

## Meeting Note

### Advice to Assistant Deputy Ministers

**Date:** January 31, 2019

**Cliff #:** 114917

**Date, Time of Meeting and Location:**

- February 1, 2019, 8:30 to 9am
- Teleconference

**Attendees:**

- Kelly McConnan, A/ADM – Ministry of Advanced Education, Skills and Training
- Nick Grant, ADM - Ministry of Mental Health and Addictions
- Teri Collins, ADM - Ministry of Health
- Cheryl May, ADM - Ministry of Children and Family Development
- Trudy Rotgans, A/Executive Director – Ministry of Advanced Education, Skills and Training
- Darryl Soper, Director - Ministry of Advanced Education, Skills and Training

**Issue:**

**Seeking updated direction on procurement approach for 24/7 Counselling and Referral Help Line**

**Background:**

- The Ministry of Mental Health and Addictions (MMHA) is leading the development of a coordinated Mental Health and Addictions Strategy to improve the access and quality of mental health and addictions services for British Columbians.
- Budget 2017 Update confirmed \$1.5 million annually for Ministry of Advanced Education, Skills and Training (AEST) to support targeted mental health initiatives for post-secondary students, beginning in the 2017/18 fiscal year. This allocation is separate from funding requested by MMHA to support government's coordinated Mental Health and Addictions Strategy.
- In spring 2018, Minister Mark provided direction to use AEST's funding to procure a service provider to deliver a 24/7 dedicated counselling and referral service for post-secondary students.

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**Discussion:**

- AEST has been working on an aggressive timeline as set out by the Minister. As such, efforts are being made to issue a RFP by late January/early February 2019 with a targeted launch date for post-secondary students by September 2019. Coordinating a joint procurement process that will reference a potential future expansion of the service will impact these timelines.

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- In the months since pursuing a joint procurement, cross-ministry collaboration between staff at AEST, MMHA, MCFD and MOH has been effective and essential in ensuring any new service will be as integrated as possible with the existing system of care.

**Options:**

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**Attachment(s):** *Att 1 - RFP Timelines Document*

**Contact:** *Trudy Rotgans, A/Executive Director 250-888-0591*

## DECISION NOTE

### Advice to Ministry of Advanced Education, Skills and Training

**Date:** June 25, 2019

**Cliff #:**111749

**Issue:** Award Notification required for Request for Proposals (RFP) #: AEST-RFP-PSMHI-002 for 24/7 Mental Health Counselling and Referral Service for Post-Secondary Students

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#### INTRODUCTION

A Notice of Planned Procurement was issued January 2, 2019 on BC Bid to enable prospective proponents the opportunity to commence planning for the competitive solicitation process for a 24/7 Mental Health and Substance Use Counselling and Referral Service – Children, Youth, Young Adults, and Post-Secondary Students.

#### BACKGROUND

Several ministries were initially involved in this initiative including:

- The Ministry of Advanced Education, Skill and Training (AEST);
- Ministry of Mental Health and Addictions;
- The Ministry of Children and Family Development;
- The Ministry of Citizens' Services; and
- The Ministry of Attorney General

The scope of the planned initiative was subsequently reduced due to other government priorities and related funding allocations. A decision was made by each affected ministry to procure the service through the Ministry of Advanced Education, Skills and Training only at this time.

The initial term of the contract is for 3 years with three, one-year options to renew. The aggregate value of the contract is \$9 million dollars, provided all renewal options are exercised.

#### DISCUSSION

The RFP for the 24/7 Mental Health Counselling and Referral Services was issued on Tuesday, March 26<sup>th</sup>, 2019 and closed on Friday May 10, 2019.

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Two of the nine proposals<sup>s.13</sup> submitted were non-compliant due to budget details as a mandatory requirement and were rejected from further consideration.

### CURRENT STATUS

The individual evaluation process and consensus exercise concluded that Morneau Shepell Limited is the highest scoring proponent. Details for consensus scoring are provided below in Table 1. *TABLE 1 - Summary of Consensus Scores:*

Proponents	5.1 Capabilities (25 points)	5.2 Approach (80 points)		Fees (10 points)	Total (115 points)
		5.2.1 (b) Credentials and Experience of Counsellors (15 points)	5.2 Approach – all other sections (65 points)		

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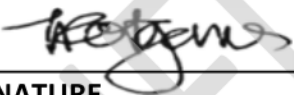
\*NA – Not applicable. Proposals must achieve an accumulative minimum score of 60% for Criteria 5.1 “Capabilities” and a total minimum score of 60% for 5.2 Approach. As credentials and experience of counsellors is an important consideration, proponents will first need to meet the minimum score of 9 out of 15 points to be further evaluated for the entire section 5.2. Those who do not meet the minimum score in 5.1 and 5.2 will not be evaluated further.

## RECOMMENDATION

As articulated in Section 5.1.3 of the RFP, and completion of evaluation activities supporting due diligence, our recommendation is to proceed with reference checks with the intent of issuing a Notification of Award to the highest scoring Proponent – Morneau Shepell Limited.

## NEXT STEPS

1. In accordance with Section 5.1.3 – References, a reference check should be conducted on the successful proponent prior to the Notification of Award – Responsibility AEST
2. Issuance of the Notification of Award and Unsuccessful letters – Responsibility Procurement Services Branch (PSB)
3. Conducting Privacy Impact Assessment and Security Threat Risk Assessment on successful proponent – Responsibility AEST
4. Finalising and signing of contract – Responsibility AEST and contract solicitor
5. Scheduling and debriefing proponents – Responsibility PSB in collaboration with AEST.

Approved / 

**DECISION and SIGNATURE**

Trudy Rotgans

Executive Director

Ministry of Advanced Education, Skills and Training

July 2, 2019

**DATE SIGNED**



## Information Note

### Advice to Minister Melanie Mark

**Date:** July 11, 2019

**Cliff #:** 116450

**Issue:** Update on Procurement process for the 24/7 Mental Health Counselling and Referral Service for B.C. Post-Secondary Students

#### Background / Facts:

- On March 26, 2019 a Request for Proposals (RFP) was issued on BC Bid for a 24/7 confidential virtual counselling and referral service for post-secondary students registered at public and private post-secondary institutions in B.C.
- The Ministry of Citizens' Services (CITZ) leads the procurement process for AEST to enter into a contract with a vendor to establish the 24/7 mental health counselling and referral service.
- In June 2019, a seven-member RFP Evaluation Committee comprising of students, PSI representatives, the CEO of the Canadian Mental Health Association – BC Division (previously with the Ministry of Mental Health and Addictions) and AEST staff concluded evaluations and presented its recommendation to the Ministry.
- AEST accepted the recommendation and on July 9, 2019 completed required reference checks on the highest-scoring proponent and determined that the reference checks were satisfactory.
- On July 10, 2019 CITZ issued Notification of Award and unsuccessful letters to the proponents.

#### Analysis:

- The highest scoring proponent is Morneau Shepell Limited.
- Now that the Notification of Award letter has been sent, AEST staff will commence, in collaboration with the lead proponent, the Privacy Impact Assessment (PIA) and Security Threat and Risk Assessment (STRA) process. These processes are anticipated to take three to five-weeks in duration and must be completed and approved as per the *Freedom of Information and Protection of Privacy Act* requirements.
- Once approved, AEST can finalize and sign a contract with the lead proponent, expected in August 2019.
- Implementation begins once the contract is signed. Lead proponent's proposal includes a four-month implementation plan with a proposed December 2019 launch.

- Given proponent's experience, AEST staff will explore opportunities to accelerate proposed implementation timeline (see Attachment 2 – Draft Timeline 24/7 Helpline).
- While we had anticipated a September or October public launch, there are some benefits to the proponent's proposed December launch:
  - Will not compete with a proposed provincial awareness campaign for Sexualized Violence and Misconduct in September 2019;
  - Will not overwhelm students with too much information at the start of the school year, at a time when students participate in orientation activities and are adjusting to a new post-secondary class schedule; and
  - Will benefit students by launching closer to the end of the fall semester, when students typically face increased challenges related to final exams and the upcoming holiday season.

Once a contract is signed, AEST, in collaboration with the vendor, will undertake a branding and marketing exercise comprising of AEST staff, post-secondary students and institutions. This process will occur concurrently to the proponent undertaking the implementation and development phases.

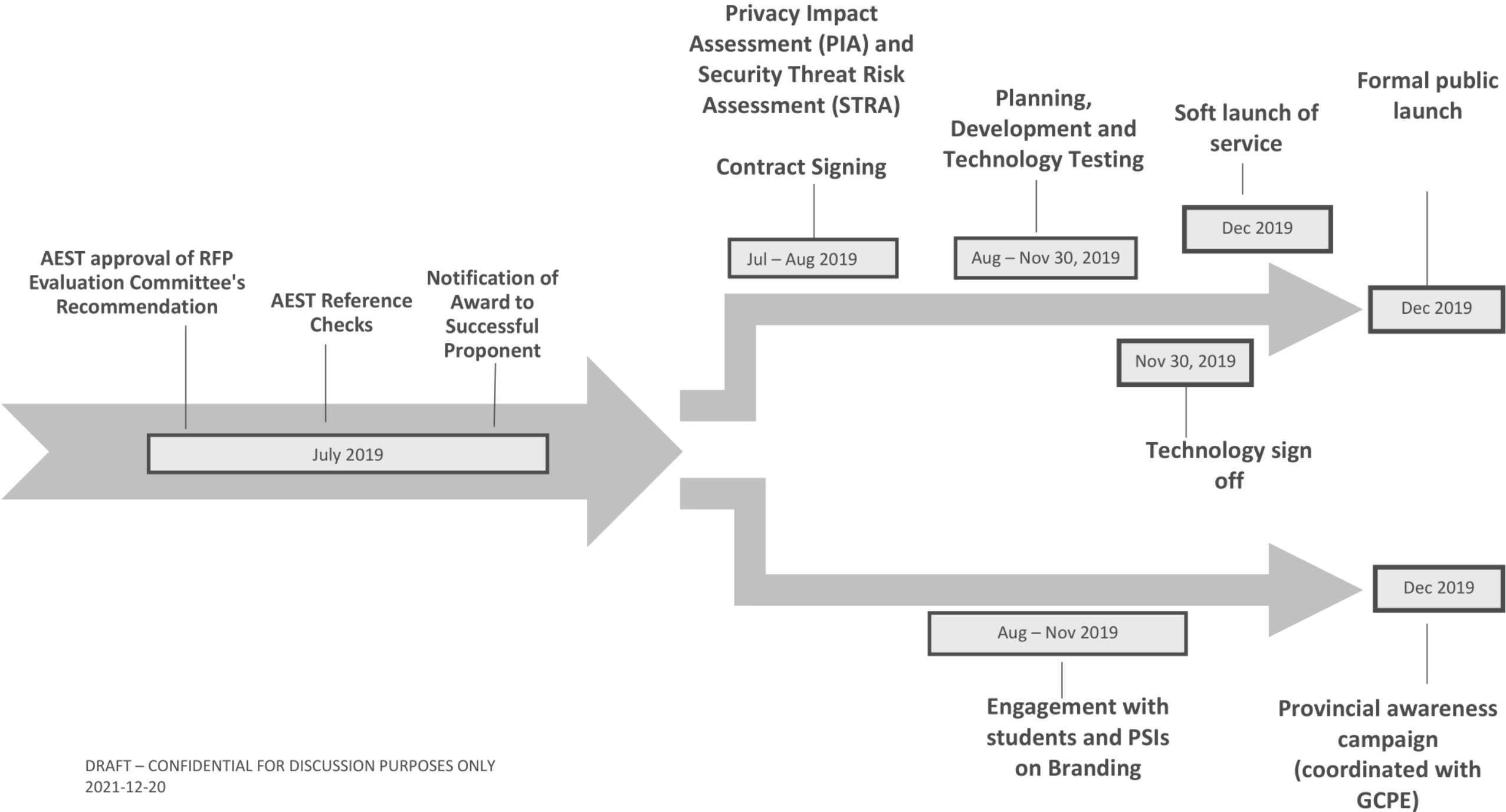
**Next Steps:**

- PIA and STRA process to commence by July 19, 2019

**Attachment(s):** 1 – *Ministry of Citizens' Services Decision Note*  
2 – *Draft Project Timeline*

**Contact:** Jeff Vasey, Assistant Deputy Minister (250-952-0697)

# Draft Timeline – 24/7 Help Line





## **All President's Meeting**

**HONOURABLE Melanie Mark**

**December 8<sup>th</sup>, 2017**



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## Annotated Agenda: All Presidents' Meeting - December 8, 2017

	AGENDA ITEM	LEAD	MATERIALS	ACTION
1.	Panel Discussion on Student Support for Mental Health	Chair: Ralph Nilsen	Opening Remarks (Appendix 2)	Discussion
<p><b>Purpose:</b></p> <ul style="list-style-type: none"> <li>To provide opening remarks to Presidents on student mental health.</li> <li>Hear from panellists on current state of student mental health and well-being at institutions.</li> <li>Engage in a dialogue with Presidents and seek advice for AEST investment in mental health services/supports for students.</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Understanding of key challenges and opportunities.</li> <li>Identify specific actions or areas of collaboration going forward.</li> <li>Complements ongoing staff discussions with students.</li> </ul>				
<p><b><u>Opening Remarks</u></b></p> <ul style="list-style-type: none"> <li>See Appendix 2.</li> </ul> <p><b><u>Suggested Engagement Questions following the panel discussion:</u></b></p> <ul style="list-style-type: none"> <li><i>What do institutions do well in delivering mental wellness supports and services to students?</i> <ul style="list-style-type: none"> <li><i>How do you know you are successful?</i></li> </ul> </li> <li><i>What are some of the key opportunities in delivering supports and services?</i> <ul style="list-style-type: none"> <li><i>How can the Ministry best support institutions to enhance delivery of supports and services?</i></li> </ul> </li> <li><i>How do you engage students who may not readily seek out or access supports and services (e.g. international students)?</i></li> <li><i>What do you see as the priority areas for collaboration going forward?</i></li> </ul>				
<p><b><u>Background:</u></b></p> <ul style="list-style-type: none"> <li>AEST is working with key sector partners and other Ministries to explore options for a post-secondary-focused initiative that supports students with mental well-being challenges and is aligned with development of the provincial mental health and addictions strategy.</li> <li>September 2017 Budget Update confirmed approximately \$5 million over three years for this initiative.</li> <li>Institutions are committed to providing a safe and healthy learning environment for students.</li> <li>All 25 public post-secondary institutions offer counselling, clinical support or wellness programs and services to students. Students may also access community-based supports.</li> <li>Public post-secondary institutions have expressed interest in enhancing student mental health supports.</li> <li>The three sector organizations – Research Universities' Council of BC, BC Association of Institutes and Universities, and BC Colleges - made a joint submission in October 2016 to the Select Standing Committee on Finance and Government Services entitled "Supports for Student Success". Key points highlighted were: <ul style="list-style-type: none"> <li>significant increase in student demand for support services and examples of ways institutions are undertaking to meet the needs; and,</li> <li>suggested additional initiatives that could be employed at institutions to further reduce wait times, increase health promotion and address other mental health issues.</li> </ul> </li> </ul>				

### Post-Secondary Mental Health Initiative Project Status – as at December 5, 2017:

- November 2017 - Minister briefed on work to date, including environmental scan and preliminary options.
- Minister indicated support for establishment of 24/7 phone line and requested staff engage with students at all 25 public post-secondary institutions.
- Student consultations are underway and will continue through early December.
- Key themes emerging include:

#### Challenges:

- Increased demand on student mental well-being supports and services.
- Stigma attached to asking for support, accessing services.
- Wide range of services available, but vary by institution, and not consistently delivered across campuses.
- Limitations of campus-based services - hours of operation, availability and wait times.
- Faculty and staff lacking capacity/training.
- Recognition of variety of e-mental health/digital tools, but continued need for “human” interaction.

#### Opportunities:

- Focus on awareness/early supports may prevent future crisis situations – e.g. starting in K-12, through to PSE.
- Improve education on student mental well-being – to reduce stigma and increase awareness of supports.
- Community approach – address issues holistically – e.g. stable housing will have a positive effect on mental well-being.
- Create and/or better utilize peer to peer networks.
- Increase faculty/staff engagement and training.
- Partnerships with community services.
- Build on existing services offered and create “umbrella” type service that supports students across the entire sector, including during off hours. Examples raised: Ontario’s Good2Talk help line, and an e-Mental Health app.

### Next Steps:

- Proceed with student consultations to ensure students from all 25 public post-secondary institutions have had the opportunity to participate.
- Continue to check-in with Ministry partners.
- Consolidate feedback and prepare Decision Note on options for Minister.

- See Appendix 1 for Draft Agenda

**BC POST-SECONDARY INSTITUTIONS  
PRESIDENTS MEETING**

Friday, December 8, 2017  
8:45 a.m. (working breakfast) to 1:00 p.m.

British Columbia Institute of Technology, Atrium, Room 825, 555 Seymour Street, Vancouver

**A G E N D A**

Meeting Chairs: John Bowman, Ralph Nilsen (*for Ronald Burnett*), Jamie Cassels

*Chair: John Bowman*

**Refreshments/Welcome/Roundtable Introductions** 8:45 – 9:00

**Support for Students Submission** 9:00 – 9:30

- Overview of Submission – *Robin Ciceri*
- Discussion and Preparation for the Minister

*Chair: Ralph Nielsen (for Ronald Burnett)*

*Minister arrives*

**Hon. Melanie Mark, Minister of Advanced Education, Skills and Training**  
**Shannon Baskerville, Deputy Minister**

- Minister's Remarks 9:30 – 9:45

**Panel Discussion on Student Support for Mental Health** 9:45 – 10:30

*Jody Gordon, VP, Students & Enrolment Mgt, University of the Fraser Valley*  
*Joel Lynn, Executive Director, Student Services, University of Victoria*  
*Jane Shin, Dean of Student Development, Vancouver Community College*

*Minister departs/Break* 10:30 – 10:40

*Chair: Jamie Cassels*

**BC Student Mobility and Pathways** 10:40 – 11:30

*Dr. Robert Fleming, Co-Chair, BC Council on Admissions & Transfer*

*Deputy Minister departs*

**Presidents Discussion** 11:30 – 12:00

## **All Presidents' Meeting - December 8, 2017**

### **Opening Remarks Student Mental Health and Well-Being Minister Melanie Mark**

- I am pleased to be here today to participate in a discussion on this important topic.
- In August, I visited all 25 public post-secondary institutions in three weeks and met many of you on that tour.
- I heard the hopes and aspirations of many students.
- I also heard about the challenges they face.
- The top three concerns were: mental health, housing and student debt.
- Mental health support is a serious matter.
- My ministry is developing an initiative that will enhance mental health supports and services for post-secondary students.
- As an immediate investment, I have \$4.5 million over three years to support this work.
- Longer term, I am proud to be working closely with Mental Health and Addictions Minister Judy Darcy to address mental health and well-being issues through the development of a mental health and addictions strategy.
- While stresses are real and pressing for students, I know there is already lots of good work going on at institutions to provide programs, services and supports in the area of student well-being.
- I recognize that you and your staff work extremely hard to respond to student needs and provide the supports required to set them up for success.

## **All Presidents' Meeting - December 8, 2017**

- However, I know that more can be done to address the increasingly complex needs of students with mental wellness challenges.
- This is why we need to examine all of our options for our investment and we need to hear from everyone.
- We are exploring a number of good models, to learn what is working well.
- Engagement with students, partners and organizations is also underway.
- We will be engaging with students at all 25 public post-secondary institutions.
- Ministry staff will be meeting with student association groups, as well as students and recent graduates involved in the Healthy Minds, Healthy Campuses community of practice.
- Some important themes are emerging from initial conversations with students.
- Themes such as the challenges around increased demand for supports and services – in particular after hours – as well as the continued stigma attached to asking for help.
- Students have also highlighted good work underway and some key opportunities.
- They see the potential in improving education and awareness – starting in K to 12, through to post-secondary.
- Students also expressed interest in an “umbrella” type of service. One that builds upon existing services, supports students across the sector and is accessible after hours.
- We will continue our student engagement in the coming weeks, to ensure students from all 25 public post-secondary institutions have had the opportunity to participate.

## **All Presidents' Meeting - December 8, 2017**

- Post-secondary institutions are also essential partners, and we look forward to additional discussions with staff on this important topic.
- This input is critical for us to find and fill gaps in the current system and provide access to mental health supports and services to all post-secondary students – when they need them.
- This work will inform decisions in the new year about where our investment for a post-secondary mental health initiative can best add value, building on existing services, to support students with mental well-being challenges.
- I am very interested to hear from the panelists today ...
- You work with students on a daily basis to address a wide range of mental wellness challenges, and to support your institutions in delivering services.
- I look forward to a dynamic discussion and exchange of ideas.



# Post-Secondary Mental Health Initiative

*Confidential – Advice to Minister*

# Purpose

## Phase I:


- *Seek direction on AEST funding – approx. \$5.0M over 3 years*

## Phase II:

- *Develop longer term approach to PSE system-wide mental health/well-being*

# Current State

- Current perception is that mental health issues on the rise among 15-24 year olds. In 2016: (NCHA survey)



18.4% -  
anxiety

14.7% -  
depression

- By age 25, about 20 percent (1 in 5 Canadians) will have developed a mental illness
- 1.2 million children/youth affected by mental illness – less than 20 percent get the support they need

# Policy Work To Date

Action	Status
Completed project plan/charter	√
Developed draft project engagement plan	√
Completed environmental scan	√
Engagement – internal partners <ul style="list-style-type: none"> <li>- ADM Committee on Mental Health</li> <li>- Ministries – AEST, EDUC, MHA</li> </ul>	√
Engagement – external <ul style="list-style-type: none"> <li>- HMHC, Foundry, Kids Help Phone</li> </ul>	√
Engagement – other jurisdictions	√

# What We Know

## Internationally

### United Kingdom

- UK's Student Mental Health Charity



### Australia

- Headspace youth centres and online resources



### New Zealand

- The Prime Minister's Youth Mental Health Project



*The Prime Minister's*  
**Youth Mental  
Health Project**



### United States

- Non-profit organization that leads discussions to reduce the stigma



# What We Know (2)

## Other Provinces/territories – significant investment & services

Ontario	Alberta
 <ul style="list-style-type: none"> <li>• \$4.45M (\$100k/institution) – support MH workers at PSIs</li> <li>• \$6M to institutions – grant for MH services</li> <li>• \$3.59M/year – Good2Talk 24/7 helpline <ul style="list-style-type: none"> <li>• 77,800 calls since June 2013</li> <li>• 85% counselling; 15% info or Mental Health &amp; Addiction referrals</li> <li>• Student satisfaction rate: 94 – 97%</li> </ul> </li> </ul>	 <ul style="list-style-type: none"> <li>• In June 2017, announced \$25.8M over 3 years: <ul style="list-style-type: none"> <li>• \$8M annual funding to PSIs</li> <li>• One-time, 2 year grants (\$400K) - support indigenous students</li> <li>• Funding to Healthy Campus Alberta community of practice; improved 24 hour universal supports including 24 hr crisis line, 211 referral, web tools</li> </ul> </li> </ul>

# What We Know (3)

## **British Columbia – public PSIs:**

- Committed to providing healthy learning environment
- Offer counselling, wellness services or clinical support
- Participate in Healthy Minds, Healthy Campuses

## **Challenges:**

- Patchwork of supports and services; inconsistent
- Demand > Resources
- Varying capacity at institutions
- Limited support for disadvantaged populations
- Disjointed transition of service from K-12 to post-secondary

# What We Know (4)

## British Columbia

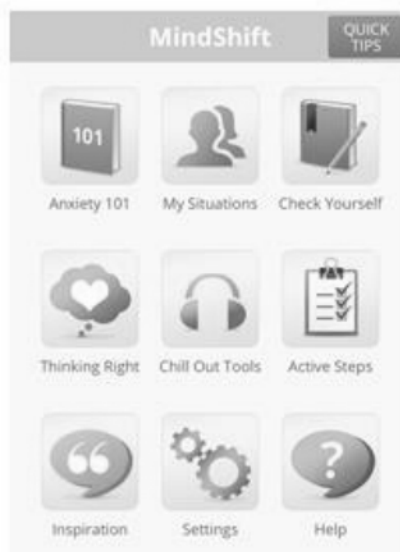
- Regional community services:



HEALTHY  
MINDS

HEALTHY  
CAMPUSES

- New service delivery models: E-mental health; virtual clinic



mindcheck.ca

# Phase I - Immediate Action

## ➤ Options for investment:

- Establish post-secondary system-wide 24/7 helpline
- Develop training/tools for faculty, staff and students to recognize/support students with issues - HMHC
- Provide targeted support to institutions that have limited capacity

# Phase II: Longer term approach

- **Align** with cross government Mental Health and Addictions Strategy (MHA lead)
- **Coordinate** with other ministries/partners to ensure complementary efforts
- **Leverage** existing/contemplated initiatives to maximize benefits
- **Ensure** whole of sector approach

**POST-SECONDARY INSTITUTIONS IMPLEMENTATION WORKING GROUP (PSIIWG)  
MEMBERSHIP**

**Updated: March 2020**

**Ministry of Advanced Education, Skills and Training:**

**Chair:** Neil Wereley, Senior Policy Analyst, Health & Medical Education Unit, Post-Secondary Programs Branch

**Secretariat:** Heather Collins, Senior Policy Analyst, Technology, Arts & Sciences Education Unit, Post-Secondary Programs Branch

**Post-Secondary Sector:**

Name	Title	Institution/ Organization
Ashley Charleson	Vice-Chair	Indigenous Adult and Higher Learning Association Board
James Coble	Director Student Services	Okanagan College (OKAN)
Nona Coles	Counsellor	Vancouver Community College (VCC)
Gurvur Gill	Chairperson	Alliance of British Columbia Students
Dana Hansen	Wellness Coach	College of New Caledonia (CNC)
Tanysha Klassen	Chairperson	British Columbia Federation of Students (BCFS)
Nick Phillips	Director of Counselling	Kwantlen Polytechnic University (KPU)
Irlanda Price	Associate Vice President Students	Vancouver Island University (VIU)
Jeremy Sabell	President	Stenberg College

## **24/7 Counselling and Referral Service Advisory Team**

### **Terms of Reference**

#### **Background**

As part of BC's provincial mental health and addictions strategy to improve the access and quality of mental health and addiction services, the Ministry of Advanced Education, Skills and Training is leading initiatives to support post-secondary student mental health in BC.

After consulting with post-secondary students and sector leaders in BC on the challenges and barriers to accessing mental health services, government determined that a provincial 24/7 counselling and referral service to post-secondary students would be a needed and valuable support.

*As a result of a competitive procurement process, Morneau Shepell Ltd (the Contractor) has been selected as the winning proponent to create and develop the 24/7 Counselling and Referral Service for post-secondary students.*

#### **Purpose**

The purpose of the 24/7 Counselling and Referral Service Advisory Team is to provide input, oversight and guidance to Post-Secondary Programs Branch and the Contractor on matters related to implementation, testing, and marketing of the 24/7 Counselling and Referral Service.

#### **Scope**

The 24/7 Counselling and Referral Service Advisory Team will provide oversight, input and participation in the following areas:

- Implementation of the 24/7 Counselling and Referral Service with the target of spring 2020 launch date (*TBC*)
- Strategy for data collection and reporting
- Testing and approval of the 24/7 Counselling and Referral Services prior to the go-live date
- Provincial marketing and promotional activities (responding to GCPE)

The work of the Advisory Team will be parallel to the work of the Project Team that oversees the success of the project and a working group that will focus on engagement with post-secondary institutions related to service integration, complementarity, and communication.

Matters that arise related to the Project Team work with the Contractor are not in scope of the Advisory Team.

The working group will report to the Advisory team and seek advice as needed.

### **Role of Advisory Team Members**

- Develop and prioritize a range of actions and recommendations to implement the 24/7 Counselling and Referral Service and meet the target launch date
- Provide subject matter expert advice, input and guidance to the Advisory Team co-chairs and Project Team
- Actively engage in all Advisory Team discussions and provide timely review of written materials, as and when requested
- AEST Post-Secondary Program branch staff will chair the 24/7 Counselling and Referral Service Advisory Team and provide Secretariat support

### **Confidentiality**

- Confidentiality will be maintained during Advisory Team discussions to ensure open communication
- Documents related to this project are not to be shared outside of the Advisory Team without the explicit permission of the Advisory Team Chairs.

### **Meetings**

- A kick-off meeting will be held October 8, 2019, thereafter, once a contract has been signed with the Lead Proponent, bi-weekly/weekly meetings until the launch date.
- October 8<sup>th</sup> kick-off meeting will be in-person, subsequent meetings arranged via Skype or conference call
- Advisory Team co-chairs will circulate meeting minutes no less than 3 days prior to next scheduled Advisory Team meeting

### **Cross-Ministry Membership – Ministries of Advanced Education, Skills and Training, Mental Health and Addictions and Health**

#### **Health**

##### Mental Health Substance Use, Health Authorities Division

- Director, Mental Health

#### **Mental Health and Addictions**

##### Social Sector Partnerships and Planning

- Director, Social Sector Partnerships and Planning
- Senior Policy Analyst

#### **Advanced Education, Skills and Training**

##### Post-Secondary Programs

- Chair - Director, Human and Social Services Education

- Co-chair – Senior Policy Analyst, Human and Social Services Education

Post-Secondary System Policy & Liaison

- Director, Research Universities and Institutional Policy
- Senior Analyst

Digital Service Innovation

- Senior Project Manager, Scrum Master
- User Experience Design – Content Strategist
- Director

Planning, International and Intergovernmental

- Director, International Education

Post-Secondary Engagement & Partnerships



- Policy Analyst

Corporate Finance

- Procurement Specialist

Private Training Institutions Branch

- Registrar/Executive Director
- Director, Policy and Strategic Planning
- Senior Policy Analyst



MY ITEMSMY ASSIGNEE'S ITEMSWATCHED ITEMSCREATESUPPORTSETTINGSUPER USER



## MY ACTIVE ITEMS

ID	<input type="checkbox"/> Assigned To
7551	<input checked="" type="checkbox"/> Kibble, Steve AEST:EX
7554	<input checked="" type="checkbox"/> Kibble, Steve AEST:EX
7537	<input checked="" type="checkbox"/> Kibble, Steve AEST:EX
7828	<input checked="" type="checkbox"/> Kibble, Steve AEST:EX
7552	<input checked="" type="checkbox"/> Kibble, Steve AEST:EX
7898	<input checked="" type="checkbox"/> Kibble, Steve AEST:EX

Count= 6



## MY ASSIGNEE'S ITEMS

ID	<input type="checkbox"/> Assigned To
7661	<input checked="" type="checkbox"/> Goodwin Hemming, Susie AEST:EX
7744	<input checked="" type="checkbox"/> Goodwin Hemming, Susie AEST:EX
8022	<input checked="" type="checkbox"/> Rotgans, Trudy AEST:EX
7728	<input checked="" type="checkbox"/> Burns, Susan G AEST:EX
7864	<input checked="" type="checkbox"/> Goodwin Hemming, Susie AEST:EX
7865	<input checked="" type="checkbox"/> Goodwin Hemming, Susie AEST:EX
7866	<input checked="" type="checkbox"/> Goodwin Hemming, Susie AEST:EX
7957	<input checked="" type="checkbox"/> Rotgans, Trudy AEST:EX

Count= 8



## MY WATCHED ITEMS

ID	<input type="checkbox"/> Assigned To
6758	<input checked="" type="checkbox"/> Chen, Louis AEST:EX
7297	<input checked="" type="checkbox"/> Aliperti, Nurie AEST:EX
7491	<input checked="" type="checkbox"/> Kibble, Steve AEST:EX
7548	<input checked="" type="checkbox"/> Stefanson, Ashley AEST:EX
7621	<input checked="" type="checkbox"/> Charlton, Kathy AEST:EX
7623	<input checked="" type="checkbox"/> Campbell, Katie AEST:EX
7602	<input checked="" type="checkbox"/> Francis, Darren AEST:EX
7637	<input checked="" type="checkbox"/> Gilmour, Shelley E AEST:EX
7706	<input checked="" type="checkbox"/> Dreilich, Bryan AEST:EX
7717	<input checked="" type="checkbox"/> Beattie, Michelle AEST:EX
7763	<input checked="" type="checkbox"/> Kibble, Steve AEST:EX
7672	<input checked="" type="checkbox"/> Cubitt, Fiona AEST:EX
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7920	<input checked="" type="checkbox"/> Wereley, Neil AEST:EX
7885	<input checked="" type="checkbox"/> Amit, Alyssa M AEST:EX



## SEARCH SUPER USER ITEMS

Search by ID Number

Search by Cliff Number

118392

Search by Other Number



## SUPER USER ITEMS

Select	ID	Cliff Number	Other Number	Status	Priority	Edit	Add New Document	Subject	Date Final Due	Full Nar
<input checked="" type="checkbox"/>	7965	118392		Completed				Terms of Reference for the 24-7 Advisory Committee	3/3/2020	



## RELATED DOCUMENTS

Type	Name	Checked Out To
	118392 - CLIFF-eApp Request	
	24-7_Advisory Team_Terms of Reference_draft_Feb 24	
	24-7_Advisory Team_Terms of Reference	



## APPROVALS

Title	User	Date Approved	Title
Item Approved.	Rotgans, Trudy AEST:EX	3/4/2020 10:59 AM	Closed. Files uploaded to
			Hi Steve, Would you pleas
			Hi Trudy, we updated the group also slightly update



## COMMENTS

7909  Binczyk, Barbara AEST:EX

Count= 51

1 - 30 ▶

# PSIIWG Meeting #2

Date: March 19, 2020

Time: 10am - 11am

Teleconference

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**Meeting called by:** Neil Wereley (AEST)

**Facilitator:** Neil Wereley (AEST)

**Note taker:** Heather Collins (AEST)

**Attendees:** Neil Wereley (AEST); Heather Collins (AEST); Ashley Charleson (IAHLA); Nona Coles (VCC); Gurvir (G) Gill (ABCS); Tanya Miller (LANG); Irlanda Price (VIU); Jeremy Sabell (Stenberg); Nurie Aliperti (AEST)

**Regrets:** James Coble (OKAN); Dana Hansen (CNC); Tanysha Klassen (BCFS); Martin Mroz (SFU); Lisa Ogilvie (SFU); Nick Phillips (KPU); Louis Chen (AEST)

---

**Agenda item:** Welcome

**Presenter:** Neil

**Discussion:**

Neil welcomed participants to the meeting, and acknowledged the Lekwungen speaking peoples upon whose traditional land the Victoria AEST office is located. Participants were encouraged to take a moment to reflect on the traditional territories from which they were participating.

---

**Agenda item:** Adoption of Agenda and Minutes from Previous Meeting

**Presenter:** Neil

**Discussion:**

The agenda and minutes were reviewed.

Participants were encouraged to review the minutes following each meeting to ensure that the key points accurately reflect the spirit and intention of the original discussion.

**Conclusions:**

The agenda and minutes were adopted with no changes.

It was agreed that feedback on the minutes will be accepted at any time. Group members were encouraged to reach out to AEST staff (Neil, Heather or Louis) directly between meetings if they have any amendments.

**Action Items**

**Lead**

**Deadline**

- ❖ Members to review minutes and provide feedback to ensure accuracy in note-taking

All

Ongoing

**Agenda item:** Roundtable Introductions

**Presenter:** All

**Discussion:**

New members have joined the working group since the initial meetings were held on March 5<sup>th</sup>. Members were encouraged to review the updated membership list, which was included in the meeting materials.

**Conclusions:**

Further changes to the membership list are not anticipated at this time.

---

**Agenda item:** Review of Action Items from Meeting #1

**Presenter:** Neil

**Discussion:**

Meeting schedule: Meetings have been scheduled through to May 6<sup>th</sup>, 2020, based on results of the Doodle Poll. At this point, the meeting schedule will continue as planned. It was recognized that member availability and participation may be impacted by the shifting Covid-19 situation.

Terms of Reference: The Terms of Reference (ToR) was circulated prior to the last meeting and was included in the materials for this meeting. Some members experienced connectivity challenges and were unable to review the document in advance. It was confirmed that the ToR was not subject to any edits or changes since the March 5<sup>th</sup> meeting.

Confidentiality Agreement: Neil provided clarification regarding the scope of the Confidentiality Agreement. The agreement, as written and intended, restricts what an individual who signs it as part of the working group can share outside of the group. If a member wants to share specific details (such as facts, figures, launch date), the person to whom they are reporting would be required to sign their own agreement. Higher level summaries and briefings would not require an agreement.

**Conclusions:**

The Terms of Reference was adopted in principle. Participants were encouraged to review the document in their own time and bring forward any concerns via email to Neil, Louis, or Heather.

Neil will follow up with those members who have not yet submitted signed confidentiality agreements. Participants with questions and/or seeking clarity on the scope of the confidentiality agreement were encouraged to reach out to Louis or Neil.

**Action Items**

**Lead**

**Deadline**

- ❖ Reminders to be sent to members to review and sign the confidentiality agreement, and return the signed document to Neil or Louis

Neil

March 27<sup>th</sup>

**Discussion:**

It was acknowledged that ideas and comments don't need to be fully formed during roundtable discussions. The meetings are intended to be brainstorming, listening and engagement sessions. The working group's advice will be recorded in the minutes and shared with the Advisory Team.

Topic for discussion: integrating the 24/7 Counselling and Referral Service with similar existing on-campus services.

It was acknowledged that the current Covid-19 situation highlights the need for such a service to support students. Nurie reaffirmed that Ministry's commitment to working closely with the proponent (Morneau Shepell) and Government Communication and Public Engagement (GCPE) toward a successful launch in Spring. More information on naming and branding should be available by early April.

Participants discussed the best way to gather campus emergency contact details at public and private post-secondary institutions for situations in which a student is at high risk of self-harm or harm to another individual.

Members inquired about privacy and confidentiality laws regarding student information in relation to this service. Morneau Shepell's procedures will include obtaining consent from the student to share their information in high-risk situations.

The Canadian Campus Wellbeing Survey was suggested as a possible source of emergency services contact information, but further discussion determined that it would not be a helpful avenue for this purpose.

A member cautioned that some on-campus emergency contacts may only be available during certain times of the day (e.g., during typical work hours). The emergency services currently available at post-secondary institutions could vary considerably between institutions, in terms of hours and scope of services.

A member shared their experience with encountering two crises per week during operating hours, and stressed that how these situations are handled would be a very important part of the service. It was acknowledged that it is difficult at this time to anticipate how many critical/ high-risk situations may arise.

A participant asked if students will be required to disclose their post-secondary institution when accessing the service. Nurie advised that there will be some minimum requirements in terms of student disclosure when accessing services, but whether post-secondary institution will be optional or required information is still to be confirmed. Nurie stated that she would look into this further and report back to the group.

Participants recommended reaching out to BC Crisis Line, Good to Talk (Ontario), and Kids Help Phone to find out how they triage and respond to critical/high-risk situations. Further, it was suggested that individual post-secondary security departments may be a good resource to assist in locating the correct person or department on campus for emergency services.

It was clarified that the 24/7 Counselling and Referral Service is intended to complement existing on-campus services, and not replace those services.

A participant highlighted the need to be mindful of the implementation approach used from institution to institution, and community to community. Building trust was emphasised as a significant requirement for successful implementation, as this service may be viewed as impersonal, and the use of technology (i.e., a computer or an app) could be a barrier. The approach may require in-community demonstrations and effective info-graphics to ensure that students are clear on what they need to do to access services.

Following the meeting, a participant inquired whether there would also be a mechanism to support referrals into the 24/7 Counselling and Referral Service, and/or case management between the service and respective institution where a student has an existing relationship with the Counselling department.

As a follow up to the previous meeting on March 5<sup>th</sup>, a participant added that it will be crucial to verify the quality of the credentials of the trained Counsellors (i.e., MA or higher), and ensure diversity in languages spoken and cultural awareness and safety. This was added to the minutes of the March 5<sup>th</sup> meeting.

#### **Conclusions:**

It was agreed that this conversation will continue at next meeting. Conversation topics are never closed, with members encouraged to reach out and share ideas with Ministry staff (Neil, Louis, Nurie or Heather) via email in between meetings, or save their comments to be raised at a subsequent meeting.

<b>Action Items</b>	<b>Lead</b>	<b>Deadline</b>
❖ Provide clarification regarding the information students are expected to self-report when accessing service	Nurie	Next meeting
❖ Look into whether the service will support referrals from and/or case management linkages to existing on-campus services	Nurie	Next meeting

---

**Agenda item:** Next Steps

**Presenter:** Neil

#### **Discussion:**

Action items from the meeting were summarized.

The next meeting is scheduled for Friday, March 27<sup>th</sup>, 10:00 - 11:00am

#### **Conclusions:**

Meeting Adjourned

<b>Action Items</b>	<b>Lead</b>	<b>Deadline</b>
❖ Meeting #3 materials to be circulated 48 hours in advance	Neil	March 25 <sup>th</sup>

# PSIIWG Meeting #1.1

Date: March 5, 2020

Time: 2pm - 3pm

Teleconference

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**Meeting called by:** Neil Wereley (AEST)

**Facilitator:** Neil Wereley (AEST)

**Note taker:** Heather Collins (AEST)

**Attendees:** Neil Wereley (AEST); Heather Collins (AEST); Nona Coles (VCC); Gurvir (G) Gill (ABCS); Nick Phillips (KPU); Irlanda Price (VIU)

**Regrets:** James Coble (OKAN); Dana Hansen (CNC); Jeremy Sabell (Stenberg College); Ashley Charleson (IAHLA); Tanysha Klassen (BCFS)

**Guests:** Nurie Aliperte (AEST); Louis Chen (AEST)

---

**Agenda item:** Welcome

**Presenter:** Neil

**Discussion:**

Neil welcomed participants to the group.

Participants were reminded that two initial meetings were taking place in order to accommodate participant's schedules, and the entire group would be brought together at the next meeting.

---

**Agenda item:** Adoption of Agenda

**Presenter:** Neil

**Discussion:**

The agenda was reviewed, and participants were invited to provide new agenda items.

**Conclusions:**

The agenda was adopted with no changes.

It was agreed that silence from participants in response to questions will be taken as agreement or acquiescence moving forward.

---

**Agenda item:** Roundtable Introductions

**Presenter:** All

**Discussion:**

Neil acknowledged the Lekwungen speaking peoples upon whose traditional land the Victoria office is located, and encouraged all participants to recognize the traditional territories from which they are participating as part of their introduction.

All participants introduced themselves and provided a brief summary of their expertise and experiences, as well as the groups or institutions which they are representing. Participants also provided territorial acknowledgements.

---

**Agenda item:** Overview of 24/7 Mental Health Counselling and Referral Service

**Presenter:** Nurie

**Discussion:**

Nurie provided an overview of the project and progress to date, including milestones and next steps.

A member commented on the single-session counselling model, which means that students may not speak with the same counsellor in a subsequent session.

**Conclusions:**

It will be necessary to manage the expectations of students who may access the service for more than one session, by ensuring they are aware that they may be speaking to a different counsellor during each separate session.

**Action Items**

**Lead**

**Deadline**

- ❖ Recommendation regarding management of student expectations to be recorded

Neil/ Heather

Next meeting

---

**Agenda item:** Terms of Reference & Role of PSIIWG

**Presenter:** Neil

**Discussion:**

The high-level purpose of the group was presented, notably that it will provide expert advice to the 24/7 Counselling and Referral Service Advisory Team to ensure a coordinated and aligned approach to the implementation of the service at post-secondary institutions in the province.

The Terms of Reference (TOR) and the Confidentiality Agreement were briefly reviewed. Participants were encouraged to review each document in their own time prior to the next meeting. Any questions that arise upon review of the TOR or Confidentiality Agreement may be sent to Neil and/or Louis, or raised during the next meeting.

**Conclusions:**

A motion to adopt the TOR will be put forward at the next meeting.

Participants will review the Confidentiality Agreement and, if they don't have any concerns, email a signed copy of the document to Neil prior to the next meeting.

**Action Items**

**Lead**

**Deadline**

- ❖ Participants to review TOR
- ❖ Participants to review and sign Confidentiality Agreement

All

Next meeting

All

Next meeting

---

**Agenda item:** Roundtable Discussion

**Presenter:** All

**Discussion:**

A question was raised regarding research completed to date to identify similar services that currently exist in the post-secondary sector. Louis advised that an environmental scan was completed, and this scan primarily relied upon information available on post-secondary institution websites.

**Conclusions:**

One important task for this group moving forward will be to advise on ways to limit duplication of services and avoid creating confusion for students on campuses where similar services co-exist.

---

**Agenda item:** Next Steps

**Presenter:** All

**Discussion:**

It was agreed that a Doodle Poll will be used to determine availability of members for the purpose of scheduling future meetings (through to May 2020).

It was agreed that meeting materials will be circulated at least 48 hours in advance of future meetings to ensure that members have ample time to review the documents.

The next meeting with the entire group will be scheduled for the week of March 9<sup>th</sup> - 13<sup>th</sup>.

**Conclusions:**

Meeting Adjourned

Action Items	Lead	Deadline
❖ Doodle poll will be circulated to participants to determine meeting schedule through to May 2020	Neil	March 6, 2020
❖ Participants to respond to doodle poll	All	ASAP
❖ Invite will be sent for next meeting	Neil	March 9, 2020

# PSIIWG Meeting #1.2

Date: March 5, 2020

Time: 3pm - 4pm

Teleconference

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**Meeting called by:** Neil Wereley (AEST)

**Facilitator:** Neil Wereley (AEST)

**Note taker:** Heather Collins (AEST)

**Attendees:** Neil Wereley (AEST); Heather Collins (AEST); Ashley Charleson (IAHLA); Dana Hansen (CNC); Tanysha Klassen (BCFS); Jeremy Sabell (Stenberg College)

**Regrets:** Nona Coles (VCC); Gurvir (G) Gill (ABCS); Nick Phillips (KPU); Irlanda Price (VIU); James Coble (OKAN)

**Guests:** Nurie Aliperte (AEST); Louis Chen (AEST)

---

**Agenda item:** Welcome

**Presenter:** Neil

**Discussion:**

Neil welcomed participants to the group.

Participants were reminded that two initial meetings were taking place in order to accommodate participant's schedules, and the entire group would be brought together at the next meeting.

---

**Agenda item:** Adoption of Agenda

**Presenter:** Neil

**Discussion:**

The agenda was reviewed, and participants were invited to provide new agenda items.

**Conclusions:**

The agenda was adopted with no changes.

It was agreed that silence from participants in response to questions will be taken as agreement or acquiescence moving forward.

---

**Agenda item:** Roundtable Introductions

**Presenter:** All

**Discussion:**

Neil acknowledged the Lekwungen speaking peoples upon whose traditional land the Victoria office is located, and encouraged all participants to recognize the traditional territories from which they are participating as part of their introduction.

All participants introduced themselves and provided a brief summary of their expertise and experiences, as well as the groups or institutions which they are representing. Participants also provided territorial acknowledgements.

---

**Agenda item:** Overview of 24/7 Mental Health Counselling and Referral Service

**Presenter:** Nurie

**Discussion:**

Nurie provided an overview of the project and progress to date, including milestones and next steps.

A participant inquired about extent of languages available to students accessing the service. The ministry is working closely with Morneau Shepell to ensure counsellors represent as many languages as possible.

A participant asked whether Indigenous counsellors will be available to support Indigenous students accessing the service. The Advisory Team will benefit from the group's input on this question in order to appropriately respond to the needs of Indigenous students. s.13

s.13

Cell phone service and internet connection were raised as potential obstacles for students living and/or studying in communities with limited connectivity.

**Conclusions:**

Issues raised in relation to languages, availability of Indigenous counsellors, and connectivity were recorded and will be revisited in discussions at future meetings.

Participants were encouraged to connect by email with Neil, Nurie or Louis if any further questions arise prior to next meeting.

**Action Items**

**Lead**

**Deadline**

❖ Issues to be recorded for discussion at a future meeting

Neil/ Heather    Next meeting

---

**Agenda item:** Terms of Reference & Role of PSIIWG

**Presenter:** Neil

**Discussion:**

The high-level purpose of the group was presented, notably that it will provide expert advice to the 24/7 Counselling and Referral Service Advisory Team to ensure a coordinated and aligned approach to the implementation of the service at post-secondary institutions in the province.

The Terms of Reference (TOR) and the Confidentiality Agreement were briefly reviewed. Participants were encouraged to review each document in their own time prior to the next meeting. Any questions that arise upon review of the TOR or Confidentiality Agreement may be sent to Neil and/or Louis, or raised during the next meeting.

A participant raised a question about the terms outlined in the confidentiality agreement, and whether participants are permitted to report back and share information with their organizations. For example, some participants may be expected to report back on the group's progress to a Board of Directors.

**Conclusions:**

A motion to adopt the TOR will be put forward at the next meeting.

Participants will review the Confidentiality Agreement and, if they don't have any concerns, email a signed copy of the document to Neil prior to the next meeting.

Louis and/or Nurie will seek guidance and then provide clarification on the scope of the confidentiality agreement with respect to participants who are required to share information with their organizations.

Action Items	Lead	Deadline
❖ Participants to review TOR	All	Next meeting
❖ Participants to review and sign Confidentiality Agreement	All	Next meeting
❖ Clarify scope of the confidentiality agreement	Louis/ Nurie	Next meeting

---

**Agenda item:** Roundtable Discussion

**Presenter:** All

**Discussion:**

No additional questions raised by participants.

---

**Agenda item:** Next Steps

**Presenter:** All

**Discussion:**

It was agreed that a Doodle Poll will be used to determine availability of members for the purpose of scheduling future meetings (through to May 2020).

It was agreed that meeting materials will be circulated at least 48 hours in advance of future meetings to ensure that members have ample time to review the documents.

The next meeting with the entire group will be scheduled for the week of March 9<sup>th</sup> - 13<sup>th</sup>.

**Conclusions:**

Meeting Adjourned

Action Items	Lead	Deadline
❖ Doodle poll will be circulated to participants to determine meeting schedule through to May 2020	Neil	March 6, 2020
❖ Participants to respond to doodle poll	All	ASAP
❖ Invite will be sent for next meeting	Neil	March 9, 2020



## **Briefing Note**

### **Advice to Minister Melanie Mark**

**Date:** April 9, 2020

**Cliff #:** 118728

**Issue:** Here2Talk Launch – 24/7 Counselling and Referral Service for post-secondary students

#### **Background / Facts:**

- Improving mental health in schools is an integral part of government actions outlined in “A Pathway to Hope”, B.C.’s roadmap for making the system of mental health and addictions care better for people no matter where they live in the province. (Please see Attachment 1 for overview of service.)
- In January 2020, after a rigorous competitive procurement process, the Province of BC selected Morneau Shepell to create and develop a free, 24/7 mental health counselling and referral service for all BC post-secondary students at public and private post-secondary institutions, 555,000 students in all. (Please see Attachment 2 for the list of who is eligible.)
- The budget of the Ministry of Advanced Education, Skills and Training (AEST) for the service is \$1.5 million per year. The initial contract is for three years, with an option to renew.
- After consulting with and receiving feedback and ideas from hundreds of students across B.C., Here2Talk has been developed and tailored to deliver the mental health support students need. (Please see Attachment 3 for a list of stakeholder consultations.)
- Here2Talk will supplement student mental health supports already accessible on campus and in the community.
- The unprecedented COVID-19 public health crisis has highlighted an urgent need to provide post-secondary students immediate mental health support.
- AEST staff and partners have accelerated their efforts in order to make Here2Talk available for a mid-April launch, a month and a half sooner than originally planned, with additional components to be added in the coming months.

#### **Analysis:**

- The day prior to launch, AEST will provide a service summary presentation to the representative organizations of the 25 public post-secondary institutions, 300+ private post-secondary institutions, Indigenous Adult and Higher Learning Association institutes, and student associations.
- On April 15, Here2Talk will launch, with the following available for students:
  - Here2Talk 24/7 toll-free (within BC) and non-toll-free (outside BC and Canada) phone lines to access clinical support from a qualified counsellor.
  - Here2Talk website, including information on Here2Talk, and a link to web chat functionality to initiate a 24/7 chat session to access clinical support from a qualified counsellor.
- Shortly after April 15, the Here2Talk app will be available for download from the Apple App Store or Google Play Store. Using the app, students can initiate a 24/7 chat session and access clinical support from a qualified counsellor.

- After the service launch, AEST staff will continue working with Morneau Shepell on:
  - Delivering French content (information and relevant articles) on the app and website;
  - Question and answer sessions with student leaders and post-secondary institutions, with Morneau Shepell staff support;
  - Additional support materials, such as an orientation video; and
  - Data reporting on Here2Talk service usage.
- Additional activities planned for Fall 2020 include:
  - Full implementation and province-wide promotion of Here2Talk;
  - Participation in campus mental health events to promote Here2Talk to students;
  - Video clip for student orientation days, encouraging students to download the App; and
  - Develop and deliver webinar training sessions to post-secondary institutions and health authorities.

**Conclusion / Next Steps (if any):**

- AEST staff will continue working with Morneau Shepell to refine and deliver additional components of Here2Talk services and training support for students and post-secondary institutions

**Attachment(s):** *Attachment 1: Overview of Service – PowerPoint deck*

*Attachment 2: Eligible Students and Institutions*

*Attachment 3: Stakeholders*

**Contact:** *Jeff Vasey, Assistant Deputy Minister, 250-952-0697*



# Here2Talk

**24/7 Mental Health Counselling and Referral Service for Post-Secondary Students**

**Minister Update  
April 14, 2020**

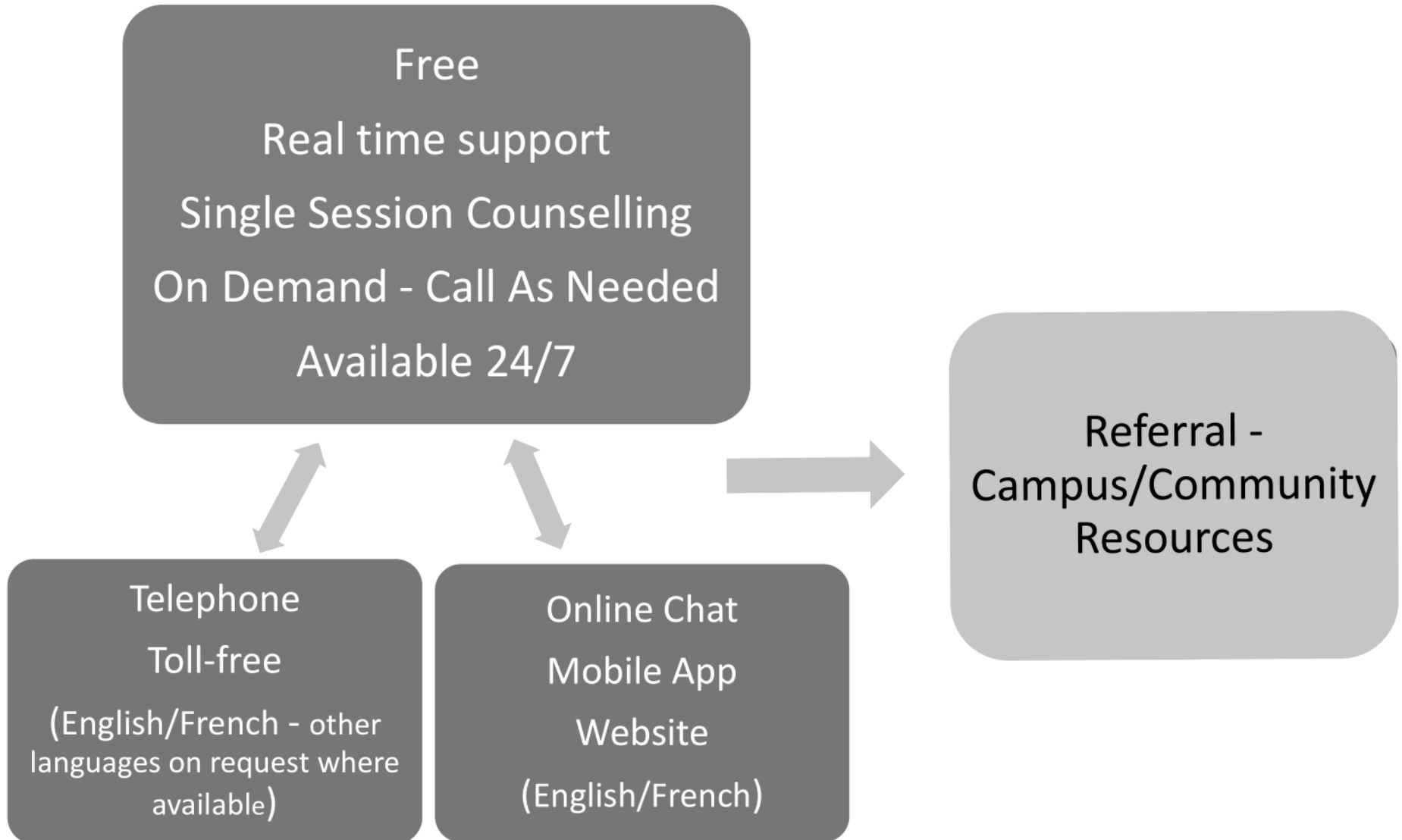
# Background

- Meets “A Pathway to Hope” commitment – a key part of provincial mental health and addictions strategy.
- Students let us know they need more support.
- Students were on the RFP evaluation committee.
- Budget Update 2017 – ongoing funding \$1.5M annually.

# Progress Update

- ✓ July 10, 2019 – Notification of Award and unsuccessful letters sent to proponents.
- ✓ September 30, 2019 – Privacy Impact Assessment (PIA) and Security Threat and Risk Assessment (STRA) processes completed.
- ✓ Contract signed January 13, 2020 with Morneau Shepell.
- ✓ **Launch of Here2Talk – April 15, 2020**

# Scope of Service (when fully functional)



# Student Access Points (when fully functional)

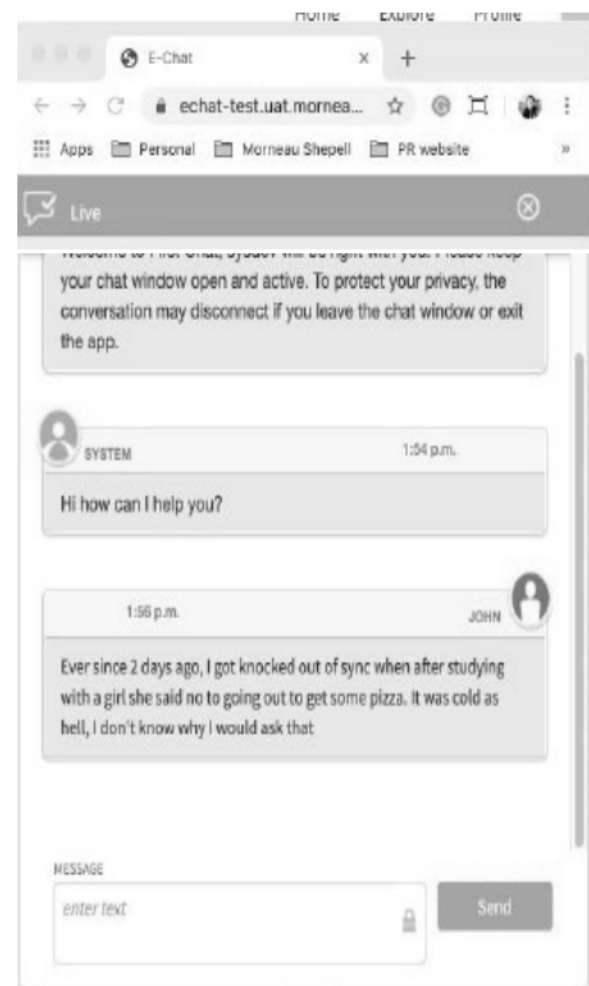
## BY PHONE



## MOBILE APP



## WEBSITE CHAT



# Launch Prep

On the day prior to launch, AEST will provide an information document to representative organizations of the following:

- 25 public post-secondary institutions;
- 320+ private post-secondary institutions;
- Indigenous Adult and Higher Learning Association;  
and
- Student Associations.

# Services at time of Launch

Here2Talk will launch, with the following available for students:

- Here2Talk 24/7 toll-free (within BC) and non-toll-free (outside BC and Canada) phone lines to access clinical support from a qualified counsellor.
- Here2Talk website, including information on Here2Talk, with a link to web chat functionality to initiate a 24/7 chat session and access clinical support from a qualified counsellor.

# Timing of App Availability

On or shortly after the launch, the Here2Talk app will be available for download from the Apple App Store or Google Play Store.

- Using the app, students can initiate a 24/7 chat session and access clinical support from a qualified counsellor.

# Post Launch Supports

Immediately after the launch, Ministry staff will host Q&A sessions with student leaders and post-secondary institutions, with Morneau Shepell staff support.

- Additional support materials, such as an orientation video will be available.

Ministry staff will continue working with Morneau Shepell on:

- delivering French content (information and relevant articles) on the App and Website by early May 2020; and
- data reporting on Here2Talk service usage.

# Beyond the Launch

Additional activities planned for Fall 2020 include:

- Full implementation and province-wide promotion of Here2Talk;
- Participation in campus mental health events to promote Here2Talk to students;
- Distributing a video clip for student orientation days, encouraging students to download the App; and
- Developing and delivering webinar training sessions to post-secondary institutions and health authorities.

# Background: What the Service Offers

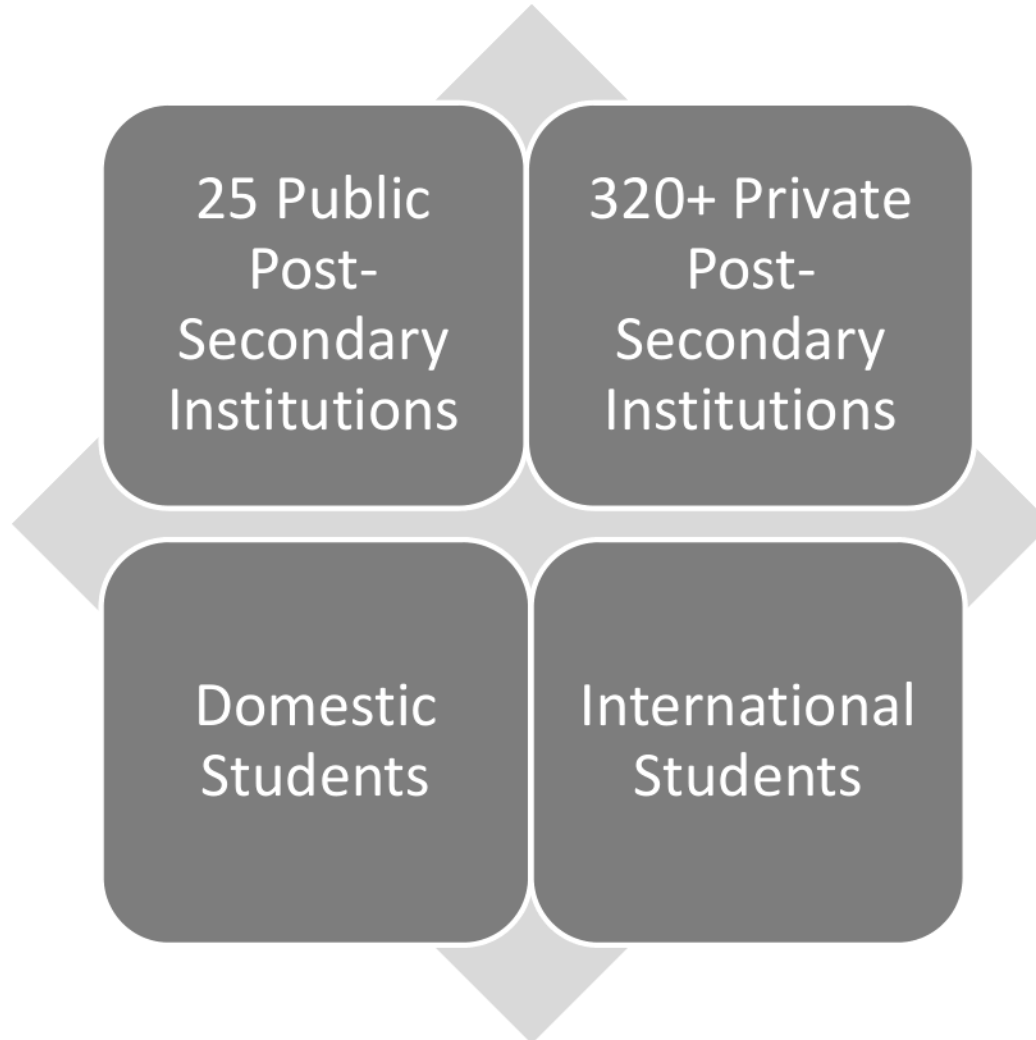
- New, free, dedicated province-wide mental health resource for all post-secondary students
- Full after-hours access to counselling services
- Support for many challenges while completing post-secondary education, which may include:

- Depression
- Anxiety
- Pressure to perform
- Away from home

- Crisis
- Loneliness
- Racism
- Relationships

# Background: Who Will Be Served?

**550,000 students attending public and private institutions will have access**



# Background: Out of Scope

- On-going, multi-session counselling
- Staff/faculty tele-consults
- Clinical outreach calls/ wellness checks
- Monitored Referrals
- On-site trauma support



# Background: Engagement Highlights

## **Students:**

- Student engagement - a key component of testing and feedback on branding, name and roll-out plans
- Work directly with students to confirm functionality and identify areas for improved user experience – a Minister engagement opportunity

## **Public and Private Post-Secondary Institutions:**

- Institution engagement - a key component of promotion and integration of this new service
- Contractor to provide webinars, train-the-trainer sessions to PSIs and integrate with PSI communications

# Questions?

## **Attachment 3 – Stakeholder Consultations**

### **Student Associations**

- BC Federation of Students
- Alliance of BC Students
- UBC Alma Mater Society
- Simon Fraser Student Society
- UVic Student Society
- SFU Graduate Student Society
- Council of Senior Student Affairs Leaders

### **Post-Secondary Sector Associations**

- BC Association of Institutes and Universities
- BC Colleges
- BC Career Colleges Association
- Languages Canada
- BC Private Post Secondary Association
- Research Universities' Council of British Columbia
- BC Council for International Education
- BCcampus
- Indigenous Adult and Higher Learning Association
- First Nation Education Steering Committee

### **Government Partners**

- Ministry of Mental Health and Addictions
- Ministry of Health
- Provincial Health Services Authority
- Ministry of Children and Family Development
- Ministry of Advanced Education, Skills and Training

## **Attachment 2 – List of Eligible Students**

**All students registered at post-secondary institutions in British Columbia are eligible for Here2Talk services. They may be:**

- Studying full-time or part-time
- Domestic or international students
- In-bound international students
- Outbound study-abroad students
- Accessing courses face-to-face or in a virtual environment
- Studying at any level at a post-secondary institution -- from preparatory level to Master's and PhD levels
- Rural or urban students

**British Columbia post-secondary institutions include:**

- All 25 public post-secondary institutions – colleges, universities and institutes
- More than 320 Private training institutions certified by BC's Private Training Institutions Branch;
- Member institutes of the Indigenous Adult and Higher Learning Association (IAHLA)
- Public and private training providers designated under the BC Industry Training Authority (trades training)
- Provincially authorized theological, private and out-of-province degree-granting institutions (e.g., Trinity Western University, Gonzaga University, Athabasca University, etc.)

## **BRIEFING NOTE**

### **Here2Talk – Mental Health Counselling and Referral Service for Post-Secondary Students Vancouver Cabinet Office (with Link to Legislative Press Gallery)**



#### **What:**

- Provincial Government's announcement of the launch of Here2Talk – its new Mental Health Counselling and Referral Service for post-secondary students.

#### **Who:**

- Honourable John Horgan, Premier
- Honourable Melanie Mark, Minister of Advanced Education, Skills and Training
- Honourable Judy Darcy, Minister of Mental Health and Addictions

#### **Executive Summary:**

- The Provincial Government is launching Here2Talk, its new mental health counselling and referral service for post-secondary students.
- Originally planned for later this year, timelines have been accelerated. The unprecedented COVID-19 public health crisis has highlighted an urgent need to provide post-secondary students immediate mental health support.
- Here2Talk is free and confidential, providing all students registered with a B.C. public or private post-secondary institution – regardless of where they are located – with access to 24/7 mental health support and community referral services via phone, website, and coming very soon, via mobile app.
- Here2Talk is the first mental health counselling and referral service of its kind to be available province-wide and targeted to post-secondary students.
- The new service is intended to supplement and enhance student supports already accessible on-campus and in the community.
- Here2Talk aligns with “A Pathway to Hope”, B.C.’s roadmap for making the system of mental health and addictions care better for people no matter where they live in the province.

## **BRIEFING NOTE**

### **Here2Talk – Mental Health Counselling and Referral Service for Post-Secondary Students Vancouver Cabinet Office (with Link to Legislative Press Gallery)**




#### **Background:**

- In January 2020, after a rigorous competitive procurement process, the Provincial Government selected Morneau Shepell to develop Here2Talk.
- Post-secondary students provided feedback and ideas that were used to tailor Here2Talk to deliver the kind of help students felt they needed.
- Here2Talk will provide early intervention, immediate and on-demand support and counselling to approximately 555,000 post-secondary students, including rural and urban, domestic and international, full-time and part-time, studying face-to-face and online/virtually, and at public and private post-secondary institutions, including Indigenous Adult and Higher Learning Association institutes.
- Here2Talk will have 24/7 toll-free (within B.C.) and non-toll-free (outside B.C. and Canada) phone lines to access clinical support from a qualified counsellor.
- Here2Talk will have a website, including information on the service, and a link to web chat functionality to initiate a 24/7 chat session to access clinical support.
- Shortly after the launch, the Here2Talk app will be available for free download from the Apple and Android app stores. Using the app, students can initiate a 24/7 chat session and access clinical support.
- The budget of the Ministry of Advanced Education, Skills and Training (AEST) includes \$1.5 million per year. The initial contract is for three years, with an option to renew, to support this service.


#### **Recommendations:**

- In the coming months, AEST will continue working with Morneau Shepell to refine and deliver additional components of Here2Talk services and support for post-secondary students and institutions.
- A marketing and awareness campaign is planned for the fall.




MY ITEMS
MY ASSIGNEE'S ITEMS
WATCHED ITEMS
CREATE
SUPPORT
SETTINGS
SUPER USER

## ITEM HISTORY

 Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

118728

Other Number

Selected Item

Date Completed	ID	Cliff Number 	Other Number	Subject
4/21/2020	8228	118728		Here2Talk Update

Approvals

Date Approved	User	Title
4/17/2020 3:01 PM	Stefanson, Ashley AEST:EX	Item Approved.
4/9/2020 4:56 PM	Beattie, Michelle AEST:EX	Item Approved.
4/9/2020 4:29 PM	Rotgans, Trudy AEST:EX	Item Approved.
4/9/2020 1:55 PM	Rotgans, Trudy AEST:EX	Item Approved.
4/7/2020 2:01 PM	Rotgans, Trudy AEST:EX	Item Approved.

Comments

Comment Date	User	Title
4/21/2020 1:16 PM	Dennison, Kelly AEST:EX	- all documents and history uploaded to CLIFF and saved on LAN - closed
4/17/2020 3:01 PM	Stefanson, Ashley AEST:EX	To close - thanks
4/14/2020 3:13 PM	Nichols, Alisha AEST:EX	For edits as per MO please
4/9/2020 4:56 PM	Beattie, Michelle AEST:EX	Sean and Julie to receive as well.
4/9/2020 4:52 PM	Burns, Susan G AEST:EX	Michelle, Jeff and Trudy have reviewed and approved and instructed for this item to be sent to DMO asap. Contains IN (with three attachments) and an additional briefing document.
4/9/2020 2:57 PM	Beattie, Michelle AEST:EX	Pulled from Ashley and sent to Louis as per Trudy's request.
4/9/2020 1:38 PM	Chen, Louis AEST:EX	Hi Trudy, content updated and attachments added. For your review. thanks!
4/8/2020 1:55 PM	Burns, Susan G AEST:EX	Louis, returning for addition of two attachments. Let me know if you need help with them. Also, some minor edits/additions have been made in the IN - please review for accuracy.
4/8/2020 12:17 PM	Rotgans, Trudy AEST:EX	for reference
4/8/2020 11:29 AM	Chen, Louis AEST:EX	Hi Trudy, draft BN for your review. thanks!
4/7/2020 2:01 PM	Rotgans, Trudy AEST:EX	briefing note required asap
4/7/2020 1:50 PM	Goodwin Hemming, Susie AEST:EX	- Fwd to Trudy for drafting

Path

Path Date	User	Title
4/21/2020 1:16 PM	Dennison, Kelly AEST:EX	Item completed with the reason Completed.
4/17/2020 3:01 PM	Stefanson, Ashley AEST:EX	Item sent to Dennison, Kelly.
4/14/2020 3:13 PM	Nichols, Alisha AEST:EX	Item sent to Stefanson, Ashley.
4/9/2020 4:56 PM	Beattie, Michelle AEST:EX	Item sent to Nichols, Alisha.
4/9/2020 4:52 PM	Burns, Susan G AEST:EX	Item sent to Beattie, Michelle.
4/9/2020 4:29 PM	Rotgans, Trudy AEST:EX	Item sent to Burns, Susan.
4/9/2020 4:28 PM	Chen, Louis AEST:EX	Item sent to Rotgans, Trudy.
4/9/2020 2:57 PM	Beattie, Michelle AEST:EX	Item sent to Chen, Louis.
4/9/2020 1:55 PM	Rotgans, Trudy AEST:EX	Item sent to Stefanson, Ashley.
4/9/2020 1:38 PM	Chen, Louis AEST:EX	Item sent to Rotgans, Trudy.
4/8/2020 1:55 PM	Burns, Susan G AEST:EX	Item sent to Chen, Louis.
4/8/2020 12:17 PM	Rotgans, Trudy AEST:EX	Item sent to Burns, Susan.

4/8/2020 11:29 AM	Chen, Louis AEST:EX	Item sent to Rotgans, Trudy.
4/7/2020 2:01 PM	Rotgans, Trudy AEST:EX	Item sent to Chen, Louis.
4/7/2020 1:50 PM	Goodwin Hemming, Susie AEST:EX	Item sent to Rotgans, Trudy.
4/7/2020 1:49 PM	Goodwin Hemming, Susie AEST:EX	Item Created.

## DocumentPath

Upload Date	User	Title
4/9/2020 4:49 PM	Burns, Susan G AEST:EX	Document [Updated - PO - Here2Talk Launch] Uploaded.
4/9/2020 4:26 PM	Chen, Louis AEST:EX	Document [118728 Att 1 Here2Talk Update April 2020] Uploaded.
4/9/2020 1:53 PM	Rotgans, Trudy AEST:EX	Document [Here2Talk Update April 2020] Uploaded.
4/9/2020 1:31 PM	Chen, Louis AEST:EX	Document [118031 - update_24 7 Counselling Referral Jan2020] Uploaded.
4/9/2020 1:27 PM	Chen, Louis AEST:EX	Document [118728 Att 3 List of Stakeholder Consultations] Uploaded.
4/9/2020 1:27 PM	Chen, Louis AEST:EX	Document [118728 Att 2 List of Eligible Students] Uploaded.
4/8/2020 11:24 AM	Chen, Louis AEST:EX	Document [118728-BN - Here2Talk- Update] Uploaded.



For support, email Web Services.



# PSIIWG Meeting #3

Date: March 27<sup>th</sup>, 2020

Time: 10am - 11am

Teleconference

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**Meeting called by:** Neil Wereley (AEST)

**Facilitator:** Neil Wereley (AEST)

**Note taker:** Heather Collins (AEST)

**Attendees:** Neil Wereley (AEST); Heather Collins (AEST); Ashley Charleson (IAHLA); Nona Coles (VCC); Gurvir (G) Gill (ABCS); Dana Hansen (CNC); Tanya Miller (LANG); Martin Mroz (SFU); Irlanda Price (VIU); Jeremy Sabell (Stenberg); Nurie Aliperti (AEST); Louis Chen (AEST)

**Regrets:** James Coble (OKAN); Tanysha Klassen (BCFS); Lisa Ogilvie (SFU); Nick Phillips (KPU);

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**Agenda item:** Welcome

**Presenter:** Neil

**Discussion:**

Neil welcomed participants to the meeting, and acknowledged the Lekwungen speaking peoples upon whose traditional land the Victoria AEST office is located. Participants were encouraged to take a moment to reflect on the traditional territories from which they were participating.

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**Agenda item:** Adoption of Agenda and Minutes from Previous Meeting

**Presenter:** Neil

**Discussion:**

The agenda and minutes were reviewed.

A participant sent an email to AEST staff after the meeting and outlined two additional edits to Meeting #2 minutes.

**Conclusions:**

The agenda was adopted with no changes. The minutes were adopted with edits.

**Action Items**

**Lead**

**Deadline**

❖ Meeting #2 edits to be completed

Heather

March 31<sup>st</sup>

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**Agenda item:** Review of Action Items from Meeting #2

**Presenter:** Neil

**Discussion:**

Reminder emails regarding Confidentiality Agreement: An email was sent to remind participants to review, sign and submit the confidentiality agreement if they have not yet done so.

Student self-reporting PSI attachment: Nurie clarified that students will be required to disclose a minimum amount of information when accessing services, which will be necessary to allow Morneau Shepell to create a clinical file. This information includes student name, date of birth, and the post-secondary institution they attend. This personal information is protected under the Personal Information Protection Act (PIPA), and Morneau Shepell is required by law to protect this information.

Linkages to existing campus services: This item was not addressed during the meeting.

#### **Conclusions:**

None identified.

<b>Action Items</b>	<b>Lead</b>	<b>Deadline</b>
❖ Update on linkages to existing campus services	Nurie/ Louis	April 2 <sup>nd</sup>

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**Agenda item:** Updated on 24/7 Counselling and Referral Service

**Presenter:** Louis

#### **Discussion:**

Louis advised that the Advisory Team has been instructed to work with the contractor to expedite implementation of the 24/7 Counselling and Referral Service in response to the COVID-19 pandemic and its impact on BC's post-secondary students. Details are still being worked out with Morneau Shepell for a potential soft-launch of the service in mid-April, with necessary refinements to follow. For example, the service may be launched without French language services, which would be added to the service at a later date.

This revised timeline will have significant implications for the activities of this working group. Some of the key working group activities, such as user-testing of the interface, website, and app functionality, will not be possible prior to launch and instead will be done concurrently with the launch of the service. Further discussions with Morneau Shepell are planned for next week, and a more concrete update on the expedited service plan framework should be available at the next meeting (April 2<sup>nd</sup>).

Participants expressed support for expediting the service launch date to meet the needs of students at this time.

A participant inquired as to whether there is an evidence-based motivation to expedite the launch, and whether there is room for further discussion or if the decision to expedite is final. They highlighted the importance of working group members being able to endorse the service before they start referring students.

Louis explained that while there is no specific data to support an expedited launch, the ministry has heard from post-secondary institution representatives, communities, and colleagues from other ministries who have expressed a desire for the service to launch sooner. Discussions with Morneau Shepell are ongoing and in the early stages, with close attention being paid to whether an expedited

launch could compromise the service. Louis committed to ensuring that the working group's feedback will be relayed back to decision makers prior to launch.

Several participants cautioned that many post-secondary institutions do not have a good handle on the needs of their students at this time, and they are working to determine how best to support their students. Students immediate concerns are related to finance, housing, food, and visas (for international students), and they are evolving. If the service is launched without a clearly defined scope, it might be perceived as not being as successful as it could be. It is important that the service does not refer the student back to the post-secondary institution for resources, as this might increase frustration among students.

A participant emailed Neil after the meeting and submitted a number of questions:

- Re: privacy, who will have access to the student data being collected? Only the practitioners and supervisors? Or does the service provider also have access? Or maybe just numbers for reporting purposes?
- Where will the licensed practitioners be located (i.e., in BC, Canada, out of country)?
- Does the service provider hold the liability coverage, or does that get transferred to each practitioner?
- Where do the practitioners' notes reside (i.e., in BC, Canada, out of country)?

Neil committed to taking these questions to the Advisory Team and sharing the answers with the working group at a future meeting.

### Conclusions:

An update on the ongoing discussions with Morneau Shepell will be provided at the next meeting.

The concerns shared by participants during this meeting will be relayed to the Advisory Team.

Action Items	Lead	Deadline
❖ Update on discussions with Morneau Shepell	Louis	Next meeting
❖ Respond to questions from participant	Neil/Louis	Next meeting

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**Agenda item:** Discussion: PSIIWG Next Steps

**Presenter:** All

### Discussion:

Neil proposed reconvening at the first scheduled working group meeting after further negotiations with Morneau Shepell, and continuing discussion on the working group's next steps at that time. The next meeting is scheduled for Thursday, April 2<sup>nd</sup>, and that timeline should work. The group will be notified if the timeline needs to change.

Next steps will likely require updates to the working group's Terms of Reference, and time will be set aside for this discussion.

A participant inquired about whether the working group will have an opportunity to test elements of the service platform prior to launch, such as sandbox access for group members to test out the user experience and provide direct feedback on the tool, rather than speaking continuously in theoretical.

Louis advised that an expediated roll out will allow very little time for testing. Louis committed to taking this to Morneau Shepell to see if members can have an opportunity to interact with the system in advance, even if it is very brief (e.g., a one-day turnaround for feedback). Depending on timelines, the group's feedback may need to be incorporated after the launch.

A participant asked about additional features of the service, such as supports for students who are deaf and hard of hearing. Louis confirmed that the Advisory Team hasn't spoken of this yet; however, the platform provides various methods for access, including direct messaging through the app.

**Conclusions:**

Discussion will continue at next meeting when more details regarding launch date are available.

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**Agenda item:** Next Steps

**Presenter:** Neil

**Discussion:**

The next meeting is scheduled for Thursday, April 2<sup>nd</sup>: 3:00 - 4:00pm

**Conclusions:**

Meeting Adjourned

**Action Items**

**Lead**

**Deadline**

❖ Meeting #4 materials to be circulated in advance

Neil

April 1<sup>st</sup>

# PSIIWG Meeting #4

Date: April 2<sup>nd</sup>, 2020

Time: 3pm - 4pm

Teleconference

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**Meeting called by:** Neil Wereley (AEST)

**Facilitator:** Neil Wereley (AEST)

**Note taker:** Heather Collins (AEST)

**Attendees:** Neil Wereley (AEST); Heather Collins (AEST); Ashley Charleson (IAHLA); James Coble (OKAN); Nona Coles (VCC); Gurvir (G) Gill (ABCS); Tanysha Klassen (BCFS); Tanya Miller (LANG); Martin Mroz (SFU); Lisa Ogilvie (SFU); Irlanda Price (VIU); Jeremy Sabell (Stenberg); Nurie Aliperti (AEST); Louis Chen (AEST)

**Regrets:** Dana Hansen (CNC); Nick Phillips (KPU)

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**Agenda item:** Welcome

**Presenter:** Neil

**Discussion:**

Neil welcomed participants to the meeting, and acknowledged the Lekwungen speaking peoples upon whose traditional land the Victoria AEST office is located. Participants were encouraged to take a moment to reflect on the traditional territories from which they were participating.

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**Agenda item:** Adoption of Agenda and Minutes from Previous Meeting

**Presenter:** Neil

**Discussion:**

The agenda and minutes were reviewed.

**Conclusions:**

The agenda and minutes were adopted with no changes.

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**Agenda item:** Review of Action Items and Follow-Ups

**Presenter:** Neil

**Discussion:**

Update on linkages to existing campus services: Nurie clarified that there will be no ongoing relationships or linkages between Morneau Shepell and existing on-campus services at post-secondary institutions. Morneau Shepell has a robust list of on-campus services, and will provide referrals as appropriate.

Gathering on-campus emergency contact information: Nurie confirmed that the project team has reached out to student affairs leads at each public institution to gather this information by next week.

Questions submitted by participant via email: Nurie responded to each question, as outlined below.

1. *Re: privacy, who will have access to the student data being collected? Only the practitioners and supervisors? Or does the service provider also have access? Or maybe just numbers for reporting purposes?*

As per the Privacy Impact Assessment completed for this project, Morneau Shepell is subject to the legal obligations outlined in the Personal Information Protection Act (PIPA). Access to student information is very limited under PIPA, and only the counsellor and their clinical supervisor will have access to this information. Further, Morneau Shepell has rigorous security measures in place in terms of who has access to information, and it is all in line with PIPA.

2. *Where will the licensed practitioners be located (i.e., in BC, Canada, out of country)?*

All of the Morneau Shepell staff members involved in this service are located in Canada.

3. *Does the service provider hold the liability coverage, or does that get transferred to each practitioner?*

Both Morneau Shepell and the counsellor are required to hold coverage.

4. *Where do the practitioners' notes reside (i.e., in BC, Canada, out of country)?*

The notes will reside within Canada.

A participant asked whether the post-secondary institution would be notified when a student is hospitalized for suicidality. Nurie advised that if a PSI has provided a campus emergency contact, Morneau Shepell will first triage to the on-campus emergency contact, and then 911 if necessary, in an emergency. In this case, Morneau Shepell will loop back with the institution via the campus emergency contact to provide an update.

A participant shared details of how this situation unfolds with a similar service on their campus. If the student is on campus at the time of the event, the institution is notified of the hospitalization. If the student is in the community at the time of the event, and not on campus, the institution is not notified. An exception would be if the hospitalized student asks to be connected with on-campus supports.

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**Agenda item:** Update on 24/7 Counselling and Referral Service

**Presenter:** Louis

**Discussion:**

Louis advised that the service will launch on April 15<sup>th</sup> to provide support to students during the Covid-19 pandemic. The name of the service is Here2Talk, and the weblink will be Here2Talk.ca. Work is still underway to finalize the logo and branding.

As a result of the expedited launch, the service will be rolled out in phases:

- Counsellors and intake specialists at Morneau Shepell will be available to take phone calls starting on April 15<sup>th</sup>. Telephone services will be available in English, French, and other languages as requested and depending on counsellor availability.

- The app will be functional as of April 15<sup>th</sup>, with chat functionality in English and French. The App content (e.g., information, articles) will initially be provided in English only, with French content added at a later date.
- Web chat functionality will be added at a later date.

Working Group members will be provided with a short window to participate in user testing on April 7<sup>th</sup> or 8<sup>th</sup>, with a short timeline for offering feedback. Morneau Shepell will attempt to incorporate user testing feedback from the Working Group as quickly as possible; however, some updates might need to be completed after the launch.

The April 15<sup>th</sup> launch will be largely dependent upon word-of-mouth advertising, due to challenges in preparing marketing materials in such a short time-line. A re-launch event will be held in the fall, with promotional materials available at that time.

Louis stated that he is seeking input from group on how to best communicate notice of the launch to the institutions. A news release likely will be made available directly to the President of each institution, as well as any relevant departments. Working Group members will receive a draft of the news release prior to the official release, if possible. There will be a government event in support of the launch; however, there are no details at this time as to what this will look like or who will be in attendance.

Louis stated the intention for this group to continue to meet on a weekly basis to provide feedback on the launch, the service, and integration as it moves forward, and to identify future risks.

#### **Conclusions:**

Working Group members will be notified as soon as possible regarding the date and time for user testing.

<b>Action Items</b>	<b>Lead</b>	<b>Deadline</b>
❖ Follow up with date and time for user testing	Neil/ Louis	ASAP

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**Agenda item:** Group Discussion

**Presenter:** All

#### **Discussion:**

Neil opened the discussion for general reactions, feedback, and concerns, and for responses to Louis's question (i.e., how would group members like to see this communicated to their institutions?).

Several participants expressed support for the name chosen for the service.

Group members recommended that communications be sent out to the student government at each institution, and they stressed the importance of using communication mechanisms already in place. In addition to senior leadership, the Director of Communications at each institution should be included in the communication plan. Further, university website home pages were highlighted as an important marketing platform, as the content is frequently updated and viewed in response to Covid-19.

Louis invited comments on anything that may have been missed or not yet considered in the expedited roll out.

A participant mentioned that counsellors often have jurisdictions within which they are allowed to practice (e.g., a counsellor in BC provides services BC). A single session interaction between a student and counsellor, under a one-session service model, is not considered “counselling”. This is an important distinction, as some counsellors and care providers may be wondering about their ability to offer services outside their jurisdiction.

A participant inquired about using the networks of individual group members to share communications about the service and the upcoming launch. Louis acknowledged the value of these networks and encouraged sharing of information as appropriate. Louis stated that some materials and information should be available to the Working Group a day or two prior to the launch.

A participant inquired about the information that will be used by counsellors to provide referrals for further support. Nurie explained that Morneau Shepell has a contractual obligation to compile and maintain an up-to-date a list of on-campus services at each institution and in each community. The same participant suggested that the evaluation process include an ongoing audit of the resource and referral lists, and it was agreed that this would be a reasonable approach.

A participant suggested that on-campus counselling departments would benefit from these resource lists, as well. They also suggested development of a Frequently Asked Questions (FAQ) document to share with the Post Secondary Counsellors Association (PSCA) to detailing scope of service, as the PSCA will likely have questions. The participant advised that it might be hard to promote the service without endorsement from the PSCA.

A participant asked what would happen if Morneau Shepell is unable to obtain the emergency contact information by next week. In that case, Morneau Shepell will call 911 in an emergency. The emergency contact list will be updated when the information is received.

A participant inquired about whether the project team had a chance to look into what other similar services do to triage their services, which was discussed at a previous meeting. Louis advised that the team did not have a chance to look at this, as the service is not intended to be crisis line. The same participant cautioned that the project team should be prepared for the service to be viewed as a crisis line, especially during the current Covid-19 pandemic.

A participant emailed Neil after the meeting and submitted a number of comments, concerns and questions:

- Access for remote First Nations communities without internet/phone/cell service.
- Access to Indigenous counselors and Indigenous mental health and healing practices and pedagogy’s.
- Will counselors have any Indigenous cultural safety/cultural awareness training ie: Sanyas training <http://www.sanyas.ca/>?
- If this is going to be a single session model - this may be problematic for Indigenous clients/students as their mental health issues are severe relating to inter-generational trauma inflicted from impacts of the legacy from the Residential School system and colonization, where will they be referred to? ie: First Nations Health Authority <https://www.fnha.ca/benefits/mental-health>.

- What other continued mental health counselling services are available that they can be referred to for ongoing counselling so that they may build trust and relationships for effective counselling and healing?
- How to break the stigma of accessing mental health service?
- how do we increase technological literacy?
- Will BC residents who study outside of BC have access to the service, for example many First Nations communities sponsor our members attending post-secondary outside of BC, however they are normally BC residents and many of them have returned home to study remotely during COVID-19 pandemic.
- Will grade 12's have access, this has been a particular stressful time for them as well wondering what is happening with their graduation status, not being able to have their prom and graduation ceremonies, this has been compared to grief and loss and many young people do not know how to cope with these feelings of sadness and disappointment, what is being offered for k-12 students and families?
- I have a colleague at Capilano University and they are being pressured from their Student Union to implement something like this at their institution and have brought it to senate and board of governors, so this initiative should be communicated to them sooner than later so there is not another duplication of services.

Neil committed to taking these questions to the Advisory Team and sharing the answers with the working group at a future meeting.

#### **Conclusions:**

Meeting #5 will be held next week, in addition to the user testing session.

<b>Action Items</b>	<b>Lead</b>	<b>Deadline</b>
❖ Share launch event details when they are available	Neil/ Louis	Next meeting
❖ Respond to comments and questions from participant	Louis/ Nurie	Next meeting

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**Agenda item:** Next Steps

**Presenter:** Neil

#### **Discussion:**

The next meeting is scheduled for Wednesday, April 8<sup>th</sup>: 2-3pm

#### **Conclusions:**

Meeting Adjourned

<b>Action Items</b>	<b>Lead</b>	<b>Deadline</b>
❖ Meeting #5 materials to be circulated in advance	Neil	April 7 <sup>th</sup>

# PSIIWG Meeting #5

Date: April 8<sup>th</sup>, 2020

Time: 2pm - 3pm

Teleconference

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**Meeting called by:** Neil Wereley (AEST)

**Facilitator:** Neil Wereley (AEST)

**Note taker:** Heather Collins (AEST)

**Attendees:** Neil Wereley (AEST); Heather Collins (AEST); Louis Chen (AEST); James Coble (OKAN); Nona Coles (VCC); Dana Hansen (CNC); Tanysha Klassen (BCFS); Irlanda Price (VIU); Tanya Miller (LANG); Martin Mroz (SFU); Jeremy Sabell (Stenberg);

**Regrets:** Ashley Charleson (IAHLA); Gurvir (G) Gill (ABCS); Lisa Ogilvie (SFU); Nick Phillips (KPU)

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**Agenda item:** Welcome

**Presenter:** Neil

**Discussion:**

Neil welcomed participants to the meeting, and acknowledged the Lekwungen speaking peoples upon whose traditional land the Victoria AEST office is located. Participants were encouraged to take a moment to reflect on the traditional territories from which they were participating.

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**Agenda item:** Adoption of Agenda and Minutes from Previous Meeting

**Presenter:** Neil

**Discussion:**

The agenda and minutes were reviewed.

**Conclusions:**

The agenda and minutes were adopted with no changes.

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**Agenda item:** Review of Action Items and Follow-Ups

**Presenter:** Neil

**Discussion:**

Follow up with date and time for user testing: user testing was completed this morning (April 8<sup>th</sup> at 9am), with five participants from the Working Group.

Share launch event details when they are available: this action item was addressed during Louis's update (the next agenda item).

Questions and comments submitted by participant via email: the comments and questions were sent to Morneau Shepell for response. More information will be provided to the group once a response received.

On-campus emergency contacts: a participant inquired about progress in gathering the on-campus emergency contact information. Louis confirmed that the project team has received the information they required.

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**Agenda item:** Update on 24/7 Counselling and Referral Service

**Presenter:** Louis

**Discussion:**

Louis advised that the service will be launched on April 15<sup>th</sup> and he wants to ensure that the right people are notified in advance. Embargoed copies of the news release will be sent out on April 14<sup>th</sup> to the Presidents of public and private institutions, the leaders of Student Associations, Indigenous leaders, Indigenous Adult and Higher Learning Association (IAHLA) institutions, and other government ministries. A backgrounder will be provided with the news release. The list of recipients is still being developed and input is welcomed from the group.

A Questions and Answers (Qs & As) document will be available the week after the launch, and webinars will be set up for people to ask specific questions about the tool.

The phone line will be fully operational by April 15<sup>th</sup>, but it is possible that the App will not be downloadable by that date. It takes 3-7 business days to have an app uploaded to the Google and Apple app stores. Due to the upcoming long weekend, the App may not be uploaded in time. However, the website will be functional, and students will be able to initiate a conversation through the website.

The Working Group will continue to meet after the April 15<sup>th</sup> launch, as the project team will be looking to the group for feedback to continue to improve the service. A larger-scale marketing campaign will occur in the fall, as students return for fall semester.

Several participants encouraged the project team to include the BC Post Secondary Counsellors Association on the list of recipients for advanced copies of the news release and backgrounder.

Louis confirmed that Working Group will receive an embargoed copy of the news release and backgrounder on April 14<sup>th</sup>. Members are asked to keep the documents confidential until after the launch on the 15<sup>th</sup>, at which time members are encouraged to distribute the information widely.

**Conclusions:**

The Working Group will continue to provide feedback and support as the service evolves over the spring and summer months.

Working Group members will receive the launch materials on April 14<sup>th</sup>.

**Action Items**

**Lead**

**Deadline**

❖ Send launch materials to working group members

Neil/ Louis

April 14<sup>th</sup>

**Discussion:**

Neil opened the floor to discussion on the user experience testing that occurred in the morning.

Several participants provided feedback:

- The App was generally easy to download, set up and navigate.
- It was not clear to users that they needed to review the privacy policy and two other documents prior to starting the chat process.
- The privacy policy referred to counsellors as “advisors”, which may be confusing for students. In the post-secondary environment, the term “advisors” usually refers to academic advisors.
- Once a chat was initiated, users needed to scroll to view the latest message. It was not intuitive and did not automatically show the latest message in the thread, which made it difficult to follow.
- The phone line was crackly and difficult to hear, which may be the result of a noisy call center environment at Morneau Shepell.

A participant reported that an intake specialist stated that students could book appointments in advance with the counsellor of their choice for an ongoing counselling relationship. Louis confirmed that this was incorrect, as the service offers single-session counselling only. Morneau Shepell has advised that training for intake specialists is ongoing.

A participant inquired about service delivery standards, in terms of how quickly students will be connected with a counsellor. Louis confirmed that Morneau Shepell is being held to performance standards, and students should be connected to a counsellor within a few minutes after initiating contact. Morneau Shepell has a pool of counsellors on staff who provide services under a variety of programs, and they are responsive to hiring as needed to achieve/maintain service standards.

Participants were impressed by the breadth of articles available to students, but noted that they are written from an American standpoint, with different language/terms. The participants recommended updating the documents as soon as possible to include Canadian content. Louis recognised this as an immediate issue to be addressed by Morneau Shepell and invited group members for their suggestions regarding appropriate resources.

In an email received following the meeting, a participant advised that HeretoHelp, with the BC Partners for Mental Health and Substance Use Information, produces really good mental health content for all audiences.

A participant recommended integrating an option for ongoing counselling relationships in the future, and moving beyond a single-session service, to fill the gap of ongoing affordable counsellor for students.

**Conclusions:**

The participation of group members in the user testing resulted in valuable feedback for Morneau Shepell and the project team.

This user testing session was not the only opportunity to comment on the app. Ongoing feedback on the app, website, and the service is welcome after the April 15<sup>th</sup> launch.

---

**Agenda item:** Group Discussion

**Presenter:** All

**Discussion:**

A participant proposed incorporating more interactive features into future version of the App, such as allowing students to create journal entries or track their mood.

A participant inquired whether addictions is captured in the messaging and resources as an issue addressed by the service. Louis clarified that the content is intended to be broad and does not list specific issues, but this can be reassessed if the language used does not resonating with students.

In an email received following the meeting, a participant noted that although French is the 2nd official language, other languages, such as Punjabi, have seen increasing recognition from governments. They suggested that we might want to add other language options as an area of focus when considering verbiage for services in the future.

---

**Agenda item:** Next Steps

**Presenter:** Neil

**Discussion:**

The next meeting is scheduled for Wednesday, April 15<sup>th</sup> from 1pm - 2pm. Louis and Nurie will not be able to attend the meeting due to the launch of the service the same day. Neil will review the results of the previous Doodle poll to determine whether the meeting can be pushed back to the 16<sup>th</sup> or 17<sup>th</sup>. If not, the April 15<sup>th</sup> meeting will be cancelled, and the group will meet on the next scheduled date, April 21<sup>st</sup>.

**Conclusions:**

Neil will provide the group with an update on scheduling as soon as possible.

Meeting adjourned.

**Action Items**

**Lead**

**Deadline**

❖ Meeting #6 materials to be circulated in advance

Neil

To be determined

# PSIIWG Meeting #6

Date: April 21<sup>st</sup>, 2020

Time: 3pm - 4pm

Teleconference

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**Meeting called by:** Neil Wereley (AEST)

**Facilitator:** Neil Wereley (AEST)

**Note taker:** Heather Collins (AEST)

**Attendees:** Neil Wereley (AEST); Heather Collins (AEST); Nurie Aliperti (AEST); Louis Chen (AEST); Ashley Charleson (IAHLA); James Coble (OKAN); Nona Coles (VCC); Dana Hansen (CNC); Tanysha Klassen (BCFS); Tanya Miller (LANG); Martin Mroz (SFU); Jeremy Sabell (Stenberg)

**Regrets:** Gurvir (G) Gill (ABCS); Lisa Ogilvie (SFU); Nick Phillips (KPU); Irlanda Price (VIU);

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**Agenda item:** Welcome

**Presenter:** Neil

**Discussion:**

Neil welcomed participants to the meeting, and acknowledged the Lekwungen speaking peoples upon whose traditional land the Victoria AEST office is located. Participants were encouraged to take a moment to reflect on the traditional territories from which they were participating.

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**Agenda item:** Adoption of Agenda and Minutes from Previous Meeting

**Presenter:** Neil

**Discussion:**

The agenda and minutes were reviewed.

**Conclusions:**

The agenda and minutes were adopted with no changes.

---

**Agenda item:** Review of Action Items and Follow-Ups

**Presenter:** Neil

**Discussion:**

Questions and comments submitted by participant via email: Louis responded to four questions:

1. *Will counselors have any Indigenous cultural safety/cultural awareness training ie: Sanyas training <http://www.sanyas.ca/>?*

Louis will follow up with Morneau Shepell regarding the Sanyas training program.

2. *If this is going to be a single session model - this may be problematic for Indigenous clients/students as their mental health issues are severe relating to inter-generational trauma*

*inflicted from impacts of the legacy from the Residential School system and colonization, where will they be referred to? ie: First Nations Health Authority*

The single session format was developed in response to feedback received during student consultations, and Here2Talk is intended to supplement what is currently available at institutions and in the community. Counsellors will refer students to other resources, including the First Nation Health Authority, as appropriate.

3. *Will BC residents who study outside of BC have access to the service?*

Service eligibility is determined by enrollment status, not residency. Students must be enrolled in a BC post-secondary institution to receive services; they do not have to be BC residents.

4. *Will grade 12's have access? What is being offered for k-12 students and families?*

Here2Talk provides services to post-secondary students, and is not designed for K-12 students. The Ministry of Education has a number of resources available to support K-12 students.

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**Agenda item:** Group Discussion: Future of PSIIWG

**Presenter:** All

**Discussion:**

The group was encouraged to share their thoughts on the purpose and value of the group in the post-launch environment. Neil acknowledged that the Terms of Reference approved in April would need to be revised in the wake of the expedited launch of Here2Talk.

Louis advised that feedback on the launch has been positive. The project team would appreciate receiving continued support and guidance from the working group moving forward, as they look to refine the service and integrate Here2Talk into the existing service network within the sector.

A participant inquired about whether a Q&A document and webinar were created to support the launch of Here2Talk. Group members were directed to the Here2Talk website to access the FAQ document and a video recording of the PowerPoint.

Several participants expressed support for continuing as a group, but noted that the group is not comprehensive in terms of connections, and their networks will not ensure that information is disseminated to every institution. As such, this group might offer value as a focus group or sounding board, providing a snapshot of the sector.

A participant cautioned that many institutions are currently focused on efforts to communicate with students, staff and faculty, and with other institutions, and it might be overwhelming to try to integrate this service at this time.

Neil committed to sending out an email within the next week to gauge member interest in continuing the working group moving forward. If a critical mass is still interested in continuing, a new Terms of Reference will be developed to reflect the revised purpose of the group.

A participant asked about evaluation and monitoring of Here2Talk. Louis confirmed that Morneau Shepell will be providing monthly reports, and the ministry will be reviewing those reports. Feedback and suggestions are welcomed from group members and the public.

Several participants recommended that a list of available languages be shared publicly on the Here2Talk website (e.g., in the FAQ section) and in promotional materials.

### Conclusions:

The project team would like to effectively leverage the knowledge and expertise of group members, but does not want to put unreasonable expectations on their time and networks in the coming months.

Group members will provide feedback on the future of the working group.

Action Items:	Lead	Deadline
❖ Send email to members to gauge interest in continuing as a group.	Neil	April 28 <sup>th</sup>

---

**Agenda item:** Group Discussion: Communication and Integration

**Presenter:** All

### Discussion:

Neil invited discussion and feedback on the launch, and inquired whether group members were aware of plans at their institutions to disseminate information about Here2Talk alongside the other services offered on campus.

A participant advised that student unions have been encouraged to share information about the service.

A participant suggested creating materials in various formats, such as small handouts with bite-sized bits of information, as well as larger posters, to be distributed and posted on the website. Louis confirmed that promotional materials are still being developed.

A participant recommended having Here2Talk representatives attend campus events and promote the service when students return to campus. They also suggested a student ambassador program, which could train students to promote the service at a peer to peer level.

A participant commented that many international students are wary about accessing services associated with government, because they are worried about confidentiality and potential impacts to their ability to gain residency after the fact. Several participants discussed ways to address this issue, such as emphasizing that Here2Talk offers non-authenticated service delivery, meaning that students do not have to provide a student identification number to access services.

A group member submitted two questions on behalf of CSSAL (Council of Senior Student Affairs Leaders) via email after the meeting:

1. We had heard that each institution would have time for consultation regarding their list of services however that did not happen. How was this done and/or what needs to happen in the future?

2. When asked about 24/7 after hours on call numbers, when and for what situations would an emergency call from here2talk be given to an institution.

Action Items:	Lead	Deadline
❖ Respond to questions submitted via email	Louis/Nurie	April 28 <sup>th</sup>

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**Agenda item:** Next Steps

**Presenter:** Neil

**Discussion:**

The next meeting is scheduled for Tuesday, April 28<sup>th</sup> from 3 to 4pm. If the group continues, future meetings will be scheduled biweekly.

A participant referenced the Federal government's recent announcement about mental health supports. It was agreed that this announcement will be tabled as an agenda item at the next meeting.

**Conclusions:**

Meeting adjourned.

Action Items:	Lead	Deadline
❖ Meeting #7 materials to be circulated in advance	Neil	April 27 <sup>th</sup>
❖ Add item to agenda for next meeting	Heather	April 27 <sup>th</sup>

# PSIIWG Meeting #7

Date: April 28<sup>th</sup>, 2020

Time: 3pm - 4pm

Teleconference

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**Meeting called by:** Neil Wereley (AEST)

**Facilitator:** Neil Wereley (AEST)

**Note taker:** Heather Collins (AEST)

**Attendees:** Neil Wereley (AEST); Nurie Aliperti (AEST); Louis Chen (AEST); Heather Collins (AEST); James Coble (OKAN); Dana Hansen (CNC); Tanysha Klassen (BCFS); Irlanda Price (VIU); Tanya Miller (LANG); Martin Mroz (SFU)

**Regrets:** Ashley Charleson (IAHLA); Nona Coles (VCC); Gurvir (G) Gill (ABCS); Lisa Ogilvie (SFU); Nick Phillips (KPU); Jeremy Sabell (Stenberg)

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**Agenda item:** Welcome and Roll Call

**Presenter:** Neil

**Discussion:**

Neil welcomed participants to the meeting, and acknowledged the Lekwungen speaking peoples upon whose traditional land the Victoria AEST office is located. Participants were encouraged to take a moment to reflect on the traditional territories from which they were participating.

---

**Agenda item:** Adoption of Agenda and Minutes from Previous Meeting

**Presenter:** Neil

**Discussion:**

The agenda and minutes were reviewed.

**Conclusions:**

The agenda and minutes were adopted with no changes.

---

**Agenda item:** Review of Action Items and Follow-Ups

**Presenter:** Neil

**Discussion:**

Questions submitted via email: A group member submitted two questions on behalf of CSSAL (Council of Senior Student Affairs Leaders) via email after the April 21<sup>st</sup> meeting:

1. We had heard that each institution would have time for consultation regarding their list of services however that did not happen. How was this done and/or what needs to happen in the future?

2. When asked about 24/7 after hours on call numbers, when and for what situations would an emergency call from Here2Talk be given to an institution?

Louis responded to these questions as part of the next agenda item (project update).

---

**Agenda item:** Project Update

**Presenter:** Louis

**Discussion:**

Louis provided an update on Here2Talk. The project team has planned six Question and Answer (Q&A) sessions with the 25 public post-secondary institutions, to be grouped by geographic location and institution type. These sessions will allow institutional staff to ask questions about Here2Talk, and Morneau Shepell staff will be attendance to provide answers. More Q&A sessions may be planned as needed. Working group members were encouraged to spread word of these sessions to their networks.

Louis confirmed that Morneau Shepell staff and counsellors have undergone cultural safety training, although they have not completed the Sanyas training specifically. Morneau Shepell is open to receiving suggestions for additional training.

Plans are underway to re-organize resources materials on the Here2Talk website to ensure that users can easily and efficiently locate the information they are seeking.

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**Agenda item:** Group Discussion

**Presenter:** All

**Discussion:**

Neil opened the floor for general discussion. No comments or concerns were provided by group members in response.

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**Agenda item:** Next Steps

**Presenter:** Neil

**Discussion:**

Neil thanked the working members for their time, energy and feedback over the previous 8 weeks. Members were encouraged to reach out to the project team with feedback on Here2Talk at any time moving forward.

**Conclusions:**

Meeting adjourned.

## AEST Project Update

### Here2Talk

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#### **Project Description:**

On April 16, 2020, the Government launched Here2Talk, its 24/7 mental health counselling and referral service for all B.C. public and private post-secondary students.

#### **Issue:**

The launch of the service was expedited by six weeks, requiring some shifts in the work planned with post-secondary institutions (PSI).

#### **Current Status:**

AEST established a working group to support the launch of the service. It was comprised of representatives from public and private institutions, and Indigenous and student leaders. The scope of the working group included website/application user testing and implementation advice.



AEST is continuing to work on promotion of Here2Talk and service coordination with PSIs. AEST is also finalizing data reporting and secure data transfer with the service provider. The first report will contain data from April/May and is expected in early June.

#### **Promotion:**

- To further increase awareness, AEST is finalizing a promotional one-pager for PSI distribution to students while they remain off-campus.

#### **Service coordination:**

- AEST is organizing up to 6 question and answer sessions in early May with all public PSIs.
- The purpose of these sessions is to address specific questions related to the coordination of Here2Talk with on-campus student counseling services (where available) and the referral process to the community.
- The sessions will also focus on coordinating emergency protocols for student safety. AEST has shared principle and emergency contact lists of all private and public PSIs for use during emergencies.



MY ITEMSMY ASSIGNEE'S ITEMSWATCHED ITEMSCREATESUPPORTSETTINGSUPER USER

 ITEM HISTORY

 Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

118909

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
5/22/2020	8347	118909		Minister/Deputy Minister - Here2Talk Update

## Approvals

Date Approved	User	Title
5/8/2020 4:06 PM	Rotgans, Trudy AEST:EX	Item Approved.

## Comments

Comment Date	User	Title
5/22/2020 9:20 AM	Dennison, Kelly AEST:EX	- document and history uploaded to CLIFF and saved to LAN - closed
5/20/2020 12:08 PM	Chen, Louis AEST:EX	Hi Kelly, for closing please. thanks!
5/20/2020 11:15 AM	Nielsen, Melanie AEST:EX	FYI then to Kelly for closing and filing
5/20/2020 11:13 AM	Stefanson, Ashley AEST:EX	Hi - this went via email - thanks
5/8/2020 4:06 PM	Rotgans, Trudy AEST:EX	MDM - update on Here2Talk as requested by ADM
5/7/2020 2:37 PM	Dennison, Kelly AEST:EX	- over to you for further edits/action
5/7/2020 2:32 PM	Dennison, Kelly AEST:EX	- CLIFF/eApproval created at the request of Trudy Rotgans

## Path

Path Date	User	Title
5/22/2020 9:20 AM	Dennison, Kelly AEST:EX	Item completed with the reason Completed.
5/20/2020 12:08 PM	Chen, Louis AEST:EX	Item sent to Dennison, Kelly.
5/20/2020 11:15 AM	Nielsen, Melanie AEST:EX	Item sent to Chen, Louis.
5/20/2020 11:13 AM	Stefanson, Ashley AEST:EX	Item sent to Nielsen, Melanie.
5/8/2020 4:06 PM	Rotgans, Trudy AEST:EX	Item sent to Stefanson, Ashley.
5/7/2020 2:37 PM	Dennison, Kelly AEST:EX	Item sent to Rotgans, Trudy.
5/7/2020 2:32 PM	Dennison, Kelly AEST:EX	Item Created.

## DocumentPath

Upload Date	User	Title
5/7/2020 2:35 PM	Dennison, Kelly AEST:EX	Document [118909 - MDM - H2T Update] Uploaded.



For support, email Web Services.



### Year-to-Date Totals (unique counts)

Total number of clients  
**969**

Total number of cases  
**1,471**

Total number of repeat clients  
**172**

Total app registrations  
**1,805**

Median age  
**23**

### Demographics (total number of clients)

#### Clients by Gender

Female	77.6%
Male	19.7%
Transgender	0.4%
Unspecified	2.3%

#### Clients by Student Status

Domestic	73%
International	25%
Other	2%

### Monthly Averages

Average number of cases per month  
**368**

Average number of calls per month  
**152**

Average number of chats per month  
**465**

### Engagement (total number of cases)

#### Percent of cases at public & private institutions

Public	83%
Private	13%
N/A	4%

#### Percent total cases by region (top 3)

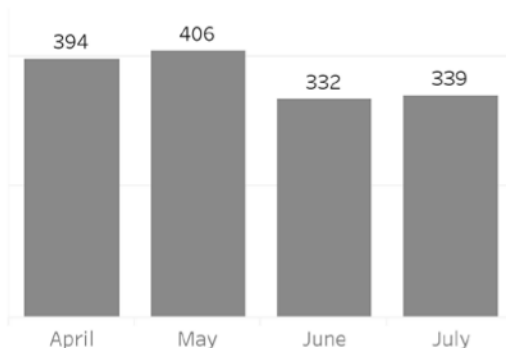
Mainland/Southwest	62%
Vancouver Island/Coast	17%
Thompson Okanagan	12%

### Engagement by Month

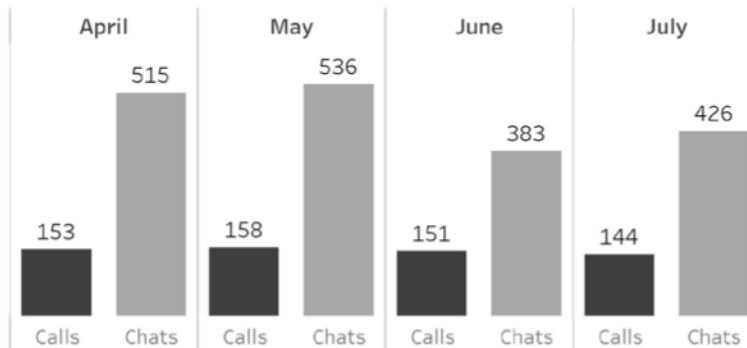
#### Satisfaction Questions

#### Satisfaction Rate (%)

#### Cases per month



#### Calls & Chats per month



Q1. I am satisfied with this service	75%
Q2. I would recommend this service to a friend or fellow student	68%
Q3. This service provided me with tools and support that improved my situation	75%

## **AEST Project Update**

### **Here2Talk Program Utilization Update**

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#### **Project Description:**

- On April 16, 2020, the Government launched Here2Talk, its 24/7 mental health counselling and referral service for all B.C. public and private post-secondary students.

#### **Issue:**

- Program data captured since its launch provides summary details of the service usage. Program data to date will serve as a baseline reference to measure the increased usage in the upcoming academic year.

#### **Current Status:**

Program Utilization Data (see attachment):

- Data to date indicates 1,805 app registrations. There were 1,471 clinical cases initiated by 969 unique students.
- Clinical cases are cases for which a clinical file was opened upon a student's request to interact with a counselor. There were over 2,400 calls or chats with the service.
- Of the total number of 969 students, 172 were identified as repeat clients. That represents approximately 18% of students who accessed a counselor more than once.
- Demographic breakdown shows 78% of students self-identified as female and 73% self-identified as domestic students.
- Eighty-three percent of students accessing Here2Talk are enrolled at a public institution.
- Six-two percent of students are attending an institution located in Lower Mainland/Southwest region.
- Surveys of students who accessed Here2Talk indicate an overall satisfaction of the service at 75%. The same percentage of respondents also indicated that Here2Talk provided the tools and support to improve their situation.

## **AEST Project Update**

### **Here2Talk Program Utilization Update**

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#### **Promotion:**

- GCPE has prepared a Here2Talk marketing campaign in preparation for the new academic year to further increase awareness during Covid-19.

#### **Service coordination:**

- AEST will hold question and answer sessions during the month of September with Indigenous organizations and institutes. The purpose is to address specific questions related to Indigenous student support, the coordination of Here2Talk with on-campus student counseling services (where available), and the referral process to the community. This is in addition to the seven sessions previously conducted with all public PSIs in May of 2020.
- The sessions will also focus on coordinating emergency protocols to ensure student safety.

#### **Next Steps:**

- Support GCPE marketing campaign.
- Facilitate question and answer sessions in September with Indigenous organizations and institutes.
- Continue to monitor service data and usage and prepare next update in late Fall.

**ID: 249, Title: MDM - Here2Talk Update****Approval Route:** Louis Chen >> Trudy Rotgans >> Nicola Lemmer**Assigned To:** Dennison, Kelly **Rush:** No **Category:** Briefing Note - Information Note **Signature:** Deputy Minister**Branch:** Post-Secondary Programs **Other Number:** 119715 **Link:** <https://aest.cliff.gov.bc.ca/mycliff#>**Due Date:** 2020-09-02 **Date Completed:** 2020-09-02 **Date Initiated:** 2020-09-01

Title	Comments	Date
Dennison, Kelly [Assignee] has closed this item for the following reason: Completed.	Documents and history uploaded to CLIFF and saved on branch LAN.	2020-09-22
Stefanson, Ashley [Assignee] forwarded an eApprovals item to Dennison, Kelly for action		2020-09-22
Nichols, Alisha [Colleague of Francis, Darren] approved the item and forwarded it to Stefanson, Ashley for action	Approved by DM Sept 14. Sent to MO for MDM Sept 14. Back to branch for filing/closing please	2020-09-22
Stefanson, Ashley [Assignee] forwarded an eApprovals item to Francis, Darren for action		2020-09-09
Lemmer, Nicola [Assignee] approved the item and forwarded it to Stefanson, Ashley for action	Approved.	2020-09-04
Stefanson, Ashley [Assignee] approved the item and forwarded it to Lemmer, Nicola for action	No Comment	2020-09-03
Rotgans, Trudy [Assignee] approved the item and forwarded it to Stefanson, Ashley for action	for next MDM agenda	2020-09-02
Rotgans, Trudy added a document: 119715 - MDM - H2T Data.docx		2020-09-02
Chen, Louis [Assignee] forwarded an eApprovals item to Rotgans, Trudy for action	Hi Trudy, for your review. thanks.	2020-09-01
Chen, Louis added a document: Here2Talk Highlights Aug 2020.pdf		2020-09-01
Chen, Louis deleted a document: Here2Talk Highlights to Aug 2020.pdf		2020-09-01
Chen, Louis added a document: Here2Talk Highlights to Aug 2020.pdf		2020-09-01
Chen, Louis deleted a document: 119715 - Here2Talk Highlights to Aug 2020.pdf		2020-09-01
Dennison, Kelly [Assignee] forwarded an eApprovals item to Chen, Louis for action	Minor changes made to format. Over to you for further action.	2020-09-01
Dennison, Kelly added a document: 119715 - CLIFF-eApp Request.docx		2020-09-01
Dennison, Kelly added a document: 119715 - MDM - H2T Data.docx		2020-09-01
Dennison, Kelly added a document: 119715 - Here2Talk Highlights to Aug 2020.pdf		2020-09-01
Dennison, Kelly created this item	CLIFF/eApproval created at the request of Louis Chen, drafter	2020-09-01

## Information Note

### Advice to Minister Melanie Mark

**Date:** February 27, 2019

**Cliff #:** 5961

**Issue:** Student Mental Health – 24/7 Helpline

#### **Background / Facts:**

- Improving the access and quality of mental health and addictions services for all people is a priority for government. The Ministry of Mental Health and Addictions (MMHA) is leading the development of a coordinated Mental Health and Addictions Strategy.
- As part of this government-wide approach, the Ministry of Advanced Education, Skills and Training (AEST) is developing mental health initiatives for post-secondary students.
- Budget 2017 Update confirmed \$1.5 million annually for AEST to support targeted mental health initiatives for post-secondary students.
- After consulting with students and post-secondary sector leaders between November 2017 and February 2018, AEST identified a need for mental health services available after hours and an issue of long wait-times for on-campus counselling.
- To address these gaps, AEST is procuring a service provider to deliver a virtual 24/7 counselling and referral service for B.C. post-secondary students.
- This service will include counselling and referral services by phone and online chat, and will be designed to complement existing mental health services such as on-campus counselling centres and the provincial crisis line network.
- A Notice of Planned Procurement was posted to BC Bid on January 2, 2019, to alert vendors of the Ministry's intention to procure a service provider for the 24/7 service and to indicate that a Request for Proposals (RFP) would follow.
- The Ministry also issued a press release announcing the service on January 2, 2019.
- A RFP has been drafted and is undergoing review by government procurement specialists and solicitors before it being issued.

#### **Analysis:**

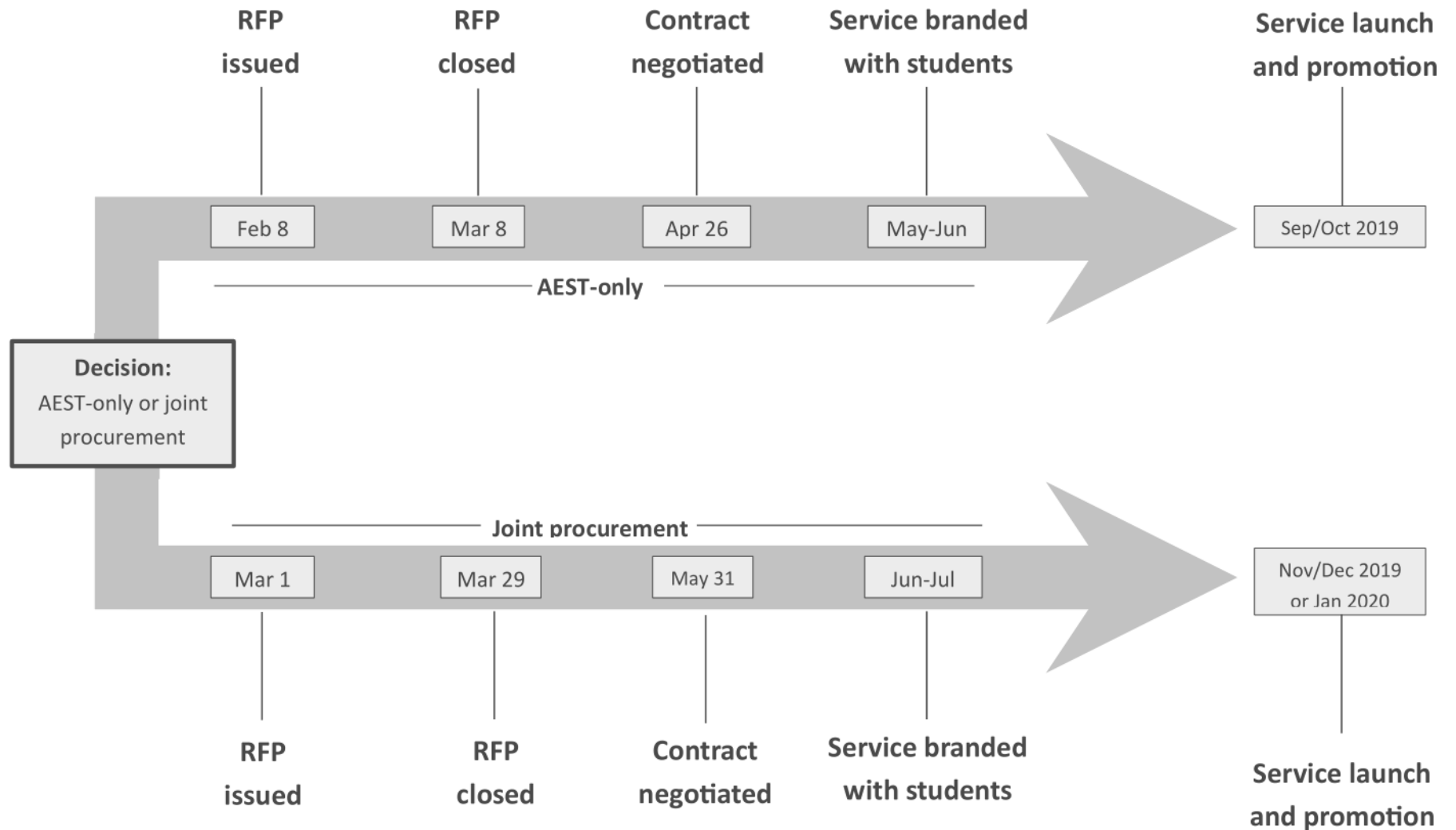
- The service requirements outlined in the RFP have been informed by Ministry staff's consultations with student groups and post-secondary student services leaders.
- Issuance of the RFP has faced several delays due to the complexity of the service and efforts to align the service for post-secondary students with broader government efforts to provide virtual mental health services to children, youth and young adults.
- Recently the decision was made to de-couple the post-secondary piece from the broader efforts.
- AEST has engaged outside legal counsel to accelerate the RFP process.

**Conclusion / Next Steps:**

- AEST continues to actively push towards the completion of the RFP. The RFP for the 24/7 counselling and referral service is currently with legal and procurement specialists for review and edits and will be posted on BC Bid shortly.
- The target date for the launch of the service is September 2019.

**Contact:**        *Jeff Vasey, Assistant Deputy Minister, 250-952-0697*

# Timeline – 24/7 Help Line for Post-Secondary Students






MY ITEMS
MY ASSIGNEE'S ITEMS
WATCHED ITEMS
CREATE
SUPPORT
SETTINGS
SUPER USER

## ITEM HISTORY

Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

114917

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
2/15/2019	5815	114917		Seeking updated direction on procurement pathway for 24/7 Help Line

Approvals

Date Approved	User	Title
2/7/2019 11:11 AM	Beattie, Michelle AEST:EX	Item Approved.
1/31/2019 11:02 AM	Beattie, Michelle AEST:EX	Item Approved.
1/31/2019 9:28 AM	McConnan, Kelly AEST:EX	Item Approved.
1/30/2019 10:43 AM	Beattie, Michelle AEST:EX	Item Approved.
1/29/2019 4:55 PM	Rotgans, Trudy AEST:EX	Item Approved.

Comments

Comment Date	User	Title
2/15/2019 11:52 AM	Dennison, Kelly AEST:EX	- All documents and history uploaded to CLIFF and filed on LAN - Closed
2/12/2019 11:10 AM	Rotgans, Trudy AEST:EX	for filing, as per Michelle's message
2/7/2019 11:11 AM	Beattie, Michelle AEST:EX	FYI and back to your branch for filing/closing
1/31/2019 11:02 AM	Beattie, Michelle AEST:EX	Sending to you so you have it for now.
1/31/2019 9:28 AM	McConnan, Kelly AEST:EX	Approved obo Jeff Vasey. Please expand the Prepared for: to include ADMs MMHA, MOH, and MCFD. tx
1/30/2019 10:43 AM	Beattie, Michelle AEST:EX	For you for Friday's ADM call.
1/30/2019 10:05 AM	Dennison, Kelly AEST:EX	- Over to you for review before sending to Kelly McConnan.
1/29/2019 4:55 PM	Rotgans, Trudy AEST:EX	Please send to Kelly McConnan; not sure if you want to review first. Thanks.
		Trudy
1/29/2019 3:25 PM	Dennison, Kelly AEST:EX	- Edit made to format - Over to you, for approval/edits needed, then send to Michelle Beattie
1/29/2019 3:22 PM	Dennison, Kelly AEST:EX	- MN
1/29/2019 11:27 AM	Dennison, Kelly AEST:EX	- CLIFF/eApproval created at the request of Darryl Soper

Path

Path Date	User	Title
2/15/2019 11:52 AM	Dennison, Kelly AEST:EX	Item completed with the reason Completed.
2/12/2019 11:10 AM	Rotgans, Trudy AEST:EX	Item sent to Dennison, Kelly.
2/7/2019 11:11 AM	Beattie, Michelle AEST:EX	Item sent to Rotgans, Trudy.
2/7/2019 10:56 AM	Wolsey, Ashley AEST:EX	Item sent to Beattie, Michelle.
1/31/2019 11:02 AM	Beattie, Michelle AEST:EX	Item sent to Wolsey, Ashley.
1/31/2019 9:28 AM	McConnan, Kelly AEST:EX	Item sent to Beattie, Michelle.
1/30/2019 10:43 AM	Beattie, Michelle AEST:EX	Item sent to McConnan, Kelly.
1/30/2019 10:05 AM	Dennison, Kelly AEST:EX	Item sent to Beattie, Michelle.
1/29/2019 4:55 PM	Rotgans, Trudy AEST:EX	Item sent to Dennison, Kelly.
1/29/2019 3:25 PM	Dennison, Kelly AEST:EX	Item sent to Rotgans, Trudy.
1/29/2019 11:27 AM	Dennison, Kelly AEST:EX	Item Created.

DocumentPath

Upload Date	User	Title
1/29/2019 2:43 PM	Dennison, Kelly AEST:EX	Document [114917 - MN - Mental Health 24_7 Help Line] Uploaded.
1/29/2019 11:30 AM	Dennison, Kelly AEST:EX	Document [114917 - Att 1 - 24-7 helplines timeline doc] Uploaded.
1/29/2019 11:30 AM	Dennison, Kelly AEST:EX	Document [114917 - DN - Mental Health 24_7 Help Line] Uploaded.



For support, email Web Services.

## Decision Note

### Advice to Assistant Deputy Minister Jeff Vasey

**Date:** March 19, 2019

**Cliff #:** 115331

**Issue:** Options to issue RFP for 24/7 Mental Health Counselling and Referral Service

#### Background / Facts:

- Staff have been working with Procurement Services Branch (PSB), Legal Services Branch (LSB), and external legal counsel to draft the RFP and to prepare the accompanying contract.
- PSB, LSB and counsel have advised AEST staff that the RFP requires greater detail in two major areas:
  - Service levels for the telephone line, online chat service, and website (for example, the maximum time a student must wait to speak to a counsellor); and
  - Technological requirements, meaning the specifications of what technology will be used to provide the services and how that technology will capture and store personal data.
- Both the service levels and the technological specifications will have implications for the cost and quality of the service.

#### Analysis:

- AEST program staff do not have immediate knowledge of industry standards for service levels, nor the technological expertise, to add additional detail on these items to the RFP.
- While AEST can issue the RFP without this level of detail, this approach comes with some potential risks related to public perception and quality of the resulting service.
- Regardless of what level of detail is included in the RFP, AEST will likely need to secure a technical advisor who can support the evaluation of proposals and the technological solutions proposed.

s.13



**RECOMMENDED OPTION:**  
**Approved/Not Approved**

\_\_\_\_\_  
**Jeff Vasey**  
Assistant Deputy Minister

\_\_\_\_\_  
Date

**Attachment(s):** *Att 1 - DRAFT Request for Proposals – 24/7 Mental Health Counselling and Referral Services*  
*Att 2 - DRAFT Contract Terms*

**Contact:** *Trudy Rotgans, A/Executive Director, 250-888-0591*

MY ITEMS
MY ASSIGNEE'S ITEMS
WATCHED ITEMS
CREATE
SUPPORT
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## ITEM HISTORY

 Enter one of the Item Numbers for the history you want to view and then hit Enter on your keyboard.

ID Number

Cliff Number

Other Number

Selected Item

Date Completed	ID	Cliff Number	Other Number	Subject
3/22/2019	6087	115331		Options to issue RFP for 24/7 Mental Health Counselling and Referral Service

Approvals

Date Approved	User	Title
3/21/2019 12:35 PM	Wolsey, Ashley AEST:EX	Item Approved.
3/18/2019 5:11 PM	Rotgans, Trudy AEST:EX	Item Approved.

Comments

Comment Date	User	Title
3/22/2019 3:43 PM	Dennison, Kelly AEST:EX	- all documents and history uploaded to CLIFF and filed on LAN - closed
3/22/2019 10:48 AM	Rotgans, Trudy AEST:EX	File and close. Thanks.
3/21/2019 12:35 PM	Wolsey, Ashley AEST:EX	Approved by Jeff
3/18/2019 5:11 PM	Rotgans, Trudy AEST:EX	Approved.
3/18/2019 3:13 PM	Soper, Darryl AEST:EX	Hi Trudy - for your review and if approved please pass along to the ADMO. Let me know if you have any questions. Finally, pls ask ADMO to print documents in "final view" format.
3/18/2019 2:40 PM	Dennison, Kelly AEST:EX	- All documents uploaded into eApproval, DN checked for formatting - Over to you for further action
3/18/2019 2:27 PM	Dennison, Kelly AEST:EX	- CLIFF/eApproval created at the request of Darryl Soper

Path

Path Date	User	Title
3/22/2019 3:43 PM	Dennison, Kelly AEST:EX	Item completed with the reason Completed.
3/22/2019 10:48 AM	Rotgans, Trudy AEST:EX	Item sent to Dennison, Kelly.
3/21/2019 12:35 PM	Wolsey, Ashley AEST:EX	Item sent to Rotgans, Trudy.
3/18/2019 5:11 PM	Rotgans, Trudy AEST:EX	Item sent to Wolsey, Ashley.
3/18/2019 3:13 PM	Soper, Darryl AEST:EX	Item sent to Rotgans, Trudy.
3/18/2019 2:40 PM	Dennison, Kelly AEST:EX	Item sent to Soper, Darryl.
3/18/2019 2:27 PM	Dennison, Kelly AEST:EX	Item Created.

DocumentPath

Upload Date	User	Title
3/18/2019 2:31 PM	Dennison, Kelly AEST:EX	Document [115331 - DN - 24-7 Service RFP] Uploaded.
3/18/2019 2:31 PM	Dennison, Kelly AEST:EX	Document [115331 - RFP legal terms and conditions - DRAFT 15 March 19] Uploaded.
3/18/2019 2:31 PM	Dennison, Kelly AEST:EX	Document [115331 - AEST RFP - 24-7 Helpline DRAFT - 2019.03.15] Uploaded.



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