

Committee on Student Services
Tuesday, January 15th, 2019 – 15:00 -17:00 PM
Room MacDonald Engineering Building, Room 388

Present: Jim Fyles, Dusica Maysinger, Vera Romano, Johnathan Phillip Britt, Ian Simmie, Sophia Esterle, Réginal Labonté, Jacob Shapiro, Martine Gauthier, Jack Collis, Wajih Jawhar, Rick Hink, Tatyana Romeus-Kebe

Absent or Regrets: Sophie Courtemanche-Martel, Rosella De Stefano, André Lametti, Jacqueline Leclair, Saumeh Saeedi-Tabar, Prof. Fabrice Labeau, Aimee K. Ryan, Lina Di Genova, Axel Hundemer, Robyn Lee

AGENDA

1. Approval of Agenda

The committee approved the agenda.

2. Approval of Minutes

Notes from the last meeting (attached)

The minutes from the last meeting were approved.

3. Business Arising

- a. Business from past meetings to be covered in other agenda items

4. Advisory Board Reports (please review the reports before the meeting)

- a. CaPS

J. Fyles: Are there any comments on the report?

R. Labonté: How does CAPS work with other career development offices at McGill and other faculties?

Martine: CaPS has been separate to a certain extent, and faculties tend to find that since CaPS is so general, it does not always meet their needs. Also, Student Services has not historically partnered with faculties very often. Now, Student Services will be putting in place a 5 year strategic plan. This will increase the partnering with other faculties therefore instead of duplicating services, faculties will be able to refer students to our Student Services.

- b. Counselling Services

V. Romano: There is a lot of overlap with Counselling and some of the developments that happened as part of the general Hub which will be discussed later.

V. Romano: The priority for the advisory board has been the introduction of the timely access. In the fall, there was a re-introduction of drop-in appointments for Counselling. Also, from the advisory board there were breakout meeting with students and the Associate Director to get student feedback. However, with the

new Communications Officer, these conversations have been taking over by them.

c. Health Services

M. Gauthier: We have had to move Health Services due to renovations and this has been a pain point. We have gone down 3 frontline staff and have had to pull frontline staff from other units to fill the gap, making access to Health Services the biggest pain point. The Hub will completely change our service as all our units are coming together. The frontline of our different services (Health Services, Counselling Services, Psychiatric Services) will combine into one frontline and everyone will be cross-trained. We have also hired students to be greeted and trained as Ask McGill students so they can answer general questions as well as give students information about Health Services. We will increase the number of GPs we have and the number of examination rooms available.

D. Maysinger: What is being done is great, but it is important that this information be online and readily available for students and simple to navigate.

M. Gauthier: We have hired a director of Communications that will work with his team to make communication to students clear and keep the communications ongoing. The communication team has also created focus groups to learn what kind of communication students prefer.

D. Maysinger: It may be worth it to have students from this community work as tests.

M. Gauthier: Any students who would like to be part of the process is invited to participate and students who have shown interest have also participated on many of our different working groups.

J. Shapiro: What is the right context for students to get a sense of what the evaluation strategy is?

V. Romano: A solution may be to have Dr. Lina Di Genova explain assessment and metrics to the group.

J. Fyles: I would like to flag that there may need to be a transition from the previous advisory boards to something new as things are changing.

d. ISS

J. Fyles: From the advisory board reports we see that ISS has complex issues and that was very surprising to learn.

V. Romano: As an update, ISS and Counselling Services have collaborated to create a position, a therapist position that will work half the time with MasterCard Foundation students as they have a diverse experience.

M. Gauthier: The MasterCard Foundation funds a large amount of students (about 70 right now) from Africa and gives them full scholarships.

J. Fyles: These students come from difficult backgrounds such as trauma, war, etc.

V. Romano: Due to their diverse backgrounds they have different needs and this therapist will work half the time with them. The other half of the time, this therapist will work with students who are survivors of sexual violence.

J. Shapiro: Is there anything that is lost by hiring one person to work with these two different populations. Would it make more sense to split these positions in two and combine them with other more general topics?

V. Romano: It is not an easy position to fill. However, there will be a Local Wellness Advisor in ISS that can handle more general topics and there are other resources for survivors of sexual violence. The position we are discussing was created because we were looking for people with specific experience on this topic.

S. Esterle: Is it possible to know who is apart of the selection committee as well as if there are any representatives who have experience with sexual violence on the committee such as representatives from SASCOM.

V. Romano: Yes, HR and a representative from OVERSE will be part of the committee. We would welcome representatives from peer support and SACOM. It can be difficult due to scheduling but this topic will be discussed with HR.

e. Psychiatric Services

M. Gauthier: In the last 8 months we have hired a manger of Psychiatric Services, a position that did not exist before. Previously it was only a Clinical Director which was difficult because they were both practicing and trying to manage the service. A new Clinical Director was hired and deals with the professional practice of Psychiatry.

M. Gauthier: Most universities give referrals to psychiatrists outside the university. This brings crisis management into the university which is difficult to manage. However, with the new model of combining the services, the urgent care will be coming through the Hub who will be able to assess and triage students and no longer through Psychiatric services.

D. Maysinger: It is not the responsibility of this group to solve the problems of student's mental health. Electronics are having a large impact on students' mental health. The number of students who are constantly using their devices is high and this should stop.

M. Gauthier: The book called Lost Connections by Johann Hari discusses how we have lost meaningful connections between people and nature. Another book is iGen by Jean Twenge which is about the new generation.

M. Gauthier: What is also important is re-educating students. Many will think that they are having mental health challenges and need to see a counsellor, however, this is not always the case. We are making plans to better assess students so we can put them into contact with services that best meet their needs. Students who have diagnosed mental illness will not go through the same channels as those with mental health issues.

J. Shapiro: How high has the demand increased for psychiatric services?

V. Romano: We do not have the exact numbers, however, the number of students asking for appointments increased by 6000 and there were 20, 000 appointments given last year.

J. Shapiro: Do we know the number of appointments where the student was in the right place or the number of appointments where the student should have been referred somewhere else?

V. Romano: We do not have these numbers, however, we do know that many of the students who visit Counselling Services could have been helped by our GPs. Our counsellors see about 6 students per day unless they have direct service deliveries (such as hosting group sessions). So we have maximized the number of appointments possible.

f. SSAO

J. Fyles: SSAO has quite a complex workload because they have the McGill funding programs but also have to coordinate with the Quebec Government, sometimes with the BC Government, the US Government, etc.
No committee members had questions regarding SSAO.

5. SS and Rossey Hub Update

a. Martine

M. Gauthier: Student Services will be starting their 5 year Strategic Planning in the fall. Rick Hink and Lina Di Genova from Student Services will be leading this and CSS should be involved in this.

M. Gauthier: 7 Local Wellness Advisors (LWA) have been hired in December and have been gone through training to be able to deliver programming. The LWAs have been hired for the Faculty of Arts, Education, Engineering, Law, Music, Residence and Mac campus. We are currently working with facilities to sound proof the offices of the LWAs. Therefore, currently the LWAs are working on getting familiar with their faculties and soon will be engaging in their programming.

V. Romano: The level of engagement and welcome coming from the faculties has been positive.

M. Gauthier: The LWAs will split their time such that 40% of the LWAs role will be around groups including workshops and 30% will be one-on-one appointments, single session therapies for example, and another 30% will be engaging in more training and being engaged with the Hub and what is happening in the Wellness Hub, meeting with their faculties and doing training and workshops for the faculties. Their role is very focused on early intervention.

R. Labonte: We have not yet heard about the LWA for our area.

R. Hink: Information around communicating the LWAs presence was sent out to the faculties and it is at their discretion to send it out to students.

J. Fyles: The information to send out was only received within the last week and therefore the announcement is being prepared presently. If you have an LWA in your area, you should reach out to them and let them know who you are and your involvement on CSS as the LWAs are new positions.

M. Gauthier: We have 5 new LWAs being hired in the summer and we will be posting these positions in March.

R. Hink: During Well Week which is the last week of January, LWAs will be tabling so they can present themselves to students.

M. Gauthier: We have hired a training developer who will be focusing specifically on designing curriculum. Also, we specifically hired a nurse with mental health background to act as an Access Advisor and deal with the mental health urgent situations, and help to train our existing nurses who have not been as involved in the mental health component.

6. Discussion of questions raised by students

a. See discussion framework below.

J. Fyles explained the diagram that was created and the questions that led to the diagram.

R. Hink: How can students learn to make the best use of a complex system? We would like to clearly get students the information they need about the different health and wellness issues they might be confronting as well as, in a step-by-step way, go over the information and go deeper to see if this is something the student should see a counsellor about. Eventually there will be videos and multimedia content that will allow students to voice their experiences and we will be integrating the mapping project.

R. Hink: The resource mapping project is moving forward and a programmer was recently hired so the programmer is creating the databases. Hopefully we will be able to beta test in May. If you have any suggestions, you can send Rick an email.

M. Gauthier: We need to simplify the access to information and our services. We are using the Steering Committee to field the ideas we have to simplify things and receive feedback.

M. Gauthier: We have been laying low regarding telling the student population about our plans. This is because we cannot offer these services now and what students are interested in most are what is happening now. Therefore, we are thinking about creating a listening tour in March to give students a chance to engage with us and tell us what they would like to see and therefore inform us of what we are doing.

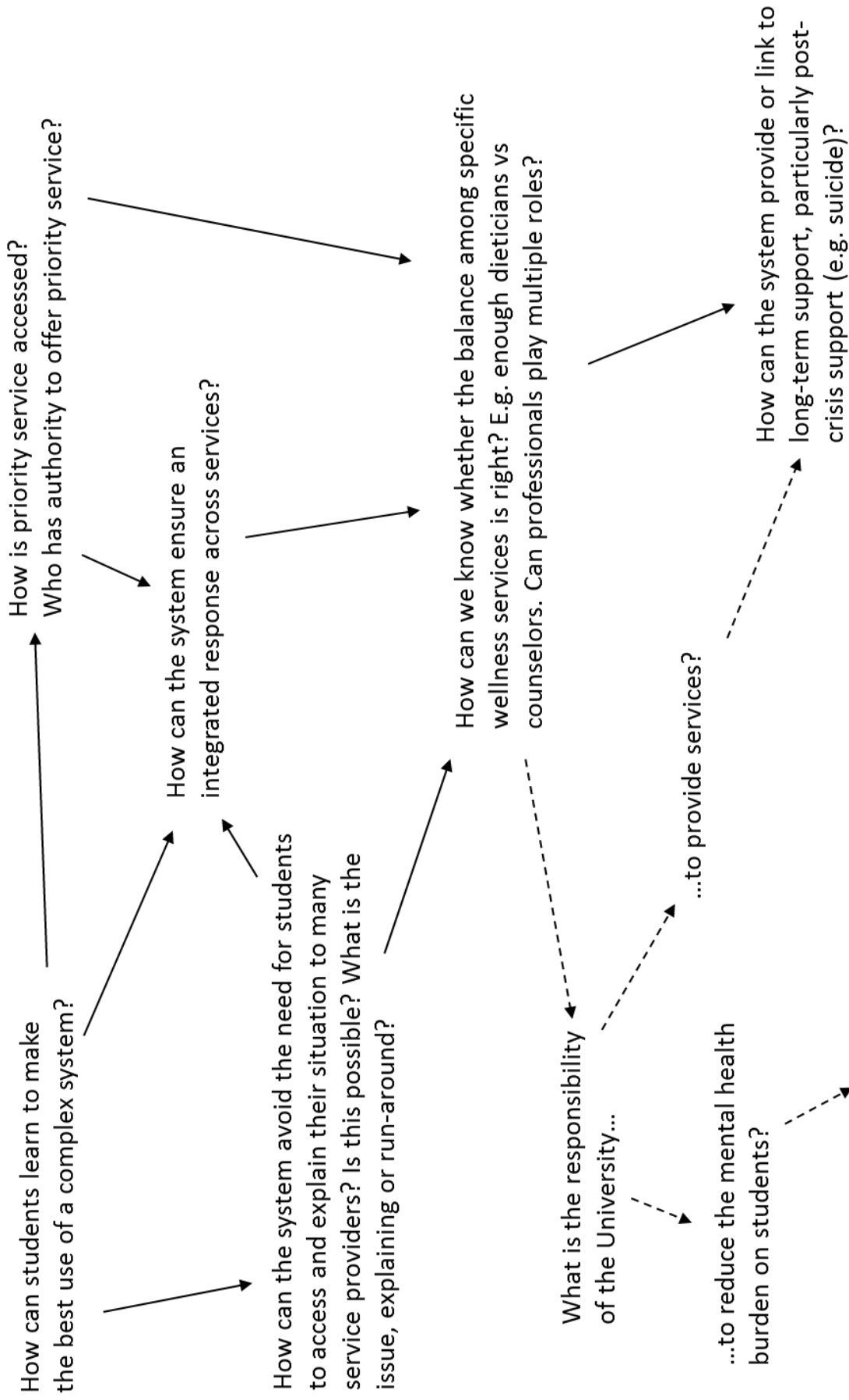
R. Hink: We are building listening to students into our entire virtual hub. There will be feedback forms everywhere on the virtual hub so students can let us know if there are problems or if they think improvements can be made.

J. Fyles: Go back to your constituencies and say we have heard from Rick and ask how they can be part of getting these things out and helping students.

M. Gauthier: The model we are creating is including an aspect that feeds back into the support system. For example, if a student is hospitalized for a mental health concern, making sure we are connected with the hospital and that our staff is connected with the student, etc. We do not want students to leave our system and be lost but instead be supported in their coming back.

NEXT MEETING:

February 25, 2019 from 3:00-5:00pm.



Manage?:

- Academic load
- Admin processes
- Infrastructure

In this framework, the set of questions joined by solid arrows 'follow' a student through the wellness support process. The issues joined by dashed lines are more general.