

# HELPING STUDENTS FIND THE MENTAL HEALTH RESOURCES THEY NEED

The Health & Wellness Centre at St. George campus has changed the way students access mental health care. These changes allow us to deliver mental health services that are quick and easy to find, and address students' current concerns.

## OUR MODEL


Across all levels of service, each encounter is treated as an individual, helpful interaction. We are focused on what is 'top of mind' to the student. Students can visit or revisit any level at any time, and they can be involved in more than one service at a time (workshops, peer support, one-to-one counselling, for example).

Students have same-day, easy access to multiple levels of resources and care—for many, a referral is not required, and there are often no wait times or advance appointments needed. (Resource availability may change in different semesters.) There are examples on the following page.




 **SELF-GUIDED SUPPORT:** This provides access to mental health information, resource and service information, education and opportunities to learn skills independently.


- Navi – Student Mental Health Wayfinder – [uoft.me/navi](https://uoft.me/navi)
- Student Mental Health Resource Hub – [mentalhealth.utoronto.ca](https://mentalhealth.utoronto.ca)
- U of T My SSP app – [uoft.me/myssp](https://uoft.me/myssp)
- Better Coping Skills online module – [uoft.me/copingskills](https://uoft.me/copingskills)
- Self-guided, asynchronous workshops – [uoft.me/hwwworkshops](https://uoft.me/hwwworkshops)

 **PEER SUPPORT:** These are opportunities to meet with trained students who have had similar experiences.


- Health & Wellness Peer Support Service – [uoft.me/peer-support](https://uoft.me/peer-support)
- Community Support Groups – [uoft.me/supportgroup](https://uoft.me/supportgroup)

 **GROUP SUPPORT:** Through groups, students can build skills and strategies while also building community and a sense of connection. Group support services with other students include those led by clinicians, chaplains, and/or counselors.

- Grief Support Sharing Circle – [uoft.me/griefsupport](https://uoft.me/griefsupport)
- Pathways to Wellness – [uoft.me/pathwaystowellness](https://uoft.me/pathwaystowellness)
- Building Community Through Conversation - [uoft.me/communityconversation](https://uoft.me/communityconversation)

 **WORKSHOPS:** In workshops, students can learn new skills to help maintain or improve health or build on skills they already have.

- Health & Wellness Workshops – [uoft.me/hwwworkshops](https://uoft.me/hwwworkshops)
- We have workshops on topics such as Breathe Well, Sleep Well, Building Positive Mental Health, Better Coping Skills, and 5 Ways to Wellbeing among others.

 **INDIVIDUAL SUPPORT:** There are many individual supports available, or students can explore a range of excellent different service and care options. Students may use same-day counselling to find access to them--some may require a referral.

- U of T My SSP (available by phone or chat in 146 languages) – [uoft.me/myssp](https://uoft.me/myssp)
- Same-day counselling appointments – [uoft.me/samedaycounselling](https://uoft.me/samedaycounselling)

From these easy access services, students can be referred to a selection of other services, including evidence-based group support (CBT and DBT), intensive individual support, and community referrals. Students may be referred for medical and/or psychiatric care.

If faculty/staff are responding to a student in crisis, they may reach out to the Student Crisis Response Team at 416-946-7111, from 9am to 5pm, for consultation/assistance. If it's an emergency, please call Campus Safety at 416-878-2222 and/or 911.

Faculty/staff may also call the Health & Wellness line (during working hours) at 416.978.8030 \* 5, and ask to be connected to a Complex Care Team member for advice and support on next steps. Please note that Health and Wellness is not set up to serve as a substitute for a hospital emergency room or community crisis clinic, but rather a valuable resource for clinical consultation and support, as outlined above.

All contacts can be found at [uoft.me/distressedstudents](https://uoft.me/distressedstudents).

## FREQUENTLY ASKED QUESTIONS

### **What is a same-day appointment?**

Students can book an appointment (for the same day or a little later—their choice) to address a top-of-mind concern, to learn about resources, or a combination of both. Sessions are guided by what the student chooses to focus on.

### **Do all appointments need to be same day?**

No, students can book an appointment any time that is convenient for them. Most prefer an appointment within 2-3 days of calling.

### **Can students have more than one appointment?**

Yes. Students can access more than one session whenever they need it.

### **Will students have to retell their stories at every appointment?**

No. Each session focuses on the student's current top-of-mind concerns, as opposed to a reassessment. Clinicians will review the student forms and notes from previous sessions in preparation for each meeting.

### **How can a student be assured a same-day appointment will focus on what they need?**

Students are asked to complete a form prior to their session, detailing their goals for the session and most pressing concerns. The clinician will review the form before the session to ensure that the session is productive for the student.

### **Can students see the same clinician each time?**

Yes. Students may ask to see the same clinician; however, this could result in a longer wait time. We encourage students to try different clinicians, who may provide a different or a similar perspective.

### **Are brief- and short-term care still available?**

Yes, a range of brief and short-term care options remain available. Students may be referred to these from their same-day appointment. We continue to be a short-term service; if long-term care is needed, we facilitate community referrals.

### **Does positive change require ongoing therapy?**

No, change can occur within one session. Research on single-session counselling shows that often positive outcomes and client satisfaction result from a single care session. Many students opt to use the same-day service as they need it, rather than ongoing services.

### **What if the suggested plan is not working for a student?**

This process is flexible. If one service does not meet the student's needs, we can identify other options.

### **How can I help students?**

Make sure students understand that there are many options available in addition to—or instead of—individual counselling. Encourage students to visit [uoft.me/mentalhealthcare](https://uoft.me/mentalhealthcare) to explore their options.

## WHERE TO REFER A STUDENT WHO...

### Is interested in learning about mental health resources but not ready to seek help yet

Navi [uoft.me/navi](https://uoft.me/navi)  
 Student Mental Health Resource [uoft.me/mentalhealthcare](https://uoft.me/mentalhealthcare)

### Has a specific concern and wants to know the supports available at U of T

Navi [uoft.me/navi](https://uoft.me/navi)

### Is interested in learning about tools to help maintain mental health, like apps and podcasts

Mental Health Resource Hub [mentalhealth.utoronto.ca](https://mentalhealth.utoronto.ca)

### Where to refer a student who is not in distress but wants to learn some new skills or build on existing skills to manage health

Health & Wellness workshops [uoft.me/hwworkshops](https://uoft.me/hwworkshops)

### Where to refer a student who is not sure, or does not think they need to see a counsellor

Health & Wellness Workshops [uoft.me/hwworkshops](https://uoft.me/hwworkshops)

### Wants to work on their own time, independently

Health & Wellness Workshops [uoft.me/hwworkshops](https://uoft.me/hwworkshops)

### Wants to build coping skills because they are stressed or finding things harder than expected

Health & Wellness workshops [uoft.me/hwworkshops](https://uoft.me/hwworkshops)

### Would like to speak with someone who has had similar experiences and understands what they are going through.

Health & Wellness Peer Support Service [uoft.me/peer-support](https://uoft.me/peer-support)

### Wants to speak to someone but isn't sure where to go for help

Health & Wellness Peer Support Service [uoft.me/peer-support](https://uoft.me/peer-support)  
 Same-Day counselling appointment [uoft.me/samedaycounselling](https://uoft.me/samedaycounselling)

### Would like to speak to someone about the struggles of being a student

Health & Wellness Peer Support Service [uoft.me/peer-support](https://uoft.me/peer-support)  
 Community Support Groups [uoft.me/supportgroup](https://uoft.me/supportgroup)

### Would like to speak to a clinician/counsellor to address a top-of-mind concern

Same-day counselling appointment [uoft.me/samedaycounselling](https://uoft.me/samedaycounselling)  
 U of T My SSP [uoft.me/myssp](https://uoft.me/myssp)

### Would prefer to speak to someone in their first language (not English)

U of T My SSP [uoft.me/myssp](https://uoft.me/myssp)

### Would like to speak to someone outside of regular clinic hours

U of T My SSP [uoft.me/myssp](https://uoft.me/myssp)

### Wants to create a plan for managing their mental health

Same-Day counselling appointment [uoft.me/samedaycounselling](https://uoft.me/samedaycounselling)