Campus Community Approach to Student Health and Wellbeing

Issued: October 2013
Last review: October 2018
Next review: October 2021

Access category: General

1. Policy Statement

1.1 The University is committed to providing an environment in which all students have opportunities to maintain and improve their health and wellbeing. This requires a community-based approach and all community members involved need to be aware of their individual roles and responsibilities and how to carry out their responsibilities. This Policy delineates the University’s ‘Campus Community Approach to Student Health and Wellbeing’

2. Background and Rationale

2.1 A community-based approach is instrumental in ensuring that the physical, mental and emotional health needs of students are met so that they are in a better position to achieve their academic and personal goals. The purpose of this document is to provide information for faculty, staff and students about:

   a) The Campus Community Approach to Student Health and Wellbeing.
   b) The roles and responsibilities of faculty, staff and students in promoting Student Health and Wellbeing.
   c) Health Assessment and Health Review Board (summary of procedures)
   d) Imposing restrictions on a student’s activities

3. Scope

3.1 This Policy is applicable to all NTU faculty, staff and students.

3.2 This Policy details the approach to student health and wellbeing.

4. Policy

4.1 Provision of services and facilities

4.1.1 The University Health Services Board oversees the provision of medical and non-medical services and facilities. The University provides students with medical services and facilities through the NTU Medical Centre. The University provides students with non-medical services and facilities to support their health and wellbeing, such as:

   a) Mentoring, academic advising and pastoral care services;
   b) Wellbeing and professional counselling services at the University Wellbeing Centre (UWC);
c) Sports and recreational services and facilities.
d) Accessible Education Unit

4.2 Support provided by Faculty

4.2.1 Faculty have daily interactions with students through their various roles as lecturers, tutors, research supervisors, mentors, and advisors. They are therefore often in a position to notice changes in a student’s health and wellbeing, and subsequently support students with health and wellbeing issues.

4.2.2 In terms of the campus community approach to student health and wellbeing, the responsibilities of all faculty include but are not limited to:

a) Providing support for the academic development of students;
b) Being a point of contact for students;
c) Advising individual students on academic matters;
d) Observing the general wellbeing of students;
e) Being familiar with:
   • ‘warning’ signs that may indicate a health or wellbeing issue;
   • who one can contact with any concerns about a student’s health and wellbeing;
   • how to support and advise students in need;
   • how to refer students in need to the appropriate support services.

4.2.3 Faculty should be equipped with basic helping skills and knowledge. Relevant training shall be offered by the College, School, Institute, Centre, UWC or an NTU-approved external service provider.

4.3 Support provided by Staff

4.3.1 Administrative and research staff based in Colleges, Schools, Centres and Institutes often interact with students as they provide administrative and academic support. Staff based in administrative departments interact with students either through their work (e.g., if they provide administrative support for students, or have student assistants working in their department) or in their general working day (e.g., sharing eating areas, transport, etc). Staff are in a position to:

a) Notice changes in a student’s health and wellbeing
b) Identify students that may have health and wellbeing issues.
c) Support students with health and wellbeing issues.

4.3.2 In terms of the campus community approach to student health and wellbeing, the responsibilities of all staff include but are not limited to:

a) Being a point of contact for students;
b) Observing the general wellbeing of students;
c) Being familiar with:
   • ‘warning’ signs that may indicate a health or wellbeing issue;
   • Who one can contact with any concerns about a student’s health and wellbeing;
   • How to support and advise students in need;
   • How to refer students in need to the appropriate support services.
4.3.3 Staff should be equipped with basic helping skills and knowledge. Relevant training shall be offered by the College, School, Centre, Institute, department, UWC or an NTU-approved external service provider.

4.4 Pastoral Care Managers

4.4.1 Each academic unit shall appoint an appropriate number of Pastoral Care Managers in accordance to the size of its student population.

In the Lee Kong Chian School of Medicine the role of the Pastoral Care Manager shall be taken by the House Tutor. All references to Pastoral Care Managers in NTU policies and procedures shall apply equally to House Tutors.

The role of a Pastoral Care Manager is distinct from that of faculty and staff who provide academic and administrative support.

4.4.2 The responsibilities of Pastoral Care Managers include but are not limited to:

a) Establishing and enhancing a pastoral care support system that encompasses student welfare, mental wellness initiatives and early intervention measures including education, prevention and outreach programmes such as peer support initiatives.

b) Providing support and making resources available for the emotional and psychological development of students;

c) Being a point of contact for students;

d) Advising individual students on wellbeing practices and making available appropriate resources;

e) Supporting students with wellbeing issues;

f) Observing the general wellbeing of students;

g) Identifying potential wellbeing issues and advising students on contacting the appropriate support service.

h) Maintaining close communication and collaboration with the management overseeing undergraduate and graduate students.

i) Maintaining close communication and collaboration with fellow Pastoral Care Managers and UWC staff and counsellors.

j) Being familiar with ‘warning’ signs that may indicate a health or wellbeing issue, who one can contact with any concerns about a student’s health and wellbeing, and the procedures for helping students in need.

4.4.3 Pastoral Care Managers shall attend a ‘Basic Helping Skills’ workshop conducted by the UWC and other courses and workshops as deemed appropriate by the UWC.

Support provided in the Halls of Residence

4.4.4 The University shall appoint an adequate number of Faculty-in-Residence (FiR)\(^1\) in each residential hall.

4.4.5 FiR are appointed to ensure good hall governance, ethos and identity, and to be mentors, advisors, resource persons, incident managers, community builders and a friendly contact for the residents.

4.4.6 FiR shall provide assistance and advice to residents either when approached or when

\(^1\) ‘Faculty-in-Residence’ includes Senior Faculty-in-Residence, Senior Hall Fellows and Hall Fellows.
required by circumstances.

4.4.7 FiR and Hall staff must be familiar with ‘warning’ signs that may indicate a health or wellbeing issue, who one can contact with any concerns about a student’s health and wellbeing, and the appropriate procedures for helping students in need.

4.4.8 FiR are required to periodically attend training conducted by the UWC or an NTU-approved external service provider to be sufficiently equipped with basic helping skills and knowledge.

4.4.9 The role of a FiR is distinct from that of staff who provide administrative support.

4.5 Support provided by the University Wellbeing Centre

4.5.1 The UWC provides professional counselling services for all students as well as a range of other services that promote the Campus Community Approach to Student Health and Wellbeing.

4.5.2 The UWC shall be adequately staffed in proportion to the NTU student population and/or number of cases.

4.5.3 For cases where the professional counsellors conclude that a student may benefit from further assessment and/or care by medical or non-medical healthcare professionals, the UWC shall refer the student to an appropriate service provider.

4.6 Role of undergraduate and graduate students

4.6.1 Students make up the largest proportion of the campus community and individual students also have the most daily interactions with fellow students. Therefore, the participation of students in the Campus Community Approach to Student Health and Wellbeing is critical to the programme’s success.

4.6.2 In terms of the campus community approach to student health and wellbeing, the responsibilities of all students include but are not limited to:

a) Monitoring one’s own health and wellbeing, and being able to recognise detrimental changes in one’s own health and wellbeing.

b) Taking advantage of all opportunities available to optimise and maintain one’s health and wellbeing.

c) Knowing which faculty or staff members one can turn to with concerns about personal issues, e.g. academic, administrative, health and wellbeing issues.

d) Seeking advice and support from a faculty or staff member if they are concerned about their own health and wellbeing.

e) Becoming familiar with the ‘warning’ signs that may indicate a fellow student has a health or wellbeing issue.

f) Observing the general health and wellbeing of fellow students e.g. friends, classmates, roommates, team mates, project partners, etc.

g) Informing a faculty of staff member if they are concerned about a fellow student’s health and wellbeing.

h) Volunteering to serve as a Peer Helper with relevant training provided by UWC.

4.7 Health Assessment and the Health Review Board
4.7.1 ‘At-Risk Behaviour’ refers to behaviour or action that poses an imminent risk to personal safety or members of the University community or the community at large.

4.7.2 If a student is exhibiting at-risk behaviour the School Chair may request the student to undergo a Health Assessment, conducted by NTU healthcare professionals. A possible outcome of the Health Assessment is the student being requested to take voluntary Medical Leave of Absence. If such a student declines the University’s request to take voluntary Medical Leave of Absence then a University Health Review Board shall be convened to hear the case.

4.7.3 The Health Review Board shall assess and submit a report about the student’s medical status to the President via the Registrar. The President shall be empowered to invoke any of the following:

a) No change to the student’s enrolment status
b) A mandated Medical Leave of Absence for up to two semesters.
c) Termination of enrolment on medical grounds.

4.8 Imposing Restrictions on a Student’s Activities

4.8.1 Where there is a prima facie case for finding a student to be posing a risk to himself or herself or others, the protection of the individual, the University community, and public at large are paramount considerations. In such situations the President, in consultation with the Registrar, Associate Provosts, the School Chair, and other University community members deemed appropriate, may:

a) Decide whether restrictions should be placed on the student’s activities;
b) Decide what restrictions should be placed on the student’s activities;
c) Decide the duration of the restrictions; and

d) Nominate the School Chair to effect the restrictions

4.8.2 Restrictions may be imposed on a student’s activities in:

a) Programme of study;
b) Individual courses;
c) Placements (including internships, attachments, exchange programmes);
d) Student organisations;
e) On-campus accommodation; and
f) University precincts

4.8.3 The President shall reserve the right to impose restrictions with immediate effect. Any restrictions imposed shall remain in place until the President directs otherwise.

5. Implementation

5.1 This Policy provides the approach alongside with guidance from other policies such as the Student Mental Health Policy.

6. Consulted Parties

6.1 The following have been consulted in the drafting of this document.
7. Related Legislation, Policies, Procedures and Guidelines

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<th>Type</th>
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<td>Policy</td>
<td>Student Mental Health Policy</td>
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8. Responsible Parties and Contacts

Policy Owner: Associate Provost (Student Life)

Responsible Office: Student Affairs Office, Schools, and Halls

For clarification on this policy, please contact:

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<tr>
<th>Name</th>
<th>Designation</th>
<th>Email</th>
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<tbody>
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9. Revision History

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<tr>
<td>1</td>
<td>Associate provost (Student Life)</td>
<td>1 Oct 2018</td>
<td>1 Oct 2018</td>
<td>Staff Wellbeing Centre (SWC) has been amended to University Wellbeing Centre (UWC)</td>
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