

## Mental Health Service Review at a Glance:

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Thank you for your participation in the mental health service review survey. Your insights are extremely valuable as we look into our strengths on campus, and identify areas that require focus and improvement. The following themes emerged from the collection and analysis of the data. We would like to share this summary of your feedback, as it will be used to guide future planning of mental health services.

### Mental Health Service Providers on Campus Currently:

- Have a rich and varied range of skills and training to meet the needs of the student population
- Provide excellent and tailored one on one service to the student
- Have skills in providing effective and respectful care to meet the diverse needs of the student population
- Have extensive training in suicide intervention, and are largely very comfortable utilizing these skills with the student population
- Are knowledgeable about confidentiality standards (PHIPPA and FIPPA)
- Provide a variety of appointment options to the student. I.e. offering walk-in appointments, prioritizing students in crisis despite the challenging nature of this task, and increasingly offering after-hours services
- Are extremely knowledgeable about mental health and crisis resources in the community

### Areas to focus on to improve the student experience:

- coordination between service departments to ensure a seamless transition into the most appropriate service department, between services, and to/from the community
- collaboration between departments on a consistent intake process to improve efficiency and maximize access to services
- communication to students, faculty, and front line staff, regarding the process of accessing mental health services to address the student's needs
- communication between departments, to increase awareness of the unique contributions, skills, and services offered by all providers

Thank you for your dedication to the student experience at Durham College. If you have any further questions or comments regarding the mental health service review, please contact Nicole Daniel at [Nicole.Daniel@durhamcollege.ca](mailto:Nicole.Daniel@durhamcollege.ca)