

University of Toronto Scarborough Health & Wellness Centre

Service Agreement, Counselling Services

SERVICES: Welcome to the Health & Wellness Centre (HWC). The HWC offers a range of counselling services including intake assessment, crisis intervention, short-term individual, couples and group psychotherapy, and psycho-educational workshops. Our staff consists of physicians, psychiatrists, registered nurses, psychologists, counsellors, social workers and graduate students in training, who work under the close supervision of senior staff.

INTAKE INTERVIEW: You will be scheduled for a one hour intake appointment to assess your concerns and refer you to the most appropriate therapeutic interventions. We will ask for some background information during this meeting. After exploring your concerns, your counsellor will discuss various options currently available, including short-term individual counselling, group counselling, consultation and referrals to on- and off-campus agencies and/or individuals who may be able to offer specialized treatment.

ELIGIBILITY FOR SERVICES: All undergraduate and graduate students who are enrolled in courses at UTSC are eligible for services at the HWC.

CLIENT RIGHTS AND RESPONSIBILITIES: Our goal is to assist students with personal and social development as well as address challenges that may impact academic performance. Counselling is most helpful when you are aware of your rights and your responsibilities. Please read the following carefully, and discuss any questions you may have with your counsellor.

Respect: The staff at HWC is expected to respect you as a person. This respect is demonstrated by maintaining professional standards of conduct. They will always encourage you to discuss any concerns regarding your experience in counselling.

Confidentiality: Information shared by you will be treated confidentially. As part of an integrated Health & Wellness Team, if deemed necessary, your counsellor may consult with other members of the team, only on relevant issues, to provide you with the best possible care. Any disclosure outside of the HWC will be done only with your written permission.

Please note there are four legally mandated exceptions to confidentiality:

- 1** - If the counsellor believes that you may be a danger to yourself or others, we may be required to share information about you, in order to protect whoever is at risk;
- 2** - If the counsellor becomes aware that a minor is being physically or sexually abused or is at risk of being abused. By law, the counsellor must report this information to the Children's Aid Society;
- 3** - A court of law issues a court order to share a counsellor's records or particular records regarding an incident. In such cases, the counsellor will contact you, if possible, before releasing any information.
- 4** - You inform the counsellor about a health care professional who has been sexually abusive to a client (including yourself). All regulated health professionals are required to report to the appropriate body, the sexual abuse of a client by another health care professional.

Email Correspondence: Please be aware that if you ask us to contact you by email, your confidentiality in regard to that communication cannot be guaranteed. We do not provide counselling advice via email. Please note that emails are only read and responded during business hours.

Research: We may use some of the information you provide for research purposes to improve our services along with results of clinical measures. In no case will individual responses be identified. Rather, all data will be pooled, and may be used in aggregate form only.

Treatment Approach: The Health & Wellness Centre follows a brief therapy model for personal counselling. Our model encourages you to collaborate actively with your counsellor in a process that emphasizes your competence, your strengths and your possibilities rather than your limitations. Due to the fact we are only able to see students for a limited number of sessions, referrals to programs in the community will be facilitated as needed for longer term counselling needs.

Active Involvement: Effective counselling requires active involvement on your part. In counselling work this is necessary in order to achieve your goals. This often includes doing experiential homework after each session. If you are unclear as to what this means, please discuss it with your counsellor.

To note, if you do not attend any counselling services for six weeks consecutively (not including winter break), your counselling file will be considered “inactive” and we will assume that you do not require services at this time. As a registered student, you are always welcome to return to the Health & Wellness Centre to pursue support. Please note that a new intake is required after ten months of not attending any counselling services.

RISKS AND BENEFITS: There are many benefits, as well as risks, associated with counseling. Clients may experience uncomfortable feelings such as sadness, guilt, anxiety, anger, frustration. Counselling may bring up painful memories, or disrupt a relationship. These changes are to be expected when an individual is making important changes in his or her life. The benefits from counseling may be an improved ability to relate with others; a clearer understanding of self, values, goals; increased academic productivity; and an ability to deal with everyday stress. Taking personal responsibility for working with these issues may lead to greater growth.

KEEPING APPOINTMENTS is very important. Missed appointments reduce our capacity to provide services to your fellow students. If you are unable to attend a session, it is imperative that you notify the office (416-287-7065) at least 24 hours in advance. This allows your appointment time to be offered to another student. Missed appointments or those cancelled with less than 24 hours are subject to a \$50 charge.

EMERGENCIES: In case of an emergency:

If you are On Campus, Contact UTSC Campus Police (416) – 287-7333

If you are Off Campus, please call:

- Good2Talk Helpline for Post-Secondary Students 1-866-925-5454
- East Metro Youth Services Walk in Counselling Tel: 416-438-3697
- Toronto Distress Centre 416-408-HELP (4357)
- Scarborough Mobile Crisis 416-495-2891
- Gerstein Centre (City of Toronto residents): (416) 929-5200
- York Support Services Network (York residents): 1-855-310-COPE (2673)
- Durham 24/7 Distress Helpline (Durham residents); 905-430-2522 or 1-800-452-0688

We hope your experience at HWC to be a positive one. If at any time you have any questions or concerns about the counselling process, please discuss it with your counsellor during your in-person appointments.

First Email
Dear Student:

Thanks for contacting Health & Wellness Centre Counselling Services. Your first appointment with us is on Thu, Jan 8 at 8:00 AM

To serve you better, we ask you to fill out the information and consent form at <https://hws-beta.utsc.utoronto.ca/hws>

Please note that this form is only open to you 48 hours before your appointment time.

Missed appointments or those cancelled with less than 24 hours are subject to a \$50 charge.

Best regards

Health & Wellness Centre
University of Toronto Scarborough
