

STUDENT HEALTH, WELLNESS AND SUPPORT SECTOR



2023-2024

ANNUAL REPORT



uOttawa



We pay respect to the Algonquin people, who are the traditional guardians of this land. We acknowledge their longstanding relationship with this territory, which remains. We pay respect to all Indigenous people in this region, from all nations across Canada, who call Ottawa home. We acknowledge the traditional knowledge keepers, both young and old. And we honour their courageous leaders: past, present, and future.

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A message from the Senior Director



I am honoured to present the annual report for the Student Health, Wellness and Support Sector. This comprehensive review, the first since the sector was created in 2022, describes our tireless efforts and notable achievements throughout the year, showing the impact we have on both the academic success and overall well-being of our students.

The demand for student support continues to grow, presenting an ongoing challenge. Yet, amidst this, we are pioneering innovative solutions, in collaboration with the Faculty of Engineering and IT. Together, we are close to introducing an AI-driven initiative designed to address student inquiries while reserving personalized interaction for those in greatest need. This groundbreaking

endeavour, slated for launch in May 2025, embodies our continued desire to enhance student care across all parts of our sector.

Central to our achievements are the dedicated professionals within our sector, whose commitment to service excellence is remarkable. Despite the complex, changing needs of our students, they remain steadfast in providing compassionate support, often at times of student vulnerability. Their efforts transform lives.

In essence, this report is a testament to our shared dedication and commitment to fostering a nurturing campus where every student can thrive academically and personally.

Rachelle Clark - Senior Director

The Year in Review: Highlights



Student Health and Wellness Centre

- 94% of students were satisfied with service received
- 38k+ total appointments, including 15k+ total mental health appointments



On-campus Health Promotion and Education

- 25k+ Peer to peer interactions
- 18k+ Wellness Lounge visits



Academic Accommodations and Case Management Services

- 30k Adapted Exams
- 4.6k+ Students with academic accommodations
- 400 Students with complex needs supported



Residence Life and Campus Events

- 99 Campus events
- 9.7k+ Community chats in residence

Guiding Our Commitment to Student Health, Wellness and Support

The Student Health, Wellness and Support sector is guided by several key frameworks and initiatives, ensuring a comprehensive, forward-thinking approach. Central to this is the University's [Transformation 2030](#) plan, which focuses on building the university of tomorrow with confidence, ambition and vision, transforming uOttawa into a prestigious, internationally engaged institution. In addition, by signing the [Okanagan Charter](#), uOttawa and our sector have committed to embedding health and wellness in all aspects of campus culture and leading health promotion action locally and globally.

In this regard, the [National Standard of Canada for Mental Health and Well-Being for Post-Secondary Students](#) and our [Strategic Framework for Mental Health and Wellness](#) are integral to our efforts.

These initiatives underscore our dedication to a sustainable campus culture that promotes overall health and wellness, embraces diversity and fuels employee engagement. These are the key principles guiding our work.



Our Team

Our dedicated and passionate individuals guiding students on their health and wellness journey.

12 psychotherapists



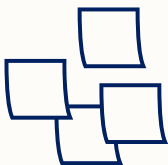
2 Psychologists



1 Psychiatrist



2 Mental Health
Intake Officers



5 Physicians



3 Registered
Practical Nurses



2 Nurse
Practitioners



3 Campus Events
Staff



4 Clinical Office
Assistants



5 Health Promotion
staff members



5 Case Managers



13 Residence Life Staff



8 Adapted Exam
Centre staff



10 Learning
Specialists



2 Administrative
Coordinators



300+ Student
Employees



One Door Service Delivery Project

The One Door Service Delivery Project began in summer 2023, to streamline our intake process, provide seamless, quick access to care for the student community and enhance the quality of our resources and service.

The project made great strides this year, with plans to enhance intake through new technologies and redefining our services through an updated, “stepped care model.” We are developing an AI tool that will allow students to access the correct service as fast as possible. The tool will connect the many platforms that students need to receive care, whether to see a physician, a mental health professional, a learning specialist or a combination thereof.

Through AI, we will be able to understand student needs and point students in the right direction, while always giving them the option to connect with staff if needed. This will optimize our resources on the front end and give students direct access to services. The expected launch date for this new tool is May 2025.



Academic Accommodations Optimization Project

We have completed the Academic Accommodations Optimization Project, after a year of consultations with the University community and other postsecondary institutions, along with academic research. Through this work, three main areas of focus were identified.

Universal Design for Learning

Reducing the need for accommodations by providing flexible, inclusive instructional design, strategies, materials, and assessments, and ensuring compliance with the AODA.

Technology and Digitization

Digitalizing operations, reducing dependence on manual processes, enhancing the client experience, and driving cost efficiency.

Streamlined Operations

Streamlining processes, eliminating duplication, partnering, and collaborating, enhancing communication and the client experience.

Proving Equitable Learning for Students — Incorporating Universal Design for Learning in the CHM 1701/1711 Pilot Project

- In partnership with Professor Alain St Amant, Universal Design for Learning was incorporated in a large first-year chemistry course in fall 2023.
- With support from TLSS and the faculty, course evaluations and delivery were changed to allow more flexibility and reduce student stress.
- The main changes to the course were extra time for exams, a grace period for assignments and flexible grading. For midterm exams, the professor booked private rooms for students who needed a secluded space.
- All course evaluation scores increased when compared to previous years.

What's next for Universal Design for Learning?

- Supporting and encouraging more Universal Design for Learning in the classroom.
- Establish ongoing training partnerships between Academic Accommodations and TLSS.

"The accommodation optimization project really touched me because I have been on a waiting list for a diagnosis for years, which means I am not eligible for any accommodations. Thank you very much."
-Anonymous comment, course evaluation

Student Health and Wellness Centre —Medical Services

The Student Health and Wellness Centre aims to shine a spotlight on the key role our team plays in promoting wellness within our campus community. From prevention and education to comprehensive services and proactive initiatives to support students’ physical, mental, and emotional wellness, our centre serves as a cornerstone delivering accessible, compassionate health care to our diverse student body. The centre is funded through the student health fee and the overhead charge for physicians. In the past year, the centre has enhanced services around gender-affirming care, women’s health, and specialized mental health support.

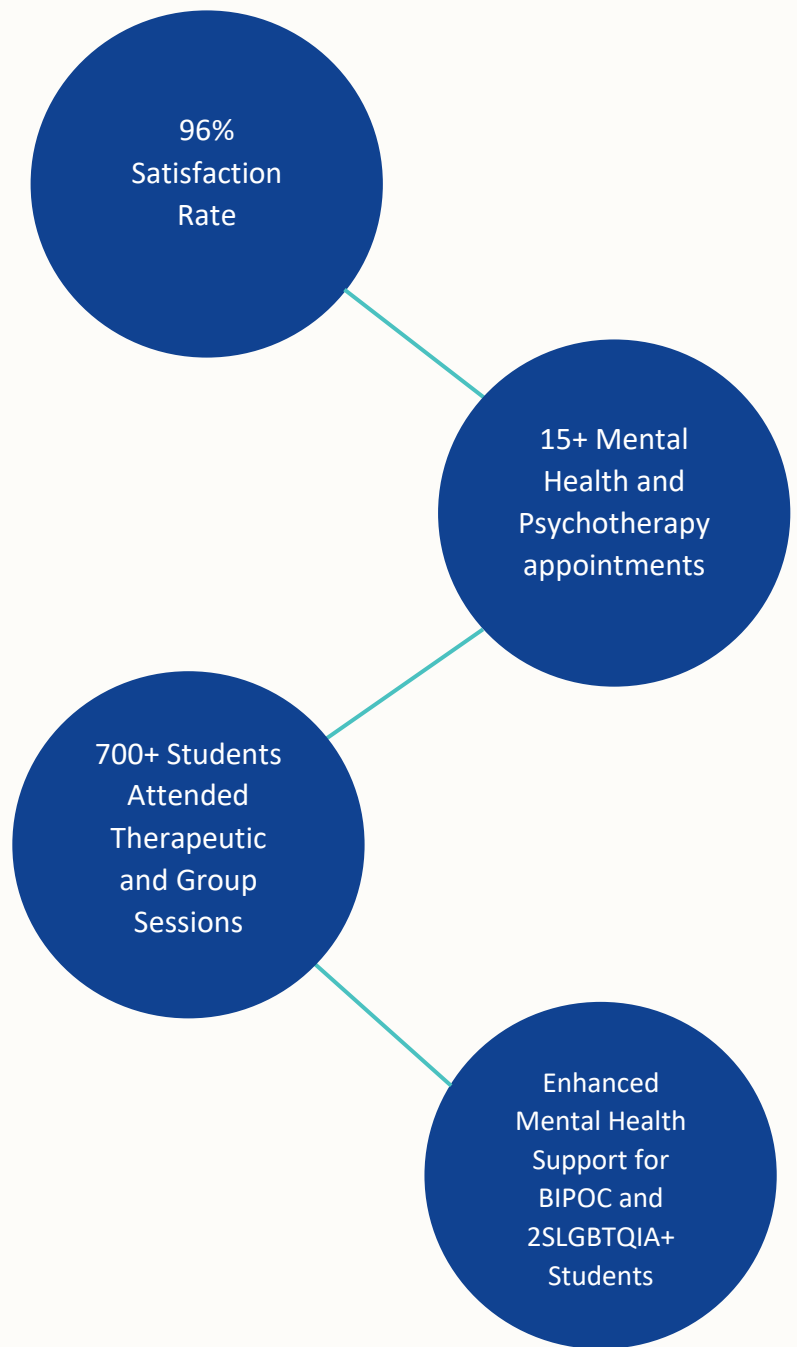
94%	Satisfaction rate
20K+	Total medical appointments
95%	of students felt included
96%	of students felt safe

“Everyone at the centre is really nice, both to patients and it also feels like to each other. Thank you for making an ongoing medical experience that could’ve been really stressful into something that’s been chill.”

- Student feedback comment



Psychotherapy and Mental Health Services



"Working with you and the team has been an incredibly enriching experience for me. Since joining as a full-time member, I've truly felt integrated into the team, fostering a sense of unity, and belonging. The emphasis on integration, connection and support has deeply resonated with me, and I'm honoured by the collective impact we've achieved. The collaborative spirit within our team is truly remarkable, and it's been a privilege to witness the profound effect it has had on our initiatives. I'm grateful to be part of such meaningful endeavours." – A new team member

By Faculty, Number of Students Accessing Services in the Student Health and Wellness Centre and Case Management

Faculty or unit	Appointments (all, including no-shows, cancelled, etc.)	% of appointments	Faculty or unit share of uOttawa student population
Social Sciences	9010	23.32%	22.09%
Health Sciences	5862	15.17%	10.35%
Science	5014	12.98%	10.85%
Engineering	4544	11.76%	12.75%
Arts	4274	11.06%	11.33%
Telfer	2971	7.69%	9.78%
Medicine	1792	4.64%	6.75%
Unknown	1598	4.14%	
Common Law Section	1284	3.32%	2.35%
Provost and Vice President Academic	836	2.16%	4.10%
Education	811	2.10%	5.57%
Civil Law Section	358	0.93%	1.79%
Law	171	0.44%	0.18%
Total	38643	100%	100%



Health Promotion and Education

As a Canadian Health Promoting Campus, we aim to implement preventive measures and educational initiatives that foster a culture of well-being among our students. By prioritizing health promotion and prevention strategies, we seek to empower our students with the knowledge and resources to navigate their wellness journey and thrive academically, personally, and socially. Our model focuses on professional services and peer-to-peer initiatives, with our team in the classroom, in the circle of care, at events and in many other settings, to ensure their impact is felt across our campus.

1000+

Active users of the uoWellness app since its launch

27K+

Peer Wellness Education conversations

19K+

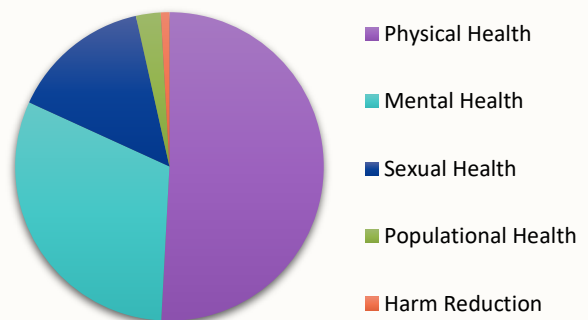
Wellness Lounge visits

500+

Peer Wellness chats

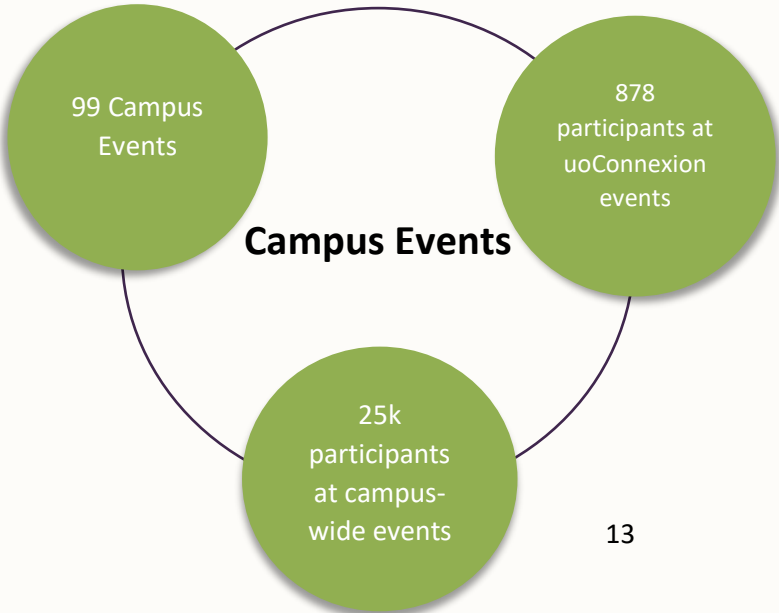
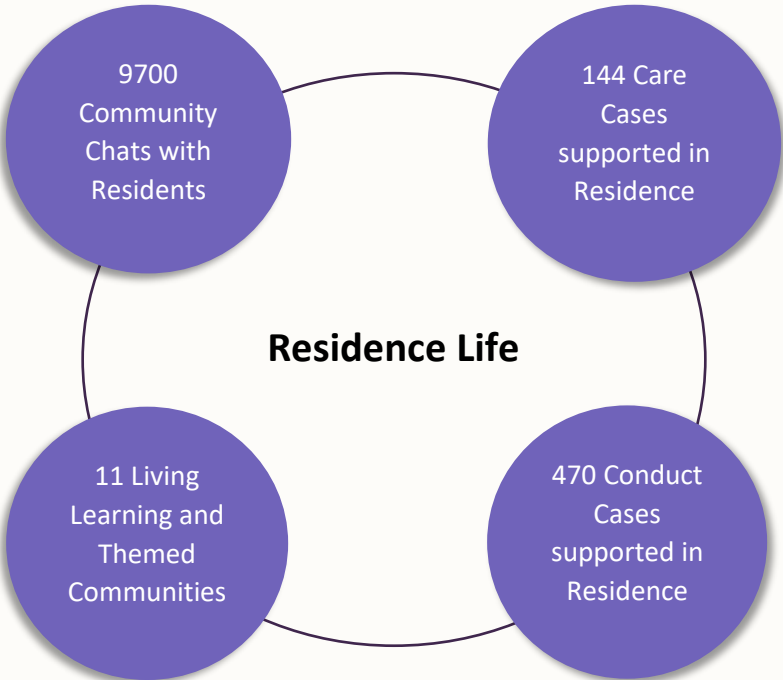
200+

Personalized Health
Education sessions



Residence Life and Campus Events

Residence Life and Campus Events aim to cultivate a vibrant, inclusive community where students can engage, connect, and thrive outside the classroom. The two teams were busy this year helping to make life in residence and on campus a memorable experience for our students. From fun events to insightful conversations, our range of services, events and activities not only fostered social connections but also supported students in all aspects of personal and academic growth.

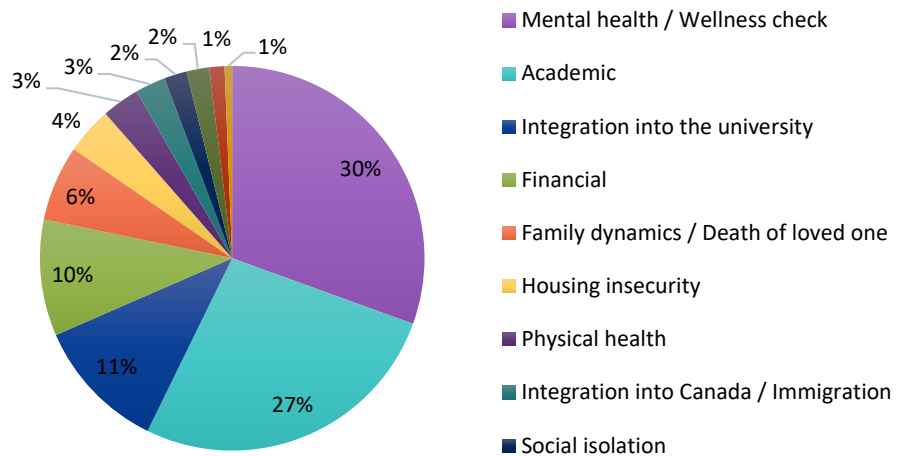


Academic Accommodations and Case Management Services

Academic Accommodations and Case Management ensure equitable opportunities for all students by providing tailored support and resources to address individual needs and promoting academic success. The teams underwent significant change this year. The learning specialists and student support specialists merged into one team and a new exam delivery model was launched. Staff sought to meet the unique needs of each student, fostering an environment where they could thrive academically.

30K+
Adapted Exams

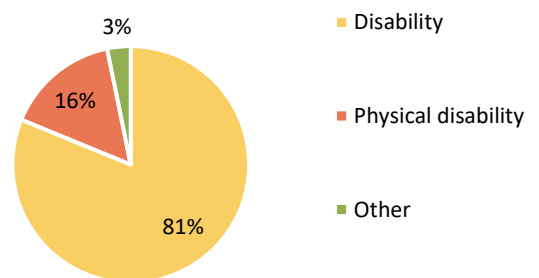
400 students with complex needs supported



"I just wanted to say thank you so very much for all your help. You genuinely are one of the kindest human beings I have ever met, and I cannot thank you enough for everything you have done to help me. I could not have done any of this without your help."

-Student email following Case Management Support

4645 Students Registered with Academic Accommodations



Our Priorities for 2024-2025

Embed Wellness into Core Business

We will integrate wellness by adhering to federal and provincial priorities and implementing a residence curriculum. Supporting AVP EDI priorities and the Canadian Campus Wellbeing Survey (CCWS) are key. We will also advance towards Universal Design for Learning (UDL), enhance faculty collaboration, and develop a mental health lens tool for policy review.

Communications

We will launch a Faculty Newsletter and improve data sharing across uOttawa. Our goal is to enhance campus health literacy and promote a compassionate, health-focused university culture. Developing a cross-university communication plan for mental health and wellness and ensuring resource transparency will be important steps.

Engagement, Assessment, and Continuous Improvement

We aim to evaluate residence programs and develop simple, ongoing measurement tools and sharing strategies. Enhancing the wellness website platform and incorporating community feedback into programming and evaluation will drive continuous improvement.

Skill Building and Training

We will streamline training requests and develop mental health training for students and faculties. Promoting upcoming education standards, creating a recognition system, and implementing the LLC program for students in residence are key initiatives.

Funding, Research, and Development

We will seek new funding sources and develop a comprehensive funding plan for mental health and wellness initiatives.

Build Capacity

Introducing AI into our front end will allow us to prioritize access to care and minimize transactional interactions.

Optimize Service Delivery

Implementing an Indigenous strategy in residences, improving operational efficiency, and establishing a centralized front end and triage process are priorities. We will also implement the Stepped Care Model, an on-site pharmacy, and optimize the academic accommodation process.