



CENTRE FOR INNOVATION IN
Campus Mental Health

Questions for ConnexOntario?

1. What if someone calls the mental health helpline? Is there not counselling offered? Our services are not counselling services. We provide information and referral regarding mental health and addiction services across the province, as well as brief support.

ConnexOntario is a partner in the Good2Talk Helpline. Postsecondary students, ages 17 to 24, calling into any of our helplines can access a warm transfer to a professional counsellor. Professional counselling for the Good2Talk Postsecondary Helpline is provided by Kids Help Phone.

2. Are the telephone support staff trained in cultural competency to be able to assist and refer students who self-identify to a specific culture? I am specifically inquiring for Indigenous students/family/professionals/community?

Yes, ConnexOntario is presently rolling out a series of cultural and diversity trainings throughout the entire organization.

Additionally, Information and Referral Specialists are able to refer individuals to services that identify as providing services specific to a cultural group, where those services exist.

3. How do we access the eServices?

Very simply – please send an email to your Health Data Liaison, Laura Cornish (lcornish@connexontario.ca) with a request.

4. Can we find out how many students have called from our campus?

Yes. We track how many referrals we have made to your programs/services, and this information is available to you through eServices. Please contact Laura Cornish (lcornish@connexontario.ca) on how to access this resource.

5. Would eServices have the capacity to provide a listing of culturally specific resources in a given catchment area to facilitate culturally appropriate referrals?

Yes. There are multiple reports, maps, and program search criteria options through eServices. Our database captures programs that are specialized or restricted to particular population groups. Searches can be based on these specializations and/or restrictions.

6. Is there any support for students who have addictions or problems with video games?

At this point, there aren't any services in our database that identify that they treat video game addiction. However, we do refer people to the Centre for Addiction and Mental Health's (CAMH) problem gambling program – they are connected to the Aces Program, which supports individuals with gaming addictions.

7. Does ConnexOntario refer to government funded services only?

Primarily referrals are to publicly funded services. We have information on some private or fee for service programs that are attached to funded services.

8. How is ConnexOntario advertised to the general public?

ConnexOntario is advertised in various methods across Ontario including billboards, arena rink boards, hospitals, doctor's offices, as well as on school campuses. There are several free marketing

materials that can be ordered and used at your organization including posters, wallet cards, etc. Orders can be placed online at www.connexontario.ca or through any of the helpline websites.

9. I am wondering when I would recommend ConnexOntario over other referral resources: Good2Talk, COAST etc...? When an individual is looking for help with an addiction or mental health issue, and doesn't know what the services are, or where to start. Also, if a person is already connected with some resources but is looking for more options.

Understanding the mental health and addiction treatment system can be complicated and ConnexOntario is the expert organization in helping people understand and navigate how and where to get services and help.

10. What is the relationship between Good2Talk and ConnexOntario? ConnexOntario is one of four partners in the Good2Talk Helpline. When an individual contacts Good2Talk, they have two options. One is to speak with a telephone counsellor and the other is to get information about resources for addiction and mental health. ConnexOntario answers the calls when the option for resources is chosen and can speak to callers about the range of options for help available, both on campus and in the community. Additionally, callers to Good2Talk who first sought counselling will be transferred to ConnexOntario if they are looking for treatment/programs so that they can obtain the most accurate referral information.

11. Do the referrals relate to adjustment issues or are they confined to mental health? **The services in our database are for addictions and mental health services specifically.**

12. How are the information specialists trained, or what is their background? Are they required to have training/experience/professional expertise in the various areas? **ConnexOntario Information and Referral Specialists have extensive experience in direct service provision in the mental health and addictions field. All have a university degree or college diploma in health or human services, are AIRS certified and ASIST trained. Extensive onboarding training is required in addition to ongoing continuing education to maintain up to date mental health and addictions research, standards and practices.**

13. Length of wait lists? Type of referral process? Any charge for services? Duration of services? **Many of the programs in our database report their estimated availability for their services. The program information we have would indicate what referral processes are needed to access the program, whether there is a charge and the length of the service. This is all information we can provide to a caller.**

14. Was there stakeholder consultation in the design of ConnexOntario? **Yes. The Drug and Alcohol Helpline, formerly the Drug and Alcohol Registry of Treatment (DART) had an advisory committee of people from various stakeholder groups, who originally were behind the design and divestment of DART. The Mental Health Helpline, formerly Mental Health Services Information Ontario**

(MHSIO), was created after extensive consultation with mental health stakeholders across Ontario.

15. Is there training opportunities available for staff at my campus?

Yes. We would be very happy to conduct presentations and training on ConnexOntario with campus staff. We can also set up a booth for conferences or health fairs, etc.

16. What kind of enquiries are being made by post-secondary students?

For calls regarding mental health, the top reported diagnoses are: not diagnosed, mood disorder and anxiety disorder. For callers reporting that they are seeking help for addiction, the top reported substances are alcohol and cannabis.