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<b>SUBJECT</b>	Student Health & Wellbeing Okanagan & Vancouver Campuses
<b>SUBMITTED TO</b>	People, Community, & International Committee
<b>MEETING DATE</b>	April 8, 2021
<b>SESSION CLASSIFICATION</b>	Recommended session criteria from Board Meetings Policy: OPEN
<b>REQUEST</b>	For information only - No action requested
<b>LEAD EXECUTIVE</b>	Ainsley Carry, Vice President Students
<b>SUPPORTED BY</b>	Dale Mullings, Associate Vice President Students Samantha Reid, Executive Director Office of the Vice President Students

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### PRIOR SUBMISSIONS

The subject matter of this submission has not previously been considered by the People, Community, & International Committee.

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### EXECUTIVE SUMMARY

Student health and wellbeing, which includes primary and clinical care, mental health care, and health promotion and education, is one of our most important shared responsibilities. UBC is committed to supporting and enhancing the health and wellbeing of our students as a foundational practice in advancing the teaching and learning, and research mission of University.

#### **Okanagan Student Health and Wellbeing: Strategic Visioning Process**

UBCO is in the midst of a period of significant growth, with a student enrolment of 10,708 in fall 2019—a steady increase of 27.6% over three years. According to UBCO’s “Outlook 2040” plan, the campus projects that student headcount will grow to as much as 18,000 in the next two decades. In anticipation of further growth in the years to come, UBCO has identified the need to look strategically at programs, services and partnerships within the campus, university, and local community, to ensure they continue to meet the current and future needs of students, particularly as the demand for health and mental health related programs and services, and the complexity, acuity, and severity of mental health concerns among incoming students, also continue to rise. The presentation outlines the progress to date towards clarifying our vision, the short and long-range strategic priorities, the action plan/timeline, and the implementation.

#### **Vancouver Integrated Student Health and Wellbeing: Vision**

To continue to meet the evolving health and wellbeing needs of our students a comprehensive collaborative team-based integrated student health and wellbeing approach is required. This model will transform the way in which we delivery care to our students in a more efficient holistic approach. In addition, co-location with the Schools of Kinesiology and Nursing, and UBC Health will facilitate strong collaborations and partnership, leveraging research and academic excellence, providing advancements to systems approaches, new opportunities for experiential learning, creation of new innovative programs, and improved access and delivery of health and

wellbeing services and programming for our students. The presentation outlines the progress towards an integrated approach specifically outlining, the vision, the planned approach, and the implementation.

### **Vancouver and Okanagan Cross-Campus Collaborations**

Over the past year the Student Health and Wellbeing Vancouver and Okanagan teams have been working closely together in response COVID-19 and in enhancing the support and programs and services provided to our students. These collaborations include:

- Establishment of joint Student Health & Wellbeing Leadership meetings
- Joint Grant and Research Initiatives
- Launch of the new UBC Student Assistance Program to all students across both campuses
- Student Recovery Program virtual group programming expanded to UBCO affiliated students
- Counselling Services virtual programming campus specific offerings accessible to all students regardless of campus affiliation

In addition, we will be working to develop and implement a health equity framework to address barriers to access.

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### **PRESENTATIONS**

1. Vancouver & Okanagan Student Health and Wellbeing

# STUDENTS HEALTH & WELLBEING

AINSLEY CARRY | VICE-PRESIDENT STUDENTS  
DALE MULLINGS | ASSOCIATE VICE-PRESIDENT STUDENTS  
APRIL, 2021



# STUDENT HEALTH AND WELLBEING SWOT ANALYSIS

## STRENGTHS

- Specialized expertise in health, counselling, health promotion and education services and programming
- Stepped Care approach to service delivery provides timely connection to the level of care that best meets students' needs
- Wellbeing Peer Programs
- Supportive faculty and staff

## WEAKNESSES

- Insufficient capacity and campus resources to deliver services and programming to meet student demands
- Lack of diversity among health-care providers
- Health and wellbeing communications strategy
- Systems support and IT infrastructure
- Fragmented approaches
- Insufficient space

## OPPORTUNITIES

- Disruptive innovation in providing an integrative approach to student health and wellbeing services and programming
- Development of a comprehensive health and wellbeing communications strategy – increase capacity and capabilities
- Implementation of hybrid offering of programs and services – learnings from recent innovations & adaptations in response to COVID-19
- Enhanced collaboration of SHW programs and services between the two campuses
- Partnerships with government and health authorities
- Enhanced connections and partnerships with academic and research programs
- Embedded model
- Enhanced coordination between SHW & UBC Wellbeing

## THREATS

- Units, services, and programs distributed across and between campuses
- Demand consistently outpaces supply
- Increased pace of growth, innovation, and policy development
- Lack of coordination of services with on and off campus health care providers
- Wait times



# OKANAGAN: 2019 HEALTH SERVICES INTERNAL REVIEW

Review of all health & wellness services campus wide, with a goal of ensuring they are connected to the vision of the Wellbeing Strategic Framework.

## Key Challenges

- Student demand exceeds capacity
- Longer term counselling
- Limited spiritual space
- Clinical coverage in summer
- Long-term care for students without family physicians
- Administrative support
- Space constraints

# OKANAGAN: 2019 - CURRENT



## Improved Counselling Capacity

- Stepped care intake
- Indigenous students
- Complex case management
- Students impacted by sexualized violence



## On campus network

- Monthly meetings with campus partners to build stronger relationships and network of care



## Health Clinic Expansion (Sept 2021)

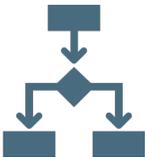
- Evening operating hours
- Improved ability to treat students' longer term and over summer months

# OKANAGAN: VISIONING & STRATEGIC PRIORITIES DEVELOPMENT



**Keeling & Associates:** 5-10 year action plan for student Health & Wellness that aligns with the UBCO's trajectory for growth and ensures the continued delivery of high quality, evidence-based services to the student body

## January – April 2021



Capacity and resourcing



Advancing health promotion & outreach



Space



Collaboration with faculty researchers  
Integration with academic programs



Partnerships with community service providers

# OKANAGAN: VISIONING & STRATEGIC PRIORITIES DEVELOPMENT



## Scope of Work

- Document & Data Review
- Literature Review
- Stakeholder Consultation

## Stakeholder Groups

- Students
- Staff
- Community service providers
- UBC Okanagan health researchers
- Engaged faculty
- Deans & Associate Deans

# OKANAGAN: VISIONING & STRATEGIC PRIORITIES DEVELOPMENT



## Preliminary Findings

- Integration & collaboration between health & counselling services is a strength
- Demand for counselling continues to exceed capacity (on and off campus)
- Accessibility is a complex issue
- Stepped care model perceived as uncaring by students
- Gaps in continuity of care for students with unique needs

## Opportunities to mitigate demand for clinical resources

- Expand leadership, infrastructure and support for health promotion
- Grow an integrated care model
- Expanded space to support clinical demand
- Summer service provision

# VANCOUVER: INTEGRATED STUDENT HEALTH & WELLBEING APPROACH



**Keeling & Associates:** Plan to enhance and advance an Integrated Student Health & Wellbeing framework aligning with the development of the new Gateway facility ensuring the continued delivery of high quality, evidence-based services to the student body

## September 2020 – Current



Data & Document Review



Collaborations with SHW Okanagan



Stakeholder engagement



Establishment of integrated work groups

# IMPLEMENTATION APPROACH : INTEGRATED STUDENT HEALTH AND WELLBEING 2021-2025



## Strategic Framework 2020-21

K&A engaged to support and advance the development of an integrated approach & implementation of recommendations

Recruitment of a Chief Student Health Officer

Enhance & increase SHW resources and capacity

Development of a Health Equity Framework

Develop and implement a student health and wellbeing communications strategy & initiated implementation

Identify, develop new approaches to support the delivery of student health and wellbeing services and programming (i.e. telehealth)

Implement the UBC Wellbeing Framework

Launch of Student Strategic Plan

Enhanced collaborations between campuses

## Enhanced Partnerships 2022

Develop shared agendas and accountabilities with key stakeholders, health authority partners, government

Advancements through research and education partnerships (Kinesiology, Nursing, Medicine, UBC Health, School of Population Health)

Engagement and partnerships with industry partners

Continued implementation of integrated SHW framework and communications strategy

Continued enhanced collaborations between campuses

## Integrated Student Health and Wellbeing 2025

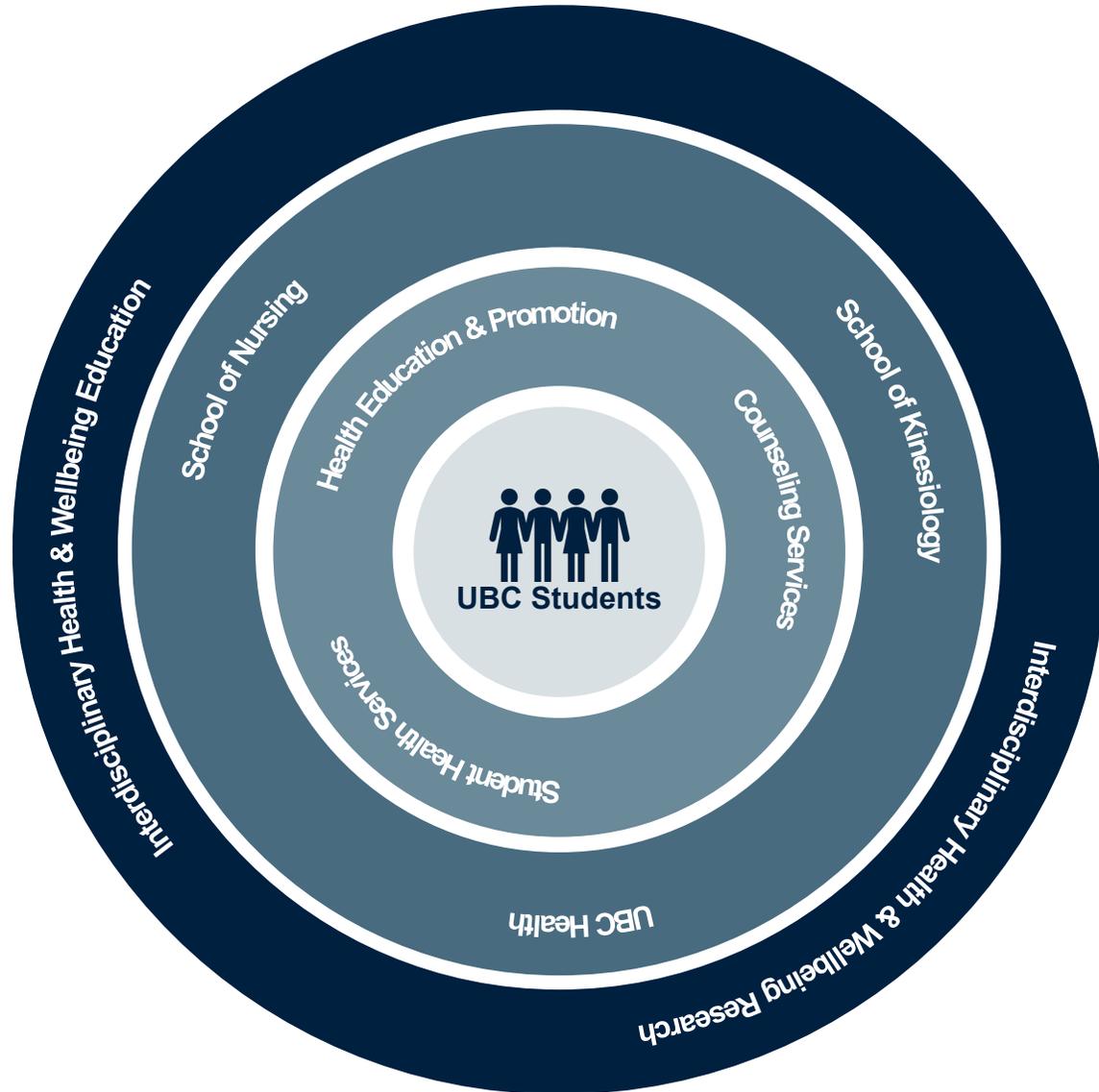
Integrated student health and wellbeing framework approach fully implemented

Increase resources and capacity in the delivery of student health and wellbeing services and programming at UBC

Advancements through research and education excellence

Implement new technological approaches to support delivery of student health and wellbeing services and programming

# THE VISION: INTEGRATED STUDENT HEALTH AND WELLBEING APPROACH



## OUTCOMES

- ✓ Transformative health and wellbeing for students
- ✓ Comprehensive coordinated interprofessional team-based approach
- ✓ Innovative education and programming
- ✓ First point of contact for students for all services and programming
- ✓ Improved access

***HEALTHY CAMPUS***

# VANCOUVER & OKANAGAN CROSS-CAMPUS COLLABORATIONS 2020-2021



Joint SHW Leadership Meetings



UBC Student Assistance Program



Joint Grant & Research Initiatives



Student Recovery Community Pilot



Virtual Group Counselling Programs

