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# How Advisors Can Help Learners with Mental Health Concerns

Brought to you by: Nurses of the Student Wellness & Accessibility Centre  
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# Land Acknowledgement

Humber College is located within the traditional and treaty lands of the Mississaugas of the Credit. Known as Adoobiigok, the “Place of the Black Alders” in Michi Saagiig language, the region is uniquely situated along Humber River Watershed, which historically provided an integral connection for Anishinaabe, Haudenosaunee, and Wendat peoples between the Ontario Lakeshore and the Lake Simcoe/Georgian Bay regions. Now home to people of numerous nations, Adoobiigok continues to provide a vital source of interconnection for all.

# Our Goal

- This session aims to provide advisors with a comprehensive understanding of resources available to Humber/Guelph-Humber learners to support their mental health.
- We, the nurses of the Student Wellness and Accessibility Centre, will explore resources and supports available to learners through Humber College/Guelph-Humber as well as through our campus partners and community.
- We aim to normalize discussions around mental health in an effort to reduce the stigma often associated with mental health concerns and seeking support.
- Additionally, we will explore concepts of compassion fatigue in advisors, and provide strategies for self-care and mindfulness practices.

# Learning Objectives

By the end of this session, we hope participants will:

- Know the mental health supports available to learners in the Humber College/Guelph- Humber community.
- Be able to normalize discussions surrounding mental health and utilization of resources with learners, to reduce stigma.
- Be able to engage in self-care and mindfulness practices to reduce compassion fatigue.

# What is SWAC?

## The Student Wellness & Accessibility Centre

- An integrated center that offers 4 types of services:
- **Health Services**
- **Counselling Services**
- **Accessible Learning Services**
- **Student Support and Intervention Coordinators**
- Open Monday – Friday, 8:30am-4:30pm (Virtually)

# What is SWAC?

- Health & Counselling services at Humber are confidential and available to all registered learners. Our goal is to promote learner's success by providing care that supports well-being.
- Accessible Learning Services facilitates equal access for learners with disabilities by coordinating academic accommodations and services.
- Student Support and Intervention Coordinators assist learners who are facing food/housing insecurities, have experienced sexual violence and/or trauma, and help to connect learners to off campus resources

# What services do we offer?

## Health Services

- Doctors – Mon – Fri, by appt (Virtual and in person)
- Nurses – Mon – Fri, by appt (Virtual and in person)
- Sexual health support
- Transgender Care
- Mental Health Assessments
- Vaccinations & Immunizations
- First Aid
- Smoking cessation
- Mental Health Nurses
- Book Appointment at [SWAC@humber.ca](mailto:SWAC@humber.ca)

# How can we help you?

- Post-secondary studies can be a challenging time for learners- especially in the new online learning environment.
- Generally, there are signs that a learner may be struggling long before a situation escalates into a crisis.
- Faculty and staff are well-positioned to recognize behaviour that may indicate that a learner may require help.
- Being able to recognize the signs of distress and being willing to address your concerns directly are critical first steps in assisting the learner.



# How can we help you?



## Step 1: Approach

Feel free to express concern to the learner

Be specific about the behaviour(s) that are concerning to you

Say: "I've noticed that you have been absent from class lately, and I am concerned about you."



## Step 2: Listen

Listen without judgement

Say: "Is there anything I can do to help you?"



## Step 3: Support

Acknowledge their thoughts and feelings

Set a supportive and positive tone

Say: "It sounds like things are difficult right now. I'd like to help you."

**How can we help you?**

**Concern**

**Consult**

# How can we help you?

## Concern:

- Academic disruptions (missed assignments/tests/increased absences, etc.)
- Change in behaviour/mood
- Disturbing content noted in assignments/tests/class participation

## Consult:

- Student Support & Intervention Coordinators (SSIC)
  - Behavioural consultation
  - Internal/external referrals
  - Emergency Housing
  - Sexual Violence Disclosures

[sicsupport@humber.ca](mailto:sicsupport@humber.ca)

# How can we help you?



Urgent

Refer

# How can we help you?

## Urgent:

- Suicidal ideation
- Emotional difficulties
- Distortions of reality
- Sexual violence

## Refer:

- Student Wellness & Accessibility Centre
    - Counselling Services
      - Crisis: Mental Health Nurses
- [swac@humber.ca](mailto:swac@humber.ca)

# How can we help you?

Emergency

Call for  
Support

# How can we help you?

## **Emergency:**

- Drug & alcohol misuse (or suspected overdose)
- Active plan for suicide
- Threats of violence
- Harm to self or others

## **Call for Support:**

- Call 9-1-1
- Public Safety if learner is on campus/in residence

# How can we help you?



Consult with SWAC or SSICs if you are unsure how to proceed.



Provide the learner with information and resources to take away.



Offer to follow-up with the learner, if they are comfortable and not in imminent danger/crisis.



Provide them with [swac@humber.ca](mailto:swac@humber.ca) or [sicsupport@humber.ca](mailto:sicsupport@humber.ca) contact information, should they need to reach out.



# How can we help you?

- If a learner refuses a referral:
  - If it is not an emergency, respect the learner's right to refuse help.
  - Keep the lines of communication open.
  - You are still welcome to connect with SSIC/Nurses for consultation purposes.
  - You can still provide the learner with resources and contact information.

# How can we help you?

- If a learner is in danger and refuses a referral:
  - If there are immediate concerns about safety, call 9-1-1 and/or Public Safety (if the learner is on campus/in residence).

# Resources

## Good2Talk

- Good2Talk is a free, confidential support service for post-secondary learners in Ontario. First launched in 2013, Good2Talk is funded by the Ministry of Colleges and Universities. By calling Good2Talk at **1-866-925-5454**, students can receive information and referrals about services and supports for mental health, addictions and well-being on and off campus and speak anonymously with a professional counsellor.
- Good2Talk can support learners through a wide range of issues that may be impacting their mental health and well-being, including: depression, anxiety, substance abuse, academic stress, personal or family relationships, loneliness, financial concerns and other challenges facing students transitioning to post-secondary.
- Post-secondary learners can also access free, text-based support through Good2Talk's partnership with Crisis Text Line powered by Kids Help Phone. By texting **GOOD2TALKON** to **686868**, learners can chat with a trained volunteer Crisis Responder.

[good2talk.ca/](http://good2talk.ca/)

# Resources (International students only)

## KeepMeSafe/GuardMe

- Unlimited support accessible anywhere in the world – any time of the day or night.
- **keep.meSAFE** offers free support tailored to the unique needs of students. Access real-time and appointment-based support for any school, health, or general life concern in multiple languages and cultures.
- Confidential support when you need it most.
- **keep.meSAFE** is completely confidential within the limits of the law, so no one – including your family, friends, or professors – will ever know you used the program unless you choose to tell them.

[keepmesafe.org/](https://keepmesafe.org/)

# Resources

## **Togetherall (formerly *Big White Wall*)**

- Togetherall is a digital mental health support service which is available online, 24/7, and is completely anonymous so you can express yourself freely and openly. Professionally trained Wall Guides monitor the community to ensure the safety and anonymity of all members. In addition to Togetherall's online community, you will have access to a wealth of useful resources and can work through tailored self-help courses covering topics such as anxiety, sleep, weight management, depression and many more.
- Togetherall offers a range of activities that allow you to work through what's troubling you. Access an anonymous community of support available from members 24/7. Share your thoughts and join a Talkabout alongside fellow members to share and discuss what's on your mind, gain support and advice. Take self-assessments to help you understand more about yourself. Find lots of information in Resources which can help you understand more about how you are feeling, set goals and track your progress. Make friends anonymously so you can give and receive support from others like you. Join our Courses with others to learn how to manage everything from depression and anxiety to improving your problem solving and learning to stop procrastinating.

[togetherall.com/en-ca/](https://togetherall.com/en-ca/)

# Resources

## Mind Your Mind


- **mindyourmind** exists in the space where mental health, wellness, engagement and technology meet. We work with young people aged 14 to 29 to co-create interactive tools and innovative resources to build capacity and resilience.
- We do this through our Design Studio model, in which young people work directly with facilitators, content experts, and designers to brainstorm, design, and develop our projects. Our goals are to promote wellness, reduce the stigma around mental health, and increase access to community supports, both professional and peer-based.
- At **mindyourmind**, young people are valued as experts in their own experience and choose to engage in whichever way makes sense for them. Youth are involved in everything that we do, every step of the way. We explore, co-create and prototype using iterative cycles that involve youth and adult partners to discuss and design what matters to them in mental health.

[mindyourmind.ca/](https://mindyourmind.ca/)

# Therapy Assistance Online (TAO)


**STRESSED?**  
**ANXIOUS?**


THIS IS  
THE SIGN  
YOU'VE BEEN  
LOOKING FOR




Sign up today at  
[thepath-ca.taoconnect.org](http://thepath-ca.taoconnect.org)

Therapy Assistance Online, or TAO, is a free online self-help library for stress, anxiety, depression, resilience, and much more. TAO offers engaging videos and interactive exercises to teach you life skills in as little as 15 minutes a day! Even better, it's free with your university email address.

 **TAO**  
Therapy Assistance Online

 Available on the  
App Store

 Get it on  
Google play

- Available to **all** Humber and Guelph-Humber learners and staff for free. Sign-up today using your [@humbermail.ca](mailto:@humbermail.ca) or [@humber.ca](mailto:@humber.ca) email address to have 24/7 access!
- Online, interactive, and self-directed modules and activities to help with symptoms of anxiety, depression, stress, and more!

# Therapy Assistance Online (TAO)



ACT for General Well-Being and Resilience



CBT for Stress and Anxiety



Behavioral Activation for Depression



CBT for Depression



CBT for Stress and Anxiety



# Groups/Events

Run by counsellors of SWAC:

- Healthy Minds for Stressful Times
- Mindfulness 101
- Learn to Manage Your Emotions Group
- Radical Acceptance

# Scenarios

- A learner sends you an email asking for an extension on an assignment that is due today. The learner states they have just ended their relationship with their partner and are feeling overwhelmed with their schoolwork. What do you do?

# Scenarios

- You receive an email from a learner that you spoke to last week in response to an assignment they did poorly on. The learner tells you in their email that they "can't go on anymore, it's time for me to end it." How would you respond?

# Scenarios

- You receive a call from a learner who is having difficulty keeping up with assignments. The learner mentions that they used to take medications to help them focus, but they have moved and need a new family doctor. How would you respond?

# Scenarios

- A learner mentions they are not able to focus in class due to recent trauma after witnessing a shooting or suicide. What support will you offer the learner?


# Self-Care

- Talk to someone you can trust
- Make sleep a priority
- Exercise, go for a walk
- Stay hydrated and limit caffeine
- Relaxation techniques
- Mindfulness
- Be kind to yourself
- Know when to seek support
- Employee Assistance Program: <https://hrs.humber.ca/support/support-resources/benefitsresources/benefits/perks/employee-assistance-program.html>

# Self-Care: Mindfulness


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**ANXIOUS?**


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 **TAO**  
Therapy Assistance Online

 Available on the  
App Store

 Get it on  
Google play

## "Observing Thoughts Exercise"

<https://www.taoconnect.org/english-exercises/>

**Questions?**