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FAQs

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Okanagan Charter

National Standard for Psychological Health and Safety in the Workplace

Mental Health and Wellness Strategic Framework (PDF, 961 KB)

Mental Health and Wellness

U-Flourish

at the Student Health and Wellness Centre?



All undergraduate and graduate students currently enrolled at the University of Ottawa or Saint Paul University.



Immediate Wellness Support

How can I book an appointment?



You can book an appointment the following ways:

- **In person:** 801 King Edward, Room N203
- **By phone:** 613-562-5498
- **Online:** Through our web portal ↗
- **On the app:** Download the **CHR Connect** app

Can I use the centre even if I have a family doctor elsewhere or I'm rostered with another family health team



Yes. If you're an enrolled student, you have access to our services.



Immediate Wellness Support

What's the wait time to see a doctor?



You can get a same day or next day walk-in appointment when the schedule permits. The Health and Wellness Centre is exclusively available to uOttawa and Saint Paul students, reducing wait times.

How does the centre accommodate francophone students?



Our bilingual team can serve you in French or English.



Immediate Wellness Support

How do you ensure that services are accessible and reflect the needs of a diverse student body?



Our centre was created with and for students. Its design and space is warm and welcoming for all students. Centre staff are trained on key aspects of equity, diversity and inclusion as well as trauma-informed care.

The centre also includes a smudging room and spaces for healing circles or Indigenous ceremonies.

In the near future, we hope to highlight equity, diversity and inclusion through student art.

Students are also surveyed to make sure the services offered suit their needs.



Immediate Wellness Support

I'm a student with a student number but I'm not taking any courses this term. Can I still use the centre?



Yes, you can. Remember to bring your student card and provincial or territorial health card (or your UHIP number if you're an international student) to your appointment.

Can my dependants also use the centre?



The centre is reserved for University of Ottawa and Saint Paul University students. Members of the public and students' family members can't use our services.



Immediate Wellness Support

Will I be able to access the centre as an alumnus or alumna?



Only enrolled students can use our centre.

Mental health support



Immediate Wellness Support

Can I still book an appointment with a counsellor through the counselling email address?



No. You can book an appointment to see a counsellor by selecting **Mental health walk-in appointment** when booking in person, by phone, online or via the mobile app. If you have an existing relationship with a counselor, contact the Centre by phone or send an email to your practitioner to schedule your subsequent appointments.

What kind of mental health support is available to me as a student?



A multidisciplinary team of health-care professionals provides various levels of mental health support based on your needs. You will continue to have access to mental health counselling services,



Immediate Wellness Support

support groups, therapy assisted online and peer support resources.

The extended mental health team is comprised of a psychologist and psychiatrists for diagnosis and follow-up. The psychiatrist is also able to prescribe medication.

As well, we're developing new assessment tools to improve service to students.

Note: Saint-Paul students don't have access to counselling services

What's the wait time to see a mental health practitioner?



Walk in counselling services continue to be available. You can receive a same day appointment (or the following day, depending on when you contact us). This initial appointment allows us to determine how best to support you.

We have an interactive bilingual mobile app that allows you to access your electronic medical records, participate in your care and increase service delivery efficiency. Virtual care is also offered, depending on your needs.



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Wait times to see a psychologist or psychiatrist vary depending on time of year and demand.

I was working with a psychologist back home. Can I still see a psychologist at the centre?



Yes, you can. All enrolled students have access to centre services. When booking an appointment, select **Mental health walk-in appointment**.

Fees and insurance



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Do I need to pay to use your services?



The Student Health and Wellness Centre is funded through your current health-care fee. There may be some additional costs not covered by public health insurance. See the [list of fees not covered by public health insurance](#).

Is there a cost for sports medicine and physiotherapy services?



Many services are covered by your student health insurance. See the [list of eligible expenses and coverage](#).



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What's the difference between OHIP and UHIP?



OHIP provides basic medical health insurance for permanent residents of Ontario and is funded by provincial taxes. UHIP provides similar coverage for international non-residents studying or working at an Ontario university. To learn more, visit the [Student Health Insurance webpage](#).

What is the difference between UHIP and undergraduate students' insurance?



UHIP is the basic health insurance offered to uOttawa international students or employees not covered by a Canadian provincial or territorial health insurance plan like OHIP. Undergraduate student insurance extends coverage under a provincial or territorial health insurance plan and other basic health-care plans. To learn more, visit the [Student Health Insurance webpage](#).



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Services

What if I need to see a specialist?



We offer some specialty services based on student needs. For example, we're currently developing partnerships to offer sexual health care, nutrition counselling and other services. If you require a service that we don't provide, we'll refer you to a specialist.

I need to do a placement that requires

immunization. Can you help with that?



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Yes. We're equipped to provide immunizations for student placements.

I'm travelling outside Canada for school and I require immunization to travel. Can you help with that?



We are working to set up our own travel medicine physician. In the meantime, we can refer you to a travel clinic.

Please note: Travel medicine isn't covered by public health insurance in Canada (OHIP, RAMQ, etc.) and there's a fee for consultations and vaccines. That said, your faculty might cover these costs, so contact them before you visit us

Will you be offering massage therapy and physiotherapy?



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The University has an agreement with the Sport Medicine Clinic Ottawa Campus for sports medicine and physiotherapy services, including massage therapy. They are available at the Minto Sport Complex, second floor.

I have feedback for the centre. What's the best way to share it?



Your feedback is important to us! Please fill out the [feedback form](#). If you wish us to contact you, provide your contact information and we'll do so within three business days.



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