Purpose: The purpose of this document is to outline the procedure for learner access to behavioral health services. COCA Element 9.8

Policy Reference: The mental/behavioral health services policy states that UIWSOM learners will have confidential access to an effective system of counseling and mental healthcare. A mental health representative must be accessible 24 hours a day, 365 days a year, from all locations where students receive education from the University of the Incarnate Word School of Osteopathic Medicine.

Procedure: Learner Access to Counseling Services

1) Learner calls counseling services scheduling phone number managed on Broadway campus – 210.832.5656
   a) Learner indicates to scheduler that he or she is a UIWSOM medical school student and would like to make an appointment to see a counselor
   b) Learner indicates the location that he or she would like to be seen
      i) “Brooks Campus” - 7615 Kennedy Hill Drive, San Antonio, TX 78235
      OR
      ii) “Main/Broadway Campus” - 4301 Broadway, San Antonio, TX 78209
   c) Scheduler uses CureMD (secure electronic medical record system) to schedule learner with counselor Monday through Friday.
   d) Scheduler informs learner that services are completely confidential with legal exceptions (i.e. child/elder abuse, harm to self or others, or court subpoena)
   e) Scheduler provides learner with specific location of services
      i) “Brooks Campus” – Building 1, A116 or A117
      ii) “Main/Broadway Campus” – Administration Building, AD438
   f) UIWSOM learners located outside of San Antonio are invited to seek a referral from the counseling staff or attend counseling sessions via Zoom HIPAA compliant software that is available to all UIW students.
      i) All Learners may be provided the option for “Tele-health Services” by phone or virtual therapy via Zoom HIPAA compliant software if the therapist finds the
client to be eligible for services. Eligibility may include crisis or the client needing services due to other factors related to medical school.
i) Learner calls counseling services scheduling phone number managed on Broadway campus – 210.832.5656
ii) Learner will indicate the need for phone or virtual therapy
iii) Learner will be provided limits of confidentiality related to tele-therapy services

2) Counseling Documents and Resources
   a) Learners receive a hard copy of Intake Documentation when they arrive for their first session
   b) Link to request documentation: https://my.uiw.edu/counseling/index.html

3) List of services
   a) A list of mental health services, along with service locations and hours is available to learners at the following website:
      i) https://osteopathic-medicine.uiw.edu/student-life/support-services/counseling-services.html
      ii) Services/Areas include:
          (1) Individual counseling and support
          (2) Group counseling
          (3) Stress management
          (4) Substance use support
          (5) Depression
          (6) Anxiety
          (7) Relational issues
          (8) Couples counseling
          (9) Peer conflicts
          (10) Physical health and wellness
          (11) Grief and loss
          (12) Sleep issues
      iii) Locations and hours:
          (1) “Brooks City Base Campus” – Monday through Friday, 8am to 5pm
          (2) “Main/Broadway Campus” – Monday through Friday, 8am to 5pm

4) After-hours/Crisis care
   a) San Antonio learners who find themselves in need of mental health care outside of the hours above have the following resources:
      i) San Antonio Crisis Line – 210.223.7233
      ii) The Center for Health Care Services Crisis Care Center – 210.225.5481
iii) National Suicide Prevention Lifeline – 1.800.273.8255
b) UIWSOM learners located outside of San Antonio that are covered under UIW campus insurance have access to Wellfleet’s CareConnect Behavioral Health service, which allows students to contact a counselor 24/7 via phone
  i) Wellfleet’s CareConnect Behavioral Health Service phone – 1.888.857.5462
  ii) Wellfleet’s Care Connect link: https://wellfleetstudent.com/careconnect/

5) Pre-matriculation
   a) Learner assess to counseling engagement activities for OSM1 Orientation
      Learners will attend “Coffee with Counselors” engagement activity as part of their orientation required for OSM1 learners to get familiarized with counseling services
      i) OSM1 learners- Learners will receive an email to sign up for “Coffee with Counselors” engagement activity.
      ii) Learners will be provided the agenda for “Coffee with Counselors”
          (1) Agenda will be provided by email
      iii) Link to counseling services: https://my.uiw.edu/counseling/index.html
   b) Behavioral Health Orientation – Learners will receive information on UIWSOM Counseling Services and be provided with education on mental health
      i) OSM1 learners- Learners will receive an email in order to be invited to the “Behavioral Health Orientation”.
      ii) OSM1 learners- Learners will also be provided “Family Orientation” for their family members. Family members of the learner will receive education on how to support their learner.

6) Outreach Initiatives
   a) Mindfulness activities: OMS1 and OMS2 learners will receive a mindfulness activity related to regulation skills in order to manage stress/anxiety
      i) Clinical therapist will attend a scheduled OMS1 and OMS2 class in order to provide this activity to the learners.
      ii) OSM1/OSM2 Learners- Learners will receive an email in order to be invited to the outreach activity
   b) Support groups: Learners will be offered support groups in order to address stress/anxiety and other issues related to being a medical student.
      i) OSM1/OSM2/OSM 3 /OSM 4 Learners- Learners will receive an email to sign up for the engagement activity.
      ii) Learners will be provided the agenda for group therapy.
          (1) Agenda will be provided by email
          (2) Link to counseling services: https://my.uiw.edu/counseling/index.html
          (3) Link to mental health resources link: https://osteopathic-medicine.uiw.edu/student-life/support-services/mental-health-services.html
Policy Title: Environmental Health and Safety Policy
Functional Area: Administrative
COCA Element: 5.3

Status: FINAL
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Policy Contact: UIW Director of Environmental Health, Safety & Risk
Responsible Office: UIW Risk & Safety Management Department
Last Reviewed/Updated: 11/28/2017; 12/1/2020

Purpose: The purpose of this document is to establish an organizational structure to ensure the effective implementation of this policy.

Policy Statement

1) Description

This Environmental, Health and Safety Policy (Policy) establishes minimum standards required for the University of the Incarnate Word School of Osteopathic Medicine to maintain a safe and healthy environment for its faculty, staff, students, visitors, and surrounding community members and to preserve resources and protect the environment from adverse impacts.

2) Primary Goals

Prevent accidents and injuries, increase safety awareness, meet requirements of environmental and occupational health and safety laws and regulations, while reduce institutional liability, and establish safety responsibilities for members of the UIWSOM community.

3) Secondary Goals

Establish measurable objectives and targets for health and safety to ensure continuous improvement aimed at elimination of work related illness and injury, so far as is reasonably practicable.

4) Participants
   - Faculty
   - Staff
   - Students
   - Visitors
   - Surrounding community members
   - Each department or unit shall supplement this policy document with specific procedures about hazards in their workplace and the precautions necessary to control and prevent these hazards.

5) Resources
• Leaders at all levels within the workplaces demonstrating, through actions, commitment to occupational health and safety.
• Integrated compliance requirements with relevant health and safety legislation
• Provision of appropriate and targeted health and safety training and information to faculty, staff, and students