

Scope of Service



University of New Brunswick

Counselling Centre

Scope of Service

UNB Counselling Services facilitates the academic and personal development of University of New Brunswick students by providing a range of short-term mental health services to undergraduate and graduate students. These services aim to promote a healthy and inclusive community through relationship building, education, crisis intervention and support.

UNB Counselling Services has four essential roles for advancing the mission of the university:

1. Provide brief mental health services to help UNB students identify barriers to success, improve coping, and achieve personal goals.
2. Deliver education and training sessions for the campus community to support the psychological and developmental needs of students.
3. Promote positive mental wellbeing and belonging through community level interventions and outreach programming.
4. Respond to crises to help manage and reduce negative psychological impact on students and the campus community.

UNB Counselling Services acknowledges and embraces diversity in its multiple forms, including but not limited to physical ability, age, cultural identity, ethnicity, gender identity, nationality, sexual orientation, socioeconomic status, religion and the intersection of these various identities. We are committed to providing supports in a safe, inclusive, accepting and empowering environment.

Counselling Services provides a wide range of therapeutic interventions using a brief therapy model. Clinical services include an initial consultation, short-term individual therapy, group counselling, psycho-educational programs, workshops and online resources. Students are encouraged to schedule an initial consultation appointment to chart a path to meet their needs.

Counselling Services is not designed nor intended to provide ongoing support to students with significant mental illness or complex mental health needs. Such students should access treatment by mental health professionals in the public mental health system.

Issues commonly addressed through brief individual or group counselling include:

- **Mood or anxiety issues** such as depression, anger, stress, self-defeating behaviours, perfectionism, social anxiety, and performance anxiety
- **Academic-related issues** such as low motivation, self-discipline, procrastination, and managing interpersonal difficulties with mentors
- **Relationship issues** such as break-ups, interpersonal conflicts, family problems, loneliness, communication, and assertiveness training
- **Self-esteem and body image concerns**
- **Adjustment difficulties** such as life transitions, new life circumstances, and cultural adjustment
- **Identity exploration** such as gender, sexual orientation, personal, and/or cultural
- **Grief and loss**
- **Substance use** such as concerns related to mild or moderate alcohol or other drug use/abuse
- **Trauma** such as sexual assault, interpersonal violence, and developmental trauma

Primary issues or needs addressed through referral include:

(Supplemental supports such as groups and workshops may still be provided where appropriate.)

- Need or desire for long term therapy or frequent sessions
- Significant, active, eating disorders requiring extensive medical monitoring
- Chronic suicidality with recent history of multiple suicide attempts
- Significant or chronic substance misuse with need for medical detoxification and/or medical stabilization
- Court mandated counselling
- Psychotic symptoms without medical stabilization
- Comprehensive psychological assessments of any type (e.g., psychodiagnostic assessments, psychoeducational assessments, forensic assessments) and documentation for emotional support animals
- Prior history of multiple psychiatric hospitalizations, and/or frequent crisis management
- Students who are already receiving therapy with another mental health provider
- Students who are unable to comply with treatment

As with other counselling centres across the country, requests for services have consistently increased over the last decade outpacing available resources. In response to the increased demand, we have worked hard to define our scope of service. Those students whose needs cannot be accommodated within our treatment model will be guided to the most effective levels of available care on the UNB campus or within the community. Such referrals might occur immediately following the initial consultation appointment, or they might occur after some treatment and a further assessment has taken place. A counsellor will support the student through the process of being connected by providing recommendations and information about options and resources.

Waitlists for psychological services in the community (public or private) can be quite long so it is recommended that students who are aware of their need to access these supports begin the process prior to coming to university.