



* Division of Students
York University

Faculty Council Meeting

NONA ROBINSON, VICE PROVOST STUDENTS &
YUKIMI HENRY, EXECUTIVE DIRECTOR
COMMUNITY SUPPORTS & SERVICES

YORK 

Agenda

- Issues we're hearing about from faculty
- Responding to students in distress
- Overview of student support services
- Referrals to Community Supports & Services (CSS – OSCR & The Centre)
- Opportunities for student services to support faculty?
- Questions & discussion
- Appendix: Details of student services

Faculty member concerns we're hearing about

- Students' lack of academic preparation
- Students sharing distressing information and not knowing what to say
- Concern about inclusion, challenges from students
- Classroom disruption and behaviour management
- Student mental health
- Understanding and meeting academic accommodations
- Students distracted or disengaged; dealing with other issues
- Academic integrity
- Understanding policies (Student Code, Sexual Violence, Human Rights, Academic Honesty, etc.)

Responding to students in distress

EMERGENCY

Imminent risk to self or others

- Threats of violence
- Substance overdose
- Serious injury
- Seizure

ACTION

Phone 911 and Campus Security emergency line at 416-736-5333

Keep yourself and others as safe as possible

CRISIS

Not life-threatening but urgent

- Thoughts of suicide or death
- Psychosis
- Recent assault or accident

ACTION

During office hours:

Office of Student Community Relations (OSCR) 416-736-5231, oscr@yorku.ca

Centre for Sexual Violence Support at 416-736-5211

Campus Security at

416-650-8000

Counselling Services at 416-736-5297

After office hours:

Campus Security emergency line at 416-736-5333

Keep.meSAFE
1-844-451-9700

www.keepmesafe.org

PERSONAL OR ACADEMIC DISTRESS

Behaviour

- Social withdrawal, agitation
- Changes in appearance
- Disjointed thoughts
- Self-injury
- Acting out/conflict

ACTION

Provide student with service information, such as:

Office of Student Community Relations (OSCR)

<https://oscr.students.yorku.ca/>

Counselling Services at 416-736-5297

Keep.meSAFE
1-844-451-9700

www.keepmesafe.org

Academic stress

- Noticeable decline/risk of failing
- Considering withdrawal
- Personal issue impacting all courses

ACTION

Provide student with service information, such as:

Academic Advising by faculty – listed at

<https://advising.students.yorku.ca/locations>

Learning Skills Services
416-736-5144

Accessibility/inclusion

- Academic accommodation concerns re: learning, mental health, physical or sensory disability
- Discrimination
- Financial stress

ACTION

Provide student with services information, such as:

Student Accessibility Services
416-736-5755

Centre for Equity, Human Rights & Accessibility 416-736-5682

Student Financial Services
416-872-9675

Student support services: students.yorku.ca/services-and-support

Descriptions and contact information for the services and supports can be found in the appendix

ACADEMIC

- Faculty Academic Advising Office and departments
- Student Support & Advising
- Learning Skills
- Writing Centre
- Learning Commons

HEALTH & WELL-BEING

- Athletics & Recreation
- Student Counselling Health and Wellbeing
 - Keep.meSAFE
 - Virtual Health Clinic
 - Health Education & Promotion

TARGETED STUDENT SUPPORTS

- Centre for Indigenous Student Services
- Black Excellence Program
- Student Accessibility Services
- York International

STUDENT LIFE & ENGAGEMENT

- Colleges
- Student Community & Leadership Development
- Career Centre
- Student Organizations and Clubs
- Residence Life
- ACMAPS – support for mature and part-time students

STUDENT FINANCIAL, HOUSING & FOOD SUPPORT

- Student Financial Services
- Campus Housing
- Food Services
- York Federation of Students (YFS) Food Bank

COMMUNITY & ADDITIONAL SUPPORTS

- Office of Student Community Relations
- Centre for Human Rights Equity & Inclusion
- The Centre for Sexual Violence Response, Support & Education
- Security Services including WalkSAFE

Behaviour response – Community Support & Services

- Code of Student Rights & Responsibilities – promoting accountability; educative and focused on positive community membership; range of approaches including reparative or sanctioned; supported by Office of Student Community Relations (OSCR)
- Policy on Sexual Violence – fostering culture of consent, community education, support for survivors, accountability; supported by Centre for Sexual Violence Response, Support & Education (The Centre)
- Support for other policies/procedures affecting students (e.g. academic honesty, student critical incident response including fatalities, employee sexual misconduct policy)

OSCR

Website: oscr.students.yorku.ca

Referral email: oscr@yorku.ca

Referral phone: 416-736-5231

The Centre

Website: thecentre.yorku.ca

Referral email: thecentre@yorku.ca

Referral phone: 416-736-5211

Community Support & Services

Reach out to us for:

- Proactive education, awareness raising, capacity building
- Support/coaching in navigating emerging situation
- Complaints

OFFICE OF STUDENT COMMUNITY RELATIONS

Referral: Refer a student in need of support. Request a direct reach out from an OSCR Care & Support Coordinator to a student in need.

Consultation: Speak with an OSCR team member about the Code, filing a complaint, supports & services.

Complaint: File a complaint regarding a student's conduct through the on-line complaint form.

oscr@yorku.ca

[On-line Complaint Form](#)

CENTRE FOR SEXUAL VIOLENCE RESPONSES, SUPPORT & EDUCATION

Disclosure: If you receive a disclosure of sexual violence, assess safety and connect to emergency resources if necessary, listen non-judgmentally, and encourage connection to resources.

Consultation: Speak with a Centre team member about the situation you have experienced or received a disclosure about for options re: complaint, supports & services.

Referral: The survivor may be referred to the Centre to file a complaint and/or receive support. A direct reach out can also be arranged.

thecentre@yorku.ca

[On-line Complaint Form](#)



When in doubt? Ask SAVY

Who is SAVY?

- A software-based agent designed on the IBM Watson platform.
- Populated with content to help students perform tasks related to their academic journey at York.
- Unlike a web search, SAVY is intended to give a single authoritative response to any request.

What makes SAVY different?

- SAVY knows enough about individual students to provide them with more personalized content including reminders about upcoming deadlines and tasks relating specifically to them.
- Has the capacity to incorporate information from most existing current resources (websites, chatbots, etc.) to become the single point of reference for information for York students.

Accessing SAVY

Do you help students one-on-one?
You can get access to SAVY in order to see what the students see.

<http://go.yorku.ca/savyforstaff>

Username - savytest

password - Savytest1! ('S' is uppercase)

TIP: *If you would like to impersonate a user for a specific faculty, all you need to do is type "test as <faculty name or code>" before you ask your first question. e.g. LAPS – "Test as LAPS"*

Questions? How can we help you?

Thank you for all you do to support our students!

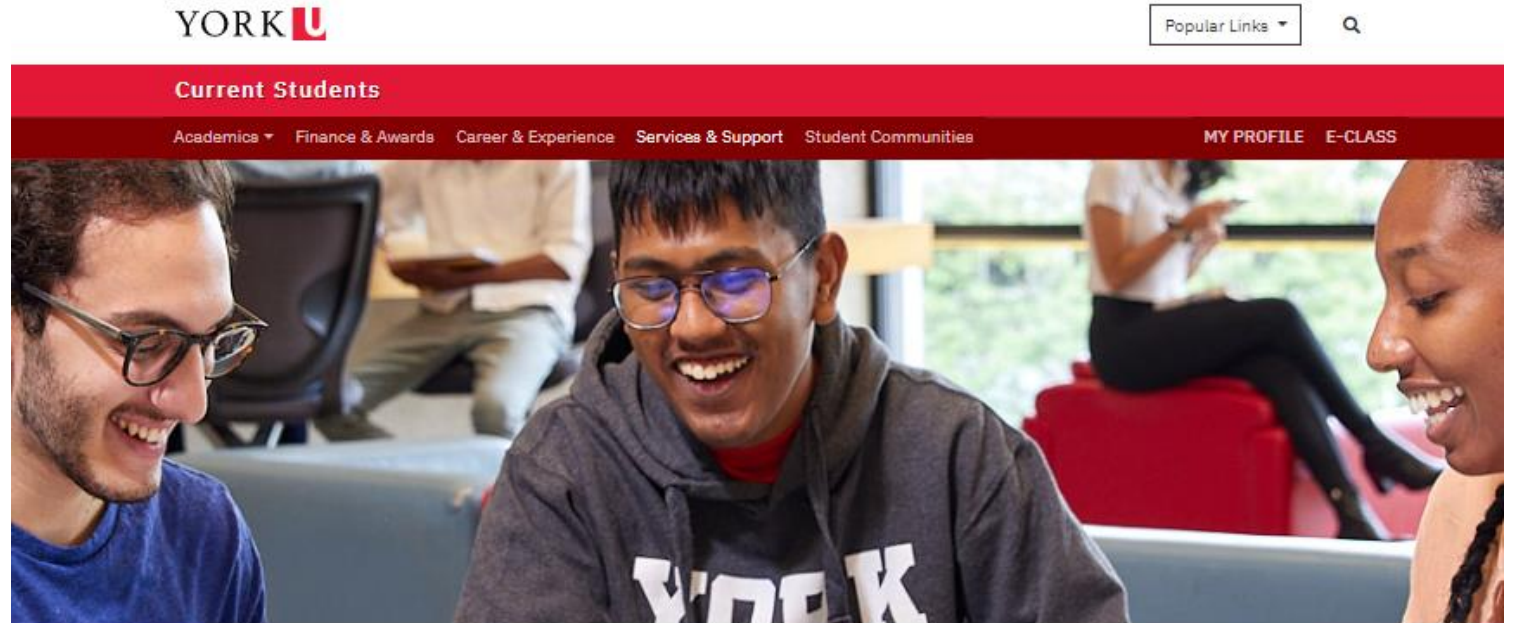


Appendix: Student Service details



First place to go: Current Students website students.yorku.ca/services-and-support

- Provides details and links to all the various services across the university, by category
- Useful starting point and quick reference guide, helpful to remind students about



Student Counselling, Health & Well-being

Bennett Centre for Student Services, N110

Comprised of a dynamic team of healthcare professionals, peer health educators, and support staff, Student Counselling, Health and Well-being (SCHW) provides services that foster academic and personal success. Walk-in/same day counselling ensures timely access to psychological care. Ongoing counselling follows a short-term (six to eight session) therapy model. SCHW also offers health education training programs, workshops, and peer-to-peer consultation on topics including:

- › Mental health and well-being
- › Physical health
- › Nutrition
- › Sleep
- › Sexual health
- › Safer alcohol & cannabis use

Websites:

- › Counselling: counselling.students.yorku.ca
- › Health Promotion: counselling.students.yorku.ca/health-education
- › Well-being Strategy: www.yorku.ca/well-being

Email: schw@yorku.ca

Phone: 416-736-5297

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.



For 24/7 support, all York students have access to [keep.meSAFE](#), a free service that offers online resources and phone lines to connect to mental health professionals, in any language. To learn more, visit the [MySSP online portal](#), download the [mobile MySSP app](#) or call the toll-free numbers: 1-844-451-9700 (Canada & USA) or 1-416-380-6578 (international).



[Good2Talk](#) is a free, confidential helpline for Ontario post-secondary students, providing professional counselling and information, and referrals for mental health, addictions and well-being. It operates 24 hours every day of the year.

Phone: 1-866-925-5454

Conduct policies

Code of Student Rights & Responsibilities

Purpose: educative and to promote accountability

Application: all students, non-academic conduct on campus or with a real and substantial connection to the University

Rights (entitlements) & **Responsibilities** (obligations)

- Not to disrupt or interfere with University activities
- Not harm or threaten to harm physical or mental well-being.
- Uphold values civility, honesty, equity and respect for others (human rights).
- Respect the perspectives and ideas of others.
- Respect for property.
- Adhere to University policies, procedures or rules.
- Respect for privacy of others.
- Obey public laws.

Policy on Sexual Violence Employee Sexual Misconduct Policy

Purpose: Fostering culture of consent, support for survivors, community education, accountability

Application: All community members (students, employees, contractors etc), conduct on campus, affiliated with the university, on-line.

Sexual Assault: Any sexual contact without consent.

Sexual Violence: Any sexual act or *acts targeting a person's sexuality, gender identity or gender expression*, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent.

Includes: stalking, indecent exposure, voyeurism, misogyny, transphobia, gender-based violence

Sexual Harassment: A course of comment or conduct based on an individual's sex or gender that is known, or ought reasonably to be known to be unwelcome.

Community Support & Services

OFFICE OF STUDENT COMMUNITY RELATIONS

Bennett Centre for Student Services, W128

As part of the Community Support & Services cluster, the Office of Student Community Relations (OSCR) provides advice, referrals, training, local adjudication and tribunal services to all students on matters under the Code of Student Rights & Responsibilities. OSCR also provides supports to students affected by critical incidents, facing personal crises, or experiencing multiple complex issues.

OSCR provides consultation and support for staff and faculty in responding to concerns regarding student well-being (e.g. wellness checks, personal crises impacting ability to safely engage in learning environment) and student behavior (as covered by the Code). OSCR also coordinates response to student critical incidents (e.g. student fatalities).

Website: oscr.students.yorku.ca

Referral email: oscr@yorku.ca

Referral phone: 416-736-5231

CENTRE FOR SEXUAL VIOLENCE RESPONSES, SUPPORT & EDUCATION

York Lanes, 301

As part of the Community Support & Services cluster, the Centre for Sexual Violence Response, Support and Education (The Centre) is the recommended first point of contact for any York community member (students, staff, faculty, visitor) who has experienced sexual or gender-based violence. The Centre provides survivor care and complaint resolution support using the H.E.R.E model:

- › **H**elp Survivors access supports needed
- › **E**ducate the community about sexual violence and gender-based violence
- › **R**espond with care and support
- › **E**mpower survivors

Website: thecentre.yorku.ca

Referral email: thecentre@yorku.ca

Referral phone: 416-736-5211



WE'RE HERE FOR YOU.

Office of the University Registrar

STUDENT SUPPORT & ADVISING, RECRUITMENT AND ADMISSIONS, STUDENT FINANCIAL SERVICES, STUDENT RECORDS & SCHEDULING, STUDENT SYSTEMS, STRATEGY, PLANNING AND PROJECTS

Bennett Centre for Student Services

The Office of the University Registrar (OUR) provides student-centered services from their first interaction with the University through to graduation. This includes various supports in areas such as recruitment, admissions, scholarships, financial aid, transcripts, student records, student systems, and graduation.

Website: <https://registrar.yorku.ca/>

Student financial, housing & food support

STUDENT FINANCIAL SERVICES

- Scholarships, bursaries, work-study positions
- Students complete a financial profile to become eligible for financial support

Website: <https://sfs.yorku.ca/>, phone 416-872-9675

STUDENT HOUSING SERVICES

- Available for first year, upper year and graduate students
- Both dorm and suite style available

Website: <https://www.yorku.ca/housing/>, phone 416-736-5152

FOOD SERVICES

- Directly runs dining halls and other campus outlets; collaborates with York Lanes & Quad restaurants
- Students in residence have meal plans; most food outlets open to all community members

Website: <https://www.yorku.ca/foodservices/>, phone 416 736 2100

NEW: FOOD ACCESS WEBSITE (FOOD INSECURITY RESPONSE)

- Lists food supports & resources at York including food banks, affordable meal options, financial aid, food initiatives

Website: <https://students.yorku.ca/food>

Student academic success

LEARNING SKILLS SERVICES

Central Square, 111

As part of the Student Success cluster, Learning Skills Services (LSS) helps all students to develop knowledge, capacity, and confidence in their own learning skills. LSS offers near daily workshops, webinars, peer supports, an online resource library, and a drop-in space in the Learning Commons Hub to help students in achieving their academic goals. LSS collaborates with 30+ campus partners to support specific student populations and courses.

Website: yorku.ca/sclد/learning-skills

Referral email: lsp@yorku.ca

Referral phone: 416-736-5144

VIRTUAL ASSISTANT

SAVY

York has partnered with IBM Canada, using the Watson platform, to roll out a virtual assistant chatbot. Students can access SAVY from [eClass](#), many York websites, or via direct link. It uses artificial intelligence and data from the Student Information System to provide answers relevant to students' personal context—their program, Faculty, visa status, year level, or other details—so that they get the information they need when they need it.

Website: vp.students.yorku.ca/student-virtual-assistant

ATKINSON CENTRE FOR MATURE & PART-TIME STUDENTS

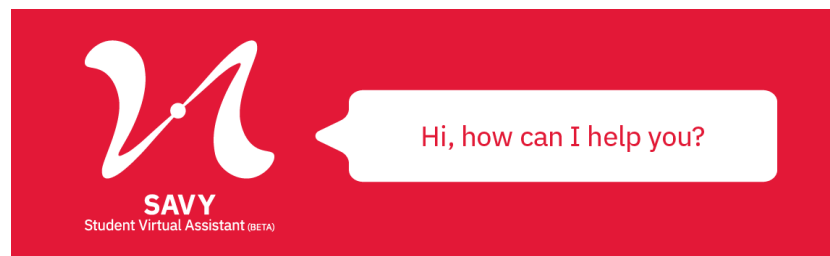
Central Square, 111

The Atkinson Centre for Mature and Part-time Students (ACMAPS) supports mature, part-time, and transfer students with their transition into and through York. ACPAPS provides orientation, first-year experience and peer mentorship programming, and success workshops with a focus on the mature student experience. The unit provides subject matter expertise on committees and towards student inquiries.

Website: acmaps.info.yorku.ca

Referral email: acmaps@yorku.ca

Referral phone: 416-736-5770



Athletics & Recreation

Tait McKenzie Centre

Athletics & Recreation is made up of campus recreation, Varsity Athletics, and business development partners who promote students' physical and mental well-being. Athletics & Recreation offers the largest amount of student jobs on campus including lifeguards, fitness instructors, personal trainers, sports officials, client services, and more.

BUSINESS DEVELOPMENT & OPERATIONS

Business development partners support the operation and institutional integrate of the Athletics & Recreation department.

CAMPUS RECREATION & INTRAMURALS

Campus recreation enhances student life through recreational drop-in, fitness, and intramural sports, aquatics, first aid, sports clubs, and a variety of well-being and leadership programs.

VARSITY ATHLETICS

Varsity Athletics manages and supports varsity athletes with academic and medical support, strength and conditioning, and top-level coaching.

Website: yorkulions.ca

Referral email: taitmck@yorku.ca

Referral phone: 416-736-5185



Student Success

CAREER CENTRE

McLaughlin College, 202

As part of the Student Success cluster, Career Centre supports students and recent alumni in the development of their career self-management skills and in their career, co-op, and experiential learning journey. The Career Centre offers one-on-one career counselling and education, hosts career development workshops and webinars, and provides other online tools and resources. The Career Centre also facilitates connections to employers, alumni, and mentors through employer recruitment information sessions, career fairs, and speaker events, in addition to elevating students' job searching efforts through Experience York, York's primary student and alumni job board and resource platform.

Website: careers.yorku.ca

Social: @yorkucarectr

Referral email: career@yorku.ca

Referral phone: 416-736-5351

STUDENT ACCESSIBILITY SERVICES

Ross Building, N108

As part of the Student Success cluster, Student Accessibility Services (SAS) ensures equitable access to classroom materials and resources by providing academic accommodation and support services for students with disabilities. SAS liaises with campus partners to support academic inclusion and provides outreach and transition support to incoming students. A wide range of programming is offered, including accommodated tests and exams, peer mentorship, psychoeducational workshops, assistive technology, and exploring disability related financial aid.

Website: accessibility.students.yorku.ca

Referral email: sasinfo@yorku.ca

Referral phone: 416-736-5755

Intake: New students register with Student Accessibility Services via portal: <https://as.students.yorku.ca/ClockWork2/user/intake/login.aspx>

Academic accommodation, consideration and compassion

ACADEMIC ACCOMMODATION FOR STUDENTS' RELIGIOUS OBSERVANCES: SENATE POLICY

“No student should be disadvantaged / penalized because of religious observance.”

Forms of accommodation:

- re-schedule the evaluation to an alternative date
- provide an alternative evaluation for satisfying the course requirement (including a common date for the class for all deferred tests / mid-term exams)
- provide an alternative assignment for materially satisfying the course requirements

ACADEMIC ACCOMMODATION FOR STUDENTS WITH DISABILITIES: SENATE POLICY

Disabilities may be permanent or recurrent, past or present, mental and/or physical conditions; *Ontario Human Rights Code*

Accommodations vary depending on course instruction, participation in course activities, or evaluation.

Student register with Student Accessibility Services.

Common accommodations:

- Additional time for tests/exams
- Accommodated Test/Exam Centre
- Note-takers

ACADEMIC CONSIDERATION AND COMPASSION

Students who encounter episodic situations, personal losses, child-care issues, illness, or critical incidents

- Examples of relief: extension to a deadline, deferred exam
- Senate is currently reviewing replacing physician notes (with limitations) with self-declaration forms
- Contact may come from Counselling, Community Support and Services (Verification of Impairment forms)

ACADEMIC ACCOMMODATION BASED ON GENDER-BASED VIOLENCE:

Pursuant to the *Ontario Human Rights Code*, Students who experience sexual violence or other forms of gender-based violence may be entitled to accommodations. Contact will come from the Centre for Sexual Violence Response, Support & Education.

Student Support & Advising, Academic Advising

STUDENT SUPPORT & ADVISING

Bennett Centre for Student Services, W128

Student Support and Advising within the Office of the University Registrar (OUR) acts as the first point of contact for student inquiries related to admissions, the student record, and financial aid. The teams provides in-person, email, and virtual meetings for students and provides knowledge and subject matter expertise for students' inquiries.

Website/Intake: <https://students.yorku.ca/ssa-contact>

Referral email: rscheck@yorku.ca

Referral phone: 416-736-5000

Faculty Academic Advising (locations vary)

Faculty Academic Advisors help students to make informed and thoughtful decisions about their academic pathways as they progress through their program and degree. They support students across the lifecycle -- from acceptance through to graduation.

Academic Advisors assist new and continuing students with:

- Course selection and enrolment
- Faculty legislation and policies
- Program and degree requirements
- Degree options: major, minor, certificates
- Grade reports and academic standing
- Referrals and program changes
- The academic petition process
- Academic goal setting

Website/Intake: <https://advising.students.yorku.ca>

Student Engagement

COLLEGE & RESIDENCE LIFE

Bethune, Calumet, Founders, Pond, Stong, Tatham Hall, Vanier, Winters

Colleges and Residence Life work to create inclusive, supportive, and thriving communities at eight undergraduate colleges and residences. A residence curriculum guides community development programming to foster empathy, compassion, and belonging. College offices, and live-in residence life staff support on and off-campus students, and student college councils provide a range of event and activities programs

Websites:

Colleges: yorku.ca/colleges

Residence: reslife.yorku.ca

STUDENT COMMUNITY & LEADERSHIP DEVELOPMENT

Ross Building, S172

As part of the Student Engagement cluster, Student Community & Leadership Development (SCLD) enhances the university experience outside of the classroom. SCLD focuses on orientation and first-year transition, overseeing student organizations, and developing student leadership capacity.

Website: yorku.ca/scld

Referral email: scld@yorku.ca

Referral phone: 416-736-5144

STUDENT ASSOCIATIONS & CLUBS

YFS, YUGSA college councils, faculty student associations, recognized student clubs

There are a wide range of student-run organizations at York, which provide strong community connections and valuable skills development. Participating students are more likely to be retained, and student groups help build a lively, inclusive and welcoming campus community.

YFS (undergrads) & YUGSA (grads) advocate for student issues and provide a range of services.

Websites: yorku.ca/scld/student-organizations

YFS: yfs.ca YUGSA: yugsa.ca

Targeted student supports

CENTRE FOR INDIGENOUS STUDENT SERVICES

York Lanes, 246

The Centre for Indigenous Student Services (CISS) strives to create a sense of belonging and supports academic, spiritual, physical, and emotional well-being for a diverse Indigenous student population. CISS provides writing skills instruction, learning skills workshops, cultural and Indigenous heritage activities, mentoring and community supports. Students have access to the Elder-on-Campus program, Indigenous Sharing Circle, and safe gathering spaces.

Website: aboriginal.info.yorku.ca

Referral email: cissinfo@yorku.ca

Referral phone: 416-736-5571

YORK INTERNATIONAL

York Lanes, 200

Advising, immigration support, global learning, health plan insurance, workshops, programming, orientation and more.

Website: yorkinternational.yorku.ca

Referral phone: 416-736-5177

2SLGBTQ+ STUDENTS

Services, resources, student groups, policy, academic departments, off-campus resources and helpful links for 2SLGBTQ+ students.

Website: rights.info.yorku.ca/lgbtq/

BLACK EXCELLENCE (BE-YU)

Transition support to maximize the student experience and set students up to thrive, academic support including academic advising, workshops, events and mentoring, and community development to champion the academic, professional and personal success of the the Black student community.

Website: students.yorku.ca/be-yu

MATURE & PART-TIME STUDENT SUPPORT (ACMAPS) – See slide 17

Website: acmaps.info.yorku.ca/

Referral email: acmaps@yorku.ca

Referral phone: 416-736-5770