RESILIENT STUDENTS
HEALTHY CAMPUS

HEALTH & WELLNESS CENTRE
UNIVERSITY OF TORONTO SCARBOROUGH
UNIVERSITY AFFAIRS BOARD MANAGEMENT REPORT 2015-16
ABOUT US

Founded on a model of health care integration, the Health & Wellness Centre offers convenient and confidential health care, counselling and health promotion services for all registered students at UTSC. Our highly trained interprofessional team includes physicians, psychiatrists, nurses, counsellors, psychologists, social workers and administrative support for a total of 24 team members.

The Health & Wellness Centre overall service has been enhanced during 2014-15 and will continue to do so in order to ensure meeting our clients’ needs. This was an exciting year of development focused on process improvements related to health care access and delivery; acquiring exceptional talent for counselling services; maximizing resources and realizing as many efficiencies as possible within the Centre. In addition, new partnerships and collaborations have been established along with renovations to maximize space and optimize service enhancements in order to provide the care to UTSC students.

VISION

RESILIENT STUDENTS.
HEALTHY CAMPUS.

MISSION

The Health & Wellness Centre offers a safe, caring, respectful and empowering environment, which is directed towards optimizing students’ personal, academic and overall wellbeing. We strive to enhance services to students through collaborative partnerships on campus and in our community.

Confidentiality Statement

The Health & Wellness Centre is bound by ethics and laws - the Freedom of Information and Protection of Privacy Act ("FIPPA") and the Personal Health Information Protection Act ("PHIPA") to safeguard your

Health & Wellness Objectives

1. To support students to engage in experiences that will provide optimal health now and for the rest of their lives.

2. To foster a culture of wellness across the campus by collaborating with the UTSC community to deliver health services to students.

Welcome to Health & Wellness...
The Health & Wellness Centre has physicians and nurses that provide health care services to students on campus 5 days/week and address issues that range from episodic illness, health assessments, treatments, pregnancy testing, STI testing and treatment, first aid and vaccinations. In some cases, referrals to specialists or further diagnostic testing are arranged in the community.

Based on our students’ needs doctors and nurses also provide one-on-one health education on nutrition, contraceptives and safer sex strategies, tobacco cessation and support for mental health concerns.

We realize the importance to support and advocate for our students who are dealing with health issues that affect their academics and strive to help them reach their optimal health.

Primary Healthcare: On Campus

Programs and Collaborations

- Partnership with EMRG at UTSC
- Flu Clinics
- Green Path & Fair Taiwan International students
- International Student Centre, including UHIP support
- Smoker’s Help Line

Exciting News!

Evening doctor appointments now available

Starting April 1st, the Health & Wellness Centre will be extending Wednesday evening service.

Our doctor will be available by appointment only.

For more information, please visit us at SL270, second floor of Student Centre, or call 416-287-7065 to book your appointment.

Up to 90 students a day can be seen in the Primary Care clinic!
Health Service Highlights

LEAN Process Improvement

In July 2015 the healthcare team, along with students and key stakeholders used a weeklong Kaizan and Value Stream Analysis to redesign the process by which students access nursing and physician care. This resulted in enhancements for:

- New triage nurse role
- Enhanced scope of nursing practice
- Greater access to healthcare advice
- Increased access to physician care
- Timely nursing assessment and care
- Improved appointment scheduling
- Appropriately booked physician appointments
- Booked nursing appointments for healthcare consultations and mental health

**2014-15 Visits:**

<table>
<thead>
<tr>
<th></th>
<th>2014-15 Visitors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing (follow-up)</td>
<td>2194</td>
</tr>
<tr>
<td>Physician</td>
<td>2834</td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>569</td>
</tr>
</tbody>
</table>

**2015-YTD Visits (May 1/15-Dec 1/15):**

<table>
<thead>
<tr>
<th></th>
<th>2015-YTD Visitors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing (Triage)</td>
<td>1935 ↑ 35%</td>
</tr>
<tr>
<td>Booked RN</td>
<td>284</td>
</tr>
<tr>
<td>Physician</td>
<td>1863 ↑ 46%</td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>277 ↓ 8%</td>
</tr>
</tbody>
</table>

**LEAN TARGETS**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Baseline: July 2015</th>
<th>Target:</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity</td>
<td>35 patients/day</td>
<td>35 pts/d</td>
<td>48 patients avg/day</td>
</tr>
<tr>
<td></td>
<td>28 patients/day</td>
<td>3 yr Target~42 pts/d</td>
<td></td>
</tr>
<tr>
<td>Quality</td>
<td>Experience Survey</td>
<td>80% satisfaction (4/5)</td>
<td>95% satisfaction</td>
</tr>
<tr>
<td>Staff Engagement</td>
<td>OT/lieu time gathered</td>
<td>None</td>
<td>zero OT/lieu time gathered</td>
</tr>
<tr>
<td>Cost</td>
<td>Budget for nursing in clinic</td>
<td>Positive variance</td>
<td>Maintain positive variance</td>
</tr>
</tbody>
</table>
Counselling Services

Our multidisciplinary team of counsellors provide one-on-one counselling, treatment, group therapy, and psycho-educational workshops. They address issues ranging from complex mental health and emotional issues ranging from psychiatric disorders, anxiety, depression and stress, to academic concerns, family problems, bereavement, relationships and sexuality.

### Diversity of Clients Accessing Counselling

<table>
<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intakes</td>
<td>524</td>
<td>241</td>
</tr>
<tr>
<td>Visits</td>
<td>2904</td>
<td>1838</td>
</tr>
<tr>
<td>Crisis/Walk-in</td>
<td>311</td>
<td>450</td>
</tr>
<tr>
<td>Group Sessions</td>
<td>223</td>
<td>94</td>
</tr>
</tbody>
</table>

21% increase in visits this year

Counselling is available for a variety of needs.
Counselling Services & Supports

1:1 Counselling

Confidential one on one counselling is provided by a multidisciplinary team of counsellors, social workers and psychologists. This highly skilled team works with our diverse campus and meets students where they are at, while inherently focusing on their strengths and resilience to manage whatever students are challenged with. We also have practicum graduate students that engage in training with our counselling team and provide supervised counselling to students.

Group Counselling

Groups are offered Monday to Friday to address a variety of concerns. These groups offer students an opportunity to learn new skills, meet others dealing with similar concerns as well as create new social connections for support. Groups include:

~ Mood Matters ~ Meditation & Relaxation ~ Mandarin Speaking Support Group ~ Grief & Loss ~
~ Self Compassion ~ Strength Based Resilience~

Same day appointments

For students in immediate distress, same day counselling appointments are available Monday to Friday. Students can be seen for a consultation in order to address any immediate needs or connect to additional support. Students use these appointments 95% of the time during peak periods.

Students seek help for a variety of reasons...

Students told us things that help...

New this year!!

An online CBT self directed program to educate, promote and monitor ones own mental health
Mental Health on Campus

Mental health issues among postsecondary students has consistently increased and continues to be a primary concern for students accessing health care and counselling in the Health & Wellness Centre. The Mental Health Strategy and Framework for the University was released in October 2014 and continues to guide our approach to creating an inclusive and supportive academic and student life experience. Its 23 recommendations continue to be implemented within and across the campus with our key partners and stakeholders to enhance programming and services to students.

The Mental Health Network, a cross campus partnership of students, staff and faculty meet to address mental health awareness, supports and resources on campus. The Network has worked to address stigma, education and training over the past year.

UTSC MENTAL HEALTH NETWORK COMMITTEE

The Mental Health Network, a cross campus partnership of students, staff and faculty meet to address mental health awareness, supports and resources on campus. The Network has worked to address stigma, education and training over the past year.

Sexual Violence Prevention & Response

Safety at UTSC is the priority for our students. Sexual violence is unacceptable on and off campus. Health & Wellness has partnered with campus services to create a standing committee that brings together staff, faculty and students. This group is committed to responding and implementing the recommendations from the forthcoming University of Toronto Presidential and Provostial Committee on Prevention and Response to Sexual Violence. The committee has had meetings in the fall of 2015 to proactively begin the work to address:

1) education, training & prevention
2) reporting & disclosure
3) supports & response

The work that is to be completed in the coming year will be able to create a campus that ensures resources are known by all, with clearly defined approaches to response and care, and policies and protocols that support the services offered.

UTSC CARES
Health Promotion's aim is to raise awareness on health lifestyle options and foster a healthy community on campus through health initiatives and programming. This is achieved through partnerships and collaborations with student organizations, departments on campus, community agencies and networks. Over 12,000 interactions were had across campus to promote a variety of educational and lifestyle programs.

Social Media connections

- UTSC Health & Wellness Centre Facebook: Over **800** Likes!
- Over **650** followers on Twitter!!
- HWC Instagram has **133** followers!!

Healthy Minds Conference

**Take Charge of Your LIFE**

Taking Charge: Pathways to Owning Your Mental Health
A full day conference on Schizophrenia
June 20th, 2015
8:00 am - 4:30 pm
University of Toronto Scarborough Campus
CSS Military Trail
Registration is FREE!

HWC hosted a conference in June 2015 with Healthy Minds Canada to bring education & awareness regarding mental health to students and community members.

Partnerships & Collaborations

- Toronto Public Health
- SCSU
- Toronto Association for Health Promotion in Higher Education
- Brock University
- Ontario Gambling Council
- AccessAbility Services
- UTSC Campus police
- Hospitality and Retail Services
- Academic Advising & Career Centre
- Registrar’s Office
- Student Life
- Student Housing & Residence Life
- Athletics & Recreation
- Student Organizations & Associations
- Malvern Family Resource Centre
- Toronto District School Board
- Rouge Valley Health System
- Hong Fook Mental Health System
- Clinical Department of Psychology
- Healthy Minds Canada

Elsa Kiosses, RN Health Promotion
Laura Boyko, Director, Health & Wellness
Wellness Peer Programs

The Health & Wellness Centre has strongly supported student involvement through the Wellness Peer Programs. Our team of over 30 student volunteers and 66 Wellness Peer Educators address issues related to mental health, sexual health, nutrition, awareness on alcohol, drugs, and tobacco. They conduct regular outreach of our services and referral to community supports to students on campus. In addition, 11 student work study positions were hired this year to coordinate and support our Wellness Peer Programs (WPP).

Meet our students!

Avner sat on the Health & Wellness Student Advisory Committee and represented Residence students.

This past summer he also contributed the student perspective during the Lean process improvement event!

<table>
<thead>
<tr>
<th># of Events by</th>
<th>Wellness Peer</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-15</td>
<td>213 12812</td>
</tr>
<tr>
<td>15-YTD</td>
<td>102 3373</td>
</tr>
</tbody>
</table>

* walkabouts, tabling displays, classroom announcements
The Innovation Fund in Campus Mental Health awarded Health & Wellness a 2 year grant to apply best practices regarding implementing cognitive, academic and physical health strategies to take students from languishing to flourishing. Partner organizations, Toronto District School Board and Rouge Valley Health System hospital are integral to support those transitioning from local high schools and treatment centres. Campus partners, Academic Advising & Career Centre, Athletics & Recreation and AccessAbility Services work to ensure Flourish is a holistic and comprehensive research project.

The purpose of the project is to support student well-being by systematically identifying and building their academic and character strengths. The project specifically focuses on students who are struggling academically, with mental health or transitions to postsecondary life. The project, through experiential workshops with Peer mentors, teaches students stress management skills, strategies to improve their academic performance and ways to enhance their overall wellbeing.

Flourish Project

Meet our Students!

Metty has volunteered in the Wellness Peer Program as a Nutritional Health Peer Educator and also as the Coordinator of the Sexual Health team.

This past summer she was a student rep during the Lean process improvement event and brought forth the student perspective as we redesigned our Health Services model.

Most recently Metty was the recipient of the Toronto International Student Award of Excellence!
Financial Accountability

The Advisory Committee for the Health & Wellness Centre is comprised of students and one faculty member. The budget process is initiated in collaboration with Financial Services, the Chief Administrative Officer, and the Dean of Student Affairs; it is then reviewed and approved by the Advisory Group prior to going to the Council on Student Services for presentation and approval. Ongoing consultation and discussions with the Advisory Committee will be pursued to ensure student perspective is included to meet students’ needs as the centre grows with the campus.

The Health & Wellness Centre’s budget totals $2.1 million; 81% from the Student Service Fee and 19% from various sources which includes health insurance billings, sponsorships & prescription revenues. Majority of the expenditure budget (88%) comprises of salaries for staffing which includes students, casuals and full time employees.

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University of Toronto Scarborough
Health & Wellness Centre
Proforma Statement of Revenues and Expenses
Year Ending April 30, 2016

<table>
<thead>
<tr>
<th></th>
<th>2015-16</th>
<th>2016-17</th>
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<tbody>
<tr>
<td>REVENUES</td>
<td>2,133,163</td>
<td>2,212,964</td>
</tr>
<tr>
<td>EXPENDITURES</td>
<td>2,071,006</td>
<td>2,212,964</td>
</tr>
<tr>
<td>NET OPERATING SURPLUS/(DEFICIT)</td>
<td>$ 62,157</td>
<td>$ (0)</td>
</tr>
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Proposed Rates:

The sessional Health and Wellness Student Fee for a full-time student is proposed to increase from $63.75 to $65.35 ($13.07 from $12.75 for a part time student), which represents a year over year permanent increase of 2.5%.
The Year in REVIEW

- LEAN process improvements created enhanced capacity and improved access
- New Student Welfare Case Coordinator position enhances wrap around student support
- Online support: WellTrack offered to students
- Website updated for enhanced communication
- New partnerships created
- Creatively managed to optimize space for services across campus
- Student experience survey provided excellent response rates

The Year AHEAD

- Increasing embedded counselling in Faculties
- Continue to seek out additional funding opportunities
- Maximize OHIP revenues
- Continued training to support complex counselling issues specifically related to trauma
- Development of Health Promotion in line with HealthyU campaign across U of T
- Enhancement of mental health nursing within Health Services
- Further exploration of Peer Support models

Continued relentless focus on...

- Responding to students needs in a timely way with a focus of excellent customer service
- Providing high quality healthcare, utilizing best practices and protocols and to full scope of practice for our registered professionals
- Efficient and maximized use of student service fees
- Enhancing and increasing our partnerships and collaborations with campus partners and community organizations
- Campus growth and how the Health & Wellness Centre grows with it

95% of students indicated that they felt heard and respected at their last appointment

75% of students indicated that they learned something at their last appointment

95% of students indicated that they would