PEER MENTORSHIP INFORMATION SESSION

Engineering Peer Mentorship Edition

September 26th, 2018

Catherine Chan, Peer Mentorship Coordinator
Student Success Office
Session Overview

- Mentors as Resources
- Maintaining Confidentiality
- The Referral Process
- Campus Resources
- More Feet on the Ground
Session Objectives

✓ Identify the resources available to you as a mentor

✓ Recognize when you should refer a student to another resource (on or off-campus)

✓ Describe how to refer a student to a resource

✓ Describe how to maintain high levels of confidentiality and when information needs to be reported
Mentors As Resources

Mentors are to provide access to people, places, experiences and resources

*When responding to questions:*

1. Do I know the answer?
2. How sure am I of the answer?
3. How did I learn this information?
4. Is this question subjective?
Mentors As Resources: Confidentiality

• Your credibility as a mentor will depend on confidentiality

• What does confidentiality mean?
  – Student’s identity is kept private
  – Situations are kept anonymous and on a “need to know” basis

• Taking mental note

• How to respond when students ask “Can you keep a secret?”
  – “Well, it depends.”

• When do you need to break confidentiality?
Handling Confidentiality

- Sensitive information should **always**: GO UP and NOT OUT

Confidentiality is breached:
When a student expresses thoughts/feelings of causing potential harm to themselves or others
Handling Confidentiality Continued

Steps to take with the student, if breaching confidentiality:

1. Explain to the student your reason for breaking confidentiality

2. Be clear about:
   - Why you are breaking the confidence
   - Who you will tell (i.e. supervisor, as a first step)
   - What will you tell them
   - What they are likely to do with the information
   - What consequences this will have for the student involved and for your relationship

Adapted from Student Success Office. “Confidentiality Disclosures Boundaries, Referrals.” April 2017.
Boundaries and Referrals

When do you need to make a referral?

- Concerns/questions are beyond your scope of knowledge or necessary expertise to provide support
- Another service/individual can be more helpful providing support
- Some examples of referrals:
  - “A person on my floor won’t leave me alone. They keep making inappropriate comments to me.”
  - “I am unhappy in my current engineering program and want to transfer to another department.”

Adapted from Student Success Office. “Confidentiality Disclosures Boundaries, Referrals.” April 2017.
The Referral Process

**Approach**

“I’ve noticed you look sad today. I am concerned about you.”

**Listen**

What do you want to talk about? How can I help?

**Support**

“The first few months in a new environment are always hard.”
The Referral Process

**Problem Solve**

What are some resources you know of, or steps you have taken?

**Refer**

How can I support you in handling this situation, and taking the next steps?
Campus Resources and Services

Contact the Student Success Office
South Campus Hall, second floor
University of Waterloo
519-888-4577 ext. 84110
We're open Monday, Wednesday and Friday, 8:30 a.m. - 4:30 p.m.; and Tuesday and Thursday, 8:30 a.m. - 6:00 p.m.
Contact us.

Immigration Consulting
Same-day appointments
Monday to Friday, 10:00 a.m. - 3:30 p.m.
Sign-up starts in-person at 8:30 a.m. each day. Please bring original, paper or electronic copies of your passport, study permit, Temporary Resident Visa (Canada visa in passport), and work permit (if you have one).

Quick links
- Academic and personal wellness at Waterloo
- Student Success Office services
- SSO staff links
- Employment opportunities

https://uwaterloo.ca/student-success
Student Success Office » Students » Academic and personal development »

Academic and wellness services at UWaterloo

Can't find what you need at the Student Success Office? No problem. All of the following on-campus services and programs will refer students to and/or collaborate with additional resources to best serve their needs.

Services:

- Academic Advising
- AccessAbility Services
- Athletics & Recreation
- Campus Wellness
- Centre for Career Action
- Federation of Students
- Finance - Student Accounts
- Graduate Student Association
- Graduate Studies and Postdoctoral Affairs
- Libraries
- Registrar's Office - Customer Service
- Waterloo Residences
- Student Awards and Financial Aid
- The Writing Centre
Academic Advisors for Engineering

Academic advisors

First-year students

First-year academic advisors can assist with all academic counselling for all students in their first year of engineering. To book an appointment in person, please visit the Engineering Undergraduate Studies Office in E2 1772, or telephone 519-888-4761.

- **Bill Owen**, Associate Director of First-Year Engineering
- **Mary Robinson**, Associate Director of First-Year Engineering
- **Karen Dyck**, Administrative Co-ordinator, First-Year Engineering

The following departments/school have their own first year academic advisors:

- **School of Architecture**
- **Biomedical Engineering**
- **Software Engineering**
- **Systems Design Engineering**

https://uwaterloo.ca/engineering/current-undergraduate-students/academic-support/academic-advisors
Athletics and Recreation

Move Your Mind with the Warriors

Email to a Friend | Print

Background
Move Your Mind is one of the referral-based wellness initiatives on campus made possible through the collaborative efforts of the Department of Athletics and Recreation and Health Services. Move Your Mind is designed to help students gain the physical, mental and emotional health benefits of getting active. The program achieves this by eliminating any barriers that may prevent students from staying active and participating in recreational activities.

Each student is directly referred to the Move Your Mind Coordinator, who assists in finding an activity suitable to his/her individual interests, needs and goals. Efforts are made to ensure the student feels comfortable and that an activity that he/she really enjoys is found. The student also has the option of attending the activity with a peer-volunteer familiar with Warrior Recreation programming, to help ease integration into the activity. The Move Your Mind Coordinator continues to follow-up with the participant, and progress is communicated back to the physician. If you are interested in referring a student to participate in Move Your Mind, please fill out the referral form below.

Move Your Mind Referral Form

Move Your Mind (MYM) is a program that helps individuals get active, educates individuals on the benefits of exercise, and provides opportunities, support, and one-on-one consultations to help direct fitness interests. Fitness has a holistic impact on the wellbeing of individuals and MYM helps students learn about activity benefits and then tests the theory by participating in the program themselves. Within MYM students are able to find a form of activity that best fits their needs, wants and lifestyle, and supports them through the individualized process.

gowarriorsgo.ca/moveyourmind

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Android Download
Web Version
How to help a friend

Everyone goes through different ups and downs in their life and different people handle their challenges in different ways. You, yourself may have even struggled at some point now or in the past. Sometimes you might notice a friend is struggling with their mental health and want to help, but it can be really hard to know how, or if you should approach them.

When trying to help a friend, it is important to remember the limitations of your own knowledge. While it is perfectly appropriate for you to want to help your friend and offer advice, you are not a counsellor and shouldn’t feel like you need to be.

Recognizing the signs of a friend who might be struggling

There are many different signs of mental health concerns, including: 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, and expressions of hopelessness. For a more in-depth discussion of the signs, see the Recognize section of the More Feet on the Ground training.

https://uwaterloo.ca/campus-wellness/counselling-services/how-help-friend
Campus Wellness

How to refer a friend

You can offer to walk your friend to **Counselling Services** or provide them with our information. We’re located in Needles Hall North on the second floor and our phone number is **519-888-4567 ext. 32655**. Our office hours are **Monday to Friday 8:30 a.m. to 4:30 p.m.** and your friend can meet with an Intake Specialist who can help them put together a wellness plan.

**UW MATES peer support** volunteers are available for drop-in or scheduled appointments at Counselling Services offices in **Needles Hall North** on the second floor, **Monday to Friday 8:30 a.m. to 4:30 p.m.** as well.

If you think your friend might be a safety risk to themselves or others it is important not to leave them alone and to get them to help. If it is after Counselling Services office hours, you can call the **UW Police** at **519-888-4567 ext. 22222** and they will help refer your friend to the appropriate after hours resources.

There are also **24/7 helplines** your friend can call: **Here 24/7 (1-844-437-3247)** and **Good2Talk (1-866-925-5454)**.

For more information about how to refer someone, see the **Refer section** of the **More Feet on the Ground training**.
Additional Training (Highly Recommended)

Create an account to complete 3 quizzes (~10 min. to complete)

Receive certificate for More Feet on The Ground mental health training

https://morefeetontheground.ca/
Student Success Office: Peer Success Coaching

- Six Peer Success Coaches for Fall 2018, including:

  Yesith Jayasinghe
  3B Mechanical and Mechatronics Engineering

Focus Areas:
- study strategies
- time management
- test preparation and test anxiety
Peer Success Coaching

A Peer Success Coaching appointment is an interactive and collaborative learning process between a Peer Success Coach and a student. Our Peer Success Coaches are upper-year students from diverse faculties and student populations.

In an appointment, a Peer Success Coach will help support your academic success by teaching you key foundational skills and strategies. The coaches provide various resources and learning strategies, and an opportunity to reflect on your academic goals, identify your learning style and develop a personalized action plan.

At the end of your appointment you may decide to book a follow-up with your Coach or connect to another campus resource.

New! Fall 2018: Peer Success Coaching Drop-ins @ the Library

Drop-ins start September 10

Dana Porter (DP)
5 - 7 p.m. Mondays and Wednesdays

Davis Centre (DC)
5 - 7 p.m. Tuesdays and Thursdays

Peer Success Coaches (upper-year students) are now available in the Library (DC and DP) for 20 minute drop-in sessions to support your academic success.

Learn about key tools and strategies you can use to overcome academic challenges.
Thank you for listening!

Questions?

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