

A person with long dark hair, wearing a mustard yellow short-sleeved shirt, is seated at a dark wooden table. Their left hand is resting on the table near a white ceramic cup. The background is dark and out of focus.

Wellbeing Chat: Resources and Resilience at UBC & SFU

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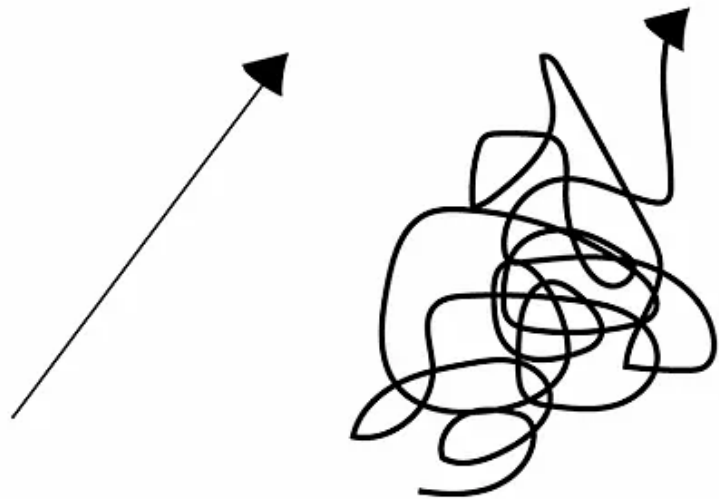
October 6, 2020



Overview for Today

- Defining resilience and well-being strategies
- Mental Health Continuum and strategies for different points on continuum
- Supports available @ SFU and UBC
- Referring and supporting peers

expectation reality







Why Does This Stuff Matter?

- Resilience is a **protective factor** for declining mental health
- It is an important part of:
 - Regulating emotions
 - Managing stress and anxiety
 - Effectively communicating
 - Critical thinking
 - Problem solving

What is Resilience?

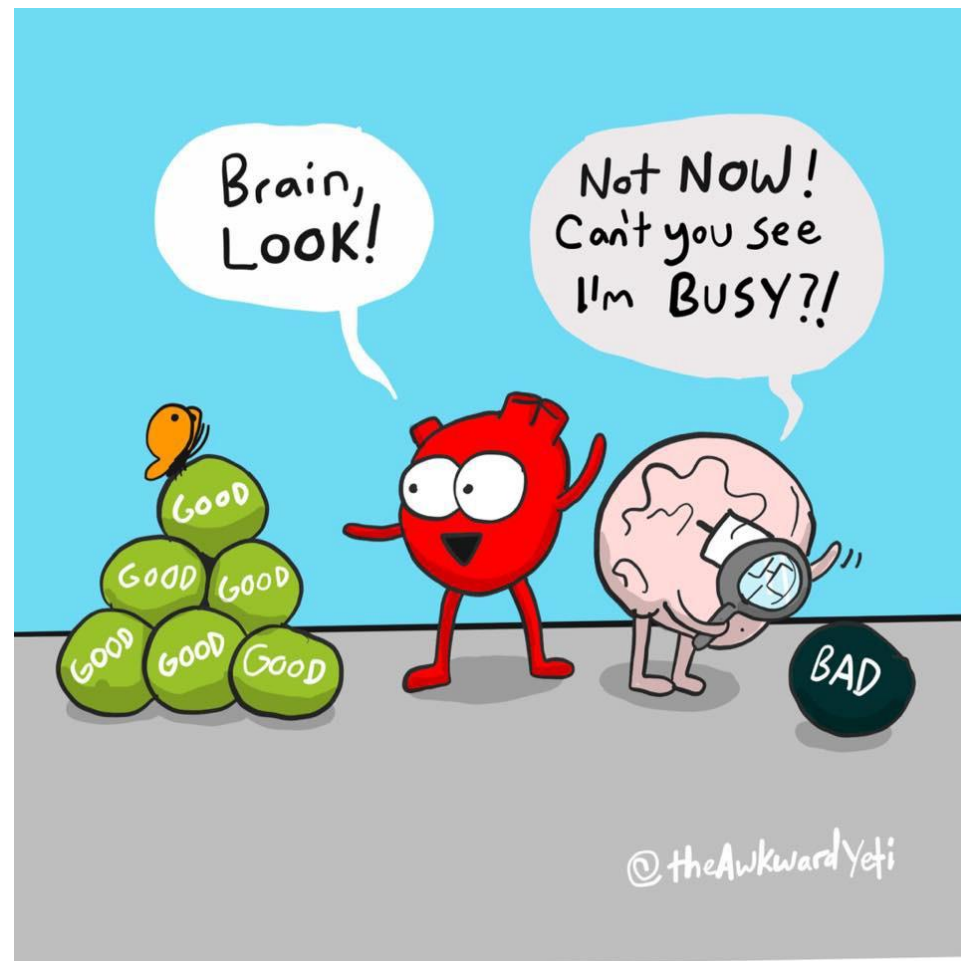
- The American Psychological Association defines resilience as “**the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress**”
- Resilience is **not** something that you are born with
- Resilience **develops** as people grow, learn, and gain better thinking and self-management skills

Ways to Build Resilience & Care for Yourself

1. Social connection
2. Self-awareness
3. Setting goals
4. **Shifting perspective**
5. Self-compassion

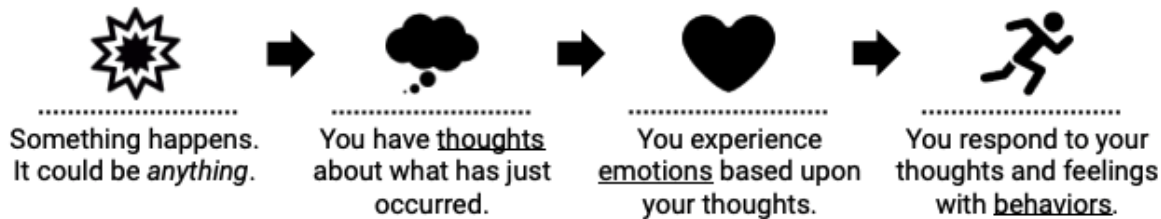
Shift Perspective

- **Negativity bias:** Humans pay more attention to and give more weight to negative rather than positive experiences
- Rewire your brain by noticing and **savouring positive moments everyday**



Understanding thought patterns

How you think determines how you feel and how you behave



Source: therapistaid.com

Understanding thought patterns

Example: Pharrell

Situation: A stranger scowls at Pharrell while passing him on the street.

Pharrell's Thoughts: "I must've done something wrong... I'm so awkward."

Pharrell's Emotions: Embarrassed and upset with himself.

Pharrell's Behaviors: Pharrell apologizes to the stranger and replays the situation over and over in his head, trying to understand what he did wrong.

Source: therapistaid.com

Understanding thought patterns

Thought	➡	Emotion	➡	Behavior
"What a jerk!"		Angry		Pharrell shouts: "What's your problem?!"
"He must be having a bad day..."		Neutral		Pharrell walks away and forgets the incident.

Source: therapistaid.com

Let's practice!

Scenario

Situation: Hannah hasn't met their friend Jess in a long time, but they have continued texting one another. During one of these conversations, Hannah and Jess have a fight.

Negative thought: We always argue! Why can't they ever see my side? This is so unfair

Emotion: Angry and blaming

Behavior: Hannah stays angry at their friend and does not reach out to repair the relationship. Overtime, the friendship becomes more toxic

How do you care for yourself?

UBC: The Thrive 5

- Thrive by Moving More
- Thrive by Sleeping Soundly
- Thrive by Eating Well
- Thrive by Giving Back
- Thrive by Saying Hi



MENTAL HEALTH CONTINUUM MODEL (MENTAL HEALTH COMMISSION OF CANADA)



GREEN

YELLOW

ORANGE

RED



- Normal ups and downs
- Can take things in stride
- Sleeping well
- Physically & socially active
- Relatively confident
- Good sense of humour

- Irritable, impatient
- Minor sleep disturbances
- Nervous, “on edge”
- Sadness, “down”
- Procrastination
- Less socially active
- Sarcasm with an edge

- Angry
- Anxious
- Persistent sadness
- Substance misuse
- Tiredness/fatigue
- Avoidance

- Easily enraged
- Excessive anxiety/panic
- Depressed mood
- Withdrawal, numbness
- Hopelessness
- Struggling to function

WHAT CAN YOU DO IN EACH ZONE?



GREEN

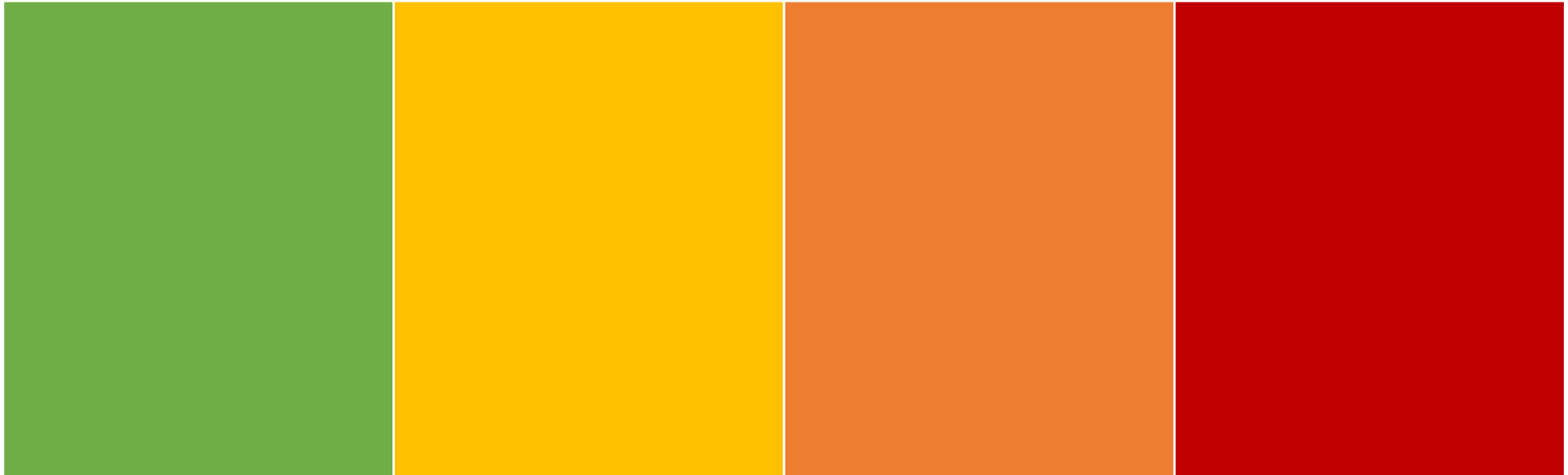
YELLOW

ORANGE

RED

Self-care & social support

Professional support/care



WHAT CAN YOU DO IN EACH ZONE?

GREEN

YELLOW

ORANGE

RED

Self-care & social support

Professional support/care

- THRIVE 5
- Identify and nurture support systems
- Focus on tasks at hand
- Break problems into manageable chunks
- Be aware of mental health resources
- Establish baseline habits & build new skills

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- Identify and nurture support systems
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- Recognize limits and take breaks
- Say “no” to new commitments
- Identify and minimize stressors or unhealthy situations
- Try to get adequate rest, food, and exercise
- Know what resources to access if things get worse

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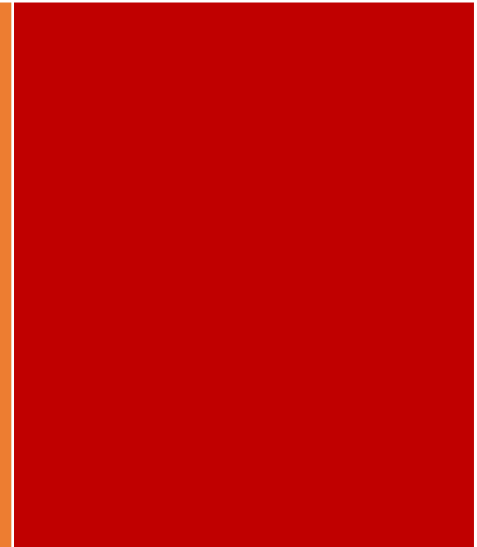
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- Prioritize: your self-care is most important
- Ask for help; talk with someone
- Consider accessing mental health resources
- Maintain social contact; don’t withdraw



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- Prioritize: your self-care is most important
- Ask for help; talk with someone
- Consider accessing mental health resources
- Maintain social contact; don’t withdraw

- Seek formal professional help (e.g., doctor)
- Access mental health resources
- Reprioritize: consider time off
- Maintain social contact; don’t withdraw

PERSONAL WELLNESS PLAN: WHAT DO MY “ZONES” LOOK LIKE?



Indicators that I am in the **GREEN** zone.

Indicator 1: _____

Indicator 2: _____

In my experience, these are things that support my wellness in the **GREEN** zone:

Goal 1: _____

Goal 2: _____

Indicators that I am entering the **YELLOW** zone.

Indicator 1: _____

Indicator 2: _____

This is what I need to do for myself when I am in the **YELLOW** zone. |

Strategy 1: _____

Strategy 2: _____

What are the early warning signs that I might be entering the **ORANGE** zone?

Indicator 1: _____

Indicator 2: _____



“STRESS IS NORMAL IN GRAD SCHOOL”



GREEN

YELLOW

ORANGE

RED



WHAT IS “NORMAL” OR ACCEPTABLE FOR ME?

“Stress is normal in grad school”

“You’re a grad student – of course you never sleep”

“Join the club – pay your dues”

when someone asks what grad school is like



A new gift idea for your loved ones: Graduate School Barbie (TM).

I'm just so tired...



DE-NORMALIZE SUFFERING



Eli Barraza

@EliLizzieLizbet

Embrace imposter syndrome.

Revel in the fact you have fooled everyone.

You are a Trickster Goddess.

You are the Imposter Child for Deception and Clever Ruses.

23:40 · 16 Mar 19 · [Twitter for Android](#)

7,054 Retweets 20.6K Likes





Find Support at SFU

SFU

HEALTH
PROMOTION



Overview of Supports

Our team of doctors, psychologists, mental health nurses, and clinical counsellors are available to help you meet the challenges of achieving your academic and personal potential.

- Due to COVID-19, many of our medical and counselling services are moving to virtual formats, including phone call appointments.
- Please call ahead to book an appointment or to access any of our services.
 - **Burnaby:** 778-782-4615 (Note: Burnaby office is closed between 12:30pm to 1:00pm for the time being)
 - **Vancouver:** 778-782-5200

Overview of Supports

Current offerings:

- Events and drop-in programs to learn skills for managing stress
 - Wellness Wednesday – Ask a Nurse, Drop-In Advising, Live Chat, mindfulness meditation, etc.
- Self-directed online health and well-being resources
 - Bouncing Forward, MakeSPACE, Digital Flourishing
- Healthy Campus Community initiative and well-being projects



A Canvas course, designed to help you handle challenges at SFU and beyond.

My SSP – Student Support Program

IMMEDIATE SUPPORT

available in 30+
languages* via:



Telephone

1.844.451.9700

or **001.416.380.6578** from
outside North America



Free App*

My SSP

*Digital resources available 24/7 in Simplified Chinese,
Korean, Arabic, Spanish, French & English only

SCHEDULED SUPPORT

available in 60+
languages via:



Telephone



Video

All services are
fully confidential &
free of cost to the
student!

Call for Advice



My SSP provides **direct support to staff/ faculty and other leaders** who work with students. Our Student Support Advisors provide **consultation on a variety of student matters**, including but not limited to:

- Assisting students in distress
- Navigating communication difficulties due to language barriers or cultural norms
- Discussing culturally sensitive health topics, e.g. sexual health
- Supporting withdrawn or isolated student
- Fostering intercultural competencies



Call **1.844.451.9700** for Advice

Assisted Referrals



An **Assisted Referral** is a process by which faculty and staff and other students can help connect students in need to My SSP by reaching out to the service on their behalf. Please remember, **you must have verbal consent as a minimum to reach out to My SSP on a student's behalf.**

Assisted Referral Process:

Student identifies need for support

Student provides consent

Campus personnel contacts the program

Hand off to student

Case continues until resolved

Call 1.844.451.9700

FIND SUPPORT AT UBC



OVERVIEW OF SUPPORTS



FIND PROFESSIONAL SUPPORT

- Student Health Service
- Counselling Services
 - Drop-in
 - Wellness Advising
 - Group counselling programs
- ***NEW*** Wellness Centre Virtual Info Desk: [drop in \(Zoom\) to speak to a Navigator](#)
- ***NEW*** UBC Student Assistance Program (SAP)
- Key website for UBC Central service updates: <https://students.ubc.ca/health>
- Website for UBC Faculty of Medicine wellbeing: <https://grad-postdoc.med.ubc.ca/current-students/student-wellbeing/>



UBC Student Assistance Program (SAP)

What is the UBC Student Assistance Program?

Offered by Aspira, the UBC Student Assistance Program (SAP) is a free, 24/7 wellness resource for students. Services include personal counselling, life coaching, group programs and more based on your needs.

UBC SAP can help you with a wide range of concerns to support your mental, emotional, physical and financial health including:

STUDENT LIFE

- Academic stress
- Time management
- Coping with change
- Relationships
- Personal issues
- Legal issues

FINANCES

- Saving
- Investing
- Budgeting
- Managing debt
- Home buying or renting

HEALTH AND WELLNESS

- Stress and anxiety
- Depression
- Addiction
- Crisis, grief, trauma
- Fitness, nutrition, sleep

CONTACT US

☎ **Toll free**
1 833 590 1328
(In North America)

☎ **Phone**
1 604 757 9734
(Outside North America)

WAYS TO ACCESS THE SERVICE

- Call to talk with a registered intake counsellor.
- Log in to the [Aspira website](#) by using **UBCV** for both the student code and password.
- Download the iConnectYou mobile app through [Google Play](#) or the [Apple App Store](#) and use the login code **UBCV**.

ONLINE GROUP PROGRAMS @ COUNSELLING SERVICES

Online group programs

Online programs are available for you during the COVID-19 outbreak. For more information on how to access these programs, see each group description below.

✦ IBPOC Racism & Resilience Online Support Group

✦ Brown Bag Student-Parent Support Group

✦ Think, Feel, Be

✦ Balancing Emotions Program

✦ International Student Support Group

✦ UBC Graduate Student Online Support

✦ Safety and Resilience Online Group

✦ Mindfulness Training for Sport: During Covid and Beyond



OTHER KEY RESOURCES

- Graduate Wellness Group Discussion Series
 - Oct 20: Career Uncertainty
 - Nov 24: Imposter Syndrome
- Graduate Pathways to Success
 - Overcoming Perfectionism
 - Leveraging your Strengths to Strategize for Success
 - Assertiveness: Speaking Up for Yourself in Difficult Conversations
- Wellness Centre: Online
 - Thriving at a Distance
 - How to Help a Friend
 - Stress & Self-Care
 - Opioid Overdose First Aid
 - And more!
- Faculty of Medicine: Wellbeing Convene, Intentional WellBEing ...



Recognizing Distress

What might you notice?



Assisting Students in Distress

Your role: Recognize, Check-in, Refer, Follow-up

- **Recognize** the signs that a may be struggling with something
- **Check-in:** Listen in an open, caring & non-judgmental way
- Try to understand what's happened and how they feel
- **Refer:** Offer resources/referrals to help them cope
- You do not need to solve their problems or diagnose
- **Follow-up**



Assisting Students in Distress

- [SFU: Supporting Students in Distress – Response Guide for Faculty and Staff](#)
- [UBC: The Green Folder: Supporting Students in Distress](#) or [How to Help a Friend](#)
- When in doubt, reach out for advice about how to connect with and refer a student:
 - SFU: phone HCS (during operating hours) or My SSP (24 hours)
 - UBC: Student Assistance Program (24 hours) or [Wellness Centre Virtual Info Desk](#)
- You do not need to take on the role of a counsellor

What is your role?

Your role is to:

- Listen in an open, caring & non-judgmental way
- Try to understand what's happened and how they feel
- Offer resources/referrals to help them cope

Your role is NOT to:

- Solve their problems or diagnosis
- Make them feel better or do therapy
- Restore hope

Listen & Show Support

- Acknowledge difficulty

WHAT HELPS:

“What you are going through is really difficult”

“Thank you for telling me”

“What do you need right now?”

WHAT HURTS:

“It can’t be as bad as all that”

“A lot of people have it worse than you”

Unhelpful Ways of Communication

- **Advice** – Telling a person what to do.
- **Interpretation** – To teach, explain or tell the person in crisis what his/her problem means.
- **Assurance** – Guaranteeing a positive outcome
- **Too many questions** – Not enough paraphrasing and empathizing.



Refer

Provide Support Options:

- Review SFU Mental Health Website or students.ubc.ca/health for options
- Encourage the student to connect with support but don't insist
- Exception: risk of harm to others, imminent risk of suicide (**Call 911**)



Boundaries

- Know your limits and be clear about your role
- Refer students as needed
- Be kind but direct (clear, concrete)
- Don't impose your own values
- Consult with others if you are unsure
- Show respect and expect respect