

Welcome to 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), Registered Social Workers (RSW), Student Intervention Specialist, Dibaadan Wellness Coordinator, and Peer Support team that will work with you to create a personalized plan based on your unique goals.

We strive to provide a non-judgemental and supportive atmosphere to explore the concerns you may have about your thoughts, feelings, behaviours, and relationships and needs. 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: <http://www.nipissingu.ca/counselling>

Booking First Appointment:

By clicking on the 'Connect with Us' link on the Student Counselling Services webpage www.nipissingu.ca/counselling and completing the Appointment Details Form, you begin the process of scheduling an appointment. Students may also email counselling@nipissingu.ca or call 705-474-3450 ext. 4507 to book an appointment. You will be connected with a team member to discuss your goals and establish a plan.

Drop-In Support:

Therapy Drop in: Students can drop by B210 to register for one of the possible available daily drop-in appointments to discuss 'What's Important Today' with a counsellor.

Mino bimaadziwin Drop-In: Dibaadan drop-in is available twice weekly on Tuesday and Thursday between 11-1 and no appointment is necessary. Students can meet with the Dibaadan Wellness Coordinator for wellness support. See www.counselling.ca/dibaadan for details.

Peer Support:

One-to-One Peer Support: Offered on Fridays between the hours of 12:30pm-3:30pm. Students may book an appointment to see a Peer Supporter by clicking on the booking link to Microsoft Bookings on the Peer Support website www.nipissingu.ca/peersupport and by selecting a date and time that works for them. Alternatively, they may contact the SDS Reception either by dropping by in-person in B210 or by emailing counselling@nipissingu.ca or calling 705-464-3450 ext. 4507. See below for Peer Support Drop-In details.

Peer Support Drop-In: Offered 4 days a week, Monday – Thursday, 12:30pm-3:30pm. Students can complete a quick sign-up with a Peer Supporter the first time they stop by the Drop-In or have their first one-to-one meeting. Please see details at: [Peer Support | Nipissing University](#)

Frequently Asked Questions (FAQs)

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. We'll explore goals with you and create a personalized plan.

In the Peer Support Program, you can expect to sign a participation agreement form and meet with other students who have lived experience with mental health concerns. You can participate and share as much or as little as you are comfortable with.

Are my appointments confidential?

In short, yes, all Student Counselling Services 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 welcome to ask any questions and/or concerns prior to signing or sharing additional information with us.

Are virtual services an option?

Yes. Wellness Online is Nipissing University's exclusive video therapy platform via OnCall Health. Wellness Online therapy appointments can be attended via desktop, laptop, or mobile device. Microsoft Teams is the platform used for Dibaadan and Peer Support virtual visits. While engaging in an online appointment, 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. Note that virtual Counselling appointments with Wellness Online are only available for students living in Ontario. For distance or international students living outside of Ontario who require support, please refer to the available services here: [Distance & International Students | Nipissing University](#)

What if I'm having technical difficulties?

Technical support for virtual therapy is provided by the wellness online team and can be reached at wellnessonlinetech@nipissingu.ca. Please contact technical support directly with any issues you have while using the software. If we are talking with you through Wellness Online and become disconnected, we will attempt to re-connect using the software and may contact you via the telephone number you have provided to us if reconnection is not possible. Technical support for Microsoft Teams is available through helpdesk.nipissingu.ca

What if I cannot attend my appointment?

Please make every effort to call or email us as soon as possible and we can reschedule your appointment and/or allow other students the opportunity to use the vacant time slot. If you are going to be late, please note that your appointment will end at its original time. Counsellors sign out of Wellness Online after 20 minutes of the appointment if you are not in attendance.

Your well-being is important to us. If you need to change or cancel an appointment, please notify us at least 24 hours in advance. If unexpected circumstances arise, we'll do our best to accommodate and reschedule. For specific details on canceling or rescheduling other services like Dibaadan and Peer Support, please contact our coordinators.

What happens when my service is complete?

When you have completed your services, we will work with you to discuss a follow-up plan to maintain your progress and to meet any additional goals. Often it is helpful to take some time to practice new skills and what you have learned. If you need support in the future, you are always welcome to connect with us again and engage in the Pathways to Care that best meet your needs.

What if I'm unhappy with my service?

If you have concerns about your work with a service provider, 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 service provider directly, please email Counselling Services at counselling@nipissingu.ca.

What if I am experiencing a crisis?

If you're feeling overwhelmed and it's between Monday to Friday, 8:30 AM to 4:30 PM, reach out to us. We'll connect you with a member of our team to support you. Kindly remember, we are not a crisis service. If it is urgent and outside our hours, check the toll-free crisis helplines at www.nipissingu.ca/needhelpnow. If you're in immediate danger, call 911.

Student Counselling Services

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