



Facilitated Conversation: Supportive Communities in Uncertain Times

Themes and Resources

Resource: Reflective Thought Piece

- David Kessler interview from [Harvard Business Review](#)

Theme: Elements and Waves

- The stages of grief are a starting point to describe what our communities may be experiencing. We noticed that:
 - The stages may not be linear, they may come in waves
 - “Elements” resonated more closely than “stages”

Theme: Transition to Remote Service Delivery

- Some campuses have offered remote counselling sessions before COVID-19
- Counselling sessions and programming now being shifted to remote delivery
 - Tools used include Microsoft Teams, Zoom, and Doxy.me
- New offerings being created, such as online discussion forums using course management tools (e.g., Blackboard)
- Some programs cannot be offered remotely (e.g., ASIST, Inquiring Mind, and safeTALK) but some can (e.g., QPR)
- Not all students can access all mental health services if they have relocated to another province

Resource: Cross-Province Mental Health Resources

- [Resource created in collaboration with CICMH](#)

Theme: Privacy in Online Platforms

- Different institutions are recommending different preferred platforms (e.g., Microsoft Teams)
- Some concerns around privacy and security, especially with link-sharing for group activities and counselling sessions

Resources: Online Counselling/Video Conferencing Privacy

- Feature on online therapy from [the APA](#)
- Overview of teleconferencing privacy concerns from [Consumer Reports](#)
- Privacy resources from [Zoom](#)
- Choosing online counselling platforms from [the CCPA](#)
- Counselling during COVID-19 resources from [the CCPA](#)

Theme: Adaptability and Learning

- Learning and growth is happening in our teams and communities during this challenging time
- New possibilities and ways of working/learning are emerging