

# Welcome to Student Counselling Services



*Connecting Students to Mental Health supports on and off campus*

## **Student Counselling Services**

Student Development and Services

100 College Drive

North Bay ON P1B 8L7

[www.nipissingu.ca/counselling](http://www.nipissingu.ca/counselling)

**Room:** B210

**Phone:** (705) 474-3450 ext. 4507

**TTY:** (877) 688-5507

**Fax:** (705) 495-2850

**E-mail:** [counselling@nipissingu.ca](mailto:counselling@nipissingu.ca)



Your  
Wellness  
Matters

**NIPISSING**  
UNIVERSITY

## What is Counselling?

Student Counselling Services works to support all students in achieving positive mental and emotional wellness. Our services are designed to be brief, collaborative, effective, and professional as we endeavor to do all we can to help students succeed in their academic and personal lives. Students attend counselling for a variety of reasons.

We offer multiple Pathways to Care so that you may choose the type of support that best fits with your needs, preferences, and ability to engage. Our team includes Registered Psychotherapists (RP) and Registered Social Worker (RSW) that will work with you to create a plan based on your unique goals.

We strive to provide you with a non-judgemental and supportive atmosphere to explore the concerns you may have about your thoughts, feelings, behaviours, and relationships. Sometimes this process can be challenging and our team will be there to help support you through this process.

Counselling Services are voluntary and available to active Nipissing University students who are both on and off-campus the North Bay campus. Most of our Pathways to Care are also available virtually; please see “Virtual Options” section for specific information about our virtual platform requirements.

## STUDENT COUNSELLING SERVICES PATHWAYS TO CARE

### Drop-In Services



No appointment needed. Check the website for updated location/time information.

**Peer Support Drop-In**  
(In person/Virtual)  
~Peer Led~

**7 Grandfather Drop-in**  
(In person/Virtual)

**Sharing Circles**  
(In person/Virtual)

**REAL TALK Drop-In**  
(In person)

### Rapid Access Appointments



Students can choose to book these appointments when needed. Same day appointments are not guaranteed.

**Walk-In Single Session**  
(In Person/Virtual)  
~limited availability~

**Scheduled Single Session Therapy**  
(In person/Virtual)

**Intake**  
(In person/Virtual)

### Self-Help



Counsellor recommended tools, information, & resources to use in therapy or independently.

**SCS Online Library**

**Helplines\***

**Other Recommended Resources**

### Counsellor Assisted E-Support



Access the Building Resilience modules, work at your own pace, with optional bi-weekly coaching from a counsellor.

- 1: Self Care & Stress Management
- 2: Making Connections with your past
- 3: Understand your emotions & communicate your needs
- 4: Challenge your thoughts
- 5: Explore who you are
- 6: Got Grit? The power of perseverance

**Intake Required**

### Group Therapy



Join other students and a counsellor for discussions, learning, and psychotherapy.

**4 Directions Group**  
(In Person)

**Growing Together**  
(Virtual)

**Intake Required**

### Individual Therapy



Brief psychotherapy (1-6 sessions), typically bi-weekly.

**Individual Therapy**  
(In person/Virtual)

**Dibaadan Therapy**  
(In person/Virtual)

**Intake Required**

### Specialized Services & Referral



No appointment needed. Check the website for updated location/time information.

**Student Intervention Specialist**

**Sexual Violence Prevention & Education Coordinator**

**Mental Health Nurse/ Doctor\***

**Specialized Therapy\***

**Psychiatry Consultation\***

**Intake Required**

### Safety & Emergency Supports



No appointment needed. Check the website for updated location/time information.

**Emergency Contact\***

**Campus Security**

**Crisis Intervention\***

**Hospital\***



Dibaadan Service: These services are offered through a wholistic Indigenous lens, prioritizing Indigenous knowledge, ways of doing, and teachings.

\* May involve accessing external community services.

## Pathways to Care (Types of Services)

### Drop-In Services

*Note that these services are intended to be “open-door conversations” and are not considered psychotherapy, therefore no prior registration is required. All dates, times, and associated links (if applicable) can be found on the “Events” section of Student Counselling Services’ webpage.*

#### Peer Support Drop-In

Description and more information to come when services available.

#### 7-Grandfather Drop-In



Students can meet with The Dibaadan counsellor in an informal way and engage in wellness conversations and education, prioritizing the building of relationships.

#### Sharing Circles



Sharing/Healing Circles are a traditional practice and is a supportive time for reflecting, relationship building, and sharing with others to gain a better understanding of self and others. Each circle begins with a smudging ceremony, no prior sharing circle experience necessary.

#### REAL TALK Drop-In

Student athletes can meet with a counsellor in an informal way and engage in wellness conversations and education, prioritizing the building of relationships.

### Rapid Access Appointments

*These services are intended to support you in a timely manner and are typically 50 minutes in length. A Registration form is required.*

#### Walk-In Single Session

Same day appointment, if available, to meet with a counsellor to address what is important today. These appointments can be single session or an initial appointment (Intake) to assess the best pathway to care for continued support. May be used as needed.

#### Scheduled Single Session Therapy

Appointment to meet with a counsellor to address what is important without feeling as though a service plan for continued support is required or necessary. May be used as needed.

#### Scheduled Intake

Appointment to meet with a counsellor to share concerns and develop an appropriate and meaningful service plan to help support students’ unique needs.

### Self-help

Self-help tools can be useful for students who have mild concerns and would like a high level of independent work. Self-Help tools may be recommended alone or in conjunction with therapy appointments. Organized by topic of concern, check out the Online Library on our webpage for resources (i.e. TEDtalks, Podcasts, Workbooks) and helplines.

### Counsellor Assisted E-Support

Flexible option for students to work independently on their mental health concerns through various in-house modules that combine education, reflection, and practice. Bi-weekly contact with a counsellor to discuss their learning and address any challenges. An intake appointment is required to participate in this service.

### Group Therapy



Students engage in psychoeducational, reflective, and/or wholistic techniques to address their concerns and learn new skills while feeling connected and supported. Some of our groups are offered virtually, in-person, weekly, or bi-

weekly and are typically 60 minutes in length. Groups are available from both a western psychotherapy and wholistic Indigenous lens. An intake appointment is required to participate in this service.

## Individual Therapy

Short term, change-oriented individual therapy appointments that provide intervention for a variety of mental and emotional concerns. Brief therapy ranges between 1-6 sessions and are typically 50 minutes long, usually scheduled bi-weekly. Individual therapy sessions are available from both a western psychotherapy and wholistic Indigenous lens. An intake appointment is required to participate in this service.

## Specialized Services & Referral

Students with ongoing or intensive support needs often work with internal (NU) and external community providers to address their concerns. We will work alongside students to navigate the service system and connect them with appropriate or preferred service providers. An intake appointment is required to participate in this service.

## Safety & Emergency Supports

As student and community safety is our priority, we respond to safety/crisis risk collaboratively with students (when possible), which sometimes requires involving community services.

## Virtual Options

### Platform for Drop-In Services – MS Teams

*Note: MS Teams is only used for the Drop-In Services listed above; see below for required platform for psychotherapy services.*

All dates, times, and associated links for our virtual Drop-in Services can be found on the “Events” section of Student Counselling Services’ webpage. No previous registration or sign-up required; attendance can occur at any point during the drop-in time.

### Platform for Counselling Services - Wellness Online

Wellness Online is Nipissing University’s exclusive video counselling platform via OnCall Health. Wellness Online counselling appointments can be attended via desktop, laptop, or mobile device.

While using Wellness Online, the expectation is to see you during your appointment. Please ensure your video remains on. We recommend a private space with minimal distractions. If you have any concerns, please let us know prior to your appointment.

It is recommended that you setup your initial account with Wellness Online prior to your appointment time. You will receive a link in your confirmation email with instructions on how to do so. Once your account has been created you can log on using the app if desired. At the time of your appointment, your counsellor will connect with you in their confidential space via the secure video.

### **What if I cannot attend my session?**

Please make every effort to call or email us as soon as possible to allow other students the opportunity to use your time slot. We do have an automated mailing system that will send you a reminder two days before your appointment.

**If you are late for your session**, please note that your appointment will end at its original time. For virtual sessions, counsellors will leave the appointment if you do not attend within the first 20 minutes (unless prior communication has been received) and will be counted as a no-show.

**If you miss or cancel your appointment** without 24 hours notice, each missed session will be deducted from your total allowable session limit, so please make every effort to attend your scheduled appointments.

After you miss an appointment without notice we will send a standard e-mail informing you of your missed appointment. You will be given 1 week to respond with your availability or we will assume you no longer require services, and your file will be closed. You are always welcome to reconnect connect with us when you are ready and able.

Your co-operation with this will give every student who wishes individual counselling sessions the opportunity to receive it in a timely manner and maximize the counselling appointments available to the Nipissing community.

### ***What if I'm unhappy with my counsellor?***

If you have concerns about your work with a counsellor, our hope is that you would talk with them directly and give them a chance to resolve your concerns and provide you with the best experience possible. If you feel unable to talk with your counsellor directly, please email Counselling Services at [counelling@nipissingu.ca](mailto:counelling@nipissingu.ca). We take all comments.

### ***What is in my counselling file and how is it stored?***

When you contact Student Counselling Services a file is started with your identifying information on it. This file consists of electronic records and stored securely, password protected and available only to the Student Counselling Services Team (including secretarial staff).

This file may include:

- All case notes/reports
- All counselling services forms
- Any previous case files if you have used our services before (older case files may be in paper form and contain transcripts)
- All copies of any written communication (i.e. Letters, emails)
- Other documentation collected while providing you services

### ***Is my counselling confidential?***

All individual counselling sessions provided are **confidential** and will not be shared with anyone outside of Student Counselling Services Team without your expressed consent. For this reason, your counsellor will not approach or acknowledge you in public in an effort to protect your privacy, however if you approach your counsellor first, they would be more than happy to greet you.

To ensure that you receive the best quality of care and support, Student Counselling team members may consult with each other and with the Student Intervention Specialist, if required. If you provide your consent, they may also communicate with others to improve your care (ie: Academic Supports, the Sexual Violence Prevention and Education Coordinator). You can update or withdraw consent to speak with others at any time by providing us notice in writing.

There are some important **exceptions to confidentiality** you should be aware of:

- If there is imminent risk that you or someone you know may be harmed
- If a child is being abused, neglected or is a witness of abuse
- If there is a legal requirement to release information
- If you disclose abuse by a helping professional/health care provider

In the above cases, we do not require your consent to share the information necessary to enhance your and others' safety. In some cases, this may include contacting emergency services and/or your emergency contact.

### ***What happens when my service is completed?***

Your engagement with Student Counselling Services ceases when you have completed the service(s) planned during your initial appointment, or at any time you choose to withdraw from using our services.

To note this end of service, your Counsellor will send you a “file closure” e-mail notifying you of this. Included in the e-mail is a link to complete our Feedback Survey; your feedback is valuable to us and we appreciate your honest responses.

We encourage you to take some time after receiving Counselling Services to give you the opportunity to practice and utilize what you learned in therapy. You are always welcome to reconnect with us and engage with our Pathways to Care in a way that is appropriate and meaningful for you. To do so, simply complete a registration form or contact [counselling@nipissingu.ca](mailto:counselling@nipissingu.ca) to connect with our drop-in services.

### ***What if I am experiencing a crisis?***

If you are in distress and it is during office hours (Mon-Fri 8:30-4:30pm), please do not hesitate to contact our office and we will do our best to connect you with a counsellor to help support you. Kindly recall that we are not a crisis service, so if you are in distress and it is outside of office hours, you may choose from the most appropriate toll-free, confidential crisis helplines listed at [nipissingu.ca/needhelpnow](http://nipissingu.ca/needhelpnow).

**If you are having an imminent crisis or are in danger, call 911**

*We look forward to working with you!*