

CS: Counselling Services Supports:

Version 18

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Integrated Approach to Mental Health:

Seneca Polytechnic's Counselling Services works as a collaborative team where Quick Connects, Brief Counselling, and Student Wellbeing Specialists all work together to offer a comprehensive, holistic care system for students. This integrated approach ensures that students receive the right level of support at every stage of their mental health journey, whether they need quick, immediate help or longer-term therapeutic guidance.

- **Quick Connects** offer timely, short-term support and guidance, with next steps determined after the session.
- **Brief Counselling** provides ongoing, personalized care, typically through scheduled sessions over time.
- **Student Wellbeing Specialists** act as advocates, urgent support, and case managers, ensuring that students have access to both on-campus and community resources when needed.

No matter where students are in their mental health journey, Seneca Counselling Services is here to support them, making sure they have access to the right resources at the right time.

Seneca Polytechnic offers a variety of services to support your mental health and well-being. Below are the descriptions of the key services available:

Quick Connects – Stepped Care Approach

What It Is:

Quick Connects are part of Seneca Polytechnic's Stepped Care Approach, designed to provide students with timely support through a 50-minute appointment. These appointments can be offered virtually, in person, or by phone, allowing for flexible access to care. Quick Connects provide students with a one-time opportunity to speak with any available member of the Counselling Services team. This service is designed to address urgent mental health concerns, guide students to the appropriate resources, and determine next steps for ongoing support.

Who Should Use This Service:

- Students who need timely support for stress, anxiety, or emotional concerns but don't require ongoing counselling at the moment.
- Those looking for guidance on a specific issue or concern (ex. exam stress, time management, personal struggles) and would benefit from a mental health check-in.
- Students who are unsure which service is best for their needs and want to discuss their situation with a professional to determine the next steps.

How It Works:

- **One-Time, 50-Minute Appointment:** Quick Connects are 50-minute sessions that provide timely assistance. During this time, students will meet with a member of the Counselling Services team who can offer guidance, support, and resources.
- **Team-Based Approach:** Quick Connects are part of a team approach, meaning that any available counsellor can meet with a student. The entire counselling team supports this service, ensuring flexibility and a quick response to students' needs.
- **Virtual, In-Person, or Phone Options:** Students can choose the format that best suits them—whether they prefer to meet in person, virtually through video, or by phone.

Next Steps: After the session, if further support is needed, the counsellor will help students determine the most appropriate next steps. This may include referral to Brief Counselling for ongoing support or other resources on campus.

Brief Counselling Services

What It Is:

Brief Counselling services are part of Seneca Polytechnic's Stepped Care Approach—providing more traditional, ongoing support for students who require a deeper, sustained level of care. This service involves one-on-one sessions with a designated counsellor who works with the student over time, typically scheduling follow-ups every 2-3 weeks depending on the student's needs. The focus is on exploring the underlying causes of challenges, developing coping strategies, and offering professional guidance to support long-term well-being.

Who Should Use This Service:

- Students who need ongoing support for personal, academic, or emotional concerns.
- Those looking for consistent sessions with a single counsellor to address deeper, longer-term mental health challenges, such as anxiety, depression, or life transitions.
- Students who prefer to work with the same counsellor throughout their journey and build a therapeutic relationship over time.

How It Works:

- **Assigned Counsellor:** Unlike Quick Connects, students using Brief Counselling will be assigned to a specific counsellor with whom they will work consistently for support.
- **Scheduled Follow-Ups:** Follow-up sessions typically occur every 2-3 weeks, depending on the student's needs. This allows for a deeper exploration of concerns, development of coping skills, and progress tracking over time.
- **Ongoing Support:** This service offers more comprehensive care than Quick Connects, with the goal of supporting the student throughout their mental health journey and addressing more complex or long-term challenges.

Both Quick Connects and Brief Counselling services are essential parts of Seneca's Counselling Services team approach, ensuring that students have access to the support they need, when they need it. Whether you need immediate guidance or ongoing care, Seneca's Counselling Services is here to help you navigate your mental health and well-being with the right level of support.

Student Wellbeing Specialists

What It Is:

Student Wellbeing Specialists are advocates and case managers who provide students with a holistic support system. They act as critical navigators within the post-secondary environment, helping students access a wide range of mental health services both within Seneca and in the broader community. Student Wellbeing Specialists offer urgent support, drop-in access, and serve as a pathway to connect students with services tailored to their needs.

Who Should Use This Service:

- Students in need of immediate urgent support or struggling with mental health emergencies.
- Those seeking guidance on how to access a variety of mental health resources, both within Seneca and in the community.
- Students who need advocacy and case management to help navigate complex personal or academic challenges.
- Students looking for drop-in services or someone to discuss their situation on a more urgent, informal basis.

How It Works:

- **Urgent Support:** Wellbeing Specialists provide urgent care, including helping students navigate urgent mental health challenges and offering stabilization strategies.
- **Drop-In Access:** Students can access Student Wellbeing Specialists through drop-in sessions for immediate support.
- **Pathway to Services:** Student Wellbeing Specialists help connect students to appropriate services, whether within Seneca Counselling Services or through community-based resources.
- **Case Management:** They assist students in coordinating their mental health needs, ensuring they are connected to the right professionals and services.



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