

**Pre-Arrival Webinar Series:**

# **Supports at YU**

**WEDNESDAY AUGUST 9, 2023**

**YORK U**



# Land Acknowledgement

York University recognizes that many Indigenous Nations have longstanding relationships with the territories upon which York University campuses are located that precede the establishment of York University.

York University acknowledges its presence on the traditional territory of many Indigenous Nations. The area known as Tkaronto has been care taken by the Anishinabek Nation, the Haudenosaunee Confederacy, and the Huron-Wendat.

It is now home to many First Nation, Inuit and Métis communities. We acknowledge the current treaty holders, the Mississaugas of the Credit First Nation. This territory is subject of the Dish with One Spoon Wampum Belt Covenant, an agreement to peaceably share and care for the Great Lakes region.



*The Indigenous Students' Association at York's (ISAY) 21st All Nations Pow Wow*

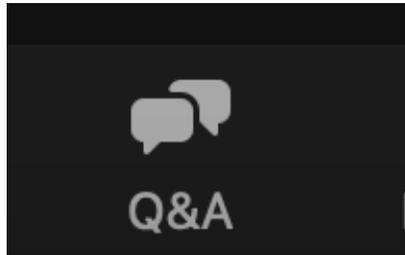
**Centre for Indigenous Student Services:** <https://aboriginal.info.yorku.ca/about-us/>

**Native Land Digital:** <https://native-land.ca/>

# Zoom Etiquette



**Links will be shared in the chat during the presentation**



**Ask us questions using the Q&A Feature**



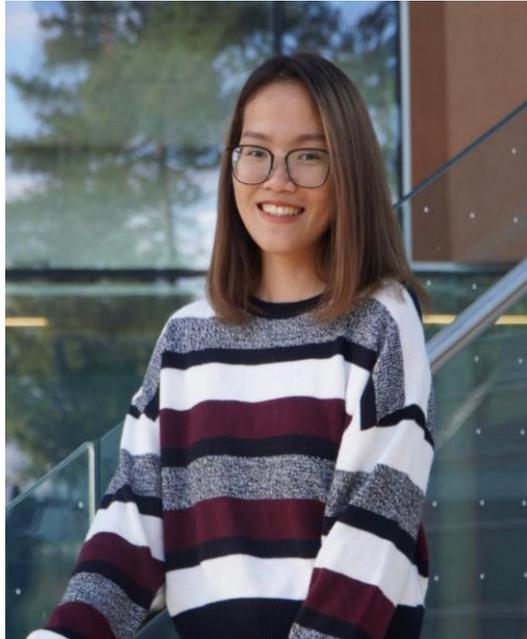
**This webinar is being recorded**

# York International Full-time, and Student Staff Team:



Yoojin Lee (she/her)

**INTERNATIONAL STUDENT  
EXPERIENCE COORDINATOR**  
**ORIENTATION AND  
TRANSITION PORTFOLIO**



Kate Phan (she/her)

**STUDENT SUCCESS  
STUDENT COORDINATOR**



Sharneela Inesa (She/her)

**ORIENTATION AND TRANSITION  
STUDENT COORDINATOR**



## Webinar Outcomes

By the end of this webinar, new incoming international students will have more knowledge about:

- *The safety and wellness supports at York University*
- *How these services can support international students*
- *How international students can access these services*

# Agenda for Today:

- › Student Accessibility Services (SAS)
- › Student Counseling, Health & Well-being (SCHW)
- › Community Safety Department
- › The Office of the Ombudsperson
- › Question & Answers

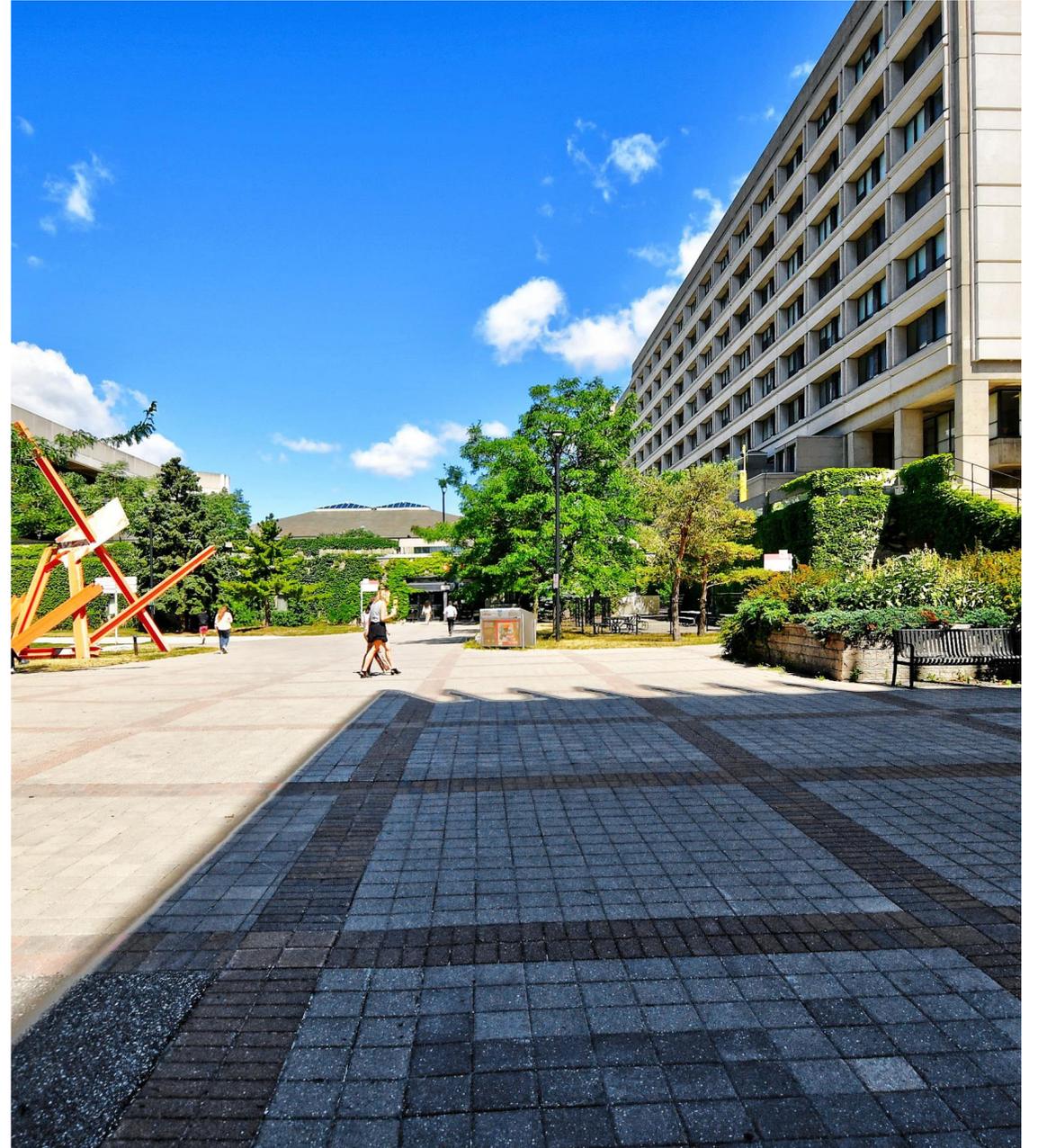
# Student Accessibility Services

Angela Lecompte, Manager Intake, Transitions,  
Programs

Eugenie Choi, Education Specialist

---

YORK 



# Purpose

- Overview of Student Accessibility Services
- How we support students
- How to register with our office



# Overview of Student Accessibility Services

- We provide individualized academic accommodation planning to any student attending York who has a mental health, learning, attention, physical/mobility, sensory (hearing & vision), medical condition that impacts their academics
- We advise students to register with us well in advance of the start of their studies - you can start the registration process as soon as you accept an offer of admission from the University.

# Who can register with us?

- Any undergraduate, graduate or continuing education student who has a disability that is impacting their academic participation.
- Permanent or temporary disability:
  - Chronic or acute health or mental health condition
  - Attention disorder (ADD or ADHD)
  - Brain injury/concussion
  - Autism
  - Physical or mobility disability (including injuries such as a broken arm or leg)
  - Sensory disability or impairment (such as Deaf, deafened, hard of hearing, Blind, partially sighted)
  - Neurodiverse
  - Learning disabilities



# Academic accommodations

- Purpose: to support inclusion, to remove barriers and provide alternate ways to learn or demonstrate one's learning

## **Academic Accommodations are:**

- ❖ Specifically set for your lab, classroom, test/exam and/or practicum
- ❖ Based on individual needs
- ❖ Could stay the same throughout your studies OR change if your needs or course requirements vary (i.e. lab or practicum, online vs in-person).

# How we support students

What is offered:

- One-on-one appointments with an Accessibility Counsellor to arrange academic accommodations
- Referrals to other on campus and off campus supports
- Support with advocacy and problem solving
- Programming to support connection, skills development and wellness



# Privacy and Confidentiality



- Registration with Student Accessibility Services is **NOT** identified on your *transcript* nor your *student record*. Additionally, we do not disclose information to grad schools or employers.
- You **DO NOT** need to disclose your diagnosis to your professors. They only need to know your academic accommodations.
- Please see our policy on [How your Information is Used](#) for more information.

# How to register with our office

- Three step process:
  - 1) Fill out our [Registration Form](#)
  - 2) Collect relevant [documentation](#)
  - 3) Connect with an Accessibility Counsellor via email or Zoom

\*If you have experienced a barrier to accessing documentation, we are committed to working with you to find appropriate and creative ways of ensuring access to appropriate supports and services.

# Thank you and best wishes as you start your semester!

- For more information check out our [Student Accessibility Services](#) website
- Questions or concerns related to registration with our office can be sent to [sasreg@yorku.ca](mailto:sasreg@yorku.ca)

## STUDENT ACCESSIBILITY SERVICES

ENABLES AN ACCESSIBLE CAMPUS LEARNING ENVIRONMENT WHERE STUDENTS WITH DISABILITIES HAVE AN EQUITABLE OPPORTUNITY TO FLOURISH.

[accessibility.students.yorku.ca](http://accessibility.students.yorku.ca)



# Student Counselling, Health & Well-being

**Tiffany Kwan**, Executive Assistant

N110, Bennett Centre for Student Services  
99 Ian MacDonald Blvd  
Toronto, ON M3J 1P3

---

YORK 



## Our Space on the Keele Campus...



## Our Space on the Glendon Campus...

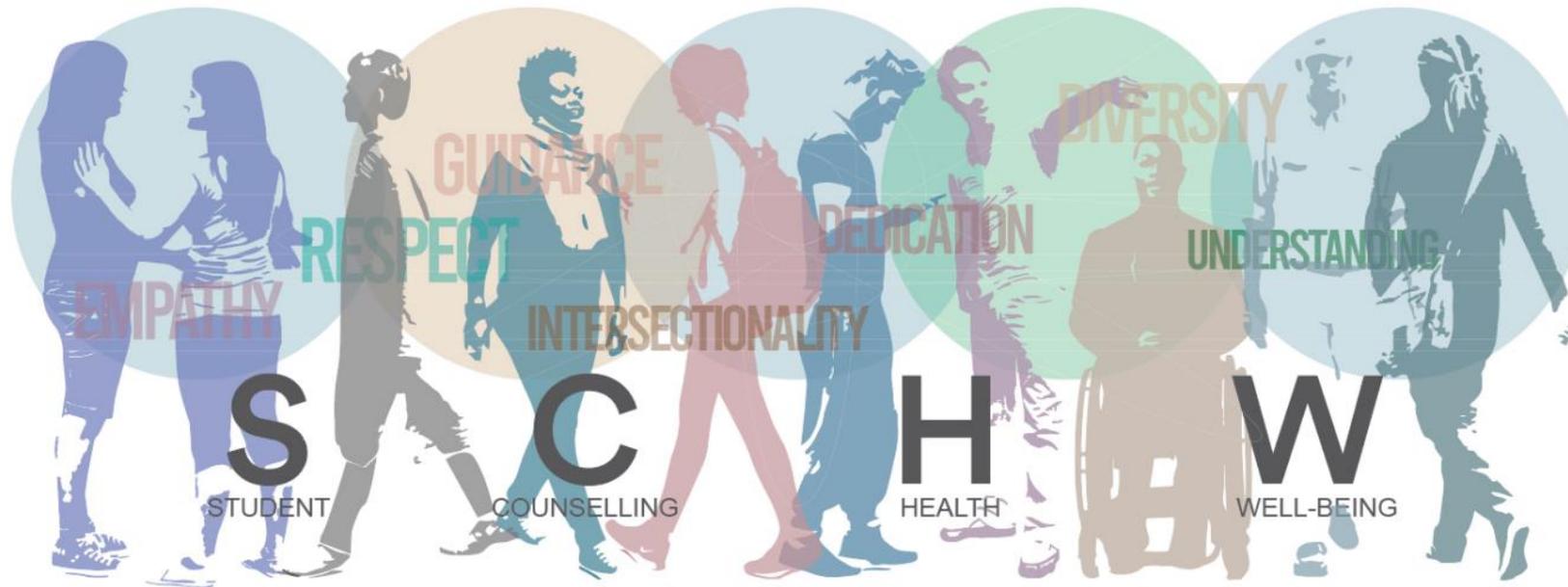


# Who are we?

## MISSION:

**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 that foster academic success, student development and an engaged community at York University.

The primary aim of SCHW is to **support students in realizing and developing their personal potential and manage the demands of university life**. Achieving the aim requires that SCHW provides a safe and supportive space in which all students at York have equitable access to services that support their success and well-being.



# Health Education & Promotion - Support Services from Peers

- Offer workshops, training programs, tabling events and peer-to-peer consulting on topics related to health and well-being
- Educate and empower students in areas of mental health and well-being, physical health, nutrition, sleep, sexual health, alcohol, cannabis and other drugs
- Certificate Training programs available, e.g. LivingWorks Start, an online suicide prevention program free for students, staff and faculty

## More information & calendar:

[Health Education & Promotion | Student Counselling, Health & Well-being | York University](#)



# Students Come to Counselling For...



Based on data collected from January 1 to December 31, 2022.

# Walk-in Counselling – How does it work?

- › Timely access to qualified counselling professional
- › Same day appointments only
- › In-person and virtual appointments available
- › Conversations with counsellor are confidential with a few exceptions

## PROCESS:

In-person	Virtual
1) Student arrives in-person at SCHW's office. Reception creates the client account and books the session for the student.	1) Student arrives at SCHW's website. Student creates the client account and books a same-day virtual session.
2) Reception sends the forms to the student for completion	
3) Student meets with a counsellor for approximately 50 minutes. During this time, determine a goal for the session and collaborate on concrete, tangible next steps	

# Walk-in Counselling - Virtual

Book your appointment here:  
[Counselling.students.yorku.ca](https://counselling.students.yorku.ca)

**YORK U** York Counselling Create Account Book Now Sign In

## Your Booking

Virtual Bookings are available daily Monday to Thursday 9:00AM to 3:00PM and Friday 9:00AM to 2:00PM.  
PLEASE NOTE: Counsellor availability is only posted during our Operational Hours.

If you are a new client, please click "Create Account", verify your email address, and click "Book Now".

If you are a returning client, sign into the Client Portal with the email address provided at registration and the following password: abc123 or the password you already set up for yourself.

\*\*\*If this is your first-time logging in Virtually, but you have used "In-person" services; an account has been created for you using the email provided at registration. Please do not create a new account. If you have forgotten your login information, please call 416-736-5297 ext. 7 for support\*\*\*

You will receive a confirmation message and forms via email. Complete your forms immediately.

Please make sure you are in a private space and have access to a strong internet connection. Sessions may not proceed in public spaces.

### For Which Service?

Counselling: Virtual

Meet with a counsellor virtually, in a safe and positive space! At the start of the 50-minute session, the counsellor will work with you to determine a goal. Throughout the session, the counsellor will work with you to focus on your strengths, identify concrete skills & strategies that you can practice to begin resolving your challenges. At the end of the session, you will leave with a "next steps" plan of action to get you started on the path to change. We hope that you will feel empowered, and better equipped to tackle life's challenges and are here to support you!

### With Which Therapist?

Elizabeth Stephen

Hugo Serio M. Psy., RP Bilingual (French or English)

Marcie Campbell

### When?

Times listed in (UTC-4:00) Canada/Eastern

July 2023						
SU	MO	TU	WE	TH	FR	SA
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Book as video session

Book

## How to Access Services

**Book Now**

The online booking system opens every morning at 8:45 a.m. EST for same-day booking. Please check back in the system throughout the day, as spots may open due to cancellations.



# We're here for students!

Our goal is to help students realize, develop, and fulfill their personal potential in order to maximally benefit from their university experience and manage the challenges of university life.



Confidential, safe space



Active listening



Problem Identification



Goal-setting



Resources & Referrals



Non-judgemental



Professional advice



Free of charge



Same-day service



Snacks on campus

# Additional Supports



- Free, confidential support services for post-secondary students in Ontario
- Available 24/7
- Call 1-866-925-5454 or text GOOD2TALKON to 686868
- [Good2Talk | 1-866-925-5454 | Post-Secondary Student Support](#)



- Free, confidential support services from anywhere in the world
- Available 24/7
- Phone and chat support available in different languages
- Call 1-844-451-9700
- Download the free TELUS Health Student Support app
- [keepmesafe.org](#)



- Free skill-building program, access to material/resources
- Help adults and youth 15+ manage low mood, depression and anxiety, stress
- 1-866-345-0224
- [BounceBack Ontario – Canadian Mental Health Association, Ontario](#)

# Additional Supports



*Care Beyond Possibilities*

- Access to virtual walk-in clinic and book an online appointment to meet doctors/health professional
- Diagnoses and prescription may be available
- Same day appointments
- Co-pay waived for international students with UHIP
- Open 7 days a week, 8 am to 9 pm
- Book appointment online or call/text 844-222-7200
- [York University | Virtual Health Clinic](#)

## We Accept All Major Insurance Plans

Please select your third-party insurance.

Blue Cross  Guard.Me  IFHP  MSH Intrepid 24/7  UHIP

Other

### Upload UHIP Member ID Card

Drop file here or click to upload

[← Back](#)





Thank you!

Questions, comments, opportunities to collaborate?

**Student Counselling, Health & Well-being**

[Counselling.students.yorku.ca](https://counselling.students.yorku.ca)

**Email:** [schw@yorku.ca](mailto:schw@yorku.ca)

**Call:** 416-736-5297

**Well-being at York University**

<https://www.yorku.ca/well-being/>



# Community Safety Department

Seetha Wigneswaran & René Saint André

CAMPUS RELATIONS OFFICIALS-COMMUNITY RELATIONS  
(CSD)

---

YORK 





## Safety Resources

### Community Safety Department

- › [www.yorku.ca/safety](http://www.yorku.ca/safety)
- › [safety@yorku.ca](mailto:safety@yorku.ca)

Seetha Wigneswaran

- [seethaw@yorku.ca](mailto:seethaw@yorku.ca)

Mike Darkwah

- [mdarkwah@yorku.ca](mailto:mdarkwah@yorku.ca)

René Saint André

- [rsandre@yorku.ca](mailto:rsandre@yorku.ca)

Dragan Spasojevic (Manager)

- [dragan@yorku.ca](mailto:dragan@yorku.ca)

# The Office of the Ombudsperson

Kemi Oke – [ombuds@yorku.ca](mailto:ombuds@yorku.ca)

UNIVERSITY OMBUDSPERSON

---

YORK 

# Role of the Office of the Ombudsperson

- The Office of the Ombudsperson is a confidential, impartial and independent resource for university community members (students, staff and faculty) providing advice and guidance about university-related concerns regarding university policies, procedures and decision-making structures. The central role of the Office of the Ombudsperson is to help ensure fairness in the university. The office does not act as an advocate but rather a seeker of fairness and reasonable outcomes.

The Office of the Ombudsperson can:

- Listen and help to analyze a concern
- Identify and explain relevant university policies, practices and decision-making structures
- Provide general advice to community members about their rights and responsibilities under university policies and provide guidance on the procedure to follow
- Help define and evaluate options and strategies to address a concern
- Recommend changes to university policies and procedures
- Refer enquirers to relevant university offices or policies or publications
- Make specific referrals to other university units and resources
- Help ensure procedural fairness in decision-making process
- Investigate a concern or complaint and review university decisions to ensure fairness
- With consent of the parties, facilitate discussions with parties to a concern or other offices and mediate conflicts
- Help resolve issues informally and expeditiously where possible

# Types of Concern Received by the Ombuds Office

- **Academic Concerns:** Matters such as academic integrity appeals, petitions' process, grade appeals and graduate student/supervisor concern, it includes all issues associated with academic policy, procedure and academic decision-making structures and committee such as Senate Appeals Board, faculty petitions councils and department level appeals.
- **Administrative Concerns:** Common concerns in this category include tuition refunds, financial aid application, admission issues, academic records and administrative decisions.
- **Student Life:** concerns regarding campus facilities, residence and housing campus safety, meal plan issues, student services and student groups.
- **Health and Wellbeing:** Includes concerns such as accessibility issues, mental health, civility and classroom environment.
- You are welcome to send any inquiries, concerns and questions to the Ombuds Office email: [ombuds@yorku.ca](mailto:ombuds@yorku.ca) and the office will direct you to the relevant office to address your concern.

**Questions?**

**Thank you!**





# FOLLOW US

**YORK U**  
**INTERNATIONAL**

 [fb.com/york.international](https://fb.com/york.international)

 [@yorkuintlstdnts](https://@yorkuintlstdnts)

 [@yorkuintlstdnts](https://@yorkuintlstdnts)

 [yorkinternational](https://yorkinternational)

 [@yorkuintl](https://@yorkuintl)