

Welcome to Nipissing University

Student Counselling Services

What is Student Counselling Services?

Student Counselling Services (SCS) works to support all students in achieving positive mental and emotional wellness. Students attend counselling for a variety of reasons. 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.



We offer multiple Pathways to Care so you can receive support that is personalized to your needs, preferences, and ability to engage.

Our team includes Registered Psychotherapists (RP) and Registered Social Workers (RSW) that will work with you to create a personalized 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.

Please refer to our webpage for more information about the Pathways to Care outlined above as well as how to connect with us at any time.

What can I expect in my first appointment?

We start by reviewing any questions you may have and reviewing the *Consent to Participate Form* so that you feel clear and comfortable sharing with us what you want to. The main purpose of this appointment is to be the most helpful in what you would like to prioritize. For this reason, we call these “What’s Important Today – WIT” appointments. You will be offered a therapy session as well as create a personalized plan that best fits your needs.

Is my counselling confidential?

In short, yes, all counselling sessions provided are confidential. When we first meet, you will review and sign a *Consent to Participate Form* that outlines all the details of our confidentiality policies. You are welcomed to ask any questions and/or concerns prior to signing or sharing additional information with us.

Virtual services

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 require a private space with minimal distractions. If you have any concerns, please let us know prior to your appointment.

What if I cannot attend my appointment?

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 missed appointment.

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. You will certainly be given an opportunity to reschedule, as we recognize things sometimes occur beyond your control.

What happens when my service is complete?

Your work with Student Counselling Services ends when you have completed the service planned during your first appointment (this will be outlined in your personalized plan), or at any time you choose to withdraw from using our services.

We encourage you to take some time after receiving Counselling Services to give yourself an opportunity to review your personalized plan, practice and implement what you learned in therapy. You are always welcome to connect with us again, develop a new plan and engage in the Pathways to Care that best meet your individual needs.

What if I'm unhappy with my service or the pathway I was engaged in?

If you have concerns about your work with a counsellor, or the service you received, our hope is that you would talk with them directly and give them an opportunity to understand and attempt 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 counselling@nipissingu.ca.

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 www.nipissingu.ca/needhelpnow. **If you are having an imminent crisis or are in danger, please call 911.**

We look forward to working with you!

Student Counselling Services

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