



Rationale

The University of Global Health Equity (UGHE) is committed to providing a comprehensive health services package that responds to the social, physical, and mental wellbeing of the students, faculty, staff, contractors, and visitors. UGHE hosts a diverse, multicultural and multigeneration population from different backgrounds and geographical locations. It is UGHE's responsibility to provide mental health support for all members of the institution, including the campus population of students, faculty, staff, and contractors, who can all experience mental health difficulties of varying severity and reason. UGHE believes that positive academic outcomes and achieving the vision and mission of the institution can only be successful if the total wellbeing of all students and employees is supported.

Objective

This policy serves to ensure UGHE provides a safe and confidential space and strategy to prevent, control and manage mental health conditions on campus and beyond.

The following mental health services are provided by UGHE's Health Services

Department:

Mental Health Services at campus level

- Any individual with mental health difficulties is primarily referred to the UGHE mental health specialist for an initial assessment, care and decision for further interventions. Students are made aware of the health services office during Orientation week.

Weekly mental health service on campus

- A Clinical Psychology Specialist is accessible to students, staff and faculty who reside on campus two days per week.
- The clinical psychologist provides individual and group counseling, educational sessions, screening, and non-therapeutic treatment, depending on the specific concern. They can refer cases to relevant alternatives if necessary.
- Individuals book appointments via direct phone call or by using the designated and communicated online link. Time slots are arranged according to booking requests, the first in the first served, except for emergencies and special cases that require immediate attention.

Counseling

- Students and employees of UGHE can utilize the Employee Assistance and Resilience Program through KonTerra, an online support mechanism provided to all UGHE members through Partners in Health. Individuals can access private consultations and work-life balance support. More details on KonTerra services and accessing the service are included in Appendix 1.
- Students and employees of UGHE can access in-person counselling support from



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Lighthouse Rwanda, a counselling center in Kigali.

- Any individual wishing to utilize counselling services from Lighthouse Rwanda should contact the UGHE Health Services Coordinator for a referral.

Confidentiality

All health-related records including mental health conditions are confidential. All health records are filed by the UGHE Health Services Coordinator. In addition, a patient has full access to her/his file in case by request. No patient's information can be disclosed without the consent of the owner/patient. In case of transfer beyond the campus level the patient is given a copy of her/his historical record to inform the continuity of case.

KonTerra support

The key benefits include:

- 24 hours a day, 7 days a week availability via telephone and email.
- Access to individual consultations – students and staff have access to eight consultations per event, per year. An “event” is an experience or incident that motivates a person to contact KonTerra. For example, an employee may experience work stress and contact KonTerra for assistance. At another point in time, the same employee may experience relationship problems and contact KonTerra. Each of these would be treated as separate events.
- Work-life balance support – Consultation, educational information, and qualified referrals for a variety of services, including childcare, elder care, and legal and financial expertise.
- Confidential – While Partners in Health will receive utilization statistics on the number of people using the Employee Assistance & Resilience Program, no personal, identifying information will be disclosed. No one at Partners in Health or UGHE will know that you have accessed support unless you choose to disclose this.

Contact:

- Website: www.konterrasupport.net/pih; company code: PIH
- Phone: 844-773-1432 (US); +351 2 1454 2186 (Sites)
- Email: PIH@konterrasupport.net

System of Mental Health Care Delivery at UGHE

