

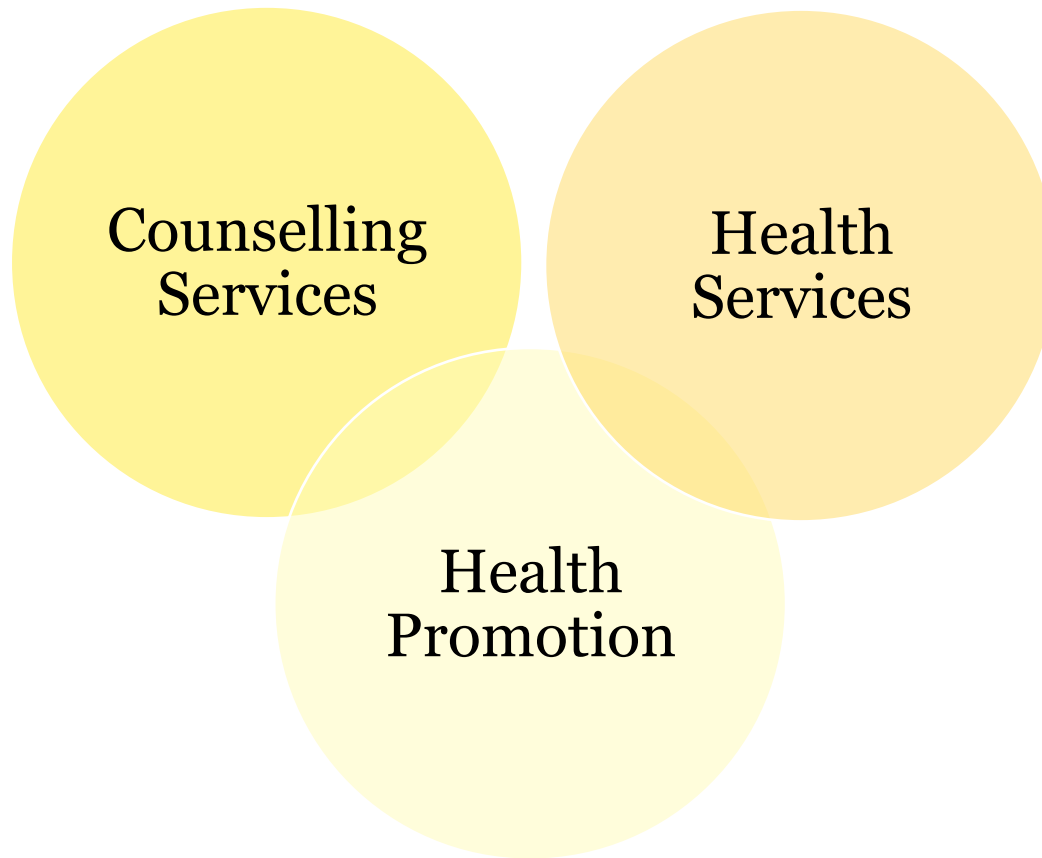
Campus Wellness

10/5/19

CAMPUS WELLNESS

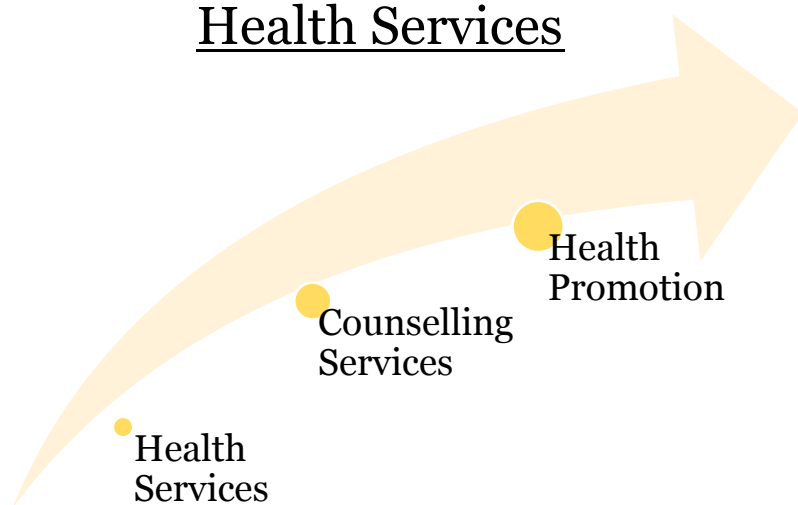


Campus Wellness



Campus Wellness: Where are we?

Health Services



Needles Hall

Counselling
Services

Health Services



UNIVERSITY OF
WATERLOO



Student Medical Clinic

Who works at Health Services?

- 20 Physicians
- 2 Nurse Practitioners
- 21 Nurses including a Mental Health Nurse
- 2 Phlebotomists work in the lab
- Registered Dietitian
- Respiratory Therapist
- Administration Staff
- Patient Flow Facilitators



Student Medical Clinic

Health Services provides primary care (family physicians), and acute episodic care to students by offering:

- Booked Appointments
- Same-Day Appointments
- Walk-In Visits
- Specialty Clinics (Asthma, Travel, IUD/IUS, Wart Removal)
- Staff and visitors may also receive urgent first aid treatment on a walk-in basis
- **We are not an emergency department so any potential life threatening illness or injury should be directed to call 911 / EMS (Emergency Medical Services)**

Student Medical Clinic

Booked Appointments

- Immunizations and Injections (Incl. allergy injections and hormone therapy)
- Mental Health
- Sexual Health
- Pregnancy planning and options counselling
- Prescription Renewal
- Medical Documentation
- Other Non-urgent health concerns
- Asthma/Respiratory Therapy Clinic
- Travel Clinic
- Wart Clinic
- Starting Birth Control
- IUD/IUS Consultation and Insertion
- PAP Test and other routine testing
- Transgender Care

Student Medical Clinic

Same-Day Appointments

- Limited for students with more immediate medical needs. I.e. New injury or illness or condition that has occurred in the past 24 hours

Drop-In Visits

- Dispensary for Condoms, and Birth Control refills, Mon–Fri (9am-4pm)
- Prescribed Smoking Cessation program
- Blood Collection Lab onsite- Affiliated with Lifelabs

Walk-In Visits

- First-come, first-served basis for students. Our triage system prioritizes urgent medical needs if necessary

Student Medical Clinic

Nursing appointments are available for:

- TB Skin Tests (Mon-Wed, Fri)
- Prescribed Injections incl. immunizations, allergy injections, hormone therapy, etc.
- Wound Care/Dressing Changes
- Birth Control Information
- Pregnancy Options Counselling
- Drink Wise Counselling
- Pre-Placement/School Documentation

Student Medical Clinic

Mental Health Care

- Our interdisciplinary health care team are here to help!
- Pre-booked appointments for assessment, investigations and follow-up, documentation, prescriptions and counselling support related to mental health and wellness
- Students experiencing anxiety, depression, sleep disorders, attention, obsessions or compulsions, relationship difficulties, and/or severe winter blues, can book an appointment by phone or in person at Health Services

Student Medical Clinic

Travel Clinic

Whether you're travelling for school or leisure, you need the right medical advice for your destination, activities, and health status. The travel experts at Health Services are physicians and nurses who offer complete pre and post travel consultations to ensure a safe trip and problem-free return. These are pre-booked appointments.

What to bring along:

- Your immunization record
- Detailed itinerary of your trip
- Current medication list and dosage
- Passport (required for Yellow Fever vaccination)



Student Medical Clinic

Family Health Clinic

The Family Health Clinic provides primary medical care to family members of students, including: Undergraduates, visiting scholars, researchers/scientists or post doctorates, including domestic and international spouses and children and any other immediate family.

Family Clinic Services Include:

- Preconception, Prenatal and Post Partum visits
- Newborn, Well-baby and well-child visits, including vaccinations
- Primary medical care for patients for all ages
- Medical documentation
- The Family Health Clinic does not take walk-in appointments.



Student Medical Clinic

Nutrition Services

Our Registered Dietitian provides students with knowledge and skills needed to make healthy food choices. In a nutrition counseling session, the dietitian works with a student to assess their dietary patterns and provides personalized advice, education and practical tips.

What we offer is clear, practical nutrition information you can trust:

- Eating for energy
- Planning healthy meals and snacks
- Disordered eating and Healthy weights
- Vegetarian diets
- Food safety
- Stretching your food dollars
- Nutrition myths and facts

Student Medical Clinic

Clinic Hours

We are open year round but the hours are adjusted in the summer to reflect demand.

- **September to end of April**
 - Mon-Thurs, 8:30 am-7:30 pm
 - Friday, 8:30 am-5:00 pm
- **May to the end of August**
 - Mon-Fri, 8:30 am-5:00 pm
- **Closed for statutory holidays including December holiday break**

Contact Us

- By phone: 519-888-4096
- In person: Health Services reception

More information can be found on the Campus Wellness website:

uwaterloo.ca/campuswellness/contact-us

Counselling Services



UNIVERSITY OF
WATERLOO



Counselling Services

Everyone Struggles

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 poor mental health in their lifetime. **You are not alone.**

Signs that something might not be quite right:

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

Counselling Services

Main reasons students access our services:

- 24.6% of UW students reported having been diagnosed or treated by a professional for one or more mental health conditions in the last 12 months.
- 88.7 felt overwhelmed
- 63.4% felt hopeless
- 88.7% felt mentally exhausted
- 64.5% felt intense anxiety
- 48% felt so depressed it was difficult to function
- 16% had seriously considered suicide
- 2.4% had attempted suicide



American College Health Association, *National College Health Assessment II*, 2019

Image from: <https://cyprus-mail.com/2018/10/10/mark-world-mental-health-day/>

Counselling Services

Who works at Counselling Services & Locations

- 30+ clinicians
 - 6+ admin staff
 - Mental Health Nurse
 - Clinical Case Manager
 - Police Services has access to a clinician on call if emergency situation arises after department hours
 - Partnership with Grand River Hospital
- Two main sites Needles Hall and Health Services 2nd floor
 - Applied Health Sciences (MHS)
 - Arts (NH)
 - Accounting & Financial Management (NH)
 - Architecture (Cambridge; rm. 3001)
 - Engineering (E2 1771)
 - Environment (NH)
 - Mathematics & Computer Science (MC 4019c)
 - Science (ESC 254b)
 - Pharmacy (Kitchener; rm. 5009)
 - McMaster Medical School (Kitchener)
 - Digital Media (Stratford)
 - Residence (Mackenzie King Village; rm. 011)
 - St. Paul's College (rm. 258)



Counselling Services

Triaging – Intake Specialists

- Every student triaged same day (the wait is up to an hour)
- All emergency/ urgent student situations will be seen same day to coordinate care
- Every student leaves with a wellness plan
- Less guessing for campus staff (where to refer?)
- Students have the opportunity to be seen by intake specialist again (same day) if their situation changes

Counselling Services

Available Resources

1:1
Therapy

Groups

Psychological
Assessments

Immediate
Response

Online
Resources

Coping
Seminars

Walk Ins
Wed & Thurs

Quiet Room

Counselling Services

Our Services

Daily

- Triage and recommendations
- Crisis/urgent services
- Peer support (MATES)
- Coping Skills Seminars

Weekly

- Workshops
- Walk-in Wednesdays and Thursdays

Every 3-5 weeks

- Individual Counselling (goal focused, short-term)
- Cancellation list

Counselling Services

Coping Skills Seminars

Challenging Thinking

- Identify, challenge, and modify unhelpful thinking patterns

Cultivating Resiliency

- Deal with disappointment
- Motivate yourself after failure

Thriving with Emotions

- Identify emotional triggers
- Regulate emotions

Empowering Habit Change

- Solve problems more effectively
- Set achievable goals, overcome obstacles and increase chances for success



Counselling Services

Groups

Grad Student Stress Management

Developing Your Compassionate Mind

Mindfulness Meditation

Cognitive Process Therapy

Emotional Regulation

CBT for Anxiety

CBT for Social Anxiety

CBT for Depression

DBT for Regulating Emotions



Counselling Services

Training for Students and Staff



- Mental Health Awareness Training
- Suicide prevention Training
- Safe Talk
- QPR: Questions, Persuade, Refer
 - is a certified suicide prevention training program
- More Feet on the Ground

Fall 2018 Stats

2371
Students in
individual
counselling



813
Single Session
and Walk-In
appointments



7419
Individual
counselling
appointments
booked

235
Emergency/ Urgent
Appointments



Student Medical Clinic

Clinic Hours

We are open year round but the hours are adjusted in the summer to reflect demand.

- **September to end of April**
 - Mon-Thurs, 8:30am-7:30 pm
 - Friday, 8:30am-5:00 pm.
- **May to the end of August**
 - Mon-Fri, 8:30 am-5:00pm
- **Closed for statutory holidays including December holiday break**

Contact us

- By phone: 519-888-4096
- In person: Health Services reception

More information can be found on the Campus Wellness website:

uwaterloo.ca/campuswellness/contact-us

Counselling Services

Counselling Services Hours

We are open year round but the hours are adjusted in the summer to reflect demand.

- **September to end of April**
 - Mon, Tues, Fri: 8:30am-4:30 pm
 - Weds/Thurs: 830am- 730pm
- **May to the end of August**
 - Mon-Fri, 8:30 am-4:30pm
- **Closed for statutory holidays including December holiday break**

Contact Us

- By Phone: 519-888-4567 Ext. 32655
- In person-Needles Hall
Counselling Services, Second floor

More information can be found on the Campus Wellness website:

uwaterloo.ca/campuswellness/counselling-services



Additional On-Campus Resources

- AccessAbility Services
- Academic Advisors
- Sexual Violence Response Coordinator
- Student Success Office
- Centre for Career Action
- Athletics (Move your Mind)
- Housing and Dons
- Wellness Coordinators
- Faculty Professors and TAS



Off-Campus Resources



Cardinal Counselling

Student Rate - \$95/hour

519.746.9062

www.cardinalcounselling.com

the Delton Glebe Counselling Centre

Student Rate - \$20 (Interns) up to \$160 (Psychologist) see website

519.884.3305 (No Waiting List)

WWW.glebecounselling.ca

Qualia Counselling

No sliding scale

519.742.0500

www.qualiacounselling.com

Sexual Assault Support Centre of Waterloo Region

24hr crisis and support

519.741.8633

Do you have supplementary Student Health Insurance?

www.ihaveaplan.ca

Coverage available to see psychologist or social worker (with a physician's referral)

Do your parents have an EAP (Employee Assistance Plan)?

Check if their benefits cover counselling

Here 24/7

24hr crisis services

1.844.437.3247

www.here247.ca

Good2Talk.ca

24hr supportive listening and referrals for post-secondary students

1.866.925.5454

www.good2talk.ca

K-W Counselling Services

"Walk-In Clinic" available Thursdays noon to 6:00 pm

Operates on a sliding scale; Can provide subsidies for low-income clients

519.884.0000

www.kwcounselling.com



Health Promotion



UNIVERSITY OF
WATERLOO



Health Promotion

Campus Wellness Health Promotion is comprised of staff specializing in Health Promotion and Evaluation, Health Education, and Communications.

The Health Promotion unit is committed to...

- developing and implementing well-being programs to support student health and academic success
- providing resources and expertise
- partnering with students, staff and faculty on initiatives that further the physical and mental well-being of our community



Health Promotion



- Health Promotion Programs and Initiatives:
 - THRIVE
 - Wellness Collaborative
 - Peer Health Education Displays and seminars
 - National College Health Assessment
 - Single & Sexy First-Year Orientation Play

UNIVERSITY OF **WATERLOO**



CAMPUS WELLNESS