

Pre-Arrival Webinar Series: International Parents and Families

22 – NOVEMBER - 2023

YORK 



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

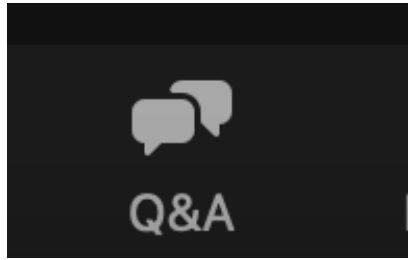
Centre for Indigenous Student Services: <https://aboriginal.info.yorku.ca/about-us/>

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

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



Aneeka Black

STUDENT LEAD
ORIENTATION AND
TRANSITION PORTFOLIO



Gagan Singh

STUDENT COORDINATOR
ORIENTATION AND
TRANSITION PORTFOLIO



Sarah Khan

STUDENT COORDINATOR
ORIENTATION AND
TRANSITION PORTFOLIO



Webinar Outcomes

By the end of this webinar, we hope that new incoming international students will gain more knowledge about:

- *The key student support offices and resources available at York University*
- *How these services support international students*
- *How to access these services*

Agenda for Today:

The agenda for today's webinar is:

- *Student Counseling, Health & Well-being (SCHW)*
- *Student Accessibility Services (SAS)*
- *Community Safety*
- *Questions and Answers*
- *Upcoming Pre-Arrival Webinars*



Student Counselling, Health & Well-being (SCHW)

Services Overview

TIFFANY KWAN, EXECUTIVE ASSISTANT

YORK 

Main Location

Student Counselling, Health & Well-being

N110, Bennett Centre for Student Services

99 Ian MacDonald Blvd, North York, ON M3J 1P3

Email: schw@yorku.ca

Call: 416-736-5297

Website: <https://go.yorku.ca/schw>



Our Space on the Keele Campus...

Location: Bennett Centre for Student Services



Our Space on the Keele Campus...

Location: Bennett Centre for Student Services



Our Space on the Glendon Campus...

Location: Student Success Centre, York Hall (YH) B108

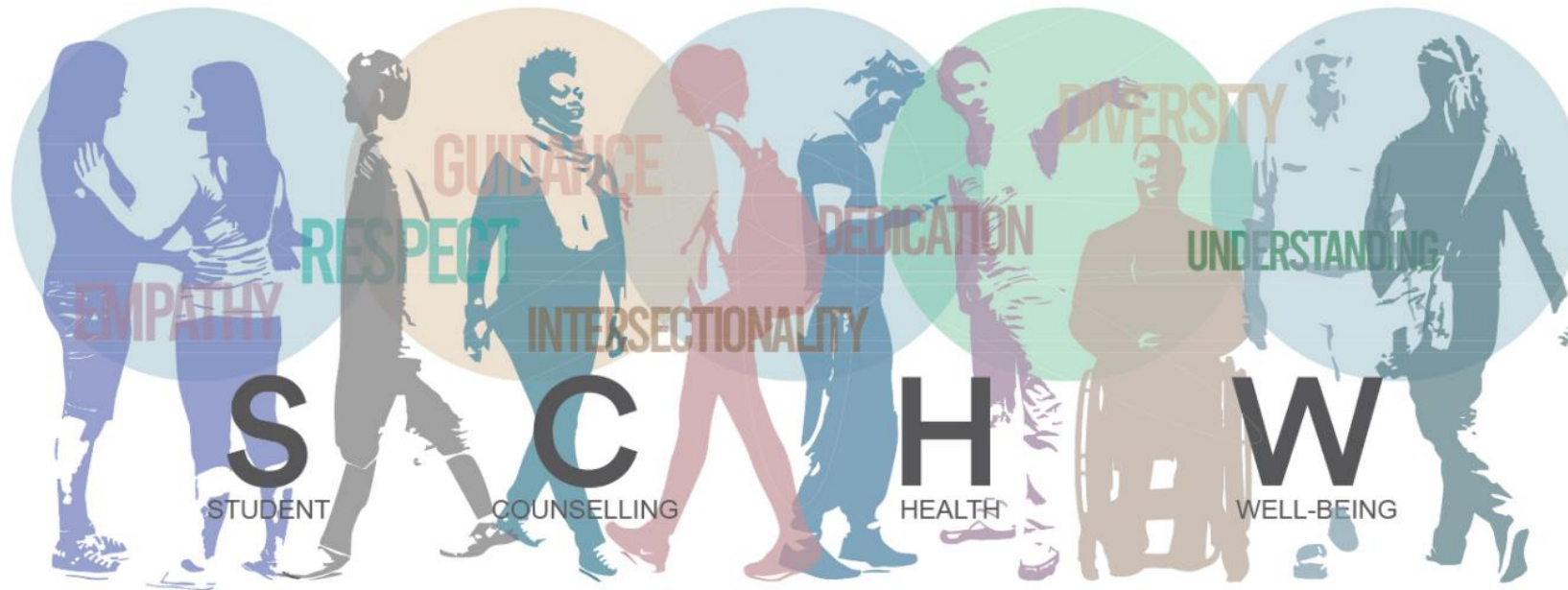


Who are we?

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.





SCHW Services: Counselling

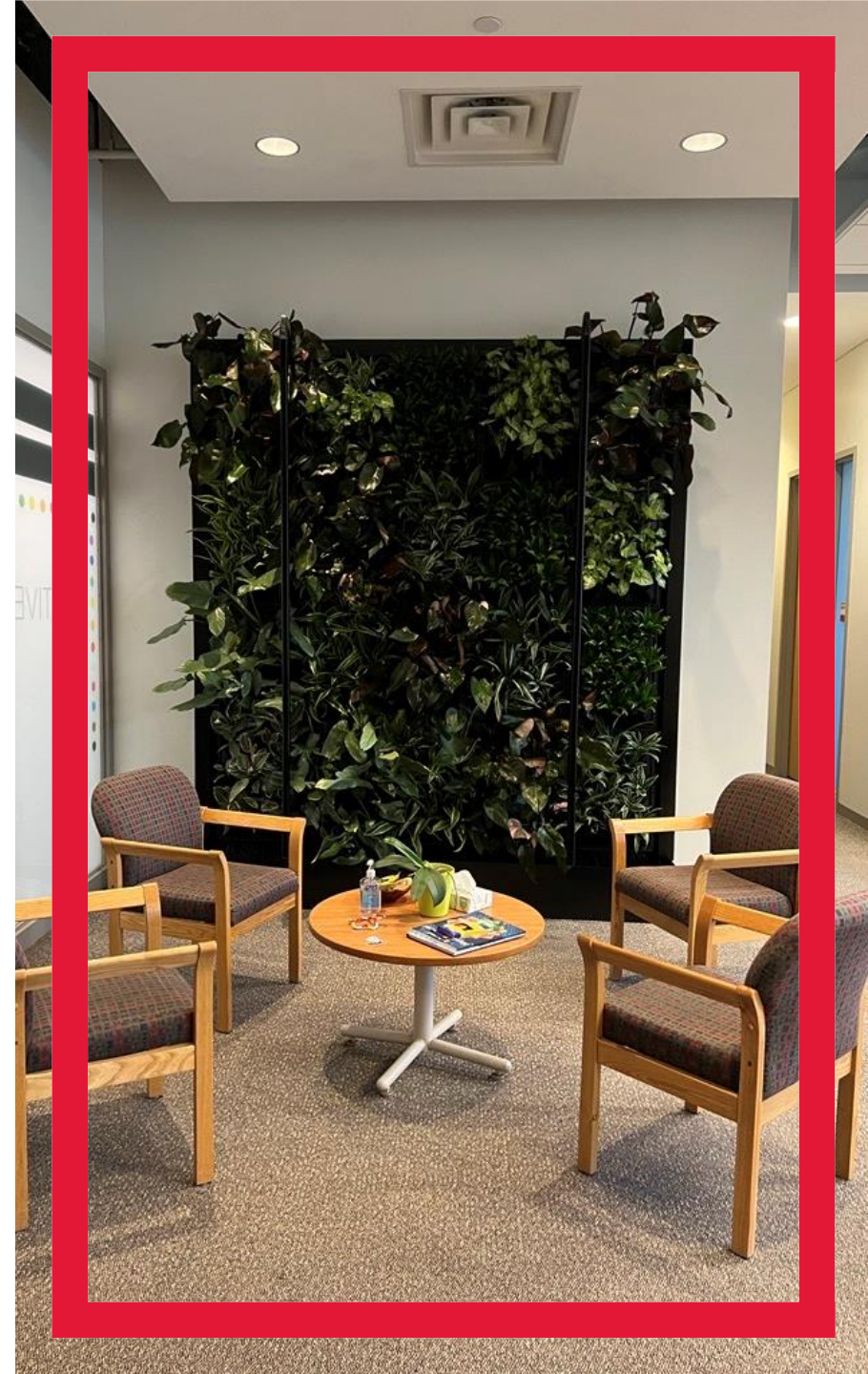
Students Come to Counselling For...



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

Walk-in Counselling

- › Timely access to qualified counselling professional
- › Same day appointments only (no pre-booked appointments)
- › In-person and virtual walk-in counselling available
- › Safe and confidential space
- › Free of charge
- › Service available for students registered and enrolled at York U



Walk-in Counselling – In-person

In-person counselling process:

1. Student arrives in-person at SCHW's office. Reception creates or looks up the client account and books the session for the student based on availability.
2. Reception sends the electronic forms to the student. Student completes the forms and waits in the reception area for their counsellor.
3. Counsellor meets the student in the waiting area and walk them to their office. 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.

IN-PERSON COUNSELLING: <https://students.yorku.ca/counselling/in-person-counselling>

Walk-in Counselling – Virtual

YORK

COUNSELLING

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

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☒ Book as video session

Book



VIRTUAL COUNSELLING: <https://students.yorku.ca/counselling/virtual-counselling>

Walk-in Counselling

<p>STUDENT COUNSELLING & DEVELOPMENT PARTNERS IN STUDENT SUCCESS</p> <hr/> <h2 style="margin: 0;">NEXT STEPS SHEET</h2> <p>Name: _____</p> <p>Walk-in Counsellor: _____</p> <p>Next Steps:</p> <div style="border: 1px solid black; height: 150px; margin-top: 5px;"></div> <p><input type="checkbox"/> Attend the Student Counselling & Development Skills Workshop Mondays: 10:30am – 12:00pm Wednesdays: 10:00am – 11:30am Tuesdays: 1:00pm – 2:30pm</p> <p><input type="checkbox"/> Review BounceBack Videos: bouncebackvideo.ca (Access code: bbtodayon)</p> <p><input type="checkbox"/> SCD Process Group (Tuesdays: 2:45pm – 4:00pm) <input type="checkbox"/> SCD Process Group (Thursdays: 2:45pm – 4:00pm) <input type="checkbox"/> SCD LGBTQ+ Support Group (Wednesdays 3:30 – 4:30 pm) <input type="checkbox"/> Support Group for Survivors of Sexual Violence (Tuesdays 1:00pm -2:00pm) located at The Centre for Sexual Violence Response, Support & Education- Starting September 17, 2019</p> <p>Resources/ Referrals:</p> <p><input type="checkbox"/> Student Accessibility Services <input type="checkbox"/> Medical Doctor/ Apple Tree <input type="checkbox"/> Academic Advising <input type="checkbox"/> The Centre for Sexual Violence Response, Support & Education <input type="checkbox"/> Career Centre <input type="checkbox"/> Learning Skills <input type="checkbox"/> Writing Centre <input type="checkbox"/> TBLGay <input type="checkbox"/> York International</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <ul style="list-style-type: none"> If at any time you are in crisis and/or in need of urgent or the emergency department at your local hospital For crisis or emotional support, you may consider calling Secondary Student Helpline at: 1-866-925-5454 </div>	<div style="text-align: right; margin-bottom: 10px;"> </div> <p>Date: _____</p> <div style="border: 1px solid black; height: 150px; margin-top: 10px;"></div> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><input type="checkbox"/> Attend the Student Counselling & Development Skills Workshop Mondays: 10:30am – 12:00pm Wednesdays: 10:00am – 11:30am Tuesdays: 1:00pm – 2:30pm</p> <p><input type="checkbox"/> Review BounceBack Videos: bouncebackvideo.ca (Access code: bbtodayon)</p> <p><input type="checkbox"/> SCD Process Group (Tuesdays: 2:45pm – 4:00pm) <input type="checkbox"/> SCD Process Group (Thursdays: 2:45pm – 4:00pm) <input type="checkbox"/> SCD LGBTQ+ Support Group (Wednesdays 3:30 – 4:30 pm) <input type="checkbox"/> Support Group for Survivors of Sexual Violence (Tuesdays 1:00pm -2:00pm) located at The Centre for Sexual Violence Response, Support & Education- Starting September 17, 2019</p> <p>Resources/ Referrals:</p> <p><input type="checkbox"/> Student Accessibility Services <input type="checkbox"/> Medical Doctor/ Apple Tree <input type="checkbox"/> Academic Advising <input type="checkbox"/> The Centre for Sexual Violence Response, Support & Education <input type="checkbox"/> Career Centre <input type="checkbox"/> Learning Skills <input type="checkbox"/> Writing Centre <input type="checkbox"/> TBLGay <input type="checkbox"/> York International</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <ul style="list-style-type: none"> If at any time you are in crisis and/or in need of urgent assistance, you can contact your family doctor or the emergency department at your local hospital For crisis or emotional support, you may consider calling Good2Talk, the free, confidential Post-Secondary Student Helpline at: 1-866-925-5454 </div> </div>
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Support Groups

- Led by SCHW counsellors
- A safe space for students to reflect on specific experiences that impact their well-being
- Examples of support groups:
 - ❑ 2SLGBTQIA+
 - ❑ Racialized Student Support Group



<https://students.yorku.ca/counselling/groups>

Additional Supports & SCHW Partnerships



- Free, confidential support services for post-secondary students in Ontario
- Available 24/7
- Call 1-866-925-5454 or text GOOD2TALKON to 686868
- <https://good2talk.ca/ontario/>



- 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
- <https://www.keepmesafe.org/ca-us/>



- Free skill-building program, access to material/resources
- Help adults and youth 15+ manage low mood, depression and anxiety, stress
- 1-866-345-0224
- <https://bouncebackontario.ca/>



SCHW Services: Health

Health Services, Education & Promotion



Training Programs &
Workshops



Community Engagement
& Promotion



Connection to
Resources & Support



Collaborations with
External Partners

More information:

<https://students.yorku.ca/counselling/health-education-promotion>



Overview of Health Ed Workshops

Calendar: <https://students.yorku.ca/counselling/events>



Substance Use

- Vaping: misconceptions & safer practices
- Cannabis: misconceptions & safer practices



Sleep & Physical Health

- Guide to improving sleep
- Guide to physical activity



Nutrition

- Food & mood
- Student guide to meal planning
- Plant-based nutrition



Self compassion

- Guide for perfectionism & procrastination
- Coping with winter blues
- Taking effective breaks
- Improving your relationship with social media



Sexual Health

- Sexual health foundations
- STI's, STD's & safer practices
- Reproductive health 101



Mental Health

- Supporting peers in distress
- Exam anxiety



Navigating series

- Navigating mental health resources
- Navigating physical health resources





SCHW Services: Well-being

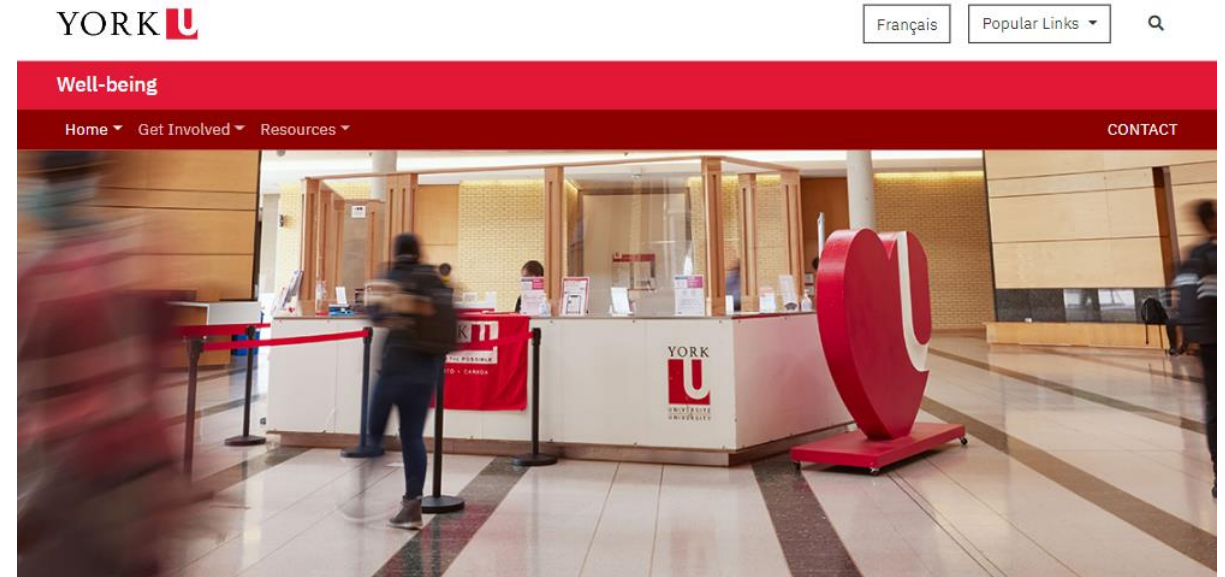
Well-being

Well-being Strategy:

- Draft Well-being Strategy to address well-being across all York campuses for students, staff, faculty and instructors
- <https://www.yorku.ca/well-being/>

Well-being & YU Podcast:

- Student led Well-being & YU Podcast
- Episodes highlight mental health topics and share resources
- go.yorku.ca/wbpodcast



Well-being at York

York University is committed to fostering well-being across our campuses.

In support of the University Academic Plan (UAP 2020-2025) priority of Living Well Together, York University is mobilizing resources to provide an inclusive and supportive environment that promotes positive well-being among all members of our community.

These efforts will be bolstered with a holistic Well-being Strategy focused on understanding the current needs and priorities of the York community through a pan-university approach addressing well-being across all York campuses and sites. The goal of the strategy is that students, staff, faculty and instructors can flourish and be well in this shared environment.

IMPORTANT LINKS

EFAP at York

Better Together at York

Student Counselling, Health & Well-being

York University Psychology Clinic

Strategy Structure >

Our Goals ➤

Guiding Principles & Documents >



Thank you!

Questions, comments, opportunities to collaborate?

Student Counselling, Health & Well-being

<https://go.yorku.ca/schw>

Email: schw@yorku.ca

Call: 416-736-5297 (Keele)/416-487-6701 (Glendon)

Keele location: Bennett Centre for Student Services, N110

Glendon location: Student Success Centre, York Hall B108

ACCESSING ACADEMIC ACCOMMODATIONS

STUDENT ACCESSIBILITY SERVICES

Eugenie Choi, M.Ed, B.Ed, 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.



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 classroom, lab, 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. practicum or lab, online vs in-person).
- ❖ Examples may include: flexibility with assignment deadlines, some extra time on tests, assistive technology

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, academic 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) Log into our Student Accessibility Services Portal and complete our registration questionnaire.
- 2) Collect relevant documentation in **English or French**
- 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.

Documentation – What Information is Needed?

1. Functional limitations:

- Any restriction to a person's ability to perform daily activities necessary to participate in post-secondary studies.
- May be temporary or permanent.

2. Recent:

- As recent as possible – we understand there are some limitations around psychoeducational assessments.
- To start the registration process, students who received supports in high school can provide us with a copy of their Individualized Education Plan (IEP). Access to academic accommodations will be very limited and interim until further documentation is provided.

Documentation – Specific to Disability*

Diagnosis	Documentation
Physical/mobility Medical and autoimmune Sensory (Deaf, deafened, hard of hearing, blind or low vision) Mental health* (general anxiety, social anxiety, depression, bi-polar, schizophrenia, OCD, eating disorders) Attention/ADHD*Autism*	Medical documentation <ul style="list-style-type: none">- Most post-secondary institutions will have a package you can have your health care provider fill out- Ideally from within the last 3-6 months <p>*Psychoeducational or psychological assessment if available</p>
Learning disability/disorder	Psychoeducational assessment <ul style="list-style-type: none">- If accessing disability related funding through OSAP needs to be within last 2-5 years

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

STUDENT ACCESSIBILITY SERVICES

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

accessibility.students.yorku.ca



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Community Safety Department 2023



Community Safety

- Security Services
- goSAFE

Security Services

Contacting Security

Urgent Situations



Know your buildings street address i.e. Winters Residence is 72 Winters Rd.

- Urgent: 416.736.5333 or ext. 33333
- Suspicious Persons, for example something or someone that looks out of place or out the normal.
 - First Aid / CPR
 - Fire Alarms
- Emergency and Safety Phones

Security Services

- Security is a 24/7 operation
- Community-Based Model
- Respond to all calls for service
- Undergraduate Residence Patrol

Security Services

Contacting Security

Non-urgent



- Non-Urgent: 416.650.8000 or ext. 58000
 - Security Reports
 - After Hours Maintenance
 - After Hours Lockouts
 - General Inquiries



goSAFE
“

Why walk alone?

”

Safewalk program

YORK 

goSAFE

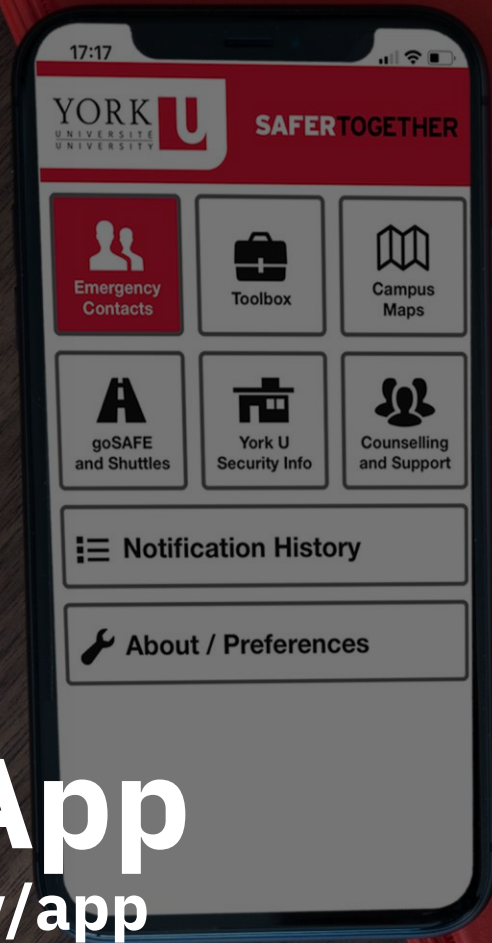
- Safewalk program
- Help students, faculty, staff and their guests safely get from one on-campus location to another.
- Keele Hours:
 - 6pm to 2am (Fall & Winter)
- Glendon Hours:
 - 6pm to 11pm (Fall & Winter)



416-736-5454

Safety App

yorku.ca/safety/app



Safety Tips

SHARE INFORMATION WITH A FRIEND.

- › If you are travelling off-campus, let a friend know where you are going and what time you will return.



DON'T LEAVE THINGS UNATTENDED.

- › Never leave your belongings unattended, always keep your valuable items with you.



BE ALERT AND AWARE OF YOUR SURROUNDINGS.

- › Always keep your head up and look around.



IF SOMETHING FEELS WRONG, IT PROBABLY IS!

- › Trust your instincts, you know what looks right what feels right and wrong, if something feels wrong, call security.





Safety Resources

➤ Community Safety Department

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

- Seetha Wigneswaran, Campus Relations, CSD
 - seethaw@yorku.ca
- Mike Darkwah, Campus Relations, CSD
 - mdarkwah@yorku.ca
- René Saint André, Campus Relations, CSD
 - rsandre@yorku.ca
- Amy Lin, Operations Manager, goSAFE
 - alin@yorku.ca

Q & A

Three light-colored wooden blocks are arranged horizontally on a reflective surface. The first block on the left features a large, bold, black letter 'Q'. The middle block features a large, bold, black ampersand '&'. The third block on the right features a large, bold, black letter 'A'. The background is a blurred stack of books, and the entire scene is captured in a soft, natural light.

A close-up photograph of a person's hands typing on a silver laptop keyboard. The person has red nail polish and is wearing a blue and white striped shirt. The laptop screen displays the Zoom logo in large blue letters. The entire image is framed by a thick red border.

Upcoming Webinars

Pre-Arrival Webinar

Arriving at the Canadian Border

Travelling to Canada



The **Arriving at the Canadian Border** webinar, provides students information regarding travelling to Canada, Canadian customs, and important documents and what to expect when you arrive at the airport in Canada.

- › **Date:** Wednesday, November 29th, 2023
- › **Time:** 9:00 AM to 10:30 AM
- › **Registration link:** https://yorku.zoom.us/meeting/register/tJEkce2prTguGd_bYzUFkhNH8pRbGGZlYYQzR#/registration

Pre-Arrival Social

On Your Mark, Get Set, Meet!

Liberal Arts & Professional Studies



Do you want to meet other international students before going to Canada? Want to play games and talk with our current international students about York University, Toronto, and Canada? Then we invite you to our virtual international student party, On Your Mark, Get Set, Meet! We wish to provide you the opportunity to make new contacts and friends before you arrive in Canada!

- › **Date:** Tuesday, December 5
- › **Time:** 9:00 AM to 10:30 AM
- › **Registration link:** <https://yorku.zoom.us/meeting/register/tJIrfumvrTMjGNSGxb2eAwzkZJ7kFNNJD5t->

Pre-Arrival Webinar

Peer 2 Peer: Preparing to Travel

Connect 2 Convert



In the **Peer 2 Peer: Preparing to Travel** webinar, students get to hear about personal experiences of fellow York University students, and this is a great opportunity for learning about essentials to pack, and what to do and not to do and learn more about York International and its services.

- › **Date:** Wednesday, December 6th, 2023
- › **Time:** 9:00 AM to 10:00 AM
- › **Registration link:** https://yorku.zoom.us/meeting/register/tJcpf-GvrT8rG9Jz8lvVHT_QgLayVh2vM1F#/registration



Program: YI Meet Up

- **Date: December 14th, 2023**
- **Time: 10:00am – 11:30am (EST)**

YI Meet Up is a virtual social event that provides incoming or deferred students an opportunity to meet new people, make new connections and introduce them to campus life through a variety of activities, conversations and group initiatives. The program aims to ease the transition to York and to Canada and to help find a sense of community before even arriving.








York International Event Calendar





FOLLOW US

**YORK U
INTERNATIONAL**

-  fb.com/york.international
-  @yorkuintlstdnts
-  @yorkuintlstdnts
-  yorkinternational
-  @yorkuintl