



UNIVERSITY OF
TORONTO
SCARBOROUGH

Council on Student Services Minutes of the meeting held on Wednesday, October 9, 2013 at 5:00p.m. in SL-232

Members: Desmond P., Elsa K., Jennifer B., Scott M., Liza A., Sarah W., Ranziba N., Yusra K., David S., Massih B., Maria Eliza B., Ibtisam J., Majuran J.

Non-Members: Fiorella S., Amir B., Nisbeth A., Guled A., Siva T., Nuel H., Karen C., Megan L. (secretary)

1. Welcome & Introductions

Sarah W. asked everyone to introduce themselves again for those not present at first meeting.

2. Approval of Agenda

Moved: Ranziba N. Seconded: Jennifer B. Agenda approved

3. Approval of Minutes – September 25th, 2013

Scott M. asked for a change to be made to the minutes on third page under “Athletics”. Clarified it was the location of the Athletics Advisory Committee that would be changing, not the structure. Change was noted and made.

Moved: Liza A. Seconded: Jennifer B. Minutes approved

4. Health & Wellness Presentation

*handouts distributed for reference at November 6th meeting

Elsa K. began by saying this has been a year of transition for H&W with staffing, leadership, and counseling changes. H&W underwent a review in summer 2013 to look at the services provided to students and areas to improve. Elsa briefly explained the review process with Desmond P. adding it will be completed by mid-October and he will look closely at it and consider recommendations.

Elsa then explained the H&W structure and staffing, describing it as a “multidisciplinary team” that includes staff, students, nurses, doctors, fellows, residents and volunteers. She then clarified the difference between FIPPA and PHIPPA stating that H&W adheres to both privacy policies. If a student is at risk to themselves or others, however, they have to report it based on the law.

Elsa then described the services provided:

Counseling

- One-on-one, group, pet, workshop
- Overwhelming number of students accessing services means they’re more comfortable
- Help students self-advocate through referrals but can also talk to department on student behalf

- Partnerships with Residence, Clinical Psychology, Flourish

Mental Health Network

Research

- National College Health Assessment examines data on 30K Canadian students and H&W will look at results

Wellness Peer Programs

- 50 student volunteers

Elsa emphasized again the specialized and integrated services provided to students through health services, counseling and health promotion.

Questions

Yusra K. asked if there was an equity framework existing for counseling appointments. Elsa K. wasn't sure but said counselors would have a better idea.

Desmond P. clarified different counselors have different modalities and believed counselors would benefit from discussions around equity to get more engagement.

Guled A. wanted to know if there were referrals to other university units.

Jennifer B. clarified Guled's question and stated if an error was made on the university's part they address the issue with campus partners provided it doesn't interfere with learning/pedagogy. They will advocate on the students' behalf directly with other departments.

Liza A. asked how many students are seen in a day.

Elsa K. Counselors see 4-5 students each per day, doctors see 60 students per day.

Ranziba N. asked if data was kept on year of study and trends.

Elsa K. said with new online intake form data can be pulled much more easily to look at data and program better.

Yusra K. wanted to know if the new intake form asked students to identify race or sexual orientation since there is a stigma with accessing mental health services especially on a racialized campus.

Elsa K. said connections are important to get the word out. H&W couldn't support all students even if they came for services but they are able to support those students who identify and look for help. Scott M. emphasized collaboration between the Student Affairs departments and explained the referral form used to bring students in crisis to counseling/AA&CC/AccessAbility/etc often only takes a few hours until a student is seen.

Elsa K. said H&W also refers students to the community.

Desmond P. re-emphasized the benefit of integrated services: students can see a doctor and counselor in the same place and the doctor and counselor can connect on student issues.

Liza A. added that workshops around bi-cultural experiences help remove the stigma while all departments work together to discuss what type of referral is required.

Ranziba N. asked what the referral process is.

Elsa K. said originally the only referral process was between AccessAbility and H&W but made a more standardized referral for all student service departments to use when referring all students, not only students in crisis. The referral gives departments permission from the student to discuss their issue with other departments. All information is provided on a referral form which the student then takes with them from the original department to the next department. Intake depends on the seriousness of the situation. If it is urgent H&W will try to fit the student in that day or if student is in crisis will deal with the situation as crisis.

Sarah W. wanted to know the process for complaints.

Elsa K. said students can email health services and in the past there had been a satisfaction survey but no current process exists and nothing is planned until the review is done.

5. Report Back from Advisory Committees

Athletics

Scott M. said at the first meeting they recapped the previous meeting (post student vote) and discussed how to fill the gap from the “no” vote and try to determine how to program with the community to generate revenue. They also did a policy review which will be finalized by March. They created a new sub-committee for women in sports which determined their vision and objectives at their next meeting. They also discussed transition plans and operation of the new facility.

Massih B. added they found alternatives to the “no” vote with the Olympic basketball, midnight basketball, etc but reminded the group this came at a cost to UTSC students in the form of less access to the gym. This must be carefully considered during this budget year.

Desmond P. added for example, Hart House became less accessible to students when their revenue was decreased and they began to look for other revenue sources in the community.

Scott M. said they made an effort to minimize the impact on students and tried to turn revenue from the community into a benefit for students (e.g. student employment time)

Health and Wellness

Elsa K. said they reviewed their mandate, terms of reference and what they wanted to achieve as a group. They also discussed what areas students wanted to learn more about. Their next meeting is at the end of October. The students discussed areas they would like to address: mental health, equity, alcohol & drug issues and nutrition.

Academic Advising & Career Centre

Jennifer B. said their first meeting was to be held the day after CSS

6. Other Business

A request was made for a copy of the H&W presentation

7. Adjournment

Moved: Massih B. Seconded: Elsa K. Meeting Adjourned