



# Outreach Services


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# Let's Talk About...

- My background
  - What is Outreach Services
  - What *really* is Outreach Services
  - What works and what needs tweaking
  - Common challenges
  - Strengths & successes
  - Questions
- 

# The Outreach Worker

- 18 years experience
- Diverse background
- University & College education +
- 5 years in post secondary Outreach position





# What is Outreach Services~ The Early Years

- Why this role was developed
  - Increase in complex student behaviours
  - More reactionary approach
  - Began to utilize outreach worker from the health centre to come into residence
  - Hired part time dedicated to residence
  - 2013 Full time position in residence



# What is Outreach Services

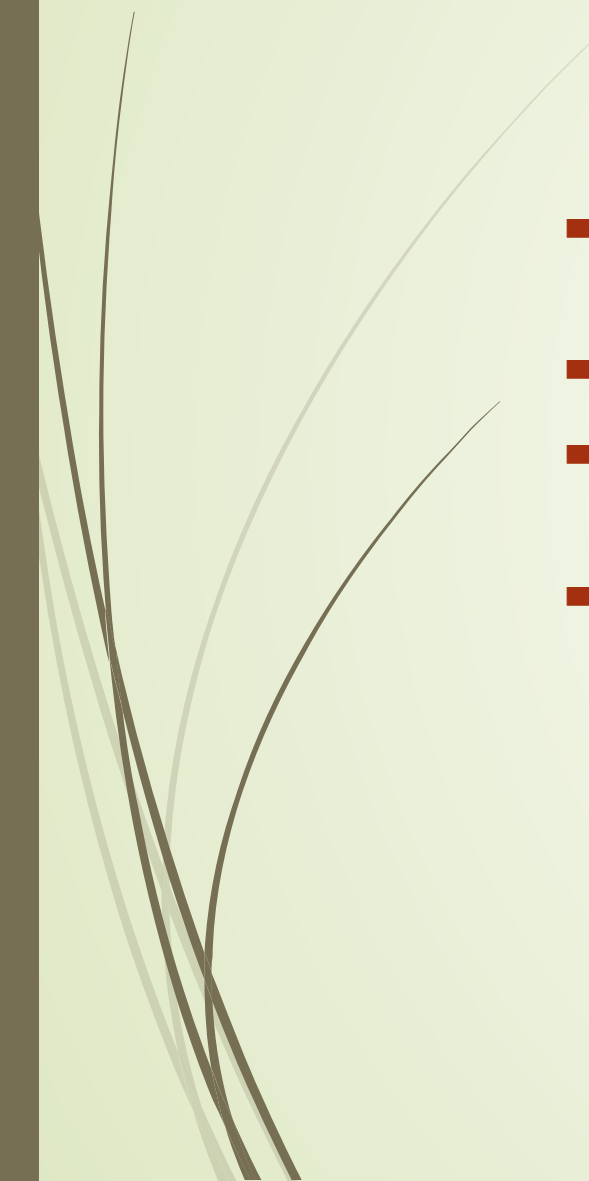
*Here's what they have to say*

- ▶ “Prior to the Residence Outreach Worker becoming full time in the role, we were still finding ourselves frequently encountering students in crisis who’s needs were beyond our expertise. Once the Residence Outreach Worker was with us full time the amount of students staff had to deal with in crisis was drastically reduced, we went from having two or three, threat assessment meetings every year to zero. Her presence was like placing a release valve on the students needs, she was able to intervene prior to students reaching crisis. It became a real game changer for us in our ability to support students and keep them safe.”

*Marc Athanas Residence Life Manager*



# What is Outreach Services

- ▶ Providing mental health support to students living in residence with a focus on building capacity for resilience
  - ▶ Student focused
  - ▶ Creating a welcoming and inclusive atmosphere and culture throughout residence
  - ▶ Offering support and education to the staff and student staff in residence
- 





# What is Outreach Services

- 1:1 supportive interventions and/or making referrals upon assessment :30%
- Assess students mental health status including consulting with the physician :25%
- Maintain client records in confidential manner (record management) :16%
- Provide mental health promotion to students, faculty and staff on mental health issues :15%
- Compose letters supporting OSAP applications, counselling attendance etc. :5%
- Respond to traumatic events :2%
- Participate in committees : 2%
- Explain physician instructions to patient :3%
- First aid emergency response, arrange transport to hospital where appropriate : 2%



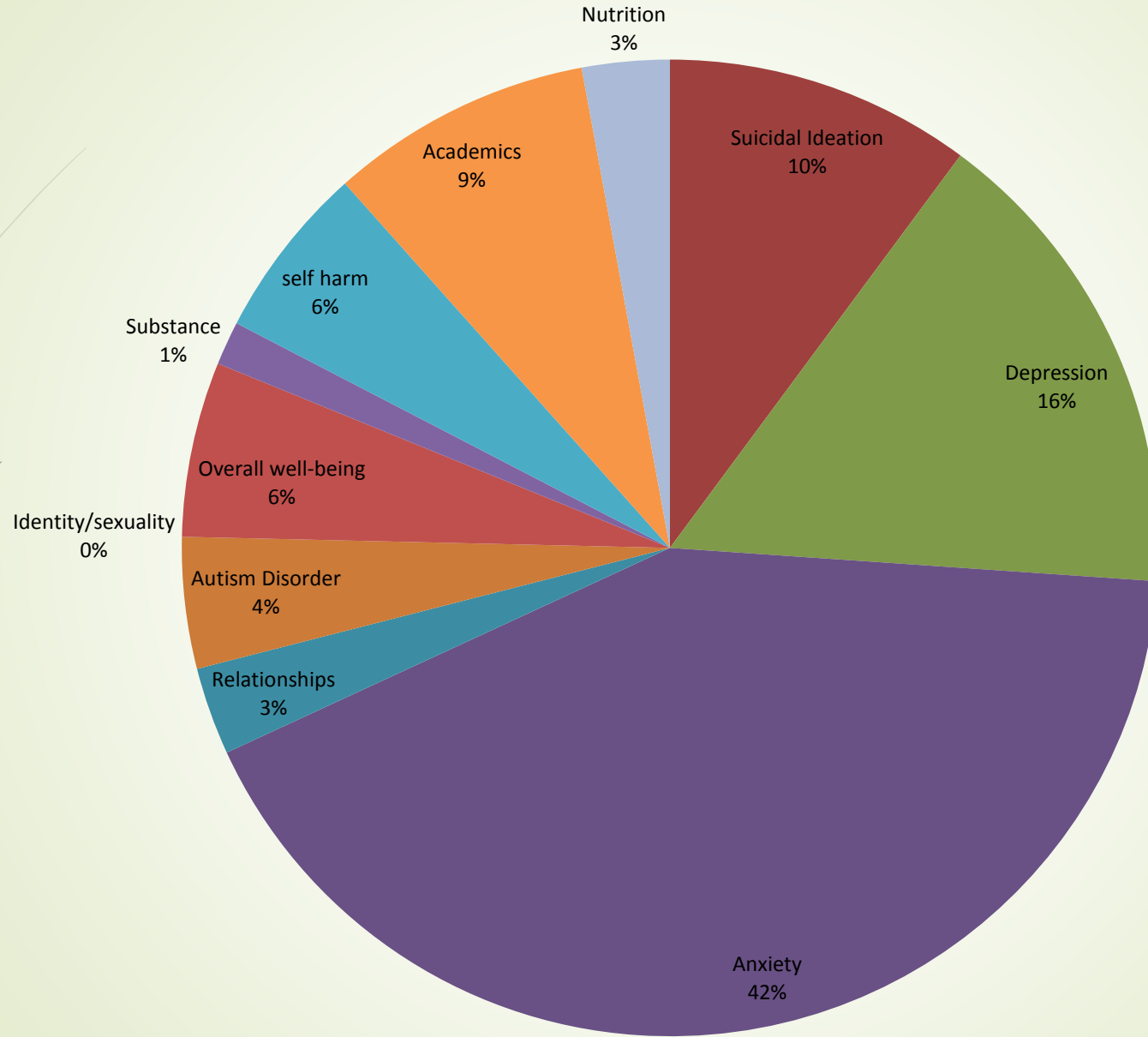
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- First aid emergency response, arrange transport to hospital where appropriate : 2%
- 1:1 support (referrals minimal): 28-84%+
- Assessing and Consulting :1%
- Record management :10%
- Mental health promotion: 3%-42%
- Letters of support : <1%
- Traumatic events on campus : 345%
- Committees: 2%
- Physician instructions: <1%

# Presenting Concerns





# What is Outreach Services

Safetalk	8/30/2018	Suicide Prevention	DC staff
Outreach	9/4/2018	Transitioning to post secondary	South Village
Outreach	9/5/2018	Therapy Dogs	South Village
Yoga	9/6/2018	Yoga for relaxation	Polonsky
Outreach	9/7/2018	Transitioning to post secondary	Simcoe Res.
Community Outreach	9/8/2018	Walk for suicide prevention	distress centre
Outreach	9/12/2018	Therapy Dogs	Pickering
Yoga	9/13/2018	Yoga for relaxation	Polonsky
Outreach	13-Sep	Bucket list for yearly success	South Village
Outreach	14-Sep	Bucket list for yearly success	Simcoe Res.
Community Meeting	14-Sep	Youth Suicide Prevention Coalition	Whitby
Wellness Wednesday's	19-Sep	Nature Walk	Campus
Monthly Group	9/20/2018	Create Vision Board	Outreach office
Outreach	9/20/2018	Letter to future self	South Village
Yoga	9/21/2018	Yoga for relaxation	South Village
Safetalk	9/26/2018	Suicide Prevention	DC staff



# What Works & What Didn't Work

## *Working*

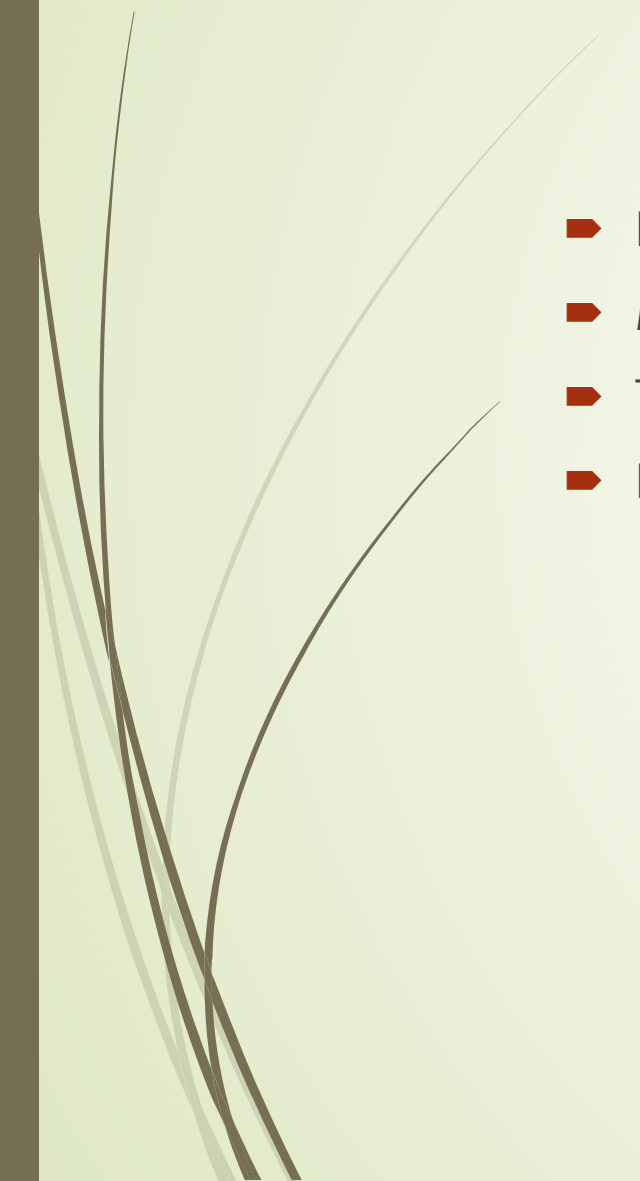
- Book club
- Mental health ambassadors
- Work study student
- Flyers/posters
- Welcome letter each semester
- Life size cut out
- Flexibility (hours)
- Events such as therapy dogs
- Monthly non formal groups

## *Needs tweaking*

- Depression & Anxiety groups
- Mental health ambassadors
- Booking appointments
- Ballot in move-in package
- Hours ???



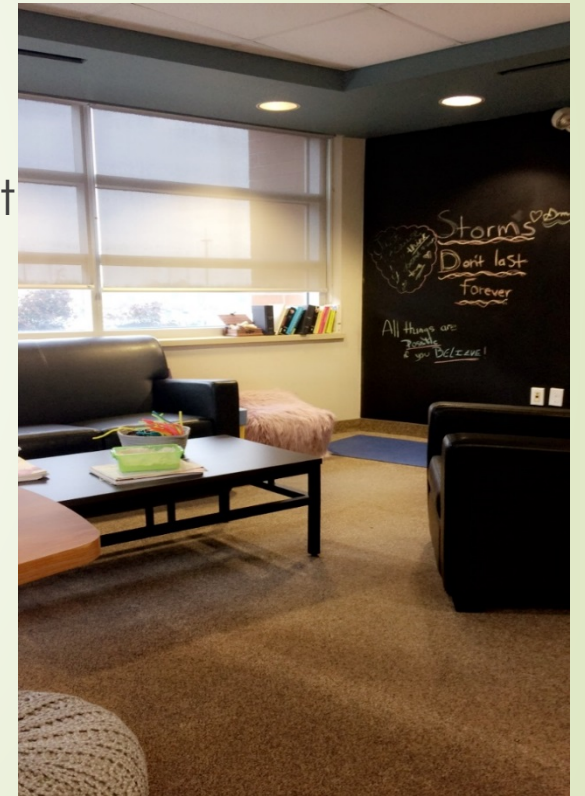
# Common Challenges

- ▶ Booking appointments
  - ▶ Multi residences
  - ▶ Team dynamics
  - ▶ Role with RA's (boundaries & debriefing)
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# Strengths & Successes: Impact of the Role

- Coaching
- Non-clinical, less formal
- Building tools for coping, resiliency and empowerment
- Right in their “home”
- Confidentiality







Any lingering  
questions???