



HELPING YOU HELP STUDENTS

We recognize that staff & faculty are often the first point of contact for our students and want to equip you with information. This document is designed to provide practical resources to assist you with supporting student well-being and mental health.

**WORKING TOGETHER TO BUILD
A STRONG ACADEMIC COMMUNITY**



**STUDENT
WELLNESS SERVICES**



STUDENT WELLNESS

Live well. Achieve well.

WHAT IS STUDENT WELLNESS & WHAT DO WE OFFER?

Student Wellness Services provides leadership in building a healthy campus community. We facilitate the development of the whole person by utilizing innovative strategies to promote the students' optimal well-being and to achieve success in their academic careers.

Please encourage students to access our services!



Student Wellness Services are located in the J.T. Powell Building

OUR SERVICES

There are seven units within Student Wellness Services, whose services are available to all students at no cost (*excluding HPC*) throughout the academic year. Students can be referred directly to these services, or to a **Wellness Navigator** who can help them find the best service for their needs.

STUDENT ACCESSIBILITY SERVICES (SAS)

SAS helps students who experience temporary or permanent disabilities with academic accommodation. Students with a mental health disability need to be connected to support services before registering with SAS. We work closely with students and instructors to collaboratively determine what is needed.

FACULTY & STAFF CAN: Find resources for creating teaching and learning environments that are inclusive of students with disabilities on the SAS Faculty & Staff webpage.

wellness.uoguelph.ca/accessibility accessibility@uoguelph.ca 519-824-4120 ext. 56208

COUNSELLING SERVICES

Counselling Services offers individual & group counselling to support students through personal challenges. Programs are available for equity deserving groups, and drop-in counselling is available to all students.

FACULTY & STAFF CAN: Help students start the process by connecting them with a **Wellness Navigator**.

wellness.uoguelph.ca/counselling 519-824-4120 ext. 53244

SCAN TO VIEW AN ACCESSIBLE
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OUR SERVICES

WELLNESS EDUCATION & PROMOTION CENTRE

The Wellness Education & Promotion Centre offers health and well-being programming, resources, peer-to-peer support, volunteer opportunities, and fun events for students throughout the fall & winter semesters.

FACULTY & STAFF CAN: Book our **Wellness Educators** for engaging in-class info sessions, outlining wellness programs and services available to students, and covering relevant topics such as safe substance consumption, stress management, and transitioning from high school to university life.

wellness.uoguelph.ca/wec wellness@uoguelph.ca [@wellness_uofg on Instagram](https://www.instagram.com/wellness_uofg)

STUDENT SUPPORT NETWORK (SSN)

Peer-to-peer drop-in counselling is provided by student volunteers who receive extensive training in active listening and communication skills and provide support, assistance, and referrals. SSN for Black Students and Students of Colour is also available.

FACULTY & STAFF CAN: Book our **Wellness Educators** for an in-class info session to learn about this program.

wellness.uoguelph.ca/ssn

SEXUAL & GENDER-BASED VIOLENCE SUPPORT & EDUCATION OFFICE

The S&GBV office provides prevention and intervention programs to support survivors of sexual and gender-based violence, to enhance the conditions for personal and academic success. This includes ensuring appropriate coordination of care and individual support for students, and communicating with appropriate partners both on and off-campus.

FACULTY & STAFF CAN: Book our **S&GBV Educator** for engaging in-class info sessions, and complete the **S&GBV Support Module for Faculty & Staff** on Courselink.

sveducation@uoguelph.ca 519-824-4120 ext. 53020

HEALTH SERVICES

Health Services on campus offers primary health care for injuries, illnesses and a variety of mental and physical health concerns, free of charge. Students can book an appointment by calling 519-824-4120 x52131 Monday to Friday 8:30am to 4:30pm. Same-day appointments are available on a first-come, first-served basis; call at 8:30am to enquire.

FACULTY & STAFF CAN: Remind students of Health Services during key times of year, such as vaccination clinics during cold & flu season and STI testing clinics during the academic year.

519-824-4120 ext. 52131 Reception Desk in the J.T. Powell Building (168 Reynolds Walk)

HEALTH & PERFORMANCE CENTRE (HPC)

The Health and Performance Centre prevents and treats sports and activity-related injuries for the University of Guelph and the surrounding community. The services offered at the Health and Performance Centre are fee-based, although many of the services are eligible for coverage under OHIP, the student benefit plan and/or alternate benefit plans.

FACULTY & STAFF CAN: Direct students to HPC services for concussion treatment, injuries, and dietary concerns.

uoguelph.ca/hpc hpc@uoguelph.ca 519-767-5011 ext. 1



RESOURCES TO REFER STUDENTS

Faculty and staff are key partners in the delivery of Student Wellness services and programming. Connecting students with on-campus resources is best and simplest way to support students' well-being and academic success.

WELLNESS NAVIGATORS

Student Wellness Services offers a comprehensive list of physical and mental health services, peer-based programming, and well-being resources and education. If students are unsure where to start, they can connect with a Wellness Navigator! If this is their first time seeking mental health support, they will be booked for a 20-30 minute appointment with a Wellness Navigator within 24-48 hours of their call. Appointments are booked Monday through Friday. Wellness Navigators act as the first point of contact, and work with students to discuss concerns, identify appropriate services and supports, and help to coordinate a plan.

BOOK AN APPOINTMENT: 519-824-4120 ext. 52131
wellness.uoguelph.ca/navigators

SEXUAL & GENDER-BASED VIOLENCE SUPPORT

The University of Guelph believes survivors of sexual and gender-based violence – including but not limited to physical and sexual violence, intimate partner violence, online violence, harassment including stalking, and emotional and psychological violence. Anyone can refer a student, friend or themselves to S&GBV supports, and ***you do not need to disclose or make a report in order to access support***. Students are also welcome to bring a support person with them to the planning or support meeting.

CONNECT WITH SURVIVOR SUPPORT STAFF: svinfo@uoguelph.ca; 519-824-4120 ext. 53020
wellness.uoguelph.ca/sexual-gender-based-violence-support-education

STUDENTS IN DISTRESS PROTOCOL

This guide supports faculty & staff in assisting students in distress and offers strategies for how to identify, evaluate and respond effectively to the difficulties and challenges of complex situations. It guides faculty & staff on what to look for, what to say, and what to do when assisting students, all while ensuring their own safety and care.

REVIEW THE COMPREHENSIVE 'STUDENTS IN DISTRESS' PROTOCOL: wellness.uoguelph.ca/services/counselling/mental-health-support-services/counselling-mental-health-resources/staff-2

INTEGRATED MOBILE POLICE AND CRISIS TEAM (IMPACT)

IMPACT provides an immediate response to those on campus undergoing a mental health crisis by dispatching dedicated mental health professionals alongside campus safety officers when assisting with crisis calls. An IMPACT worker is available on campus for emergency help Thursday through Sunday, 2 pm to midnight via the Campus Safety Office.

CONNECT WITH IMPACT VIA CAMPUS SAFETY OFFICE: 519-840-5000 or 519-824-4120 ext. 52000
or by texting the Crisis Line: text UOFG to 686868
wellness.uoguelph.ca/services/counselling/integrated-mobile-police-and-crisis-team-impact

RESOURCES TO REFER STUDENTS

COUNSELLING SERVICES

The University of Guelph offers several resources, including both individual and group counselling, to support students as they work through personal challenges that affect their ability to succeed at school and in other areas of their lives. Counselling Services also supports staff and faculty to respond to student concerns. Counselling Services has no fee required, and sessions are offered in-person and virtually. First-time users of Counselling Services must book through a Wellness Navigator.

BOOK AN APPOINTMENT WITH A WELLNESS NAVIGATOR: 519-824-4120 ext. 52131
wellness.uoguelph.ca/counselling

SAME DAY DROP-IN COUNSELLING is available to all students year-round. Hours can be found online.
wellness.uoguelph.ca/services/counselling/same-day-drop-counselling-university-guelph

STUDENT SUPPORT NETWORK (SSN) is a group of extensively-trained students who provide anonymous support, assistance, and referrals to drop-ins while following the guidelines for peer counselling. Hours can be found online.
wellness.uoguelph.ca/ssn

ADDITIONAL RESOURCES FOR STUDENTS

BLACK, RACIALIZED & STUDENTS OF COLOUR: Weekly drop-in sessions are available with Counselling Services; SSN also offers drop-in hours for students seeking peer support from students who identify similarly.

COUNSELLING: uoguelph.ca/studentexperience/cultural-diversity-counselling

PEER SUPPORT: wellness.uoguelph.ca/ssn

INDIGENOUS STUDENTS: Support is available for First Nations, Inuit, and Métis students through Counselling Services, as well as cultural advising and Sharing Circles facilitated by the Indigenous Student Centre.
uoguelph.ca/studentexperience/indigenous-supports

INTERNATIONAL & ELP STUDENTS: Ongoing virtual support 24/7 through keep.meSAFE, a free mental wellness service with counsellors that work with students in their culture and language.
wellness.uoguelph.ca/keep.meSAFE

LGBTQ2IA+ STUDENTS: Support is available for students with intersecting identities, students who are transitioning, and those who encounter intolerance.

Book an appointment with a Wellness Navigator to connect to these supports: 519-824-4120 ext. 52131



RESOURCES FOR FACULTY & STAFF

A healthy campus community is supported by empowered and informed individuals. The University of Guelph offers a wide range of wellness resources, trainings and in-class workshops that are available to all faculty and staff members.

IN-CLASS SEMINARS

Did you know that Student Wellness Services offers in-class seminars for your students? Faculty & staff can request these sessions to address common topics that are relevant to their students, including dealing with stress during exams, and accessing mental health services and sexual and gender-based violence supports. Our Wellness Educators offer a comprehensive series of in-class seminars, and can work with faculty & staff to create presentations tailored to your class.

CONNECT WITH OUR WELLNESS EDUCATORS: wellness@uoguelph.ca

CONNECT WITH OUR SEXUAL & GENDER-BASED VIOLENCE EDUCATOR: sveducation@uoguelph.ca

ACCESSIBILITY

Student Accessibility Services routinely compiles information to help faculty & staff understand principles and procedures related to accessible teaching and learning. Faculty & staff can access a number of resources online.

REVIEW ACCESSIBILITY RESOURCES: wellness.uoguelph.ca/accessibility/audience/faculty

MENTAL HEALTH TRAINING

Student Wellness Services offers training programs and certifications for faculty & staff on how to recognize, respond and refer students experiencing mental health issues on campus. There are a number of trainings available for all faculty & staff, from self-guided online programs to comprehensive, instructor-led courses for individuals who have ongoing relationships with people who have mental health issues and/or are in positions of authority.

BOOK A TRAINING PROGRAM: mentalhealth.training@uoguelph.ca

wellness.uoguelph.ca/services/wellness-education-promotion-centre/university-guelph-mental-health-training

ADDITIONAL RESOURCES FOR STUDENTS

Student Wellness Services offers a wide range of programs and services beyond this guide, such as peer support groups and capacity-building workshops. Students can find a comprehensive directory of these programs on the Student Wellness website, and may choose to self-direct to these programs or connect with a Wellness Navigator to get started.

[VISIT THE U OF G STUDENT WELLNESS WEBSITE](#)