Wellbeing Liaison Program 2017-18

Program Overview

Program Goals
The Wellbeing Liaison Program exists to build capacity of faculty and staff to support and enhance student wellbeing. The program will:

- Provide orientation to promote effective use of student health and wellness services, resources, and promising practices by faculty and staff members;
- Build connections for sharing best practices across Faculties and student service units;
- Provide better support for faculty and staff members who are already assuming some or many of these responsibilities in their respective units;
- Facilitate conversations about the proactive practices faculty and staff can employ to enhance student wellbeing in the academic context.

Background and Rationale
As part of a discussion about adoption and sustainability of UBC’s Early Alert’s program in December 2013, key stakeholders - including Associate Deans, faculty, and staff from across Faculties and the Vice President-Students office - identified the need for a local resource person embedded within Faculties to support the effective use of the University’s programs to support student wellbeing.

The exploration of this opportunity indicated that a Wellbeing Liaison within a Faculty, or a department in larger Faculties, could be beneficial in orienting faculty and staff to existing wellbeing programs and services. In addition, it was identified that a Wellbeing Liaison Program can provide the opportunity for Liaisons to build connections across faculties and facilitate conversations on how to best support staff and faculty in fostering student wellbeing. By engaging with faculty and staff across disciplines to promote student health and wellbeing, the Wellbeing Liaison program also builds on the call for action outlined in the Okanagan Charter to “embed health into all aspects of campus culture, across the administration, operations and academic mandates.”

The Wellbeing Liaison pilot program launched in September 2014. Thirteen Liaisons, representing 12 units across campus participated in the pilot year. The number of Liaisons increased to 25 in the program’s second year and to 45 in its third year. Now entering its fourth year, the program will continue to expand to more Faculties and departments at the University and further develop its training and resources in response to feedback from current Liaisons.

Program Leadership
The Wellbeing Liaison program is coordinated by the Student Wellbeing Promotion unit in partnership with the Student Support Services Managers and Counselling Services. As a unit within UBC Student Development & Services, Student Wellbeing Promotion collaborates with faculty and staff to create engaging and inclusive learning environments in which all students can thrive.
Wellbeing Liaison Role

Responsibilities
The Wellbeing Liaison role is designed to enhance the capacity of faculty and staff in creating a supportive campus environment. Liaisons are responsible for helping to connect faculty and staff members to orientation and training activities related to student health and wellness such as Early Alert, the Green Folder, and QPR Suicide Intervention training. This role also serves as a local resource, providing support for all faculty and staff members who may have questions or need assistance accessing services and resources, thereby facilitating capacity building at the faculty, program, or department level. Specific duties include:

- Ensuring new faculty and staff are oriented on key health and wellness resources, such as facultysstaff.students.ubc.ca, Early Alert and The Green Folder.
- Providing a refresher or updates on student health and wellness services and resources to faculty and staff annually at the beginning of the academic year or as needed.
- Acting as a point person and key resource for faculty and staff needing assistance identifying, accessing, or effectively utilizing wellness services and resources (e.g., Early Alert, referral information, emergency protocols for students in crisis).
- Acting as a liaison to UBC centralized services regarding trends, emerging issues, and unresolved problems related to student health and wellbeing.
- Facilitating opportunities for faculty and staff members to adopt or engage in activities and best practices that enhance student mental health and wellbeing as a part of student success.

Orientation and Support
Orientation will be offered in a three-hour session in September 2017, with additional optional training offered throughout the year (e.g., QPR, Early Alert, Mental Health First Aid, etc.). The orientation will provide information on wellness programs and resources at UBC and use case studies to explore best practices in supporting students' wellbeing while respecting boundaries within one's role.

Regular email updates will be sent to Liaisons to provide information on new tools, resources and services for students. Back-up support, including consultation with mental health professionals, will be identified for those assuming the Wellbeing Liaison role to ensure they are adequately resourced. Liaisons are provided with a toolkit of resources that include information on campus resources and procedures, such as instructions on how to book training for their units on Early Alert, QPR and other relevant topics. Regular Community of Practice meetings will allow Liaisons to connect with peers across campus and share practices and resources for their role.

Time Commitment and Length of Term

- **Wellbeing Liaison Length of Term:** October 1, 2017 – August 31, 2018
  - 2-4 hours per month – this will vary depending on the needs of the faculty or department
- **Program Orientation:** 3-hours mandatory session in September 2017:
  - Thursday, September 28th, 2017 9:00 – 12:00 or Friday, September 29th, 9:00 – 12:00
- **Community of Practice Meetings:** 3 hours (1.5 hours in Term 1; 1.5 hours in Term 2)
- **End of year program review meeting:** 1.5 hours in June/July 2018
- **Additional Training (optional)**
  - Additional trainings are offered throughout the year. Liaisons will be notified as sessions are scheduled.

Contact: Diana Jung, Strategic Initiatives & Special Projects Coordinator  
Student Wellbeing Promotion, Student Development & Services  
Diana.jung@ubc.ca, 604-827-2225