

# PRE-ARRIVAL NEWSLETTER

PRE-ARRIVAL WEBINAR SERIES

**-SAFETY, HEALTH AND WELLNESS AT YORK UNIVERSITY-**

JULY 18TH, 2022

YORK INTERNATIONAL



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# -SAFETY, HEALTH & WELLNESS AT YORK UNIVERSITY-



## Summary

The purpose of this newsletter is to summarize the important information covered from pre-arrival webinar 3. By clicking on the underlined words, you will be redirected to the appropriate resources.

## Webinar 3 Recap

### Campus safety protocol, support and tips

York University is located in one of the safest cities in the world with low crime rates. However, as an incoming international/exchange student, it's always advised to be proactive knowing the important safety tips, protocols, and support resources around you to protect yourself and others around you.

The campus security services provide a list of [safety tips](#) that includes: general safety tips, student residence safety, weather safety, and more. If you have any additional questions or require further clarification, please email [safety@yorku.ca](mailto:safety@yorku.ca) for details.

### York university security services

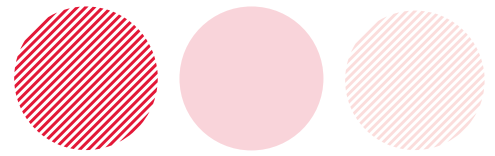
The community [safety security services](#) is committed to keeping York university's campuses as safe as possible by providing several safety measures below:

Office location: *first floor at William small Centre*

Safety measures:

- Daily 24/7 campus patrol. Foot patrol, mountain bike, and patrol car.
- Work closely with residence life by monitoring alarms, overnight surveillance, and patrol.
- 24 hours first aid response to individual experiencing illness or injury.
- Emergency services vehicle escort





## GOSAFE

**GO SAFE** is a free safety service with GOSAFE student security staff accompanying York's members to and from any on-campus location within 10 minutes of calling:

- Operates every day of the year except for University closure.
- GOSAFE staff will either walk or use a golf cart to safely accompany you to your destination.
- Keele hours: (6pm-2am F/W) ; (8pm-2am Summer)
- Glendon hours: (6pm - 11pm F/W); No Summer service

How to contact GOSAFE?

- Call **416-736-5454**.
- Use any Blue Light Emergency Phone and ask for GOSAFE.
- Use the Safety App

## How to contact on/off campus security services?

For *urgent* matter where people or property are at immediate risk: call **911** first, then call on campus security at **416-736-5333**. To report a *non-urgent* safety incident, contact security services at **416-650-8000**.

Another way: **Safety app**

Designed for York's community members, the app provides one-stop access to all of the University's safety resources.

- Direct call to campus security and GO SAFE 24/7, 365 days a year.
- Information regarding the campus shuttle and other campus safety-related services.
- Virtual campus map to find security office locations and blue light emergency phone locations.
- Available on IOS and Android.



Blue light emergency phone

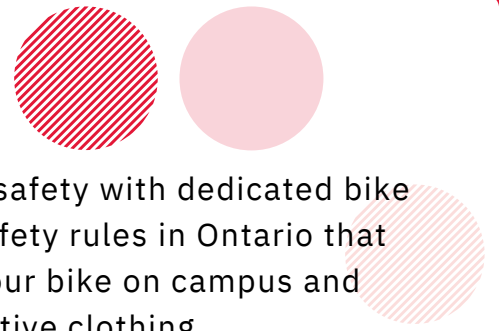
**YORK U UNIVERSITY SAFERTOGETHER**

**Counselling and Support**

- York U Safety Website
- Student Counselling
- Health Education
- Good2Talk
- Conflict Resolution
- Sexual Violence Support
- Women and Trans People
- Centre for Human Rights
- TBLGAY
- York U Psychology Clinic
- Toronto Distress Centre
- keep.me SAFE

**Glendon Services**

**The Employee & Family Assistance Program (EFAP)**



## Bike Safety

The city of Toronto and York University has invested in bike safety with dedicated bike lanes and share bike services. There are some mandatory safety rules in Ontario that can be found [here](#) to keep you safe while commuting with your bike on campus and around the city. Always wear a well-fitting helmet and reflective clothing.

## Awareness for Common Scams and Phishing

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As an international student, it is important to be proactive in terms of understanding the common scam and phishing cases that can occur. [Here](#) are some tips and resources available when facing different types of scams:

- 1) Phone call scams
  - Check if it is an official number and robotic voice-over.
  - Verify their identity and do not provide any personal information out front.
- 2) Email scams
  - Check grammar mistakes and suspicious email addresses.
  - Verify the email is from an official sender before clicking any links.
- 3) Text message scams
  - Remember the Government of Canada will not ask for your personal information.

Message  
Yesterday 9:12

## Social Insurance Number (SIN)

SIN is an official number issued in Canada to administer various government programs. Here are ways to protect your SIN:

- Your SIN is confidential.
- Do not use it for identification, job and rental applications.
- Ask questions for verification when someone asks you for it.

You have received \$493 from the Canada Revenue Agency last year for your taxes. Please fill in the following online form:



When you **CAN** provide your SIN:

- After being hired.
- When completing tax information.
- When opening a bank account.
- When accessing government programs and benefits.

Tips: Memorize your SIN if you can and store your SIN copy in a safe space. If you cannot remember your SIN, you may find it on your income tax return, tax slips, record of employment, RRSP contribution or submit an application to CRA.

## **Best Practices**

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- If a website seems wrong to you, do a web search to see if anyone has reported any problems with that site.
- Make sure your browser is up-to-date. Browser filters can help detect fake websites.
- Don't access links advertised in emails from unexpected/unknown emails.
- Don't give out personal information unless you are sure you know whom you are dealing with.
- If in doubt, contact the website owner by telephone or email before you do anything.

**Report a Scam**  
1-888-495-8501

**Lost SIN**  
1-866-274-6627

**Concerns with your CRA  
account**  
1-800-959-8281

## **University Health Insurance Plan (UHIP)**

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**UHIP** offers basic health care for eligible international students. It is mandatory for all international & exchange students. You are automatically enrolled and will receive an email with your "coverage card".

- Office located on the second floor York Lanes (York International office)
- To understand the UHIP coverages in detail, review the infographic [here](#).
- For more information about UHIP:
  - Review the UHIP website [here](#).
  - Email [uhip@yorku.ca](mailto:uhip@yorku.ca) (make sure you include your student number)
  - In-person UHIP advising sessions: Every Thursday at 1:00 pm. Click [here](#).

York Federation of Students (YFS) and Graduate Student Association (GSA) offer an extended health plan with more coverage and plans. For any questions, feel free to check out [here](#) or email [healthplan@yfs.ca](mailto:healthplan@yfs.ca).

## **Mental Health and Wellness Support**

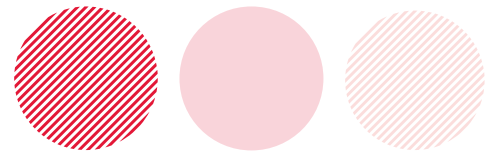
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**Student Counselling, Health & Well-being (SCHW)** is a student service department within the Division of Students at York University. SCHW's dynamic team of health care professionals, peer health educators, and support staff collaborate to provide a range of health and well-being services.

**Individual counselling:** call 416-736-5297

- Emergency Support
  - 9:00 a.m. to 4:00 p.m., Monday to Friday.
- Short/long-term counselling
  - Meet with a counsellor weekly or biweekly for approximately 50 minutes.
- Walk-in counselling
  - 9:00 am – 3:00 pm, Monday to Friday

SCHW offers group counselling, support groups and skills workshops to better manage stressors.



## The Centre for Sexual Violence Response, Support & Education

The Centre facilitates support, services and accommodations for those who have experienced sexual violence for all York students, staff and faculty. Click [here](#) for more information.

### The H.E.R.E model

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#### How We Serve Our Community

H

Help Survivors have Access to supports Needed

E

Educate the Community about Sexual Violence

R

Respond to all forms of sexual violence with Care and Support

E

Empower Survivors

### Services and support:

- Support group
  - Meet every Tuesday (2 pm – 3 pm)
- Assist in filing report
- Training and education
- Event & workshop
  - Trauma-Informed Yoga, Art therapy, etc.

For more information, feel free to contact:

- 416-736-5211
- Email: [thecentre@yorku.ca](mailto:thecentre@yorku.ca)

### Off Campus Resources

Off-campus mental health resources:

- 24/7 free support service that offers online resources and phone lines to connect with mental health professionals, in any language available. Check out the website [here](#).
- Free, confidential helpline for Ontario university students, providing professional counseling and information, and referrals for mental health, addictions, and well-being. It operates 24 hours every day of the year. Check out the website [here](#).





# Webinar 4 Introduction

Pre-arrival webinar series includes a total of 6 webinars. Webinar 4 will be focusing on **"Introduction to Academics at York University"**, by explaining the Canadian education system with on-campus resources and support to excel in your academics. In addition, we will be discussing the importance of academic integrity. Make sure to register below to attend the webinar!

# Pre-Arrival Webinars

Mondays @ 9:00 am EST • To register visit the **York International Calendar**

- Introduction to York University**  
Webinar 1: June 20
- Exploring the City of Toronto and Canada**  
Webinar 2: July 4
- Safety, Health & Wellness at York University**  
Webinar 3: July 18
- Introduction to Academics at York University**  
DATE CHANGED  
Webinar 4: August 2
- Getting Started at York University**  
Webinar 5: August 15
- Travelling to Canada**  
Webinar 6: August 22

Date: August 2nd, 2022  
Time: 9am e.s.t  
Duration: 1 hour

[Register Here](#)