

# **An Introduction to** **York Counselling** **Services**

## **Professional Development Week**

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Manager, Accessibility, Well-Being and  
Counselling

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Policy/ Program Evaluation/ Data Analyst



# Housekeeping

## REMINDERS

- We will be turning on closed captioning (CC)
- Please mute your microphone until the Q&A at the end of the session
- Slides will be shared after the presentation
- Feel free to ask questions during the session via the chat
- Questions/comments can be posted to everyone or privately

## SESSION BREAKDOWN

- Presentation- 50 minutes
- Q&A- 10 minutes

# Agenda

**Mental Health- 3 Big Ideas**

**An Overview of York Counselling Services**

**Walk-in Counselling**

**SCD Service Delivery Model**

**Data Collection & Evaluation**

**Referring to Counselling Services**



# Mental Health- 3 Big Ideas

# What is Mental Health?

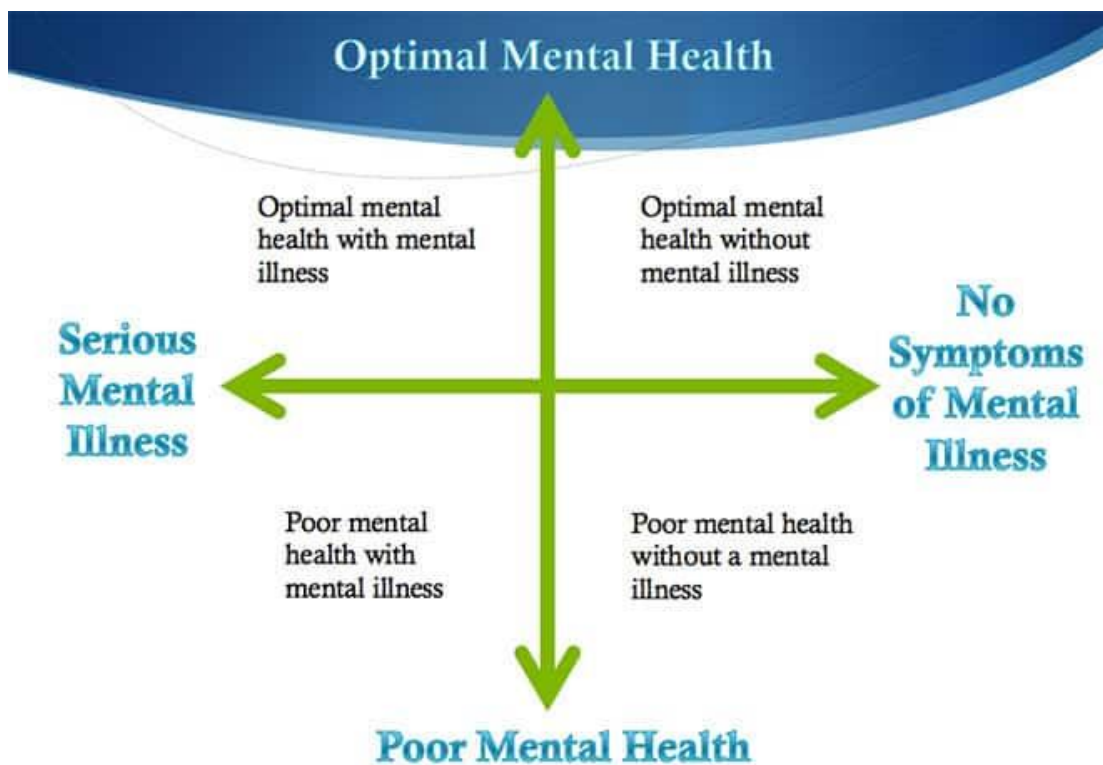


“A state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.”

– World Health Organization, 2014

Source: [https://www.who.int/features/factfiles/mental\\_health/en/](https://www.who.int/features/factfiles/mental_health/en/)

**DIVISION OF STUDENTS**  
**PARTNERS IN STUDENT SUCCESS**



Source: Corey Keys on CMHA website



Source: Corey Keys on CMHA website



Source: Corey Keys on CMHA website

# An Overview of York Counselling Services

# Counselling Services at York

## KEELE CAMPUS

### **Student Counselling & Development**

Serves all students on the Keele campus

### **Graduate Student Wellness Services**

Serves graduate students on the Keele campus

### **Student Success and Wellness Counselling at Osgoode Hall Law School**

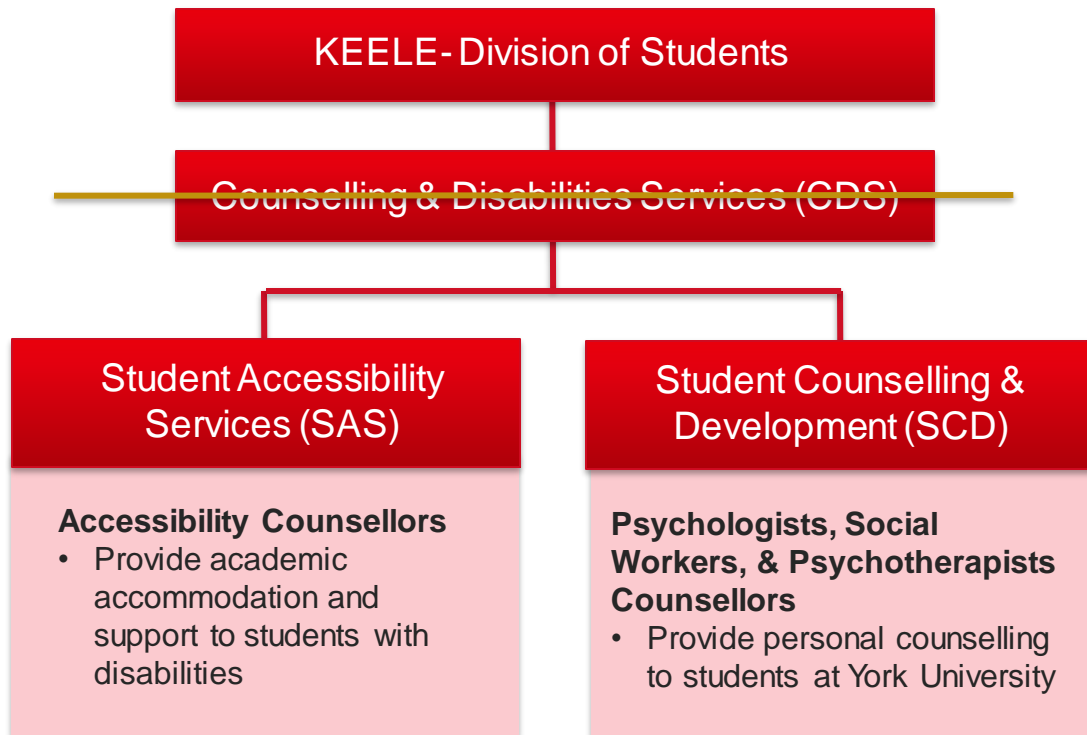
Serves Osgoode JD and International LLM OPD students

## GLENDON CAMPUS

### **Accessibility, Well-Being and Counselling**

Serves all students on the Glendon campus

# On the Keele Campus



# Keele vs. Glendon Campus

		AREA	
CAMPUS		Accessibility	Counselling
	Keele	Student Accessibility Services (SAS)	Student Counselling & Development (SCD)
	Glendon	Accessibility, Well-Being and Counselling (AWC)	

# Keele vs. Glendon Campus

		AREA	
		Accessibility	Counselling
CAMPUS	Keele	Student Accessibility Services (SAS)	Student Counselling & Development (SCD)
	Glendon	Accessibility, Well-Being and Counselling (AWC)	

# Mission Statement

## Student Counselling & Development

Through its professional staff, strives to provide a range of essential **psychological services** to the York University Community in order to optimize the quality of the scholarly and communal life of the university. The primary aim of SCD is to **help students realize, develop, and fulfill their personal potential in order to maximally benefit from their university experience and manage the challenges of university life.**

## Accessibility, Well-Being and Counselling

The same mission statement, with the addition that services are offered in **English and French.**

# Services



## **Direct Service to Students**

To students at York University (e.g. walk-in counselling, SCD Skills Workshop, etc.)



## **Consultation & Outreach**

To faculty and staff regarding mental health services and supports on campus



## **Counselling Practicum**

For graduate students in the fields of psychotherapy, psychology, and social work.

# Our Team

## REFER TO THE YORK ATLAS:

**SCD Staff:** Click [here](#)

- 3 Contract counsellors
- Post-doc student
- Practicum students

**AWC Staff:** Click [here](#)

- Interns



# Working Together

## Partnerships in the division & across campus

Working together to support students across the continuum of well-being, ensuring students are supported at all points

- Weekly meetings between SCD, AWC, FGS Wellness and Osgoode Counselling teams
- Joint weekly consultations for counsellors

## Accessing Service

- SCD & AWC share a common reception line: 416-736-5297
- Students are welcome to express their preference to meet with counsellors of a particular identity (e.g. male, female, Black-identifying, LGBTQ+-identifying, etc.).

## Counsellors & Practicum Students

- SCD & AWC joint staff meetings
- Joint orientation week for practicum students

# Confidentiality

CONFIDENTIALITY



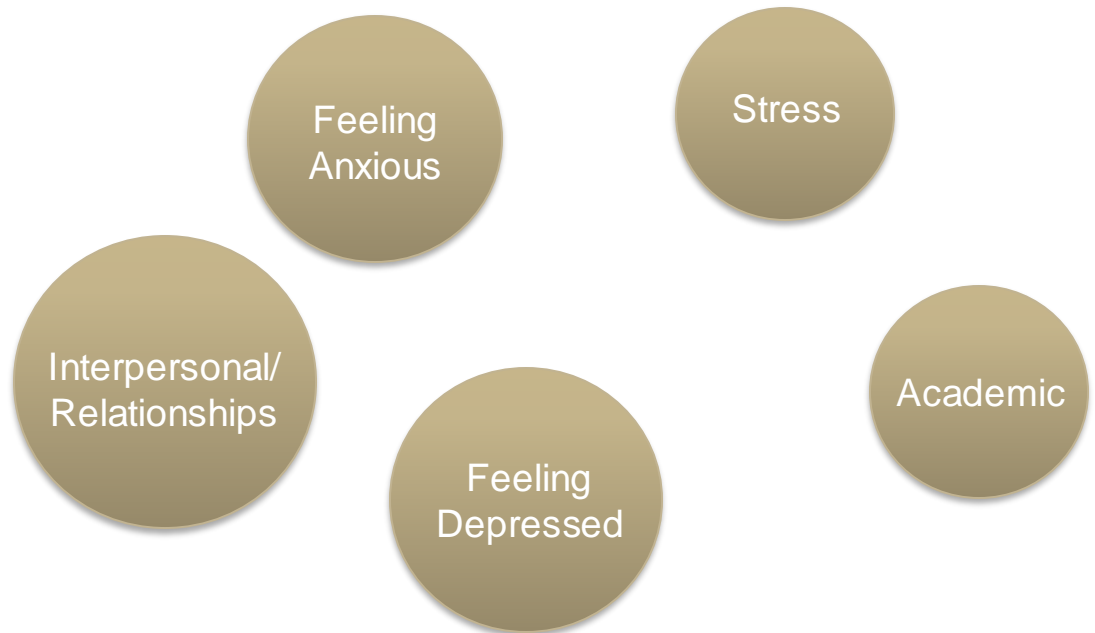
- Conversations with your counsellor are confidential with a few exceptions
- Consultation between team members
- Informed consent & the withdrawal of consent

## **Additional information:**

[ontario.ca/laws/statute/04p03#BK2](https://ontario.ca/laws/statute/04p03#BK2)

<https://counselling.students.yorku.ca/privacy-and-Information-practices-scd>

# Students come to us for...



# Students come to us for...



# Walk-in Counselling

# Walk-In Counselling

**Monday to Friday 9:00am-4:00pm**

## **PURPOSE:**

Walk-in counselling is intended to provide students immediate access to a qualified counselling professional in a safe and positive space.

## **PROCESS:**

1. Student calls SCD reception at (416)-736-5297
2. Student provides the receptionist with some information (e.g. name, student I.D., email address, call-back number, campus affiliation, etc.)
3. Student receives link to join the session via email
4. Student and counsellor meet for approximately 50 minutes, determine a goal for the session and collaborate on concrete, tangible next steps
5. The student is welcome to return for additional support but is also empowered with the skills they need to see if the problem resolves independently

*\*When appropriate, short-term therapy may be provided*

## NEXT STEPS SHEET



**GOOD  
2 TALK**

**BounceBack<sup>®</sup>**  
reclaim your health

**Resources/ Referrals:** ☐ Student Accessibility Services ☐ Medical Doctor/ Apple Tree  
☐ Academic Advising ☐ The Centre for Sexual Violence Response, Support & Education  
☐ Career Centre ☐ Learning Skills ☐ Writing Centre ☐ TBLGay ☐ York International

- YORK**  
UNIVERSITÉ  
UNIVERSITY

# Walk-In Counselling Outcomes

## COMPARING MODELS

	Historical Intake Model	Pilot Walk-In Model
Dates	Prior to December 2018	December 2018 onwards
Dates for comparative analysis	Sept. – Nov. 2018	Jan. – Mar. 2019
Same-day service	None	Average 12 a day
Wait time until 1 <sup>st</sup> session	7-10 days	30 minutes
No. students on the waitlist (who have yet to receive service)	125	38*
Wait time average (days)	74	15
Wait time range (days)	52 – 108	0 – 63
Wait time median (days)	68	12
Number of crisis sessions	224	17

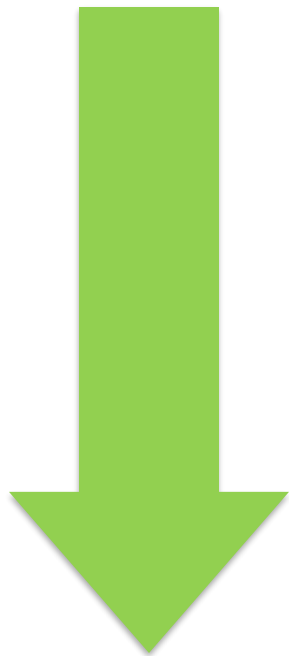
*\*16 of these individuals were clients of a SCD counsellor who left the department and therefore transferred to the wait list, resulting in an inflation.*

# Walk-In Counselling Outcomes

## DATA COLLECTION FALL 2019

	September 2019	October 2019	November 2019*
Total walk-in sessions	267	330	257
Average walk-ins per day	14.8	15	16.1
Wait time until 1 <sup>st</sup> session	40 minutes	33 minutes	39 minutes
# Students on the waitlist	4	11	5
Wait time average (days)	5	7.3	2.2
Wait time range (days)	0-9	1-21	0-5
Wait time median (days)	5.5	5	2
Number of crisis sessions	3	5	10
Frequent Walk-ins	0	6	15
Top 3 Presenting Issues	Anxiety Academic Depression	Anxiety Academic Interpersonal/ Relationship	Anxiety Academic Interpersonal/ Relationship

# Walk-In Counselling Outcomes



Shorter wait times



Smaller wait list



Fewer students in crisis

# Walk-In Counselling

**Quantitative Feedback: Sept 2019 – February 21, 2020**

(n= 951)

**9.4**

“I felt heard,  
understood, and  
respected”

**9.2**

“I was able to talk  
about what is  
important and helpful  
to me”

**8.5**

“I have a clearer  
understanding of what  
I want – my goals”

**8.8**

“The session helped me move  
towards an acceptable solution”

**8.3**

“I feel more confident that I can  
reach my short-term goal(s) and  
work towards my preferred future.”

**9/10**

Average “overall usefulness of the session” rating

# Walk-In Counselling

**Qualitative Feedback: Sept 2019 – February 21, 2020**

(n= 534, 90% positive feedback)

*"I feel confident to begin my healing process and I am really happy with the outcome of his session. Thank you."*

*"It was an excellent session and I felt an immediate sense of release in my emotions."*

*"I feel so much better, I feel like someone knows what I'm going through. I feel motivated to follow all the steps discovered."*

*"The person I met with was extremely kind. I felt well heard and respected. Thank you."*

*"My priorities are set... thank you for providing this service, it feels like I have less weight on my shoulders."*

*"This is great service. I feel better walking home."*

*"The session was very helpful as I was able to put things into perspective and was given realistic, concrete solutions."*

# SCD Service Delivery Model

# Service Delivery Model

## Walk-in Counselling

- Likely student's first encounter with SCD services
- Possible "Hospitalization", "CAS", and/or "Emergency Support" tag
- Receives "Next steps" sheet (contains resources & referrals)
- Department reviews "frequent walk-ins" & the wait list weekly

Walk-in counselling occurs from 9:00am – 4:00pm daily (last take at 3pm)  
Emergency support is offered from 9:00am – 4:00pm

### **Emergencies include (but are not limited to):**

- Feeling highly suicidal & at risk of acting on these feelings
- Recent sexual or physical assault
- Struggling with thoughts that you might severely hurt another person(s)

### **Emergency Support:**

1. Request support
2. Meet with a counsellor
3. Return for walk-in counselling

# Service Delivery Model

## Walk-in Counselling

- Likely student's first encounter with SCD services
- Possible "Hospitalization", "CAS", and/or "Emergency Support" tag
- Receives "Next steps" sheet (contains resources & referrals)
- Department reviews "frequent walk-ins" & the wait list weekly

## SCD Skills Workshop

- Workshop slides & additional resources available on SCD site
- Student may be referred to BounceBack & given Student Journal

**Goal:** To provide participants with skills to help them better manage stressors and to reach academic potential. Benefits of the workshop include psychoeducation, skills learning, insight development, and experiential application

### Topics Include:

- What is Stress
- Signs of Stress
- Burnout
- Stress Management
- Challenging Unhelpful Thoughts
- Changing Unhelpful Behaviours



Slides are online: <https://counselling.students.yorku.ca/workshops>

# GROUPS

## SUPPORT GROUPS & PROCESS GROUPS

**THE CENTRE FOR SEXUAL  
VIOLENCE RESPONSE, SUPPORT &  
EDUCATION**

Trans Bisexual Lesbian Gay and Asexual at York (TBLGAY) and Student Counselling and Development warmly invite you to.....

**York's  
LGBTQ+  
Support Group!**

**Offered Bi-Weekly on Wednesdays starting:  
Wednesday February 6<sup>th</sup>, 2019**

**Time: 3:30pm – 4:30pm**  
**Location: N102 Bennett Centre**  
**(room is located inside the N110 suite)**


Our Support Group is confidential and facilitated by Counsellors and Peers who identify within the LGBTQ+ community. The Bennett Centre is a wheelchair accessible space  
Questions? Contact TBLGAY at [tblgay@yorku.ca](mailto:tblgay@yorku.ca) or SCD at [spope@yorku.ca](mailto:spope@yorku.ca)

**No need to register, just drop-in!**

Student Counselling and Development  
N110 Bennett Centre • 416-736-5297  
(counselling.students.yorku.ca)

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**Support Group For Survivors Of Sexual Violence**



**We are HERE for you - You Are Not Alone**

led through the Centre for Sexual Violence Response, Support and Education  
301 York Lanes

**Times:**  
September 17<sup>th</sup>, 2019 - 1:00pm-2:00pm  
September 24<sup>th</sup>, 2019 - 1:00pm-2:00pm  
October 1<sup>st</sup>, 2019 - 1:00pm-2:00pm  
October 8<sup>th</sup>, 2019 - 1:00pm-2:00pm  
October 15<sup>th</sup>, 2019 - 1:00pm-2:00pm  
October 22<sup>nd</sup>, 2019 - 1:00pm-2:00pm  
October 29<sup>th</sup>, 2019 - 1:00pm-2:00pm

by contacting the Centre at 416-736-6211 or [thecentre@yorku.ca](mailto:thecentre@yorku.ca)

**YORK  
UNIVERSITY**

Student Counselling & Development  
presents

**PROCESS  
GROUPS**

**WEEKLY**  
Tuesdays: 2:45 pm - 4:00 pm  
Thursdays: 2:45 pm - 4:00 pm

Process groups are led by an SCD counsellor and allow for students to share challenges and seek mutual support in a confidential and supportive group environment. Topics discussed change on a weekly basis and are student-driven according to need.

To see if a process group is right for you, meet with a counsellor for a walk-in appointment (weekdays 9am-3pm)

**DIVISION OF STUDENTS  
PARTNERS IN STUDENT SUCCESS**

# GROUPS

## NEW- Racialized Students Support Group

DIVISION OF STUDENTS  
PARTNERS IN STUDENT SUCCESS

### RACIALIZED STUDENTS SUPPORT GROUP

A safe space for students who identify as Black, Indigenous or a person of colour (BIPOC) to reflect on their identities, experiences, and challenges, and to build community.

**Kick-Off:** July 16 from 2:00 p.m. to 3:30 p.m

[counselling.students.yorku.ca](https://counselling.students.yorku.ca)

Resilience  
Resilience  
Resilience

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# Service Delivery Model

## Walk-in Counselling

- Likely the students' first encounter with SCD
- May refer to Ontario Shores, York Psychology Class, Process Group
- Receives next steps sheet

## SCD Skills Workshop

- Student participates in workshop & obtains USB with resources, OR
- Student is emailed link to BounceBack & student journal

## Walk-in/ Follow-up

- Review work completed to date
- Assess fit for short-term counselling

# Service Delivery Model

## Walk-in Counselling

- Likely the students' first encounter with SCD
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## Walk-in/ Follow-up

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- Asses fit for short-term counselling

## Short-term Counselling

- Aiming for short-term therapy (6-8 sessions)
- Implement outcome measures (e.g. Short-term Counselling Outcomes Questionnaire)

# Service Delivery Model

## Walk-in Counselling

- Likely the students' first encounter with SCD
- May refer to Ontario Shores, York Psychology Class, Process Group
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## Short-term Counselling

- Aiming for short-term therapy (6-8 sessions)
- Implement outcome measures (e.g. Short-term Counselling Outcomes Questionnaire)

## Closed File

- Client files are closed at the end of each semester (or earlier)
- Deactivate the student's status in Owl to "close" the file

# Service Delivery Model

## Clinical Consultation

Dedicated time for clinicians to convene to discuss cases and share best practices.

Consultation takes place every Tuesday & Wednesday.

## Letters Protocol

Documentation (e.g. petitions) will not be provided at walk-in sessions.

## SAS and SCD

### Assessment Partnership

SAS will refer students to SCD for diagnostic clarification to support academic accommodations

## Evaluating Service Delivery

Evaluating service delivery will occur on an ongoing basis to ensure that the department continues to be agile and responsive to meeting student needs.

# Owl Practice



owlpractice

# Data Collection & Evaluation

# Data Collection

## **PURPOSE: Commitment to a responsive model of well-being**

SCD's objectives when it comes to data collection are twofold:

1. To gain insight into how we can make ongoing improvements to our service delivery model so that we can better serve students
2. To effectively communicate the work we are doing to internal and external stakeholders by way of referencing timely, and accurate information

Flexibility and real-time data means we can be more responsive to problems and adapt to student need.

# Data Collection

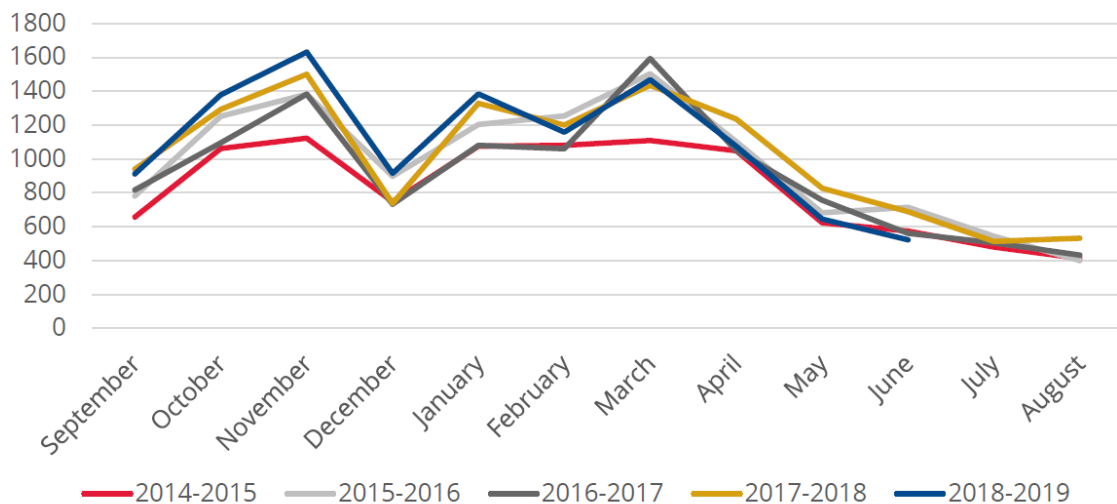
## REPORT #1: TOTAL APPOINTMENTS BY MONTH & YEAR<sup>11</sup>

Given the specifications, this report provides a high-end estimate of service demand.

	2014- 2015	2015- 2016	2016- 2017	2017- 2018	2018- 2019	Monthly Average
<b>Fall Semester</b>						
<b>September</b>	657	782	817	940	912	821.6
<b>October</b>	1062	1253	1095	1293	1379	1216.4
<b>November</b>	1123	1383	1383	1500	1631	1404
<b>December</b>	749	898	733	738	915	806.6
<b>Winter Semester</b>						
<b>January</b>	1076	1203	1080	1328	1384	1214.2
<b>February</b>	1080	1254	1061	1201	1158	1150.8
<b>March</b>	1110	1503	1593	1434	1469	1421.8
<b>April</b>	1049	1102	1049	1236	1075	1102.2
<b>Summer Semester</b>						

# Data Collection

## SCD Peak Periods



# Data Collection: Pre-COVID-19

		Walk-in Session							Total
		0	1	2	3	4	5	6	
Ongoing Sessions	0		632	97	16	9	2	1	757
	1	25	22	15	2			2	66
	2	13	11	5	2	1	1		33
	3	5	12	5	2		1		25
	4	4	8	3	2	1			18
	5	7	7	6					20
	6	8	4	2					14
	7	2	1	1					4
	8		4	1					5
	9				1				1
	10								0
	11								0
	12								0
	13	1							1
	14								0
	15								0
	16	1							1
	Total	66	701	135	25	11	4	3	945

**Table 2: Fall 2019  
Distribution of  
Demand for Services  
(unique student)**

In Fall 2019, 67% of all unique students served accessed only 1 walk-in session, while another 10% accessed only 2 walk-in sessions.

# Data Collection: Pre-COVID-19

	Walk-in Session								
	0	1	2	3	4	5	6	Total	
0		632	97	16	9	2	1	757	
1	25	22	15	2			2	66	
2	13	11	5	2	1	1		33	
3	5	12	5	2		1		25	
4	4	8	3	2	1			18	
5	7	7	6					20	
6	8	4	2					14	
7	2	1	1					4	
8		4	1					5	
9				1				1	
10								0	
11								0	
12								0	
13	1							1	
14								0	
15								0	
16	1							1	
	Total	66	701	135	25	11	4	3	945

Unique students who  
access 1-2 walk-ins:

$$729/945=77\%$$

# Data Collection: Pre-COVID-19

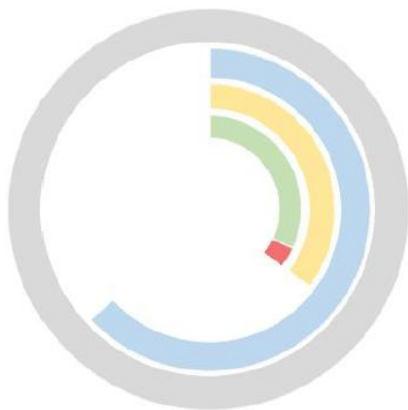
Ongoing Sessions	Walk-in Session							
	0	1	2	3	4	5	6	Total
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	4	4	8	3	2	1		18
	5	7	7	6				20
	6	8	4	2				14
	7	2	1	1				4
	8		4	1				5
	9			1				1
	10							0
	11							0
	12							0
	13	1						1
	14							0
	15							0
	16	1						1
Total	66	701	135	25	11	4	3	945

Unique students who  
access 1-2 walk-ins  
and/or up to 6-8  
ongoing:

$$900/945 = 95\%$$

# Data Collection: Pre-COVID-19

**WALK-IN SESSION FEEDBACK: SEPT 2019 – FEB 21, 2020**



**100%** Total Walk-in Sessions (1507)

**63%** Walk-in Session Feedback Form Response Rate

**35%** Qualitative Feedback

**32%** Qualitative Feedback-Positive

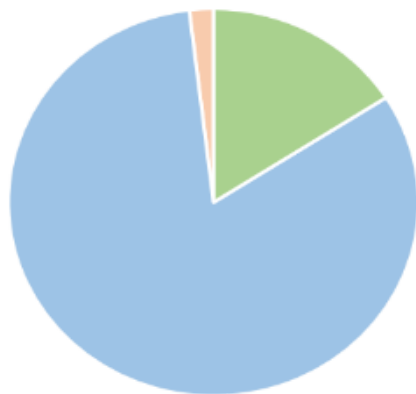
**4%** Qualitative Feedback-Negative

# Data Collection: Post-COVID-19

## SCD Sessions on Owl

March 18, 2020 – July 6, 2020: 736 Sessions

SCD Distribution of Demand for Services

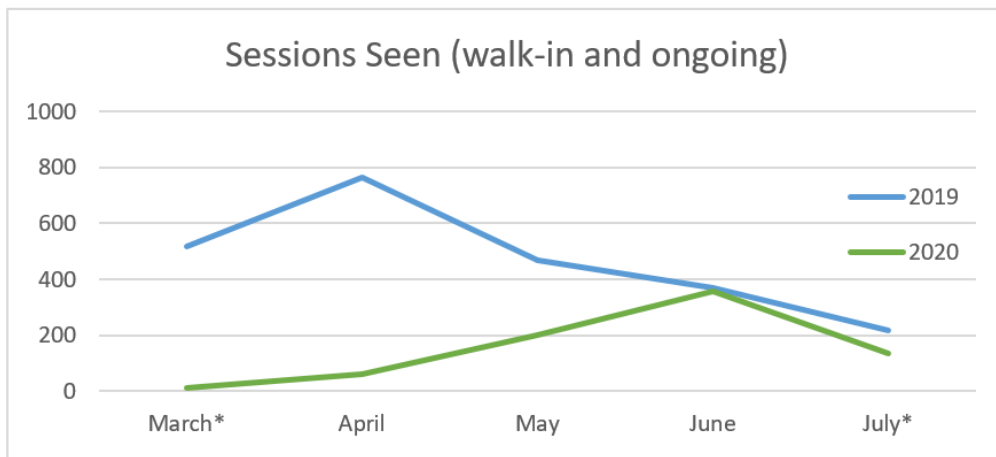


- Booked Follow-up
- Walk-in
- Ongoing

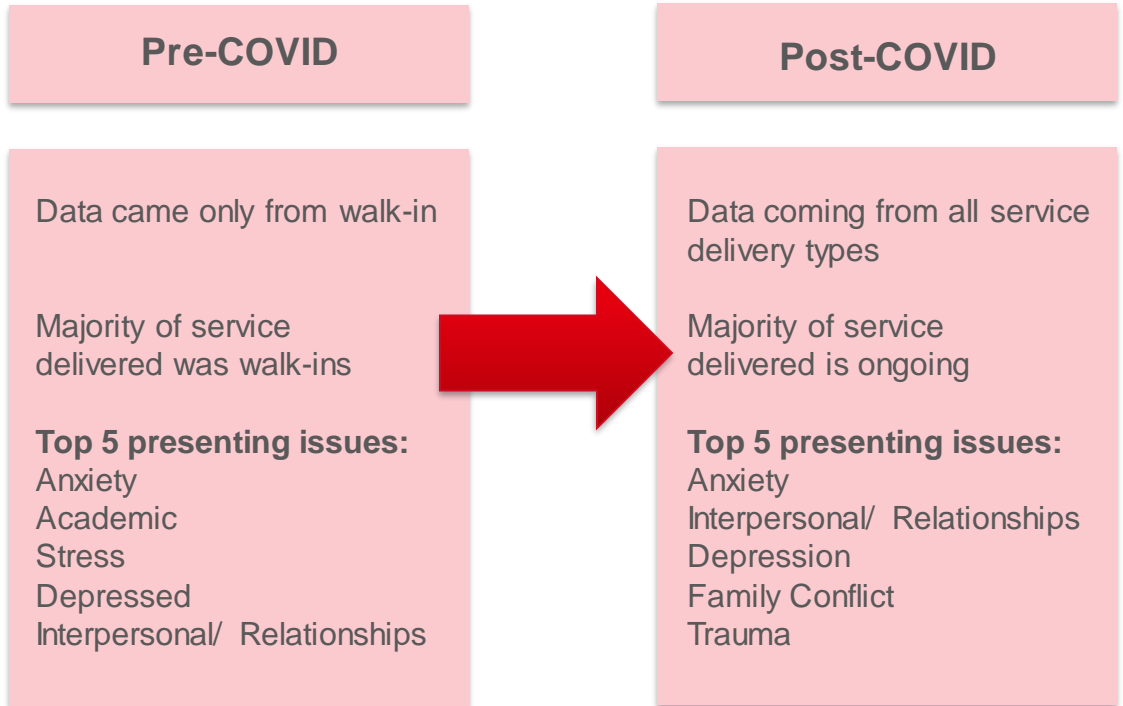
Service	#	%
Booked Follow-up	14	2%
Walk-in	117	16%
Ongoing	605	82%
Total	736	100%

# Data Collection: Post-COVID-19

	2019	2020
March* (since 18 <sup>th</sup> )	517	12
April	763	61
May	470	199
June	368	359
July* (up to 20 <sup>th</sup> )	217	135



# Data Collection: Post-COVID-19



# Data Collection

## Some examples of our measures:

- Frequency rates/ service type (unique students & total admissions)
- Peak periods (e.g. times, days, months)
- Average clients per day
- Frequent walk-in students
- Presenting issues
- Referral streams
- Wait list (e.g. time between referral and pick-up)
- Student Feedback
- Student Outcomes (e.g. Ongoing Counselling Outcomes Questionnaire)
- SCD staff and Walk-in Counsellors “caseloads”
- Cancellation and no-show rates
- Cross-referencing data with SIS (e.g. faculty, program, gender, year of student, status, etc.)
- Distribution of overall/ unique student demand

# Referring to Counselling Services

# When to Refer

## SOME SITUATIONS YOU MIGHT ENCOUNTER:

- When a student comes to you for help and you feel that the topic is out of scope, or you are uncomfortable with/ unsure of how to provide support (see list of presenting issues in notes section of slide 13)
- The student eludes to suicidal ideation and/or giving up on life
- The student doesn't know how to reconcile what they want to study versus what their parents may want them to study and are facing overwhelming pressure to make a decision
- The student wants/needs to learn about coping/proactively taking care of their mental health

# How to Refer

## BE AWARE OF THE RESOURCES AVAILABLE:

### Students:

- [SCD](#) and [AWC](#) websites are up to date with information about services and a plethora of resources
- The reception line is open to answer questions 9am – 4pm Monday to Thursday and 9am – 3pm Friday
- Additional counselling/ crisis/ support lines are available on our websites.

### SCD General Resources:

<https://counselling.students.yorku.ca/scd-resources>



### SCD COVID-19 Resources:

<https://counselling.students.yorku.ca/scd-covid-19-resources>

# How to Refer

## Faculty & Staff:

SCD Article:

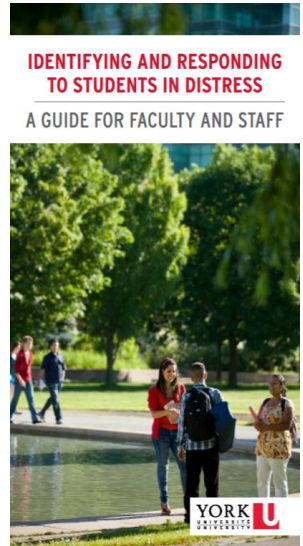
<https://counselling.students.yorku.ca/faculty-staff-support-scd>

Identifying and Responding to Students in Distress: A Guide for Faculty and Staff:

<https://counselling.students.yorku.ca/sites/default/files/2020-04/Identifying%20Students%20in%20Distress%20Brochure,%20April%202,%202020.pdf>

How to Refer Someone to Therapy:

<https://www.goodtherapy.org/blog/how-to-refer-someone-to-therapy-and-how-not-to-0621184>



# We're here for you!

Our goal is to **help students realize, develop, and fulfill their personal potential in order to maximally benefit from their university experience and manage the challenges of university life.**



Confidential, safe space



Active listening



Problem identification



Goal-setting



Resources & Referrals



Non-judgemental



Professional advice



Free of charge



Same-day service



Snacks

# ***THANK YOU!***

**Questions, comments, opportunities  
to collaborate?**

**Student Counselling & Development**  
[counselling.students.yorku.ca](https://counselling.students.yorku.ca)

**Accessibility, Well-Being and Counselling**  
<https://www.glendon.yorku.ca/counselling/>