Pre-Arrival Webinar Series:
International Parents and Families
22 – NOVEMBER - 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:

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INTERNATIONAL STUDENT EXPERIENCE COORDINATOR  
ORIENTATION AND TRANSITION PORTFOLIO

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STUDENT COORDINATOR  
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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
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
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
### 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](https://students.yorku.ca/counselling/in-person-counselling)
Walk-in Counselling – Virtual

VIRTUAL COUNSELLING: https://students.yorku.ca/counselling/virtual-counselling
Walk-in Counselling

NEXT STEPS SHEET

Name:

Walk-in Counselling:

New Steps:

☐ Attend the Student Counselling & Development Skills Workshop
Mondays: 10:30am - 12:00pm  Wednesdays: 10:00am - 11:30am
Tuesdays: 1:00pm - 2:30pm

☐ Review BounceBack Videos: bouncebackvideo.ca (Access code: bidotadyn)

☐ SOD Process Group (Tuesdays: 2:45pm - 4:00pm)
☐ SOD Process Group (Thursdays: 2:45pm - 4:00pm)
☐ SOD LGBTQ+ Support Group (Wednesdays 3:30 - 4:30 pm)
☐ 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

Resources/ Referrals: ☐ Student Accessibility Services ☐ Medical Doctor/ Apple Tree
☐ Academic Advising ☐ The Centre for Sexual Violence Response, Support & Education
☐ Career Centre ☐ Learning Skills ☐ Writing Centre ☐ TESL, Gay ☐ York International

- 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.
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/](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/](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/](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](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
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.
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*

<table>
<thead>
<tr>
<th>Diagnosis</th>
<th>Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Physical/mobility</strong></td>
<td>Medical documentation</td>
</tr>
<tr>
<td><strong>Medical and autoimmune</strong></td>
<td>- Most post-secondary institutions will have a package you can have your health care provider fill out</td>
</tr>
<tr>
<td><strong>Sensory</strong> (Deaf, deafened, hard of hearing, bind or low vision)</td>
<td>- Ideally from within the last 3-6 months</td>
</tr>
<tr>
<td><strong>Mental health</strong> (general anxiety, social anxiety, depression, bi-polar, schizophrenia, OCD, eating disorders)</td>
<td>*Psychoeducational or psychological assessment if available</td>
</tr>
<tr>
<td><strong>Attention/ADHD</strong> (Autism)</td>
<td>Psychoeducational assessment</td>
</tr>
<tr>
<td><strong>Learning disability/disorder</strong></td>
<td>- If accessing disability related funding through OSAP needs to be within last 2-5 years</td>
</tr>
</tbody>
</table>
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
Community Safety

▶ Security Services
▶ goSAFE
Security Services

Contacting Security

Urgent Situations

- 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

Know your buildings street address i.e. Winters Residence is 72 Winters Rd.
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
Why walk alone?
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 and what feels right and wrong, if something feels wrong, call security.
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
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](https://yorku.zoom.us/meeting/register/tJEkce2prTguGdBbYzUFkhNH8pRbGGZlYYQzR#/registration)
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](https://yorku.zoom.us/meeting/register/tJIrfumvrTMjGNSGxb2eAwzkZJ7kFNNJD5t)
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_QgLayvVh2vM1F#/registration](https://yorku.zoom.us/meeting/register/tJcpf-GvrT8rG9Jz8lvVHT_QgLayvVh2vM1F#/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