

9/18/20

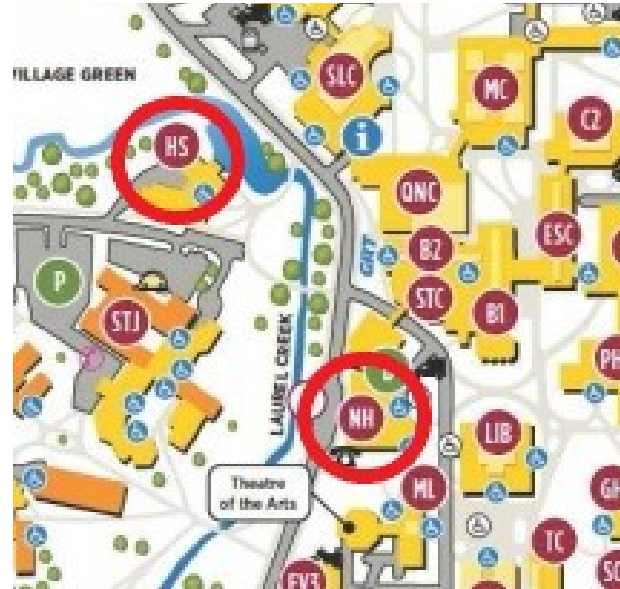


Campus Wellness

Campus Wellness: Where are we?

Health Services

Building



We're still
here for you,
virtually!

Needles Hall

Change in Service - COVID-19

- Call ahead to book any appointment. No appointments will be scheduled in-person, no walk-ins:
 - Counselling Services call, 519-888-4567 ext. 32655
 - Health Services call, 519-888-4096
 - Or use our Contact Us form to make an appointment
- All appointments will be provided by phone or video if possible.
 - Health Services: Open for all medical services, with modified or alternative service delivery. All appointments will be addressed via phone or video if possible, when deemed necessary by the clinician an in-person appointment is available.
 - Counselling Services: Currently providing services by phone and video.





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
- Mental Health Nurse
- Clinical Case Manager



Student Medical Clinic

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

- Booked Appointments
- Same-Day Appointments--, a nurse will triage clients prior to being seen by a clinician
- Specialty Clinics (Asthma, Travel, IUD/IUS, Wart Removal)
- Satellite LifeLabs clinic - lab phlebotomists
- Staff and visitors may also receive urgent first aid treatment on a walk-in basis
- Fall Flu Clinics (high-risk clinics and community clinics)
- On-site dispensary

We are not an emergency department so any potential life-threatening illness or injury should be



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
- 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

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

Two Satellite Health Clinics

These satellite clinics provide flexibility to you and allow you to utilize alternate locations separately from the Health Services building location as needed. Registered students can enjoy more convenient access to medical services every Thursday from 1:00 - 4:00 p.m., closer to home.

Locations:

- Columbia Lake Townhouses (CLV)
- Wellesley Court South (UWP)

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, 8:30 am-7:30 pm
 - Tuesday to Friday, 8:30 am-4:30 pm
- **Closed for statutory holidays including December holiday break**

Contact Us

- By phone: 519-888-4096
- Online: Contact Us form

More information can be found on the Campus Wellness website:

uwaterloo.ca/campuswellness/contact-us

Counselling



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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

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
- 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. 5000)



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

Phone/Video
Appointments

Quiet Room

Counselling Services

Our Services

Daily

- Triage and recommendations

- Crisis/urgent

Counselling Services

Groups – Fall 2020

- Grad Student Community & Conversation Circle
- Mastering Low Mood: Learning Skills from CBT
- Zen Out: Mindfulness Based Cognitive Therapy
- Unhook from Anxiety: Learning Skills from CBT
- Skills for Safer Living (SFSL) – Suicidal Ideation Group



Counselling Services

Training for Students and Staff



- Mental Health Awareness 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

Counselling Services

Counselling Services Hours

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- **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/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



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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
 - Wellness Week

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Campus Wellness