Pre-Arrival Webinar Series:

Supports at YU

WEDNESDAY AUGUST 9, 2023
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.

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
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
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
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:**

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<th>In-person</th>
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<td>1)</td>
<td>Student arrives in-person at SCHW’s office. Reception creates the client</td>
<td>1) Student arrives at SCHW’s website. Student creates the client account and books a same-day virtual session.</td>
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<td>account and books the session for the student.</td>
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<td>2)</td>
<td>Reception sends the forms to the student for completion</td>
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<td>3)</td>
<td>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</td>
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Walk-in Counselling - Virtual

Book your appointment here:
Counselling.students.yorku.ca

How to Access Services

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
- Non-judgemental
- Active listening
- Professional advice
- Problem Identification
- Free of charge
- Goal-setting
- Same-day service
- Resources & Referrals
- 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

- 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
- UHP
- Other

Upload UHIP Member ID Card

Drop file here or click to upload

- Certificate Number*
- University ID*
- Policy Number*

Back
Questions, comments, opportunities to collaborate?

Student Counselling, Health & Well-being
Counselling.students.yorku.ca

Email: 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)
Community Safety Department

- www.yorku.ca/safety
- safety@yorku.ca

- Seetha Wigneswaran
  - seethaw@yorku.ca

- Mike Darkwah
  - mdarkwah@yorku.ca

- René Saint André
  - rsandre@yorku.ca

- Dragan Spasojevic (Manager)
  - dragan@yorku.ca
The Office of the Ombudsperson

Kemi Oke – ombuds@yorku.ca
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 and the office will direct you to the relevant office to address your concern.
Questions?
Thank you!