

DIVISION: Division of the VP Academic and Provost

UNIT: Student Counselling, Health & Well-being

PLAN ID: 1426



1. 21st Century Learning

Service Excellence

Action/Strategy:

Measures/Metrics/Milestones:

Evaluation Status:

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Development, Implementation, and Maintenance of Hybrid Counselling & Well-being Services

SCHW Student Mental Health & Well-being Community Portal:
Virtual foyer with rooms
Screening tool to customizable content offerings
Virtual concierge – AI learning and decision tree integration
Profiles and task completion summaries
Data collection – track student engagement with portal content
Student content update reminders
Student access to counsellor schedules (OWL integration)

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Appointment of a Project Manager May 2021-May 2022 (Michael Sa’d)
Project plan mapping May – September 2021
Project research, connections to DOS strategic plan – September-December 2021
Baseline data collection of student experience with virtual service use September – mid-December 2021
Report/recommendations & development of Hybrid Winter 2022 pilot – December 2021
Pilot with Keele Campus January 2022- December 2022
Project Evaluation December 2022
Initial meetings with UIT, Kelly Parke, Design & Innovation Lab
Design, build – September 2021- May 2022
Beta Testing – May 2022 – September 2022
SCHW Pilot – September 2022
Campus wide (with Markham) – January 2023
Goals:
To have full suite of virtual mental health and wellbeing services accessible 24/7
To allow student to freely choose and access custom interventions within our virtual and onsite service delivery models
To allow student to track interaction and progress of their engagement with the portal and our services
To create a mental health and well-being virtual space that is easy to navigate with the support of an AI concierge in the customization of mental health and wellbeing services
To connect students to other campus services when appropriate (i.e. York Well-being Clinic, Academic Advising, etc.)

On Track

2. Knowledge for the Future

Creation of Markham Campus

Action/Strategy:

Measures/Metrics/Milestones:

Evaluation Status:


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Prepare the Division to lead an enriching student experience at Markham addressing space, organizational structure, budget, potential partnerships. Work with stakeholders to develop innovative and accessible communication strategies to align with unique academic/student experiences proposed for the new campus

Establish key milestones and metrics including budget, HR, recruitment, and marketing materials, etc. as they relate to Student Counselling, Health & Well-being

 Discontinued

3. From Access to Success

More robust resources to assist international students with their distinctive needs


Action/Strategy:

International Student Services: More robust resources to assist international students with their distinctive needs in areas such as Student Counselling and Development. Collaborative academic & student success initiatives with Faculties including: academic integrity, career development, community & sense of belonging

Measures/Metrics/Milestones:

Implement "keep me safe" by Oct 2020.

Evaluation Status:

 On Track

Equity Diversity & Inclusion

Action/Strategy:

Measures/Metrics/Milestones:


Evaluation Status:

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SCHW is taking a tiered approach to EDI: individual (student/staff) staffing group, policy/service delivery level.

 Progressing

Individual (staff)
Staff provided with extra departmental funds to seek external clinical consultation with a content knowledge expert from equity seeking groups different from those with which the staff member identifies

Individual
List of clinical specialists drafted for staff to engage in individual consultation on topics related to equity seeking groups (BIPOC, LGBTQ2+, Indigenous, etc.)

Department supporting time away from counselling duties for staff to participate in university initiatives such as Black Excellence, support groups for racialized students, Trans initiatives, other committee work, etc.

Trans 101 workshops for SCHW staff and other DOS staffing groups

Ongoing projects documented in staff PDPs

Individual (student)
Support groups for LGBTQ2+ and racialized students

Joint project with REI on the creation of a central website for the York student Queer community

Welcoming inclusive space initiatives:
Indigenous mural on main wall of SCHW

Two workshops to be held within the department between September – December 2021

BIPOC artist series displayed in main hallway

Racialized student support group takes place monthly - LGBTQ2S+ support group takes place biweekly

Positive space signage on SCHW main doors

Offer of shared space in SCHW with the CIS Knowledge Keeper

Work study position posted September

BIPOC Wellness Series Planning

Staffing Group
Indigenous Healing & Seeking Safety Training: Dr. Teresa Naseba March
To provide a trauma informed lens to staff to manage job stressors, and to bring forth their best skills and care when working with potentially traumatized populations.

Indigenous Mural – March 2022 (artist Joseph Sagaj).

The Sanctuary Implementation Project will provide trauma-responsive practice across all program operations using a 36 month roll out process which will build internal capacity and increase sustainability of practice

BIPOC Artist work to be installed in September 2021 and rotate artists 3 times throughout the year

Positive space signage installed in September 2021

Space planning to begin October 2021

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Planning Committee September 2021- September 2022
Event planned for October 4 & 5 2022

Policy/Service Delivery

January 2022
Full-day training for SCHW staff a half day for Practicum students

January 2022
The first twelve months will focus on engagement of staff through training in trauma-responsive tools and building organizational culture. Managers to read "Restoring Sanctuary" Book
Managers to complete 5-day intensive training January 2022

The second twelve months will focus on using a set of standards as guideposts for embedding a trauma responsive culture and expanding the tools available for staff, practicum students and clients.

The final six-twelve months will focus on self-evaluation of Sanctuary practice with fidelity followed by a formal external evaluation by peer reviewers from other practicing organizations.

5. Working in Partnership

Strengthen the Indigenous presence on campus

Action/Strategy:

Work with campus partners to increase number of days on campus for the Knowledge keeper

Measures/Metrics/Milestones:

Hire the Knowledge Keeper full time

Evaluation Status:

Discontinued

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Strengthen the Indigenous presence on campus

Action/Strategy:

Purchase of planter beds SAS

Measures/Metrics/Milestones:

Beds planted with traditional medicines - curriculum/teachings for students built around the plantings

Evaluation Status:

 Completed

Strengthen the Indigenous presence on campus


Action/Strategy:

Knowledge Keeper to act as adviser to Assistant Director Well-being in the development of a Divisional Well-being Strategy

Measures/Metrics/Milestones:

Indigenous lens applied to well being strategy

Evaluation Status:

 On Track

Improve collaboration and accessibility to health promotion education and activities across and with teams at York University

Action/Strategy:

Measures/Metrics/Milestones:

Evaluation Status:

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- Connect with university student organizations and clubs to develop robust partnerships
- Review evidence-based assessments to determine gaps and barriers to health promotion programs and services
- Create an engagement team for ongoing connection and collaboration with the York community
- Offer train the trainer educational series to campus partners

Provide ongoing workshops on the following:

Mental Health (e.g., Virtual Mental Health 101, Navigating Mental Health etc.)

Self-Care & Resilience (e.g., Healthier Coping, Debunking Stress & Resilience etc.)

Mindfulness (e.g., Everyday Mindfulness, Mindful Movement etc.)

Nutrition Basics (food and mood, fad diets, meal planning etc.)

Sleep Series (e.g., Sleep 101, Sleep during Covid etc.)

Physical Health (e.g., Physical Activities from home etc.)

Sexual Health (e.g., Sex on the Couch, Healthy Relationships, Sexual Health 101 etc.)

Evaluation measures will include a mix method approach to include qualitative and quantitative pre/post survey and # of participants. Inferential statistics will be used to determine if there is a statistical difference in pre-test and post-test scores regarding knowledge increase and/or reductions in hesitations/barriers around health promotion behaviours.

- Establish baseline data for ongoing workshops by December 2021
- Complete a SWOT analysis on current programs offered as a part of Health Education by January 2022
- Improve uptake in attendance by 3-5 % per session by March 2021
- Increase the number of workshop sessions by x 2 additional each month by April 2022

On Track

6. Living Well Together

Continue to implement mental health and wellbeing strategies

Action/Strategy:

Wellness packages for all first-year students on campus or in quarantine.

Measures/Metrics/Milestones:

Packages assembled and delivered

Evaluation Status:

Completed

Continue to implement mental health and wellbeing strategies

Action/Strategy:

Measures/Metrics/Milestones:

Evaluation Status:

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Work plan for the expansion of Health Education and Promotion

- Hire a nurse practitioner manger November 2020
- Review curriculum of health peer educators
- Develop curriculum for nursing students
- Develop curriculum for nurse practitioner students

On Track

Continue to implement mental health and wellbeing strategies

Action/Strategy:

Work plan for well-being clinic

Measures/Metrics/Milestones:

- Jurisdictional/research of well-being clinics in post secondary institutions Jan - March 2021
- Engage Divisional partners in gaps/needs analysis
- Draft mandate/scope of clinic

Evaluation Status:

On Track

Continue to implement mental health and wellbeing strategies

Action/Strategy:

Divisional Well-being Strategy

Measures/Metrics/Milestones:

- Hire an Assistant Director Well-being December 2020
- Assistant Director to draft work plan for Well-being strategy

Evaluation Status:

On Track

Continue to implement mental health and wellbeing strategies

Action/Strategy:

Implement realignment of wellbeing to advance the mental health and well-being strategies, and collective actions that create supportive and empowering environments for all members of the community

Finalize work with Glendon to support their services for peer mentors, health educators, and practitioners so it is aligned with SCS opportunities. Provide additional counselling supports through our bilingual counsellors

Measures/Metrics/Milestones:

New hires in place and work integrated to advance wellbeing strategies. Collaborations with Faculties/Glendon Support the Divisional needs regarding pandemic response and critical decisions Draft MOU with Glendon to define relationship

Evaluation Status:

On Track

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Intensify our systematic efforts to embed human rights, equity, diversity, and inclusion training across the University

Action/Strategy:

Commitment to Anti-Black racism/anti oppression through a deeper understanding of the impact of racism and unconscious bias to advance our learning and support our staff and our students


Measures/Metrics/Milestones:

Implement an Anti-Oppression Clinical Consultation Model

Review Policy/Procedures through Anti-racism lens

Increased support to campus partners dealing with issues related to Anti-Racism (i.e. increased support groups)

Evaluation Status:

 On Track

Implement a coordinated approach to a well-being strategy at York university that aims to enhance access to programs and services available to all members of the York Community.

Action/Strategy:

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Create and activate a long-standing steering committee structure that represents students, staff, and faculty.
Complete evidence-based assessments to determine gaps and barriers to access for well-being programs and services
Create an engagement plan for ongoing connection and collaboration with York Community
Implementation of the Canadian Campus Well-being Survey for staff and students to assess well-being.

Centralize the application for mental health and well-being related funding and grants for York University through the Well-being Steering Committee in partnership with Advancement

Measures/Metrics/Milestones:

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Steering Committee activated by December 2021 with annual evaluation and reporting from membership
Establish baseline assessment for benchmarking with MHCC tools by February 2022
Complete SWOT Analysis by February 2022
York Community Engagement Strategy for Well-being completed by November 2021
Implement a committee evaluation system that enhances quality improvement of directives by April 2022
Launch the CCWS for February-March 2022 and evaluate results for summer of 2022.

Develop a process for funding and grant applications

Seek feedback from York Community on the work of the committee.

Evaluation Status:

 On Track