of Services

- emergency/crisis & urgent appointments
- coping skills modules
- psychological assessment
- walk-in appointments
- groups/workshops
- 1:1 counselling
- internship & resident training
Menu of Services

- presentations for faculty & staff
  - students in distress
  - suicide prevention, mental health first aid, etc.
- consultation
  - faculty, staff, other student services
- collaboration
  - Health Services, Residences, UWPS, HR, off-campus (hospitals, crisis services, etc.)
- on-call
Sorry, I can’t tell you...

- Everything’s confidential within the boundaries of the law – period.
Paint by Numbers...

- 2016:
  - 4000 students
  - more than 19,500 appointments
Many mental health issues begin to show up in the late adolescent years.
2013 NCHA University of Waterloo data

Hopeless 56%
Overwhelmed 88%
Very Lonely 69%

So Depressed, it was difficult to function 39%

Very Sad 70%
2013 NCHA University of Waterloo data

Self Harm 8%

Seriously Suicidal 12%

Attempts 1%
Demand for counselling increasing

- less stigma
- greater exposure
- better medication

1 in 5
Challenges – Every University has them...

- increasing numbers
- complexity of presenting issues
- increasing demands for different services
Impact on Staffing

- very difficult work = very significant impact
HEALTH SERVICES
Health Services Complex
310 Westmount Road North, Waterloo
Student Medical Clinic - We are here to help!
The student medical clinic offers three types of visits with both male and female doctors:

1. **Booked Appointments:**
   Reasons to book an appointment:
   - Immunizations (routine or for pre-planned travel)
   - Mental Health
   - Sexual Health (including STI testing)
   - Pregnancy
   - Prescription Renewal
   - Starting Birth Control/Birth Control follow up visits
   - PAP Test and other routine testing
   - TB Skin Test
   - Other Non-urgent health concerns (Complete Physical Examinations, GP counselling, Referrals to specialists when needed)
   - Medical Documentation (Verification of Illness Forms, Support Letters, AccessAbility Forms, OSAP Medical Forms, etc.)
2. **Walk-in Visits:**

- are available for those in need of more immediate medical assistance on a first-come, first-served basis for students

- are for urgent medical needs

- may be booked for a follow up appointment at the discretion of the primary care provider

- staff and visitors may receive urgent first aid treatment on a walk-in basis
3. Same Day/Other Services:

We reserve a limited number of same-day appointments for students with more immediate medical needs.

Reasons to call for a same-day appointment:
New injury or illness or condition that has occurred in the past 24 hours

*There are some non-physician services we provide on a booked or drop-in basis:*

Urgent MH assessments (Application by Physician for Psychiatric Assessment. *Form 1.* Mental Health Act)

Occupational Health / Episodic Employee Medical Care (Work Related)
Family Health Clinic:

You are welcome to register with the Family Health Clinic if you are a registered at UW; as an under/graduate, a visiting scholar/researcher/scientist or post doctorate, including your spouse and children and any immediate family which may come to support you.

Generally Family Health Clinic appointments are booked appointments:

- Prenatal visits
- Post Partum visits
- Well baby and well child visits, including routine immunizations
- Primary medical care for patients of all ages
- Documentation
A MODEL OF MENTAL HEALTH
(Adapted from The Mental Health Continuum by Corey Keyes, CMHA Mental Health)
Mental Health Services offered at Health Services:

• “Campus Wellness is here to help all students at the University of Waterloo. Our professionals in Health Services and Counselling Services provide primary medical care and mental health services using a connected and collaborative approach. We provide compassionate, caring, and inclusive services to the University community”

• Employees seeking mental health support: via Occupational Health/Medical Director/Physician involvement if work related

• Health Services’ Clinic Hours (in collaboration with Counselling Services’ Hours):
  o Fall and Winter Terms: M-R 8:30 am-7:30 pm; F 8:30 am-4:30 pm
  o Summer Term: M-F 8:30 am-4:30 pm
Mental health services at Health Services:

Our mission:
Mental Health Services aim is to provide holistic programming and services to help you lead a healthy and balanced life. We strive to provide a secure, supportive environment for students of all orientations and backgrounds.

Students suffering from problems with anxiety, depression, problems with sleep, attention, obsessions or compulsions, relationship difficulties, severe winter blues, etc., may make an appointment by phone or in person.

Appointments are usually available within two days of initial contact with one of our medical doctors.

All contacts are completely confidential.
Mental Health Services offered at Health Services:

Mental Health Primary Care Services:
- Booked Appointments
- Same Day Appointments
- Walk-in/Triage Appointments

Psychiatrist Services:
- Booked Initial Consultations
- Booked follow up Appointments
- Case Conferences/Consultations
- Urgent Same Day Appointment (NEW as of September 2017 – as needed basis)
- Expanded Wednesday Evening Appointments (NEW as of September 2017)
Mental Health Services offered at Health Services: Personnel -

• **Nursing:**
  - Practice-Lead Nurse/Manager (1.0 FTE)
  - Nurses (10.0 FTE) including 1.0 FTE Mental Health Nurse

• **Primary Care:**
  - Medical Director (1.0 FTE)
  - 12 Medical Doctors (Family Physicians and General Practice) and 2 Nurse Practitioners (7.5 FTE)

• **Psychiatrists:**
  - 4 Psychiatrists (2.0 FTE) including a Senior Psychiatrist; 2 Psychiatrists; 1 Child and Adolescent Psychiatrist
  - Plan for the addition of 1 additional Psychiatrist to start in September 2017
Mental Health Services at Health Services – 2016 year Stats: Student Clinics
Primary Care Providers (MDs/NPs/MH Nurse)

Out of All the 36,200 patient visits (24,000 individual patients) to Health Services

6,000 Mental Health Visits (2,700 individual patients)

*** This represents a 60 % increase overall in Mental Health Visits to Health Services From 2015 year ***
Mental Health Services provided at Health Services – Yrs. 2015/16 and 2016/17 Stats: Student Clinics Psychiatrists’ (Specialist MDs) booked appointments

May 2015-May 2016 saw 1,274 visits to Psychiatry (with 424 new clients)

May 2016-May 2017 saw 2,413 visits to Psychiatry (with 308 new clients)

*** This represents twice the number of in Psychiatry appointments at Health Services From May 2015-May 2016 year ***
Mental Health Nurse:

• Provide support and guidance to the various multi-disciplinary teams focused on mental health issues
• academic accommodation issues and Student Discipline policies.
• Provide case management support by connecting students to resources both on and off campus (e.g. housing, financial assistance, family support and academic accommodation)
• Provide ongoing support to students during hospitalization and in the transition related to their mental health condition
• Administer injectable medications and assist physicians and psychiatrists with completion of Mental Health Act Forms
Nutrition services:

Nutrition Services promotes student health and success by equipping students with the knowledge and skills needed to make healthy and affordable food choices.

Sandra Ace MPH RD: Appointments with our Registered Dietitian can be made at no charge for registered University of Waterloo students who would benefit from individual nutritional counselling.

In a nutrition counselling session, the dietitian works with a student to assess his or her dietary patterns and provides personalized advice, education and practical tips.

Appointments can be made with the dietitian for a variety of reasons: disordered eating, gastrointestinal concerns, sports nutrition, vegetarian diets or to assist with nutrition/food-related medical conditions.
Health Education and Promotion:

Health education and promotion aims to equip students with the knowledge they need to know to maintain a healthy lifestyle while at university.

Health education and promotion offers services and programs for students through regularly scheduled events, exciting presentations, and on campus displays.

Come visit our 'Wellness Resource Centre' on the third floor of the Student Life Centre for more information on our programs and services.
THANK YOU !
University of Waterloo Student Mental Health Review (2012)

Summary and Status
What prompted the review?

- Recognition across North America that mental health in higher education is a “crucial challenge”
  - Canadian university presidents organize task force to address the challenge collectively
- More students entering university with significant mental health challenges
- There was awareness of a number of completed suicides of UWaterloo students in the 2 years prior to this review and concern about National College Health Assessment (NCHA-II) revealing high numbers of student considering or attempting suicide
- Ontario College Health Association issues a report pointing out organizational barriers to providing the best services
Methods

- Stakeholder Focus groups
  - Service staff (Counselling, Health, OPD (AccessAbility))
  - Undergraduate Operations Committee
- Student Survey
- Key Informant Interviews
  - Service leaders
  - Service partners
  - Other University leaders
Stakeholder Focus group themes

- Breaking down service delivery silos
- Prevention and early identification/intervention
- Enhanced student access to mental health services
- Staff/care giver well being
- Staff development and education
- Recognition of gaps in services
Student Survey – Top Concerns

- Managing time effectively
- Getting enough sleep
- Managing anxiety
- Managing anxiety related to academic success
- Managing life stressors
Student Survey - Services that are important to students

- Programs or advice on managing stress
- Learning strategies to help manage depressed moods
- Support during a personal crisis
- Financial counselling
- Programs that help students connect with other students who have similar interests
- Support programs that are sensitive and user-friendly to a student’s unique culture and language

- The survey also allowed students to comment on waitlists and perceived quality of services
Overall findings

- The pressing need for smoother working together of all mental health and support services on the uWaterloo campus(es).

- Staff and particularly students’ persuasive comments that there is a need for enhanced access to and availability of best practice mental health services.

- The need to give special attention to prevention and early intervention regarding the distress of students.
Recommendations

- **Organizational**
  - Develop single leadership and administrative structure for Counselling and Health
  - Create “satellite” Counselling location in Health Services building
  - Create a senior leadership position related to Wellness Promotion and Education

- **Services:**
  - Hire a full-time psychiatrist
  - Comprehensive, “seamless” range of services including integrated intake
  - Enhance crisis response
  - Review capability to address substance abuse concerns
  - Review service levels as these relate to wait lists and staff stress
Recommendations, continued

- Health Promotion
  - Develop strategies (across campus) for promoting health and prevention of mental illness (including addressing academic policies that are seen to be barriers to mental health)

- Other
  - Addressing unique circumstances of international students, and those studying on co-op
  - Staff development; trainee development
  - Integration of electronic health record
  - Improving partnerships with external providers and with academic units
Some specific changes since 2012

- Development of Campus Wellness Department
  - Common management teams
  - Mechanisms to improve collaboration among clinical professionals
- Common Electronic Health Record
- Intake/Triage to ensure immediate response for most urgent situations
- Increase range of service options (Groups, Coping skills workshops)
- Funding for psychiatric services (to promote collaborative model)
- Additional mental health staff (apprx. 7 new positions)
- Hiring of Associate Director, Health Promotion
Summary

- The 2012 Student Mental Health review was a significant catalyst for change in the planning and delivery of services on campus.
- Many of the themes continue to be relevant; many of the “in progress” items need to continue.
- The changes coming from the 2012 review place us in a good position to implement further improvements.
Petition & Web Form Themes
Emerging Themes

- Data from the March 2017 petition and web form inputs were analyzed and coded for themes and patterns.
- 5 themes and their associated sub-themes emerged from the analysis.

**Data Set:**
- 296 individual commenters
- 521 Instances
## Results – Top 5

<table>
<thead>
<tr>
<th>Theme</th>
<th>Sub Theme</th>
<th>Percent of Instances</th>
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</thead>
<tbody>
<tr>
<td>Service Access &amp; Delivery</td>
<td>Funding/Resourcing</td>
<td>19%</td>
</tr>
<tr>
<td></td>
<td>Gatekeeper Training</td>
<td>6.5%</td>
</tr>
<tr>
<td></td>
<td>Quality of Experience</td>
<td>7.1%</td>
</tr>
<tr>
<td></td>
<td>Integration of Services</td>
<td>5.4%</td>
</tr>
<tr>
<td>Academic</td>
<td>Impact of Curriculum Design &amp; Pedagogy</td>
<td>8.6%</td>
</tr>
<tr>
<td></td>
<td>Stress of Co-op</td>
<td>3.6%</td>
</tr>
<tr>
<td>Inclusive &amp; Supportive Campus Culture</td>
<td>Anti-Stigma</td>
<td>4.6%</td>
</tr>
<tr>
<td></td>
<td>Cultural &amp; Diversity Considerations</td>
<td>2.3%</td>
</tr>
<tr>
<td></td>
<td>Environmental Factors</td>
<td>9.8%</td>
</tr>
<tr>
<td>Mental Health Awareness &amp; Communication</td>
<td>Health Promotion, Support, Education &amp; Programming</td>
<td>18.6%</td>
</tr>
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<td></td>
<td>Crisis Event Management</td>
<td>2.9%</td>
</tr>
<tr>
<td>Campus Systems &amp; Structure</td>
<td>Leadership</td>
<td>6.1%</td>
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<tr>
<td></td>
<td>Organization</td>
<td>2.5%</td>
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<tr>
<td></td>
<td>Policy/Strategy</td>
<td>2.9%</td>
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</tbody>
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Summary

- The petition responses are a constructive contribution and starting point for discussions about student mental health
- The themes will be useful for analysis by panel groups and are similar to themes being examined in other post-secondary mental health reviews
Centre for Mental Health Research

- Assessment services: cognitive/psychoeducational assessment and diagnostic assessment

- Treatment services: evidence-based short- and long-term treatment of anxiety and mood problems, adjustment/stage of life issues, difficulty in interpersonal functioning, and relationship/couples therapy.
  - Fees covered for UWaterloo students
  - Clients expected to attend weekly sessions
  - Wait lists

- Therapists are M.A. and Ph.D. students in UWaterloo’s clinical psychology program as well as pre-doctoral residents
  - Supervised by UWaterloo core faculty and psychologists from the community
  - Audio/video recording required for supervision and training purposes

- Research participation is not a treatment prerequisite
FEDERATION OF STUDENTS
Federation of Students

How we provide mental health supports to students
Our Student-run Services

Mates
- Partnership with Counselling Services
- Peer-to-peer service with drop-in hours from 8:30 am to 4:30 pm Mon-Fri
- Volunteers receive excellent training: QPR (Suicide Prevention), First Aid, and 2 full days with counselling

CRT
- Partnership with Health Services
- Receive three levels of mental health training:
  1) QPR (suicide prevention)
  2) Mental Health training
  3) Assist Training
  4) “More feet on the ground”
Our Student-run Services

Glow & Women’s Centre

- Peer-to-peer service
- Volunteers receive training: coordinated with SASC
Our Student-run Services

International & Canadian Student Network (ICSN)
Food Bank
Co-op Connection
Off-Campus Community
Wrap-up Week

- Occurs at the end of every term to alleviate stress

- Incorporates wellness techniques/programming: therapy dogs, massages, healthy snacks

- We’re leading an environmental scan to make sure this is servicing students effectively
Academic Distress

Vice-President Education Office

The VP Education along with his supporting staff/commissioners guide students through:

1) University academic policies 70, 71, 72
   i.e. petitions, grievances, and appeals

2) Refer students to appropriate services and supports

Contact info: academic@feds.ca
Academic Affairs Commissioner: Maya Venters
Health and Dental Plan

Vice-President Operations Office

- Oversees and administers the Health and Dental Plan

- Allows students to access health and dental services on and off campus
CONNECT WITH YOUR STUDENT UNION ONLINE!

/feds.ca