A Campus and Community Approach to Supporting Students in Crisis: The London Experience

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**Andreea Bejan** – Secretary Treasurer, USC, Western University
Western University

The challenge of meeting the demand for mental health supports.

What resources were on campus already?
# Trying to Meet the Demand at Western

<table>
<thead>
<tr>
<th>Student Health</th>
<th>Psychological Services</th>
<th>Wellness Education Centre</th>
<th>Peer Support Centre</th>
<th>Campus Case Manager</th>
<th>Residence Counselling</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 Family doctors</td>
<td>6 Psychologists</td>
<td>Mental health education &amp; info; Classroom support; yoga &amp; meditation classes, Sexual Violence contact &amp; Registered Dietician</td>
<td>Non-professional support to students by other students. Listening, supporting &amp; referrals. Trained by SDC psychologist</td>
<td>Social worker who assists with co-ordination of complex, multifaceted student issues, a resource for Faculty &amp; Staff</td>
<td>Two full time social workers that deal with the mental health issues of students living on campus.</td>
<td>Campus Community Police Service (24/7), and Mental Health First Aid Training available to all staff and faculty</td>
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<td>6 Psychiatrists</td>
<td>4.5 Master's level psychotherapists</td>
<td>2 residents 16-20 interns</td>
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<tr>
<td>2 Social Workers</td>
<td>2 residents</td>
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<td>12 Registered Nurses</td>
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### Statistics

- **52,500 visits**
- **12,000 for mental health problem**
- **50% of physician time spent on mental health**
- **8,525 hours**
- **Same day drop in counsellor and single session therapy as well**
- **735 intakes**
- **491 undergrads**
- **51 faculty/staff**
- **15 other/parents**
- **170 post-graduate**
- **7 post-doctoral**
- **40% mental health concern or “stress”**
- **154 interactions**
- **(58 during November crisis satellite)**
- **19 senior residence leaders trained in MH First Aid, SafeTALK & ASIST**
- **367 Rez staff & Sophs trained in safeTALK**
- **212 students seen**
- **Primary presenting issues: Anxiety, First Year Students - Transition, Relationships**
- **~1000 - 911 calls and 6% were mental health related (up from 3.6% last year)**
- **19 senior residence leaders trained in MH First Aid, SafeTALK & ASIST**
- **367 Rez staff & Sophs trained in safeTALK**
### Mental Health

“The capacity to feel, think and act in ways that enhance our ability to enjoy life and deal with the challenges we face.”  
(Public Health Agency of Canada)

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<tr>
<th>Do this everyday</th>
<th>At Risk</th>
<th>Crisis</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Sleep</td>
<td>• Stress Management</td>
<td>Mon-Fri 8:30-4:30</td>
</tr>
<tr>
<td>• Exercise</td>
<td>• Peer Support</td>
<td>Go in person or call</td>
</tr>
<tr>
<td>• Nutrition</td>
<td>• Academic Counsellor</td>
<td></td>
</tr>
<tr>
<td>• Connect</td>
<td>• Wellness Education Centre</td>
<td></td>
</tr>
<tr>
<td>• Health and Wellness Website</td>
<td>• Counselling</td>
<td></td>
</tr>
<tr>
<td>• Learning Skills &amp; Writing Skills</td>
<td>• SHS, SDC, Residence</td>
<td></td>
</tr>
<tr>
<td>• Student Success Centre</td>
<td>• Good2Talk</td>
<td></td>
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<tr>
<td></td>
<td>(Post Secondary Phoneline)</td>
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<td></td>
<td>○ 1-866-925-5454</td>
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</tbody>
</table>

### At Risk

- Stress Management
- Peer Support
- Academic Counsellor
- Wellness Education Centre
- Counselling
- SHS, SDC, Residence
- Good2Talk (Post Secondary Phoneline)
  - 1-866-925-5454

### Crisis

- Student Health Services
  - 519-661-3030
  - UCC, Rm 11
- Student Development Centre
  - 519-661-3031
  - WSS, 4th Floor
- Campus Police/911/SERT
- Reachout/CMHA Crisis Centre
  - 519-433-2023
- 24/7
Student support is at the core of the betterment of the student experience. We cannot serve our mission to enhance the quality of life of students if we do not first ensure that all students feel welcomed, accepted, represented, and supported at this institution.
It started with a tour…

Let’s just try it!
Peer Support Training

- Successful model at Western University
  - 3-day training program
  - Implemented by Student Development Centre (SDC) counsellor and psychotherapist to meet national standards outlined by the Mental Health Commission of Canada
  - Trained in SafeTalk, a half-day suicide alertness training session
  - Trained to not be advisors, but rather to listen, affirm, and refer
- Fanshawe College Student Union and Administration committed to implementing
Surge in Youth Accessing CMHA

- 5% - 34% of individuals 16-24 years
- Trends in Crisis Services
- Lead to Collaboration with Western – Crisis Satellite
Funding

The players

Space

Staffing

Peer volunteers

Communication Plan
Student Peer Support Role

- Support students accessing CMHA crisis services
- Meet and greet students, welcome, assist with completing CMHA intake form
- Provide brief support while students are waiting to meet with CMHA Crisis staff
- Peer support includes: active listening, offering students a snack/beverage, introducing students to “Take Five” coping activities, and provide resources if requested
March 13 – April 12
CRISIS SUPPORT
Walk-in support for anyone in need.
5pm–9pm, Registration ends at 8pm
Monday: King’s, Wemple Room 156
Tuesday–Thursday: Student Health Services, UCC 11
wec.uwo.ca/crisis_support
Fall 2016 Satellite

Results:
Total number of students serviced: 67    Missed contacts: 8
<table>
<thead>
<tr>
<th></th>
<th>Pilot #1</th>
<th>Pilot #2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>67</td>
<td>54</td>
</tr>
<tr>
<td>Location</td>
<td>Peer Support Centre</td>
<td>Student Health Services</td>
</tr>
<tr>
<td>Time of year</td>
<td>November/December</td>
<td>March/April</td>
</tr>
<tr>
<td>Average appointment</td>
<td>50 minutes</td>
<td>51 minutes</td>
</tr>
<tr>
<td>Average wait</td>
<td>19 minutes</td>
<td>4.7 minutes</td>
</tr>
<tr>
<td>Age range</td>
<td>18-37</td>
<td>18-31</td>
</tr>
<tr>
<td>Average age</td>
<td>18-22</td>
<td>19-23</td>
</tr>
<tr>
<td>Key presenting issues</td>
<td>Anxiety, depression, stress and education-related issues.</td>
<td>Anxiety, school stressors, relationships, depression, and suicidal ideation.</td>
</tr>
</tbody>
</table>
Our Proposal: Building Upon Recommendations from the Mental Health Commission and our Experience with the 2017 CMHA/Western Crisis Satellite

Western, Fanshawe and Kings Community Vitality Grant

- Crisis satellites
- Mental health literacy
- Evaluation
## Trying to Meet the Demand at Fanshawe College

<table>
<thead>
<tr>
<th>Counselling</th>
<th>Psychiatry</th>
<th>Residence</th>
<th>Wellness Centre</th>
<th>Case Management and Peer Support</th>
<th>Campus Security Services</th>
<th>Other</th>
</tr>
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<tr>
<td>10 FTE Counsellors providing personal, and career counselling. M-F 8:30-4:30 (fall and winter term open M/T/W until 7:00pm) Individual and group services. Have 12 same day urgent appts daily</td>
<td>Health Services provided by Fowler Kennedy includes 3 half days of Psychiatrist and 2 additional family doctors specialize in mental health concerns.</td>
<td>Work closely with residence and security re mental health crises – share information when they call Mobile Crisis, or send a student to emergency or Crisis Centre.</td>
<td>Group based wellness programs and services (i.e. stress management, mindfulness, meditation, support groups)</td>
<td>New position starting fall 2017 to assist with co-ordination of complex, multifaceted student issues, manage peer support program.</td>
<td>12 FT Special Constables with authority to apprehend under Mental Health Act.</td>
<td>Mental Health First Aid to staff and faculty as well as some students in our School of Public Safety programs. Psychiatric disabilities most prevalent disability reported.</td>
</tr>
<tr>
<td>3402 unique students through 8370 regular and 2278 triage appointments. Triage appts full during peak periods</td>
<td>Approx. 441 appointments available with Psychiatrist (Fall/Winter).</td>
<td>All 40 RAs, RLMs and Front Desk staff trained in M. H. First Aid. RLMs also trained in ASSIST.</td>
<td></td>
<td></td>
<td>Approx. 10 students apprehended in 16/17. Mental Health Crisis Centre contacted for additional 20 students.</td>
<td>Multiples sessions offered per year plus program specific mental health faculty PD</td>
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CRISIS SUPPORT
Walk-in support available for anyone in need

Meet with
Canadian Mental Health Association
Crisis Counsellors

March 5 to April 5, 2018
Mondays, Wednesdays and Thursdays
5pm - 9pm (last walk-in at 8pm)

Student Wellness Centre
(Outside the Fowler Kennedy Clinic)
Peer Facilitator (staff role at Fanshawe)

- Mentors and Coaches student peers during the crisis shifts
- Acts as a link to Fanshawe’s Counselling and Accessibility Services if students presenting to CMHA crisis service are needing academic accommodations to disability reasons or a follow up appointment with a Personal Counsellor the next day
- Warm transfer
Spring 2018 Crisis Satellites

Western Students Serviced: 62

Fanshawe Students Serviced: 25

Kings Students Serviced: 9
Trends

**Referral sources:**
- Counselling/wellness centres
- Social media
- Print media
- Friends
- Instructors

**Presenting Issues:**
- Relationships
- Mental health
- School stressors
- Grief
- Suicidal ideation
- Substance use
- Eating disorder
- Sexual assault
Fall 2018 Crisis Satellites

- Western Satellites During Orientation Weeks
  - First two weeks in September

- Fanshawe College – Crisis Supports 7 weeks/4 days per week
  - October 4 – November 15

WHAT’S NEW

September 4-7 & 11-14
CRISIS SUPPORT
Walk-in support for anyone in need.
5 p.m.–9 p.m., in-person registration ends at 8 p.m.
Student Health Services, UCC 11
Key Learnings

- Take risks
- Value of peer support / student leadership
- Marketing is key
- Develop protocols regarding referral/communication
- Refine as you go
- Build relationships
Next Steps

- Mental health literacy needs assessment and implementation on campus
- Evaluation
- Knowledge translation
- Sustainability - other possible funding sources
Contact us:

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Thank you!