

Policy Name:	Student Mental Health
Originating/Responsible Department:	Vice-President (Students and Enrolment)
Approval Authority:	Senior Management Committee
Date of Original Policy:	October 2024
Last Updated:	October 2024
Mandatory Revision Date:	October 2029
Contact:	Associate Vice-President (Student Health and Wellness)

Policy Statement:

The Student Mental Health Policy is established to describe the programs, policies, services and supports available at Carleton University in respect to student mental health. The Policy aligns with legislated requirements under Bill 166, the Strengthening Accountability and Student Supports Act, 2024 and the directives issued thereunder.

Purpose:

As a community, Carleton University is committed to promoting positive student mental health and well-being with the recognition of the complex and varying needs of our student body. Carleton University's commitment to promote a safe, supportive and healthy campus and to provide supports to students in relation to mental health and wellness. The purpose of this Policy is to describe and outline information on the programs, policies, services and supports available to Carleton University students.

This Policy is also intended to:

- a) set out Carleton University's statement of commitments to address student mental health and wellness;
- b) increase awareness, mental health literacy and support de-stigmatization;
- c) be a holistic, campus-wide approach to mental health and wellness students;
- d) meet the University's obligations under the National Standard of Canada CSA Z2003:20 Mental Health and Well-being for Post-Secondary Students;
- e) guide the development, implementation and regular review of the university's comprehensive Student Mental Health Framework;
- f) commit to incorporating health promotion values and principles into our mission, vision and plans and will embed health into all aspects of campus culture at Carleton University; and
- g) provide a healthy and supportive environment that understands our students' unique needs and ensure our services are accessible, inclusive and respectful of all cultures and identities.

Scope:

This Policy applies to all students at Carleton University. This Policy complements and does not replace and/or supersede existing policies and/or frameworks.

Procedure:

1. **Programs**

[Student Mental Health Framework \(SMHF\)](#)

The SMHF strives to support wellness by proactively promoting a holistic and intersectional approach to student mental health and wellness, and by strategically coordinating our programs, services and initiatives to build skills and strengthen resilience.

[Harm Reduction](#)

Policies and practices that are focused on reducing the negative physical, social and legal impacts of substance use, as well as non-substance related forms of addiction.

[Carleton Therapy Dogs](#)

Designed to bring positive mental health and wellness supports to the Carleton community. All therapy dogs are handled by professional staff and faculty members at Carleton, who can provide campus referrals and coping strategies for mental health and wellness.

[Wellness Desk](#)

A space within the MacOdrum Library for students to learn about resources, connect with our Wellness Coordinator and decompress during stressful times of the year.

[Student Mental Health Communications Plan](#)

Outlines strategies to effectively promote mental health resources, support services and wellness initiatives to students. It aims to ensure clear, timely and accessible communication about available mental health supports and reduce stigma around seeking help.

[Care Reports](#)

An online tool that staff, faculty and students can use to refer students to Care Managers on the Care and Support Team. The role of Care Managers is to work one-on-one with students to identify and assess their needs, facilitate access to supports and follow-up with students, as needed.

[Health Promotion](#)

A team dedicated to helping students discover the resources Carleton offers to help understand, manage and improve mental health and wellness while at university.

[Spirituality Centre](#)

A respectful, inclusive and welcoming space for all people, regardless of faith affiliation.

[Mental Wellness Mentor Program \(Residence\)](#)

A peer-based mentorship program to support Residence students in their transition to university. Mental Wellness Mentors offer coping strategies and structured supports to assist with mental health, wellness, self-awareness and transitional concerns.

[From Intention to Action \(FITA\)](#)

Supports undergraduate and graduate students to better manage stress and improve their academic performance by navigating the personal stressors that can often get in the way of school.

2. **Policies**

Privacy and Confidentiality

Carleton has specific policies that protect privacy and confidentiality that comply with Ontario's Freedom of Information and Protection of Privacy Act ("FIPPA") and with Ontario's Personal Health Information Protection Act ("PHIPA").

First-Year Grading

Enables eligible students to designate up to two passing grades to a CR (Credit) for their first two terms of studies, as well as convert F or Unsatisfactory (UNS) grades to a NR (No Record), which is not recorded on official transcripts. This policy allows students to adapt to university-level coursework and is designed to help ease transition and encourage academic growth.

Academic Consideration Policy for Students in Medical or Other Extenuating Circumstances

Aids in the equitable provision of academic consideration to all students for a range of medical or other extenuating circumstances.

Special Consideration Policy for Room Assignments (Residence)

Students may submit a Residence Special Accommodation request if they have a physical or non-physical disability, medical condition, special dietary need or gender identity that may affect their room assignment or ability to use the meal plan.

Student Staff Leave Policy (Residence)

Outlines the procedures and conditions under which student staff members, such as Residence Fellows, can request time off from their duties.

3. **Services**

Counselling Services

Offers confidential individual counselling to students to address concerns that may interfere with their ability to realize their optimal level of wellness and help them to thrive as a student and in their personal life.

Residence Counselling

Individual counselling services offered specifically for students living in Residence.

Psychiatric Services

Specialized mental health support through consultations with psychiatrists who provide assessments, diagnoses and medication management for students with complex mental health conditions.

Primary Care Services

Health Services is a multidisciplinary healthcare facility that provides medical services to Carleton students, faculty and staff.

Referrals to External Organizations

Referrals are made to external organizations to ensure students have access to specialized care beyond campus resources.

Care and Support

If any member of the Carleton community is concerned about a student who appears to be struggling and are unsure of the best resource or support, they can submit a Care Report, which is an online tool to refer students to Care Managers on the Care and Support Team. Care

Managers work one-on-one with students to identify and assess their needs, facilitate access to supports and follow up with students, as needed.

[Paul Menton Centre for Students with Disabilities \(PMC\)](#)

Coordinates disability services on campus. The PMC works in partnership with the Carleton community to increase accessibility and integration of students with disabilities into all aspects of university life.

[Wellness Space \(Residence\)](#)

A comfortable space for students to use anytime the Residence Counselling Office is open. Resources are provided for stress-relieving activities including puzzles, colouring, bracelet making or light therapy.

[Attendant Care](#)

A service that offers attendant and personal care services, 24-hours per day, 12 months of the year at no cost to Ontario students with physical disabilities living in Residence at Carleton.

4. **Supports**

[Academic Accommodations](#)

Educational practices, systems and support mechanisms designed to accommodate diversity and difference.

[Academic Continuation Evaluation \(ACE\)](#)

The ACE is performed at the end of each term and assesses a student's status in their degree. This framework is designed to provide leniency in the first year of studies while new students adjust to the university experience, and it encourages incremental progress towards degree requirements.

[Postvention Strategy](#)

Provides information about the actions Carleton University takes following a student death.

[Single Session Appointments](#)

Aims to assist students in creating tangible strategies to support mental health during their academic journey. This model of care ensures faster access to counselling support, increased capacity and supports students when they need it most. Appointments can be booked up to three days in advance.

[Same Day Counselling](#)

All Carleton students have access to same-day appointments for crisis and emergencies.

[Same Day Urgent Care Physician Services](#)

The Acute Care Clinic is open daily Monday to Friday on a first come, first served basis for acute, episodic medical issues.

[Smudging Space in Residence](#)

Intended to be a cultural space in Residence for ceremony, dialogue and learning, and is available to all Indigenous students.

[Mental Health and Wellness Website](#)

A centralized wellness website to help students discover the tools and resources Carleton offers to understand, manage and improve mental health and wellness while at university.

[Wellness Services Navigator](#)

An online tool designed to help navigate Carleton students to a curated list of mental health and wellness resources. Students are asked a series of questions regarding their wellness, and the navigator will suggest resources that are available both on and off campus.

[Travel Safety Abroad \(ISOS\)](#)

Carleton University has partnered with International SOS to offer our students medical, safety and security advice, referrals and emotional support when travelling or living abroad.

[Care and Support](#)

If any member of the Carleton community is concerned about a student who appears to be struggling and are unsure of the best resource or support, they can submit a Care Report, which is an online tool to refer students to Care Managers on the Care and Support Team. Care Managers work one-on-one with students to identify and assess their needs, facilitate access to supports and follow up with students, as needed.

[24/7 On-call Manager Support \(Residence\)](#)

Full-time live-in professional Residence Managers have on call duty so that support can be reached 24 hours a day.

[Student at Risk Evaluation Team \(SARET\)](#)

This team includes representatives from university departments whose primary function is student and employee safety and/or health and wellness. SARET is employed to provide a coordinated response to students-at-risk and may take a range of preventative or supportive actions.

Supporting student mental health and wellness at Carleton University is guided by the university's [Student Mental Health Framework](#) which is reviewed every four years. For more detailed information on the programs, policies, services and supports available to students, please visit the [Mental Health and Wellness website](#).

Carleton University has signed and has formally adopted the Okanagan Charter. Additionally, the implementation of the Carleton University Student Mental Health Framework is guided by Canada's [National Standard for Mental Health and Well-Being for Post-Secondary Students](#). Results on the implementation and effectiveness of this policy are provided through institutional surveys, student satisfaction, etc.

Review of Policy and Annual Report

The policy and any associated rules will be reviewed at least once every five years. In addition, an annual report will be provided to the Board of Governors on the implementation and effectiveness of the policy, programs, services, and the Student Mental Health Framework along with relevant statistics in the preceding year.

Roles and Responsibilities:

Carleton Community

The entire Carleton community has a role in supporting student mental health and well-being on campus. Staff and faculty who are aware of a student requiring support are to direct students to the mental health services and supports available.

Student Mental Health Advisory Committee

The cross-representational Student Mental Health Advisory Committee collaborates on the implementation of the Student Mental Health Framework.

Associate Vice-President (Student Health and Wellness)

The Associate Vice-President (Student Health and Wellness) has the responsibility to implement this Policy and ensuring appropriate student mental health services and supports are available.

Board of Governors

Receive an annual report on the implementation and effectiveness of Carleton University's student mental health policy in the preceding year.

Contacts:

Associate Vice-President (Student Health and Wellness)

Links to related Policies:

Academic Accommodation Appeal Process for Students with Disabilities
Academic Consideration Policy for Students in Medical or Other Extenuating Circumstances
Access to Information and Privacy
Accommodation for Student Activities
Domestic Animals on Campus
Personal Health Information Processing (PHIP)
Sexual Violence Policy