Green Folder 2.0
Goals for Today

1. Learn about updates to Stepped Care at UBC

2. Explore how to respond to challenging student needs and situations
TAO Self-Help

- TAO, or Therapy Assisted Online, provides research-based, effective treatment wherever you are connected to the internet
- Gives you access to a platform of fun and educational videos, interactive exercises, a mindfulness library, practice tools, progress measures
- Login to TAO using your UBC email address
Top reasons to visit

- Sadness
- Overwhelm
- Stress
- Anxiety
- Relationship troubles
- Loss and/or grief
- Past experience of physical, sexual, or emotional violence
- Other mental health challenges

What to expect

This is the most common experience at Counselling Services and may not be exactly the same for everyone. We meet each student’s needs individually and adjust our process when necessary.

1. To make an appointment,

Visit the front desk.

Come early! Appointments often fill up an hour or two after opening.

24/7 support

If Wellness Advising appointments are full for the day, or you can’t make it in person, try the resources below.

EMPower ME

Empower Me provides counselling and life coaching, free for all students. They can help with anything you’re concerned about, and will give you the option of getting help online, in person, or by phone.

Call 1 844 741 6389

CRISIS CENTRE BC

If you or someone you know is feeling hopeless or thinking about suicide, call or chat online with a crisis responder any time.

TAO SELF-HELP

Manage your well-being with tools on stress, relationship problems, substance use, and more. Register with a UBC email, which you can set up for free.
Contracted counselling service for all UBC students
Up to 7 sessions (short term counselling/life coaching)
In person/by phone/ online
Weekend and evening appointments available
24/7 crisis support
Requires an initial intake by phone or at aspiria.ca
Time-frame to access service is approximately 1 week
FREE!
Drop In Counselling at Counselling Services

- Many students find that a single session is all they need to identify a new way forward
- Single 45-minute appointment designed for students to address a specific concern
- Goal-directed and focused on strategies
- Appointments are booked on a first come, first serve basis each day
Drop In Counselling at Counselling Services

- Provided by Wellness Advisors and Counsellors
- No follow-up is provided
- No documentation is provided
The Counselling Services Annex

- February 2020: Completion of the Counselling Services Annex
- All Counsellors will be relocated to the Counselling Services Annex by March 1st
- Wellness Advisors will remain at Counselling Services Brock Hall
- Students can continue to access same day, drop in service at Brock Hall
What we heard from you...
Counselling Services

Please let us know if any of the following statements about ending your life apply to why you are here today?

☐ I have a plan for ending my life, and intend on carrying out this plan.
☐ I have started to work out a plan for ending my life, and have taken action towards carrying out this plan.
☐ I have started to work out a plan for ending my life, but I have no current intent to carry out this plan.
☐ None of these apply to why I am here today.

IF NONE OF THE ABOVE APPLY to why you are here today, you may select one of the following service options (see above for description of these services):

☐ Empower Me (off campus resource)
☐ Single session drop in counselling (for a specific concern)
☐ Wellness Advising (Consultation and referral)

PLEASE SEE FRONT DESK TO DETERMINE THE APPOINTMENT TYPES THAT ARE AVAILABLE TODAY
Priority Appointments at Counselling Services

- A limited number of urgent or immediate one-hour appointments are available every day
- Appointments are bookable on the same day or within 5 business days
- Appointments are provided based on the assessment of a Wellness Advisor or Front Desk Staff
Walking a Student to SHS

- If students are walked over by staff they are typically seen at the end of the day in Urgent Care slots.
- If possible, call SHS before walking the student over to find out if there are urgent appointments available.
Booking an appointment at SHS

- Students can book an appointment for mental health by phone or in-person
- They will be placed into an appointment with a GP/NP or Mental Health Nurse by reception
- Student will be asked to complete a screening intake before their first appointment
Mental Health Appointments

- **GP/NP initial mental health appointments**
  - 30 minutes long
  - They can provide basic counselling, referral to resources, diagnosis, and medication management

- **MH Nurse initial appointments**
  - 1 hour long
  - They can provide in-depth counselling, referral to resources, information about medications (no prescriptions), and safety planning
Referrals to Psychiatry

- GPs are the only providers at SHS who can certify patients who are at immediate risk under the Mental Health Act
- To get a referral to psychiatry at SHS, students will need to go through a GP/NP
- This is a limited resource
Walking A Student To Urgent Care

- Urgent Care is appropriate for students presenting with imminent risk of harm or high levels of distress
- Urgent Care is open from 8 am to 10 pm
- A student may have to wait to be triaged
- Psychiatry is available for consultation at Urgent Care
- If appropriate, a student may be transferred to VGH
- Reminder: Submitting an Early Alert is a key component of this process
Putting it into Action
Scenario

DELETED
Slow down & Check In

Body Sensations

Actions

Thoughts

Emotions
The Stress Response

Fight

Flight

Freeze
Strategies: Individual
Strategies: Individual
What are your strategies?
How do you support your team?
Slow down & Check In

- Body Sensations
- Actions
- Thoughts
- Emotions