



**NUS**  
National University  
of Singapore

Health & Wellbeing  
Office of the President

# Health and Wellbeing Check-in FAQs



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## Q1. WHAT IS THE HEALTH AND WELLBEING CHECK-IN, AND WHAT HAPPENS DURING A SESSION?



The Health and Wellbeing Check-In is a complimentary and confidential service available to all NUS full-time or part-time Academic, Executive and Administrative employees.

The Check-Ins are conducted by our Wellbeing Specialist Partners.

The Check-in Session is not counselling or therapy – it is a check-in for anyone who find that they may have some concerns that hold them back from being their best selves. It is a safe space for you to explore and talk through some of these concerns. At the end of the check-in, our Health and Wellbeing Specialist will provide you with individualized recommendations to help you address your concerns. You will also be provided information about the different resources available to you within and outside NUS.

You can talk to us about anything that's worrying you – from minor concerns to major issues, from stress and anxieties, relationship difficulties, to grief and anything else.

If you are at risk of immediate harm, please call [800 130 1950](tel:8001301950)

# Q2A. WILL THE INFORMATION I SHARE IN THE HEALTH AND WELLBEING CHECK-IN REMAIN CONFIDENTIAL?

Please rest assured that your consultations will be kept confidential in line with the Singapore Psychological Society's Code of Ethics.

Our Wellbeing Specialists, as Clinical Psychologists, are trained to be ethically bound to protect your privacy.

The following are exceptions to confidentiality:

- (1) In the event of assessed risks to life, health or safety to yourself or others
- (2) In the event that disclosure is mandated under a court order or otherwise by law; and/or
- (3) You have authorised in speech or writing for NUS Health and Wellbeing to release specific information (e.g., for purpose of referral).

If you have specific concerns about confidentiality or what information a Wellbeing Specialist Partner is legally required to disclose, please feel free to discuss it with your specialist.



## Q2B. WILL MY REPORTING MANAGER/DEAN/HOD BE INFORMED THAT I'M ATTENDING HEALTH AND WELLBEING SESSIONS?



No, your Reporting Manager/Dean/HOD will not be informed. All session arrangements are kept in confidence between you and NUS Health and Wellbeing.

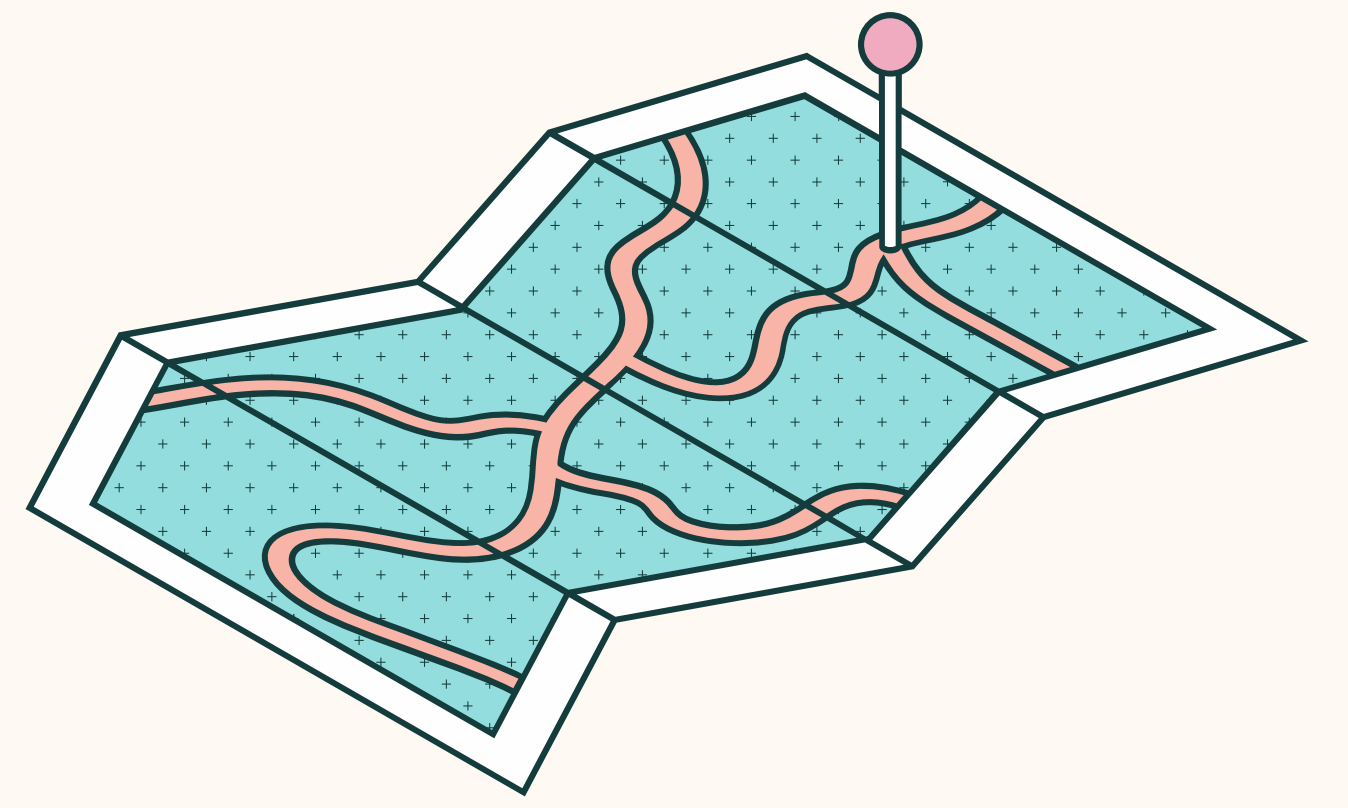
## Q3. HOW MANY SESSIONS WILL I HAVE TO ATTEND?



The Health and Wellbeing Check-In is meant to be a one-time consultation to clarify your goals for treatment and problem solve a specific concern. The consultation meeting is designed to be goal-oriented so that you can leave with a set of next steps.

If short to mid-term counselling is necessary, the wellbeing specialist partner will collaborate with you to understand you, your situation, and what you are hoping to accomplish before they suggest the number and frequency of the sessions. Please note that follow-up sessions may be with a different wellbeing specialist partner

## Q4. WHERE AND WHEN WILL BE THE SESSIONS BE CONDUCTED?



Sessions may be conducted either face-to-face in person or by video call. The specialist may even contact you by phone to check-in if necessary.

For sessions conducted face-to-face, they will be conducted within the NUS campus, at your convenience. You may discuss the arrangement with your assigned Wellbeing Specialist Partner.

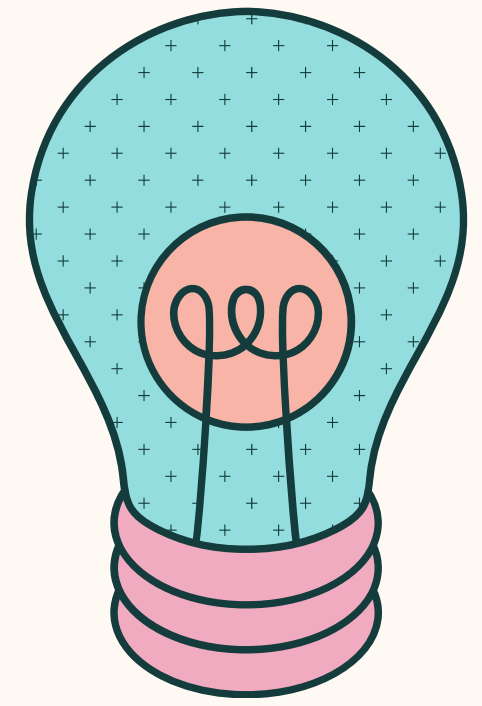
The sessions are conducted on Mondays to Fridays within working hours.

## Q5. WILL I HAVE TO PAY FOR MY SESSIONS?

No, all sessions are provided free-of-charge to staff.



## Q6. WHO ARE THE WELLBEING SPECIALIST PARTNERS?



Our in-house Wellbeing Specialists Partners are trained clinical psychologists and counsellors.

## Q7. HOW LONG DOES A HEALTH AND WELLBEING CHECK-IN SESSION LAST AND HOW DO I SIGN UP?

Each health and wellbeing check-in session will last approximately one hour or less depending on the case mix.

You may contact the Health and Wellbeing Team to schedule an appointment via our email address: [hwb@nus.edu.sg](mailto:hwb@nus.edu.sg)



# WHAT ARE MY OPTIONS?

What are the differences between a Wellbeing Check In, NUS Heart, and the University Counselling Services?

|                    | Wellbeing Check In  | NUS Heart   | UCS   |
|--------------------|---|---|---|
| What is it?        | NUS Wellbeing Specialists are Clinical Psychologists who support the general NUS staff population, as well as specific employees exposed to stressful events. | NUSHeart (Help Employees with Advice, Resources, & Therapy) is our employee assistance program. NUS staff seeking counselling support can sign up for a confidential assessment, or short term counselling sessions held away from the University premises. | Counselling sessions for students. Services and programmes are designed to not only assist them to address immediate concerns but to also acquire skills for individual growth. |
| Who is it for?     | NUS Staff   | NUS Staff   | NUS Students  |
| Who conducts this? | Clinical Psychologists  | Counsellors   | Counsellors   |
| Format             | Face to face, Video   | Face to face, Telephone, Video  | Face to face, Video   |
| Operating Hours    | 830am-6pm (Mon-Thur)<br>830-530 (Fri)<br>Closed on Sat, Sun & PHs.  | 24/7  | 830am-6pm (Mon-Thur)<br>830-530 (Fri)<br>Closed on Sat, Sun & PHs.  |
| Contact Info       | hwb@nus.edu.sg  | support@resourcesforyourlife.com or 800 130 1950 (toll free)  | uhc_counselling@nus.edu.sg or 65162376  |
| Charges            | Free  | Free (Up to 5 sessions)   | Free  |