UNIVERSITY OF TORONTO SCARBOROUGH HEALTH & WELLNESS CENTRE

UNIVERSITY AFFAIRS BOARD MANAGEMENT REPORT 2014-15
MISSION

The Health & Wellness Centre offers a safe, caring, respectful and empowering environment, which is directed towards optimizing students’ personal, academic and overall wellbeing.

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 privacy and the confidentiality of your personal information.

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, and administrative support for a total of 24 team members. In addition to our staff, we have other professionals that enhance our overall services.

- psychiatric residents: Sunnybrook Hospital
- pediatric fellows: Hospital for Sick Children
- student placements: M.Ed., MSW
- Clinical psychology students from newly developed Masters in Clinical Psychology program at UTSC
- Wellness Peer Educators and student volunteers

Health & Wellness has had a year of changes with the addition of a new Director, staff changes and fulfilling recommendations made in the review completed in the Fall of 2013. This report will demonstrate how services have been enhanced and the quality of care augmented by filling newly funded staff positions, approved by SCSU for 14/15. Many new partnerships and initiatives have been developed this year. The office has seen improvements to maximize space and provide increased confidentiality and accessibility for patients and clients.

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.
Programs and Collaborations

- Partnership with EMRG on UTSC
- Flu Clinics
- Green Path & Fair Taiwan International students
- International Student Centre, including UHIP support
- “Leave the Pack Behind”: Brock University Smoking cessation products and support program

Up to 60 students a day can be seen in the Primary Care clinic!

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, and tobacco cessation.

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.

Debbie, RN: Educating about student health needs

Elsa, RN & Dr. Raveendran, also UTSC Alumni!
Service Highlights

Physician services

- Family Physicians 5 days a week Monday to Friday = **20% increase over last year**
- Hired an additional Psychiatrist for weekly service on Thursday
- Psychiatry residents also provide service weekly on Friday
- Psychiatry service now available 10 days a month = **40% increase over last year**

Nursing

- Increased nursing time by 3 days a week
- Implemented a Team Lead role to continue best practices and standards of care
- New member of nursing team with Aboriginal background and expertise

**2014 Visits: Overall increase**

<table>
<thead>
<tr>
<th>Service</th>
<th>Visits</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physician</td>
<td>3920</td>
<td>-8%</td>
</tr>
<tr>
<td>Psychiatrist</td>
<td>547</td>
<td>-9%</td>
</tr>
<tr>
<td>Nursing</td>
<td>8475</td>
<td>-8%</td>
</tr>
<tr>
<td>Counselling</td>
<td>3572</td>
<td>-9%</td>
</tr>
</tbody>
</table>

**Embedded nursing in Residence**

Embedded nursing in Residence started in the Fall of 2014 where students can see a nurse to ask questions, find out information or have minor concerns checked, rather than coming to Health & Wellness.

**NEW! Accessible Exam table**

Purchased with the help of a grant from the **Advisory Committee on Physical Accessibility**

Educating students about Postsecondary Helpline Good2Talk...
"Fatima’s" Story

"I was nervous to call for help. I had never gone to counselling before. When I called they helped me pick a time that worked with my class schedule. My first appointment, the counsellor was really nice and I didn’t feel judged in any way. I left feeling that I would be able to make some changes in my life. I would recommend others to call Health & Wellness if they are struggling with anything at UTSC."
Students seek help for a variety of reasons...

...From a variety of backgrounds.

**1:1 Counselling**

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

**Group Counselling**

Groups are now offered Monday to Friday to address a variety of concerns ranging from mental health, personal wellbeing, mindfulness and grief & loss. These groups can skills based or psychoeducational. We even added a Mandarin speaking support group as well!

**Same day appointments**

For students in immediate distress, same day counselling appointments are available Monday to Friday. Students can be seen for a 30 minute consultation in order to address any immediate needs or connect to additional support. Students use these appointments 95% of the time during peak periods.

**GROUP SUPPORT HAS DOUBLED!!**

543 Intakes completed in 2014
Mental Health on Campus

Mental health among postsecondary students has consistently increased and continues to be the primary concern for students coming to counselling in Health & Wellness. In October 2014 the *Mental Health Strategy and Framework* for the tri-campus was released. It includes 23 recommendations related to providing a system wide priority for mental health across campus, sustainable mental health awareness, education, training and anti-stigma programming, inclusive curriculum inside and outside the classroom, enhanced focus on mental health services and program and developing and adhering to supportive policies and procedures in accordance with best practice protocols.

*Health & Wellness has already begun initiatives related to these recommendations including:*

- Incorporating & providing education on mental health to peer volunteers & ambassadors, staff, faculty and students
- The development of the Flourish Project which aims to enhance the mental wellbeing of students through Peer Ambassadors & workshops
- Partnership with the Women & Trans Centre to develop Peer Support for academic stress
- Ongoing Group programming, workshops and in-services across campus that promote mental wellbeing, and identifying those in distress
- Embedded counselling services in Residence & Athletics
- New Student Welfare Case Coordinator role to provide case management to students requiring additional support to be academically successful
- Enhanced community relationship with local hospitals & agencies (Rogue Valley Health System, Ontario Shores, Canadian Mental Health Association & Hong Fook Mental Health)

**UTSC MENTAL HEALTH NETWORK COMMITTEE**

The Health & Wellness Centre has taken the lead to further establish the Mental Health Network, a cross campus partnership of students, staff and faculty to address mental health awareness, supports and resources on campus. The Network is a centralized committee of individuals committed to the development of a mentally healthy campus. Initiatives such as Mental Health Awareness month and Mental Wellness Fairs are supported by this committee.
Flourish 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.

An application was made to the Innovation Fund in Campus Mental Health in the Fall of 2014 to sustain Flourish over the next 2 years. This proposal not only intends to support UTSC students but also those transitioning from local high schools. It will also work with those currently being treated in our local outpatient Adolescent Mental Health program by training educators and clinicians on concepts of resilience and building on strengths.
Health Promotion

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.

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

OVER
2500
CLASSROOM ANNOUNCEMENTS MADE FOR:

- FLU CLINICS
- HEALTH PROMOTION CAMPAIGNS
- EVENTS & FAIRS

Ask First! campaign
It’s About Consent

OVER 2500 CLASSROOM ANNOUNCEMENTS MADE FOR:

- FLU CLINICS
- HEALTH PROMOTION CAMPAIGNS
- EVENTS & FAIRS
Wellness Peer Programs

- Ambassadors
- Leave the Pack Behind
- Mental Wellness
- Nutritional Health
- Party in the Right Spirit
- Sexual Health
- Health & Wellness Centre Volunteers

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 7 wellness Peer Programs.
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 $1.96 million; 85% from the Student Service Fee and 15% 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.

University of Toronto Scarborough
Health & Wellness Centre
Pro forma Statement of Revenues and Expenses
Year Ending April 30, 2015

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<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-16</th>
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<tbody>
<tr>
<td>REVENUE</td>
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<tr>
<td>OHIP Revenue</td>
<td>$170,150</td>
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<td>Prescription Income</td>
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<td>University Operating Subsidy</td>
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<td>Other Income (incl. Sponsorships)</td>
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<td>TOTAL REVENUE</td>
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<td>EXPENDITURES</td>
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<td>Appointed Salaries and Benefits</td>
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<tr>
<td>Nursing and Administration</td>
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<td>Medical/Counselling</td>
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<td>Casual Staff Salaries and Benefits</td>
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<td>Medical/Health Promotion Supplies</td>
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<td>Other Misc. Expenditures</td>
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<td>Occupancy Costs</td>
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<td>Total Non-Compensation Expenditures</td>
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<td>222,408</td>
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<td>TOTAL EXPENDITURES</td>
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<td>NET OPERATING SURPLUS/(DEFICIT)</td>
<td>$ (54,594)</td>
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Proposed Rates:

The sessional Health and Wellness Student Fee for a full-time student is proposed to increase from $61.90 to $63.75 ($12.75 from $12.38 for a part time student), which represents a year over year permanent increase of 3%. Resources will continue to be efficiently maximized by review of processes, group programming, embedded services, and enhanced evening hours.
The Year in REVIEW

- Staffing additions (counselling, physician, psychiatry, front desk, health promotion)
- Enhanced physician coverage
- Increased psychiatry support
- Increased privacy at the front desk
- Programming enhancements to counselling
- Improved and increased partnerships and collaborations
- On budget with moderate reserve

The Year AHEAD

- Website update for enhanced communication
- Increasing embedded counselling in Faculties
- Continue to seek out additional funding opportunities
- Increased counselling service access minimizing wait times
- Maximize OHIP revenues
- Explore new service delivery models to provide enhanced medical and walk-in appointments

Continued relentless focus...

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