University of Toronto
St. George Campus
resource referral guide

How can we help?
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How to use this guide

Welcome to the University of Toronto’s Resource Referral Guide for the St. George campus. This guide is intended to help campus community members make appropriate and meaningful referrals to resources and supports available on campus.

Please note that this guide mainly features central programs and services available to most students across the St. George campus.

It is important to remember that many programs and services are offered at the faculty, college, department or residence level as well. When referring a student, please spend some time researching these “local” offerings as they vary across campus and can, in some cases, be the most appropriate referral.
Use the table of contents
Every service included in the guide is located in the table of contents, which has been organized by general themes. If you’re not looking for a specific resource, this is a good way to get a broad understanding of what’s available within each category.

Use the index
Each service has been tagged according to the supports it offers and the concerns it serves. These tags are organized in the index. If you aren’t sure what service to refer to, flip to the index at the back to find the keyword or tag you’re looking for.

Gateway resources
We’ve identified a few key campus services as “gateway resources.” These offices serve students directly and frequently act as a place for reliable referrals. If you’re not sure where to refer a student, these offices are a great place to start.

Online tools
Some resources offer online tools that may be useful for students looking for resources they can access right away and/or in their own time. These online resources are listed under the appropriate unit.

Policies and procedures
Just before the index we have made a short list of important policies and procedures. These can be helpful.

Help us out!
This guide is a work in progress. We’d love to hear your feedback as well as additional resources we should include in the future. Please feel free to email us at adam.kuhn@utoronto.ca.

Ask for help
In any situation where you are making referrals, you may wish to refer to any local training you have received to determine when you should involve a supervisor. When in doubt, please consult with a supervisor or equivalent.
Identify: What to look for

Being able to identify when a student is in need of assistance is an essential first step in connecting them with the resources they need. In some cases, a student may come to you with a question or concern about themselves or a peer. In other cases, you might observe behaviour that prompts you to initiate a caring conversation about accessing appropriate resources. For example:

- behavioural or emotional change
- withdrawal from others and/or favourite activities
- changes in habits (e.g. sleeping, eating, hygiene, class attendance)
- decline in academic performance
- alcohol or drug abuse/misuse
- anxiety, panic, fear or anger
- difficulty concentrating
- sense of apathy
- low energy
- feeling worthless, hopeless
- wanting to harm self or others
- frequent missed classes
- persistent sadness, worry, nervousness, irritability or angry outbursts.

Assist: What to say

Regardless of our individual roles on campus, we all have the opportunity to assist a student who is in difficulty or distress. As a student leader, staff or faculty member, you may be in a position to help students find the support they need. It begins with starting a conversation.

There are lots of ways to provide assistance to students. One of the best ways to identify a particular challenge is to listen and ask non-judgmental, open-ended questions. Once you have a better understanding of the issue or challenge, you can assist by brainstorming possible solutions with the student. The goal is to empower the student and support them in their chosen course of action.
When you approach: Express concern for well-being, be specific, be direct and remain calm.

When you’re listening: Ask open-ended questions, withhold judgment, give them your undivided attention, and anticipate concerns and fears about seeking help.

When you’re supporting: Acknowledge their feelings, offer reassurance and your help, never promise total confidentiality (you may be required to share what’s happening with a supervisor), but do promise privacy.

When you’re problem solving: Brainstorm solutions together, give choices and encourage autonomous decision making.
Refer: What to do

During the brainstorming process, you may wish to suggest resources that are available. This is a good time to normalize healthy help-seeking behaviour and encourage the student to try out a few different options. When making a referral, don’t forget the WHO, WHAT, WHERE, WHEN and HOW.

WHO: If you have a personal connection at the office/resource you’re referring to, share that with the student. Humanizing the resource may increase the chances of them following through.

WHAT: Make sure the student knows the name of the resource you’re referring them to.

WHERE and WHEN: Make sure the student knows where the resource is and when the office may be open. The campus map (map.utoronto.ca) is a good way to show where the resource is located.

HOW: Prepare the student to ask for what they need from the resource.

Part of a good referral is following up. Depending on your relationship with the student, you might want to follow up in an email or the next time you see them in person. “I wanted to check in with you after our last conversation. Have things improved?”
If a crisis emerges

If you at any point you feel unsafe, please call the Campus Police and ask for immediate assistance: 416-978-2222.

Understanding self-care

To support others effectively and compassionately, you need to begin by being sensitive to your own needs.

Seeking help for yourself
Supporting others can take a lot of energy, and sometimes helping with complex scenarios can be confusing, difficult or draining. The resources in this book are available to all students (except when noted), so make sure to seek help for yourself to avoid burnout and compassion fatigue.

Boundaries/limits of your role
It's critical for you to realize the limits of your role and avoid taking on more responsibility than you're capable of or trained for. The goal is to identify, assist and refer. Don't position yourself as the sole supporter – make a referral to a qualified and trained professional when appropriate. When in doubt, please consult with a supervisor or designate.

This section includes content adapted from the TATP Guide “Supporting Students in Distress: Guidelines for Teaching Assistants at the University of Toronto”.

Home base + gateway supports

The University of Toronto is a large institution and students often find community, supports and services at their “home base” - that is their college (if in the Faculty of Arts and Science), their residence, their faculty or their department.

We’ve identified a few key campus resources as home base and gateway resources. These units provide critical programs and services to students. Additionally, these offices frequently act as a place where students can go to for reliable referrals. If you’re not sure where to refer a student, these offices are a great place to start.
Registrars

What you should know
Registrars provide academic, financial and personal advising. The staff in each registrars’ office will listen, offer answers, options, clarification and advice, and can also refer students to more specialized services on campus.

What to tell students
Drop in, call, email or make an appointment to see someone if you have questions, have encountered difficulties or simply want to talk to someone about your plans.

Faculty of Arts & Science

University of Toronto
Transcript Centre and Office of the Faculty Registrar
Sidney Smith Hall, 100 St. George Street, Room 1006,
416-978-3384
ask.artsci@utoronto.ca
artsci.utoronto.ca/current

The office can provide general information about registration, course and program enrolment, course listings, exam conflicts, transfer credits, building and classroom locations and more. It’s also the location of the University of Toronto Transcript Centre, which produces transcripts for most divisions of the University.

You can get useful information about Arts & Science from the faculty registrar’s “Current Students” website (artsci.utoronto.ca/current).

If you have questions about any aspect of the undergraduate experience, you can email the faculty registrar at ask.artsci@utoronto.ca.

For Graduate Students, please see School of Graduate Studies on page 72
College registrars in the Faculty of Arts & Science

The College Registrar’s Office is the reliable first stop when students have questions or concerns about their academic experience. All students in the Faculty of Arts and Science belong to a college.

The staff in College Registrars’ Offices (front line staff and academic advisors) offer information about Faculty of Arts & Science rules and regulations as well as personalized advice on academic planning and goals. Students can find help at their College Registrar’s Office for information on registration & enrolment, petitions & appeals, as well as advice on course and program planning and graduation.

The College Registrar’s Office also provides information on tuition fees and payments and manages and distributes financial awards, bursaries and scholarships.

College Registrars’ Offices work closely with the central Office of the Faculty Registrar (OFR) in A&S concerning virtually all matters relating to Arts & Science students.

For hours of operation and additional information about college registrars, please visit artsci.utoronto.ca/current/advising/colleges.
Innis College-Office of the Registrar
2 Sussex Avenue
416-978-2513
registrar.innis@utoronto.ca
innis.utoronto.ca

St. Michael’s College-Office of the Registrar & Student Services
121 St. Joseph Street, Room 207
416-926-7117
ask.smc@utoronto.ca
stmikes.utoronto.ca

University College-Office of the Registrar
15 King’s College Circle, Rm. 157
416-978-3170
uc.registrar@utoronto.ca
uc.utoronto.ca

Woodsworth College-Office of the Registrar
119 St. George Street
416-978-4444
wdwregistrar@utoronto.ca
wdw.utoronto.ca

New College-Office of the Registrar
300 Huron Street, Room 107
416-978-2460
newcollege.registrar@utoronto.ca
newcollege.utoronto.ca

Trinity College-Office of the Registrar
6 Hoskin Avenue
416-978-2687
registrar@trinity.utoronto.ca
trinity.utoronto.ca/registrar

Victoria College-Office of the Registrar
73 Queen’s Park Crescent East, Northrop Frye Hall, Room 106
416-585-4508
vic.registrar@utoronto.ca
vicu.utoronto.ca

College registrars in the Faculty of Arts & Science
For hours of operation and additional information about college registrars, please visit
artsci.utoronto.ca/current/advising/colleges.

Additional resources
Faculty of Arts and Science Program Advisors:
artsci.utoronto.ca/current/advising/departments
Faculties

Faculty of Applied Science and Engineering
35 St. George Street, Galbraith Room 157, 416-978-5896 registrar@ecf.utoronto.ca

Faculty of Dentistry
124 Edward St, Room 104 416-864-8112 x4390 www.dentistry.utoronto.ca

Faculty of Medicine
1 King’s College Circle, Medical Sciences Building Room 2124 416-946-8720

Lawrence S. Bloomberg
Faculty of Nursing
155 College Street, Suite 130 416-978-2392 Inquiry.nursing@utoronto.ca

Leslie Dan Faculty of Pharmacy
144 College Street, fourth floor 416-978-2873

Faculty of Forestry
33 Willcocks St 416-978-5480 Forestry.utoronto.ca

Factor-Inwentash Faculty of Social Work
246 Bloor St W, Room 252 416-978-6364 sharon.bewell@utoronto.ca

Faculty of Information
140 St. George Street, Room 211, Bissell Building 416-978-3234 Inquire.ischool@utoronto.ca

John H. Daniels Faculty of Architecture, Landscape, and Design
1 Spadina Crescent, Room 100 416-946-3897 registrar@daniels.utoronto.ca

Faculty of Law
Jackman P310 416-978-0212 Records.law@utoronto.ca

Faculty of Music
Edward Johnson Building, Room 145 416-978-3740 registrar.music@utoronto.ca

Faculty of Kinesiology and Physical Education
55 Harbord St Undergrad.kpe@utoronto.ca 416-978-8255
Ontario Institute for Studies in Education
252, Bloor St W, 8th Floor, Rm 8-225
416-978-4300
admissions.oise@utoronto.ca

Joseph L. Rotman School of Management
125 St. George Street
416-978-3339
Rotmancommerce.info@utoronto.ca

Dalla Lana School of Public Health
155 College Street, 6th floor
416-978-2058
dean.dlsph@utoronto.ca
What you should know
All undergraduate colleges in the Faculty of Arts & Science have a dean of students and a Campus Life office. Residences that aren't within these colleges also have similar offices and positions. These offices exist to create strong, supportive and inclusive student communities. These offices are responsible for supporting student life activities and community development in their colleges and residences. This often includes social, cultural, academic and life skills programs and activities, as well as residence and commuter student support, and the administration of residence operations.

For faculties other than the Faculty of Arts and Science, please ask the student what faculty they are in, as there may be specific and tailored programs and services available to them locally. Sometimes this may be through the faculty registrar in other cases there are separate offices.

What to tell students
These offices can assist with major personal issues or crises, and help make referrals to other student support services. They work with elected college student associations to assist with their activities and consult with other members of the U of T community on student life issues.

These offices may also offer co-curricular programming as well as student supports in a variety of areas. The services can vary depending on the office, so it is helpful to encourage students to familiarize themselves with their college, faculty and/or residence resources. Services at the college/faculty/residence level often include, but aren't limited to, international student advisors, career educators, learning strategists and counsellors.
Colleges in the Faculty of Arts and Science

**Innis Office of Student Life and Residence**  
111 St. George Street  
416-978-2512  
studentlife.innis@utoronto.ca  
innislife.utoronto.ca

**St. Michael’s College**  
Brennan Hall 204  
416-926-2264  
smc.dean@utoronto.ca  
stmikes.utoronto.ca/students/#lifeoncampus

**University College, Office of the Dean of Students**  
15 King’s College Circle, Room D105  
416-978-2530  
uc.studentlife@utoronto.ca  
uc.utoronto.ca/life-uc

**Woodsworth College Office of the Dean of Students**  
123 St. George Street, Third Floor  
416-978-7886  
dean.woodsworth@utoronto.ca  
dean.wdw.utoronto.ca

**New College Office of Residence and Student Life**  
40 Willcocks Street, 2nd Floor of Wilson Hall  
416-978-8875  
new.orsl@utoronto.ca  
newcollege.utoronto.ca/studentlife

**Trinity College Dean of Students**  
St Hildas’s Foyer, 44 Devonshire Place  
416-978-3612  
deanofstudents@trinity.utoronto.ca  
trinity.utoronto.ca/prospective/student-life/student-life.html

**Victoria Office of the Dean of Students**  
Goldring Student Centre  
150 Charles Street West  
416-585-4494  
vic.dean@utoronto.ca  
vic.utoronto.ca/Future_Students/Student_and_Residence_Life.htm
Residences

Chestnut Residence and Conference Centre
89 Chestnut Street
416-585-3160
chestnut.residence@utoronto.ca
chestnut.utoronto.ca

Student Family Housing
35 Charles Street West
416-978-8049
family.housing@utoronto.ca
studentfamilyhousing.utoronto.ca/Page31.aspx

Grad House
60 Harbord Street
416-946-8881
information.gradhouse@utoronto.ca
gradhouse.utoronto.ca

Loretto College Women’s Residence
70 St. Mary Street
416-925-2833
stmikes.utoronto.ca/loretto/
loretto.college@utoronto.ca
Additional resources

**ASKme**

uoft.me/askme
Twitter: #AMAUofT

Type in your question and ASKme will provide an answer right away.

If you don't find the answer you need, ASKme can email the answer directly to you.

**What you should know**

ASKme helps all newly-admitted and current students with their questions about life at U of T on the St. George campus. This service is available 24 hours a day, 365 days a year.

**What to tell students**

To make a referral, direct students to the website where they’ll find a searchable database.

**Tags**: questions, keyword search
What you should know.

CONFIDENTIAL — Matters are dealt with in strict confidence and will not be discussed with anyone without your written approval—even the fact that the office has been contacted by any individual is protected information. Confidentiality is subject to disclosure only as required by law, or where we believe there is imminent danger to health or safety.

IMPARTIAL — The office advocates for fairness rather than for any person or party, and has unlimited access to University files and offices.

INDEPENDENT — The Ombudsperson is independent of all administrative offices and is accountable only to the Governing Council, to which she submits annual reports.

ACCESSIBLE — Contact us by phone, email or web Request for Assistance form. We are available to meet with you in person or by phone.
What to tell students

Please email or phone for an appointment

The U of T ombudsperson can help by:

- analyzing the problem and identifying options
- explaining relevant University policies and procedures
- clarifying the channels you can follow
- providing neutral confidential advice
- expediting matters that have been unduly delayed
- investigating problems when regular channels have been exhausted
- assisting the parties in resolving disputes

The U of T Ombudsperson cannot:

- deal with matters outside the jurisdiction of the Governing Council (e.g., a landlord/tenant dispute)
- make decisions on behalf of the University
- make or overrule University policy or established procedures (though we may comment and recommend change in these areas)
- intervene if the complaint can be pursued as a grievance under a collective agreement
- intervene if the regular processes provided by the University have not been used
- accept notice on behalf of any party, including the University
- consider complaints that are before the courts of law
- give legal advice
Academic support
What you should know
Academic Success serves all undergraduate and graduate students. It’s not just for those in academic distress or at risk of probation or suspension – all students can use strategies to help minimize stress or procrastination and maintain focus throughout the academic year.

Academic Success helps students manage time and projects, develop critical thinking and set goals.

What to tell students
To make a referral, visit the website for the workshop or Study Hub schedule, go to Academic Success, or call to book an appointment. Learning strategist appointments are also available through College Registrar’s Offices.

Tags: academic success, time management, critical thinking, leadership, study skills, learning, peer-mentor, stress management
What you should know

Accessibility Services works with students with disabilities, including those related to mental health, chronic health issues, functional/mobility disabilities, learning disabilities, ADHD, Autism Spectrum Disorders and brain injury/concussion. Students can also register if they’re experiencing temporary injuries or disabilities that may impact their ability to perform academic work (e.g. broken arm).
What to tell students

To register with Accessibility Services, students must complete the registration package at studentlife.utoronto.ca/as/new-registration, which they can submit to the office in person, via email or fax. The registration package has two components: one is the section the student needs to complete, the second is the medical/psychological documentation package.

Once documentation is submitted, students will be contacted for an intake appointment. The wait times will vary based on time of year.

Students meet with their accessibility advisor for an intake appointment and normally continue to work with that person.

Accessibility Services strongly encourages students to register prior to the academic term in which they are studying in order to provide the most comprehensive services and supports. Academic accommodations are determined based on a combination of the student’s self-report, medical/psychological documentation and the accessibility advisor’s assessment of the impact on academic functioning.

Registration with Accessibility Services does not appear on a student’s record.

**Tags:** disability, health, injury, learning, academic accommodations
Libraries

Several locations across campus
library.utoronto.ca
List of all libraries: go.utlib.ca/libraries

What you should know
There are 44 libraries at U of T and most have an information desk that can help students find what they’re looking for or direct them to the right location.

There are many subject-specific libraries located around the St. George campus. For tailored support, students should seek out the library most closely aligned with their area of study, however they’re welcome to visit any library to use the resources and services available. A list of libraries by subject can be found at go.utlib.ca/subject.

Libraries are busy throughout the school year, but are especially useful:

- Before a research assignment, when students can contact a librarian for research strategies and support.
- During exam times, when there is plenty of quiet and group study space.
What to tell students
To make a referral, tell students they can get immediate help with library-related questions (e.g. how to locate a particular source, where to start searching) by email, phone, in person at a reference desk and through the online Ask a Librarian chat service - look for the chat icon on the library website to be connected to a librarian right away. Contact details can be found at go.utlib.ca/help.

The library also offers workshops throughout the year on different topics, including how to start your research assignment, where to search for information, how to cite sources and how to evaluate information. More information on library workshops can be found at go.utlib.ca/workshops.

Another valuable service the library offers are research consultations where students can meet with a librarian one-on-one to discuss research strategies in depth. Students complete an online form, provide details about their research and a librarian will follow up with a mutually convenient time to meet. Information on how to book a consultation can be found at go.utlib.ca/consultations.

Additional resources:
Information Commons Help Desk (UTORID and UTmail+ assistance)

Robarts Library, First Floor, north side
help.desk@utoronto.ca
help.ic.utoronto.ca

Licensed Software Office
lic.software@utoronto.ca
sites.utoronto.ca/ic/software

Tags: research support, Academic Success, study space, group study space
Math Aid Centres (Faculty of Arts & Science only)

uoft.me/mathaidcentre

What you should know
To assist first-year students in their mathematical studies, the Department of Mathematics provides drop-in centres for all Arts & Science students.

What to tell students
Tutors will be available for math assistance on a one-on-one basis. All services are free of charge to registered Arts & Science students.

Tags: math, math centre
What you should know
The University of Toronto expects its students to write well and it provides a number of resources to help them. Students can work with a writing instructor to enhance planning, organizational, writing and revising skills in any subject.

What to tell students
Investigate writing centres and writing courses, consider attending one of the workshops in the Writing Plus series, look at the writing advice pages, and read the most recent news about writing support and initiatives at U of T.

For graduate students, the most comprehensive resource is the Graduate Centre for Academic Communication (GCAC). See page “Graduate Centre for Academic Communication (GCAC)” on page 69 for details.

Tags: writing, writing centre, Graduate Centre for Academic Communication (GCAC), dissertation, thesis

For additional resources including information about other subject aid centres, visit:
http://www.artsci.utoronto.ca/current/advising/freeresources
Building an inclusive and equitable campus community

Anti-Racism and Cultural Diversity Office

215 Huron Street, 6th Floor, Room 603B
416-978-1259
antiracism@utoronto.ca
www.antiracism@utoronto.ca
Facebook: ARCDOutoronto
Monday to Friday: 9 a.m. – 5 p.m.

What you should know
The ARCDO provides services and programs to students, faculty and staff across all three campuses. This office provides assistance and handles confidential complaints of discrimination and/or harassment based on race, ancestry, place of origin, colour, ethnic origin, citizenship and/or creed.

It offers training and professional development workshops on antiracism and a variety of equity, diversity and inclusivity issues/themes.
The ARCDO collaborates with student clubs and other U of T community partners to run tri-campus inter-group dialogue programs, educational fora and other initiatives on themes related to race, creed, culture ethnicity and their intersectional implications.

**What to tell students**

To make a referral, ask students to call an office, visit in person or send an email. After the initial call to the ARCDO the program coordinator will conduct an intake, answer the student’s questions and discuss possible options.

An in-person meeting is then scheduled with the Anti-Racism & Cultural Diversity officer to meet with the student and conduct a thorough assessment of the concern/complaint and discuss options to address the concern or complaint, including determining the appropriateness for the ARCDO to address the matter.

Based on the outcome of the assessment, the officer provides recommendations for addressing the concern or complaint including providing advice, referral to another office or action to be taken by the ARCDO.

If the team at this office can’t help the student, it will try to refer them to another person.

The following information is helpful to the officer during the assessment:

- information about the incident that gave rise to the concern or complaint
- names and contact information for individuals and other offices that are/have been involved in the matter
- relevant documents and materials

**Tags:** antiracism, equity, diversity, religion, faith, international, culture
What you should know
The CIE serves all students interested in global learning opportunities both here and abroad. The centre also provides specific services for international students, permanent residents and recently-returned Canadian citizens.

What to tell students
To make a referral for international student advising or immigration advising, ask students to use the Career Learning Network (CLN) to schedule an appointment with the advisor of their choice, or email or phone to get in touch. Student leaders are also welcome to contact any of the advisors directly. Contact information is available at cie.utoronto.ca.
For advice about a student’s legal status in Canada (e.g., study permit, work permit, entry visa, or post-graduation work permit) please consult CIE’s Immigration Advising web page (uoft.me/immigration). This includes legal requirements for part-time studies and academic suspension or other interruptions.

For questions related to an international student’s transition (e.g., cultural transition to Canada) please contact the relevant person from the International Transition Advising team (studentlife.utoronto.ca/cie/transition-advising).

For questions related to the University Health Insurance Program (UHIP, uoft.me/uhip), please refer students to the UHIP office. This includes understanding how insurance works, preferred health care providers and referring students whose academic progress is interrupted (e.g. suspended, or returning home).

For interest in global learning opportunities (studentlife.utoronto.ca/cie/international-opportunities) please refer the student to the Student Exchange Office.

For questions regarding safety abroad and university requirements for travelling overseas on a U of T activity, contact the Safety Abroad Office (uoft.me/safetyabroad).

For interest in intercultural skills and dialogue, please refer the student to the Intercultural Learning Program (uoft.me/ilp).

The CIE also runs a language exchange (uoft.me/language-exchange) and an English Communication Program (studentlife.utoronto.ca/cie/ecp) for students who would like to improve their conversational English.

Students can also get involved with the CIE through Global Lounge events (studentlife.utoronto.ca/cie/global-lounge) or by volunteering (studentlife.utoronto.ca/cie/volunteer).

**Tags:** International students, international, advising, transition advising, immigration, immigration advising, health insurance, University Health Insurance Plan, UHIP, intercultural, Intercultural Learning Program, ILP, global learning, learning abroad, study abroad, exchange, safety abroad, English, English Communication Program, Language Exchange, Global Lounge, volunteer
What you should know

The Family Care Office works with students on the St. George and UTM campuses, and with staff and faculty on all three campuses. We assist individuals with family responsibilities and can also assist a student partner.

Prospective students typically access the office prior to starting studies to inquire about child care and school options for their dependents. Current students contact the office when they are planning for a child, or have children and are looking for resources to help with parenting or balancing studies and family life. If a student is providing caregiving for a parent or relative and requires assistance with elder care resources, they can also access the Family Care Office.
What to tell students
To make a referral, ask students to call, email or drop by the office. Most calls or emails are returned within one day. If a staff member is not available for a drop-in appointment, students can usually book an appointment within a week. Staff members at the Family Care Office aren’t counsellors, but will make a referral if counselling is required.

The Family Care Office provides workshops, discussion groups, a peer mentorship program, family events and has a resource library. See the website for more details.

Additional resources
Babysitter listing: familycare.utoronto.ca/child_care/babysitting.html

Family Care Office Resource and Lending Library: familycare.utoronto.ca/library/index.html

Camp information: familycare.utoronto.ca/camps_schools/cam.html

Tip sheets: familycare.utoronto.ca/tipsheets/index.html

Tags: equity, family responsibilities, family, child care, elder care, schools, parenting, baby, adoption, pregnancy, leave, balance, children
What you should know

The First in the Family Peer-Mentor Program is for students whose parent(s) or guardian(s) attended post-secondary outside of Canada or didn’t attend post-secondary education at all. First in the Family supports first-generation students’ academic success, ability to negotiate the campus and its many resources, community-building skills, and leadership and career development.
What to tell students
To make a referral, ask students to visit the First in the Family website to register as a mentee and, based on bios provided, choose their mentor. This mentor will be their guide for academic and personal support throughout the academic year, including referrals to other resources. The mentor will contact their student to schedule mutually convenient meetings, and for additional connections and relationship building, a monthly meeting with a small group of mentees in a similar area/program of study. Mentees will receive invitations to First in the Family Fridays - learning, leadership and social events by/for/about diverse students that provide opportunities to build a network of peers, alumni, faculty and staff. Students can also meet with a dedicated First in the Family learning strategist for additional support with academic skill development.

Tags: academic support, first generation, mentee, mentor, mature, mentorship, guidance, learning strategist, learning strategies, leadership, social, community, events, transition, networking, diversity, inclusion
What you should know
First Nations House provides services to Indigenous students at the University of Toronto. It also acts as a resource and hub for those in the community who want to engage with Indigenous communities. Everyone is welcome at First Nations House.

Students typically access First Nations House when they’re in need of academic counselling, advocacy, financial aid, guidance from an Elder or Traditional Teacher, resources written by Indigenous peoples, or connecting with the Aboriginal community at U of T.

What to tell students
First Nations House welcomes all people from the University of Toronto and the broader Toronto community. It offers culturally-based programming throughout the year including traditional teachings, workshops, and lunch and learns. The annual Indigenous Education Week is a week-long series of events that highlights the contributions of Indigenous people to the academy.

To make a referral, ask students to drop in during office hours, call the front desk or email fnh.info@utoronto.ca.

Tags: equity, Indigenous peoples, Aboriginal peoples, community, culture
What you should know

The Multi-Faith Centre offers educational programming focusing on religious and spiritual pluralism, including supporting students’ religious identity as it intersects with race, gender, and other identities. The Centre provides students, faculty and staff information and advice about religious accommodation, and works with the Anti-Racism & Cultural Diversity Office to address complaints of harassment and discrimination based on religion (creed). The Centre provides spaces for worship, meditation, yoga and other individual and collective spiritual and/or mindfulness practices.

The Multi-Faith Centre strives to serve all peoples, including those who are exploring religion and spirituality and those who identify as atheists, agnostics or secularists.

What to tell students

The Multi-Faith Centre provides spaces for worship, meditation, yoga and other individual and collective spiritual and/or mindfulness practices. It serves University of Toronto students from all communities.

Students are welcome to use the Centre’s third floor reception area for quiet study and meetings during regular business hours. The multi-faith and multi-purpose spaces located on the second floor are open from 8 a.m. to 10 p.m., seven days a week. The multi-faith and multi-purpose space on the third floor is open from 8 a.m. to 10 p.m. on weekdays only. Some of the spaces are bookable.
The Centre is wheelchair accessible with a ramp leading to the front entrance and an elevator servicing all floors. An all-gender washroom is located on the second floor. Drop-ins and appointments are welcome during regular business hours. Please see the website for more information.

**Additional resources**

On Fridays from noon to 3 p.m., the University of Toronto Students’ Union runs a food bank for University of Toronto students. The food bank is located on the first floor of Koffler House. Drop in with grocery bags and a current student ID card (or course timetable).

The Multi-Faith Centre can also make referrals with students to the Campus Chaplains Association at the University. There are 30 Chaplains at the University representing the world’s religions including secular humanist Chaplains. Chaplains offer support from a holistic perspective providing religious and spiritual care.

**Tags:** equity, faith, spirituality, community, advocacy
What you should know

The Sexual & Gender Diversity Office (SGDO) develops partnerships to build supportive learning and working communities at the University of Toronto by working towards equity and challenging discrimination. The office provides innovative education, programming, resources and advocacy on sexual and gender diversity for students, staff and faculty across the University’s three campuses.

Students, staff and faculty are encouraged to contact the office for advice and assistance on LGBTQ+ related issues (e.g. coming out, name change policy, creating inclusive environments, etc.). We work to create sensitive and supportive learning, living and working environments by advising on policy and inclusive practices. Our staff provides confidential assistance and consultation to those who have experienced discrimination and harassment.

Our educational workshops and presentations engage participants on a wide array of topics including sexual orientation and gender identity, LGBTQ+ student experience, equity, diversity and inclusion and the workplace experience.

The office hosts programs that address sexual and gender diversity to stimulate dialogue across intersecting identities and educates those new to equity and LGBTQ+ communities. Events, workshops and networking opportunities bring LGBTQ+ students, staff and faculty together throughout the year.

What to tell students

To make a referral, tell students to contact the office at any time - they can drop by, send an email or call to schedule an appointment.

Tags: equity, diversity, inclusion, LGBTQ+, gay, lesbian, trans, queer, coming out
Transition to U of T, getting involved and feeling connected

There are many programs offered at the local faculty, college, residence and/or department level.

The offerings listed here are open to all students.
What you should know
Blueprint is designed for new students who want to build skills and become better acquainted with the programs, services and involvement opportunities available on campus. Students who participate in the Blueprint program receive a weekly email filled with available workshops and involvement activities that are free of charge in the following areas: academic skills, leadership and civic engagement, career development, health and well-being, personal interest and campus involvement. Completion of the Blueprint program is recognized on the Co-Curricular Record.

What to tell students
The Blueprint program is a great way for students to connect with campus resources.

To make a referral, let students know they can register for the program or find more information online. If students have questions, they are welcome to send an email to blueprint@utoronto.ca.

Tags: involvement, navigating, new student, transition, workshops
What you should know

The Centre for Community Partnerships welcomes all U of T students as we learn with and from Toronto’s diverse communities. It provides students with meaningful community engaged learning opportunities while collaborating with and supporting non-profit organizations within the City of Toronto. Students can take community-engaged courses or participate in one-day, three-day and full-term projects.

Although the CCP works with the idea of volunteering, it isn’t a volunteer placement office. It views learning as an approach to community engagement. The CCP refers to its students as leaders rather than volunteers.

What to tell students

To get involved with the CCP, visit the website, join the LISTSERV and follow the CCP on Facebook. Students can become engaged in programming through co-curricular activities or within academic courses. For co-curricular activities contact amina.farah@utoronto.ca and for curricular engagement contact Jennifer.esmail@utoronto.ca.

Tags: community, social justice, experiential learning
What you should know

This office offers all undergraduate and graduate students leadership education and development opportunities. It has specific programs for grad students, emerging leaders, students in clubs and students in positions of leadership. It also offers equity, diversity and inclusion training.

Students can request workshops from this office, choosing from a variety of topics, learning approaches, facilitation styles and activities. Read more about customized training and fill out a request form at studentlife.utoronto.ca/cld/leadership-workshops-request.

Student clubs or groups at U of T are formally referred to as “recognized campus groups.” Recognized campus groups are voluntary organizations that have registered or gained recognition from Student & Campus Community Development. Campus groups include cultural groups, advocacy, social justice, hobby, arts and much more.

What to tell students

Refer students if they are interested in:

- leadership development or education
- starting or joining a club
- providing leadership, equity, diversity or inclusion training

To access this resource, go to the Ulife Centre at 21 Sussex, call or email the centre (leadership or group officer email accounts), or visit the website.

Tags: leadership, clubs, involvement, equity, inclusion
What you should know
The Co-Curricular Record (CCR) is designed to help students search for and track experiences beyond the classroom, link those experiences to skills and have those opportunities recognized on an official institutional document. Students from all three campuses and recent U of T alumni (within two years of graduation) can participate in this program.

There are three parts of the program: search, connect and record.

What to tell students
To make a referral, ask students to reach out to the CCR Office.

Tags: campus involvement, co-curricular, outside of the classroom, skill development, engagement, competencies, community
What you should know
Hart House serves all U of T students and is open to alumni and community members. All U of T students are automatically members and have access to clubs and committees, programs, the fitness centre, art gallery, theatre, library, darkrooms, the HH Farm in Caledon and all the open drop-in spaces. It is the place to find community and explore new ideas, opportunities and activities with others.

Sign up for the weekly newsletter and check the website to see events and activities. Hart House is one of the University’s top employers. Check out the Career Learning Network or the Hart House website for jobs and volunteer positions. Recognized student groups have free access to book rooms and A/V equipment for meetings and events.

What to tell students
To make a referral, direct students to the website. Clubs and committees may be approached individually for membership information (harthouse.ca/getinvolved/clubs-and-committees/). Inquire at the information hub for specific information.

Tags: fitness, wellness, mindfulness, inclusive, culture, art, recreation, social, theatre, music, agriculture, food, film, photography, debates, dialogue, farm, performance, workshops, lectures, clubs, gallery, literature, library, social justice, archery, games, drop in, family programming, good ideas fund
What you should know
This office serves all registered University of Toronto students, prospective students and students who have graduated in the last two years, providing information on both on- and off-campus housing. Housing offers online off-campus rentals and roommate finder service, residence applications, workshops, webinars, and other resources to assist students with finding short- and long-term housing, and also provides emergency housing assistance.

What to tell students
To make a referral, ask students to call, send an email or visit the office in person.

Tags: off-campus, housing, on-campus, residence, tenant, landlord, emergency housing, rentals, rental housing, temporary accommodation, summer housing, summer residence
What you should know
This service works with students looking for a mentor or interested in becoming a mentor, and those coordinating mentorship activities for other U of T students through campus organizations. Time with a mentor supports personal growth and can help transform a good student into a great one.

What to tell students
Training and support is available. There are more than 60 mentor programs at U of T, with more launching all of the time.

Online tools: mentorship.studentlife.utoronto.ca

Tags: involvement, mentors, mentee, mentorship, networking, peer support, training, career exploration, leadership, new student
What you should know
This is where you go to get your campus ID card, the TCard, which provides access to services and facilities such as Blackboard, libraries, athletic facilities, meal plans, printing services and more. Once students have their TCard, they are also able to enable their UTORid, U of T email address and access U of T Wi-Fi.

What to tell students
To get a TCard, students must go in person to the TCard Office. There, students must provide their U of T student number/Letter of Admission/UTORid/JOINid to staff (so they can search records), and documentation to validate their identity and citizenship. All documentation must be valid and original, and the names must match the names in the student’s university records.

For documentation:

- International students must present their passport and valid post-secondary study permit.

- Canadian students must present a valid Canadian passport or Permanent Resident Card, or, Canadian Citizenship documentation and valid Canadian government-issued photo ID.

- Visit tcard.utoronto.ca for more information.
For replacement TCards due to loss or damage:

Students will need to visit the TCard office with their student number or UTORid, one piece of valid Canadian government-issued photo ID and the $20 replacement fee (debit or credit only). A new photo will be taken. Meal plan, library, building access and athletic services will be active on the new card within 24 hours, or the Monday following a card replacement on Friday.

Tags: TCard, ID card, identity, study permit, citizenship, UTORid
Employment and career exploration
What you should know

Career Exploration & Education's programs and services are open to all undergraduate and graduate students, as well as alumni who have graduated within the last two years. Career Exploration & Education collaborates with student leaders, faculty and staff, alumni and employers to support students and recent alumni develop career management skills and knowledge.

Students are invited to come together to build on their university experience and shape their future career. Programs and services include career fairs, company information sessions, career education workshops, job shadowing opportunities, career exploration events, a research catalogue, online and in-person networking support, career chats, arts-based career programs, resumé reviews, mock interviews and one-to-one appointments. Programs can be tailored for student groups, academic departments or even classrooms, using the online outreach form at studentlife.utoronto.ca/cc/career-workshops-request.

Career Exploration & Education seeks to deepen what students learn during their time at U of T through the integration of career and academic learning. It supports all students and recent alumni in the ownership of their career development and direction, and to discover what meaningful work means to them.
What to tell students

The most important thing for students to know is that they don’t have to have the answers. Their questions will guide access to the many Career Exploration & Education services and resources. There are four easy entry points:

1. During regular office hours, use the online chat tool at studentlife.utoronto.ca/cc/chat.

2. During regular office hours, students who want to talk to someone can call or visit Student Success where they can book appointments.

3. For commuters and after-hours inquiries, students can use Career Start – an online tool that guides students to the most appropriate resources.

4. Students can register for events, workshops and programs directly on the Career Learning Network (cln.utoronto.ca).

Online tools

Career Learning Network
cln.utoronto.ca

Career Navigator
careernavigator.studentlife.utoronto.ca

Career Start
careerstart.studentlife.utoronto.ca/

Online Career Chat
studentlife.utoronto.ca/cc/chat

Ten Thousand Coffees U of T Hub
ten thousand coffees.com/hub/uoft-cafe?vip_page=universityoftoronto

Tags: career development, professional development, career exploration, identity development, job search support, career community, networking, transition, considering further studies, get a job, resume, employers, mentors

Additional resources

Career resources may be available locally at the college, faculty, department or residence level.

Graduate students can also be referred to the Graduate Professional Skills (GPS) program. See pages “Graduate Professional Skills (GPS) Program” on page 68 for details.
Health, wellness and safety
What you should know
Special constables are employees of the University who are appointed by the Province of Ontario and managed by the Toronto Police Services Board. Special constables have the authority of a police officer while on U of T property and are able to deal with criminal, provincial and by-law offences, thereby requiring less Toronto Police presence on campus.

What to tell students
Campus Police provide programs on personal safety, protection of property, conflict resolution, maintenance of public order, community service and referral, emergency response assistance, crime prevention and detection, enforcement of the criminal code, selected provincial and municipal statutes and University policies.

Tags: safety, emergency services, police

Additional resources
TravelSafer – a safer alternative to walking alone at night. uoft.me/travelsafer.
What you should know
The Community Safety Office offers support and assistance to members of the U of T community on a short-term basis and responds to those who have personal safety concerns.

What to tell students
The office responds to all personal safety concerns by addressing the complaint, assessing the personal and community safety risks, providing a continuum of intervention options that the complainant can explore in order to address their personal safety concern(s), presenting information about the particular issue experienced, co-creating a safety plan, referring, and working in partnership with various offices in order to address the individual’s personal safety concerns. Additionally, the office provides consultation and training to those managing difficult behaviour, workshops on a variety of topics and self defence courses.

Tags: safety, safety complaints, advocacy, training, workshops
What you should know
Good2Talk is a free, confidential helpline providing professional counselling, information and referrals for mental health, addictions and well-being to post-secondary students in Ontario 24 hours a day, 365 days a year.

What to tell students
Good2Talk serves students at Ontario’s publicly-funded colleges and universities, with a primary focus on those aged 17 to 25. Students can call Good2Talk for support on a wide range of issues. This service is a partnership between four organizations: ConnexOntario, Kids Help Phone, Ontario 211 and the Ontario Centre of Excellence for Child and Youth Mental Health, and is funded by the Ontario Ministry of Training, Colleges and Universities.

Tags: counselling, mental health, safety, emergency services, 24 hours
What you should know
The Health & Wellness Centre provides centralized mental health and primary care services for registered students. These include: comprehensive medical care, counselling/psychotherapy, peer support and workshops, health education, immunizations, disability and verification of illness documentation, referrals for specialized treatment and more.

The Health & Wellness Centre is one clinic with two floors (Level 1 and Level 2) in the Koffler Student Services Centre. Services are available to all full- and part-time University of Toronto students who have paid the appropriate incidental fees. Health & Wellness Centre services may also be available through embedded counsellors in various divisions.

What to tell students
Students must bring their student card and proof of valid health insurance coverage. Services are fully covered by OHIP, other provincial health-care plans, or the University Health Insurance Plan (UHIP).

Appointments can be made in person at Level 2, or by calling 416-978-8030. All students who access the Health & Wellness Centre will first meet with a family physician and then will be guided to the appropriate type of care based on their individual needs. For additional wellness supports for Graduate Students, please see page 73.

Tags: health, mental health, healthcare, wellness, counselling, prescriptions, doctor
Online resources

Thought Spot (mythoughtspot.ca) is a live map designed by students, for students in the Greater Toronto Area. The map allows students to easily identify and access health and wellness services, and discover resources that are relevant to their experiences, situation and location.
What you should know

The Sexual Violence Prevention and Support Centre works with students, staff and faculty on all three campuses. The centre staff works collaboratively with university stakeholders to offer support with:

- navigating campus and community services
- information about reporting options (criminal and non-criminal)
- arranging for academic, living and any other campus accommodations
- accessing campus or community counselling, advocacy, legal and medical services
- self-care strategies
- education and training
- safety planning

Services can be accessed by anyone who has been affected by sexual violence, on or off campus. Sexual violence includes any form of physical or psychological harm based on sexuality, gender expression or gender identity and can include cyber harassment, stalking, degrading imagery, voyeurism, indecent exposure, exploitation, intimate partner violence, sexual assault and sexual harassment. A formal report to the University is not required to access these supports and services.
What to tell students

To make a referral, ask students to call, email or drop by the office. Most calls or emails are returned within one business day. If a staff member isn’t available for a drop-in appointment, students can usually book an appointment soon after. The centre will work to see students within a reasonable time. The centre does not provide counselling and will make a referral if counselling is required. This office operates from a client-centred approach which means that students share as much or as little information as they would like and do not have not make a formal report or take legal action in order to access services and support.

Tags: sexual assault, sexual violence, rape, harassment
cyber harassment, stalking, voyeurism, indecent exposure, exploitation, intimate partner violence,
sexual harassment
Sport and recreation centres

<table>
<thead>
<tr>
<th>Athletic Centre</th>
<th>Goldring Centre for High Performance Sport</th>
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</thead>
<tbody>
<tr>
<td>55 Harbord Street</td>
<td>100 Devonshire Place</td>
</tr>
<tr>
<td>416-978-3436 x 0</td>
<td>416-946-0400</td>
</tr>
<tr>
<td>uoft.me/athleticcentre</td>
<td>uoft.me/goldring-centre</td>
</tr>
</tbody>
</table>

What you should know

The Athletic Centre and Goldring Centre for High Performance Sport serve all students and offer everything from fitness classes to drop-in group sports and more, including women-only hours in pools and the Strength and Conditioning Centre.

All students belong to these facilities and incidental fees have already paid for membership. Being physically active contributes to overall health, academic performance and often provides a place to create a sense of community and make friends. Athletics is also the largest employer of students on campus.

What to tell students

To make a referral, ask students to visit the website or bring their TCard to any of the facilities to ask questions.

Tags: fitness, activity, work out, sports, recreation, athletics, jobs competition, soccer, basketball, hockey, volleyball, coaching
Additional resources:

Intramural sports
416-978-6511
intramurals@utoronto.ca.
uoftintramurals.ca

Tri-Campus Development League
facebook.com/uoftdleague/
Games are played at Varsity Centre, Varsity Arena and the Goldring Centre for High Performance Sport.

See also: Hart House on page 47
Supports for graduate students

While most of the resources listed here are available to all students, the items listed here are available specifically for graduate students.
What you should know

The CRC provides confidential individual support, conflict coaching and training (customized workshops and talks on topics related to conflict management, see gradcrc.utoronto.ca/training-events) to students, staff and faculty on all three campuses. The CRC is committed to helping members of the graduate community navigate conflict early and effectively.

Students can connect with any member of the G2G Peer Advisor team to talk about their situation, options for resolving an issue, discover available resources that support graduate students, relevant policies/procedures, and tips for communicating concerns and resolving conflict. The peer advisors (G2G) aren’t counsellors, investigators or advocates – they help students figure out what they’d like to do to resolve a conflict or how do to prevent disputes. The CRC is a partnership of the School of Graduate Studies, Student Life and the U of T Graduate Students’ Union.

The G2G team is made up of graduate student staff members from different departments across U of T who have completed the CRC’s 40-hour conflict resolution training. More information about the G2G team is online at gradcrc.utoronto.ca/index-the-g2g-team/who-are-the-g2g.
What to tell students

All of the CRC services, including coaching appointments with the G2G Peer Advisors, are free. Discussions with the CRC/G2G are informal and confidential (see gradcrc.utoronto.ca/index-about-us/confidentiality). The G2Gs hold drop-in hours at various locations including the OISE lobby, Rotman café, UTSU and Student Family Housing, and no appointment is necessary during drop-in hours.

Students who want to speak to a G2G advisor can log on to the CLN (cln.utoronto.ca) with their UTORid to see the CRC appointment calendar and book an appointment (in-person or via Skype), or find out where and when the G2Gs are holding drop-in hours (Events & Workshops tab). Students can also book an appointment by sending an email to gradcrc@utoronto.ca or by calling the CRC. Students don't have to provide any personal details about their issue in either the CLN system or over email/phone. Most calls or emails are returned within one or two days (not including weekends/university holidays).

Additional resources:
gradcrc.utoronto.ca/tips-and-advice

Tags: graduate, dispute, conflict, problem, concern, trouble, supervisor, supervision, stress, friction, worried, prevent, manage, resolve, resolution, support, navigate, difficulty, peer, g2g, communicate, training, workshop, advice
What you should know
The Graduate Professional Skills (GPS) program, an initiative of the School of Graduate Studies, is designed to help all graduate students become fully prepared for their future.

GPS focuses on skills beyond those conventionally learned within a disciplinary program, skills that may be critical to success in the wide range of careers that graduates enter, both within and outside academe. By partnering with tri-campus departments and services as well as non-profit organizations, the GPS program offers workshops, courses, seminars, and placements in the following areas:

- communication skills
- personal effectiveness skills
- teaching competency skills
- research-related skills

Successful completion of GPS offerings will be recognized by a transcript notation. Offerings are held in various locations, including at Grad Room (St. George campus), UTSC, and UTM.

What to tell students
Direct students to the GPS programming calendar on the School of Graduate Studies website, where students can also sign up for the GPS newsletter to receive updates on events and offerings throughout the year.

Tags: Graduate Professional Development (GPD), Graduate Professional Skills (GPS), Workshops, Professional development, Professional development for graduate students, Career development
What you should know

GCAC serves all registered U of T grad students, and its offerings are free. Students often come in the first term of their degree to take a course on writing a SSHRC, NSERC, or CIHR proposal if they’ve never written one. Non-native speakers of English often take the Academic Conversation Skills or Academic Writing 1 course in their first term. Later in their degrees, students take courses/workshops on oral presentations, editing their work, thesis writing, or book a one-on-one consultation in the writing centre.

GCAC offers five types of support designed to target the needs of both native and non-native speakers of English:

- non-credit courses
- single-session workshops
- individual writing consultations
- writing intensives and boot camps
- additional resources for academic writing and speaking
- guest lectures in departments

While the workshops function on a drop-in basis, writing centre consultations require an appointment, and courses and writing intensives require registration.

GCAC emphasizes professional development, not remediation. It helps students cultivate the ability to diagnose and address weaknesses in oral and written work as they prepare to communicate their work to others.
What to tell students
To make a referral, direct students to the website. They can also email or call for specific details.

Tags: Graduate Professional Development (GPD) Graduate Professional Skills (GPS), advanced training in academic writing and speaking, courses, workshops, boot camps, writing Intensives, writing consultations, writing centre, dissertation, thesis, oral presentations, non-native English speakers
What you should know

Gradlife provides programs exclusively for graduate students to help build skills, get support, find balance, meet other graduate students and navigate life at U of T. Gradlife can connect students to workshops, social events, campus services and helpful resources that will enrich their experience, provide community and enhance their academic achievements.

Sometimes students need a break to relax, have fun and hang out. Grad Escapes (uoft.me/gradescapes) help graduate students connect across disciplines through social, cultural and recreational opportunities.

Grad Talks (uoft.me/gradtalks) offer a range of free learning sessions tailored for graduate students to help build skills and find balance. Covering topics like communication, personal development, academic support, careers and more.

Written by current graduate students, for graduate students, the Gradlife blog (blogs.studentlife.utoronto.ca/gradlife) covers topics of interest throughout the year.

What to tell students

Visit the Gradlife website and follow Gradlife on social media for daily updates on programs and resources geared for graduate students. Students should register online for Gradlife programs and note that many fill up fast.

Tags: graduate students, community, involvement, academic success
What you should know

The School of Graduate Studies at 63 St. George St. is home to various resources and services, including:

Student Academic Services Office, Room 101

Need an official letter or information about academic records, registration, or enrolment? Looking for assistance with program management or progress? Visit us in person, or contact us by phone or email (416-978-6614; graduate.information@utoronto.ca).

The Graduate Awards Office, Room 201

Whether you're applying for a scholarship or seeking emergency financial support, bring your questions to us. Our financial advisor can also help you with managing educational expenses, budgeting and planning. Visit us in person, or contact us by phone or email (416-946-0808; graduate.awards@utoronto.ca).

Doctoral Exams, Master’s Thesis Submission, and Graduation

Office, Room 110: Our staff members are here to help you coordinate the details of your doctoral final examination and clarify your questions about the electronic submission of your thesis. We can also answer your graduation questions and provide letters indicating the completion of your degree requirements.
Recruitment and Admissions Office and International Student Support:

A resource to resolve admissions issues affecting grad students, we also assist students and grad units alike with joint educational placements. Twice weekly, we host CIE’s International Transition Advisor at 63 St. George Street. Check our advisor’s drop-in office hours at uoft.me/transition advisor.

Wellness Counselling for Grad Students

If you’re interested in counselling, call the Health & Wellness Centre (416-978-8030), and they will set up an assessment for you. You may be recommended to an SGS Wellness Counsellor at 63 St. George Street. Free wellness workshops for grad students are also available twice monthly next door at 65 St. George Street: uoft.me/stayingwell.

Grad Student Lounge, first floor

Drop by and enjoy a quiet place to read, relax, or get some work done while you’re on St. George campus.

Meeting rooms

Bookable space is available for grad-related activities, including writing groups and more. Additional space can be booked at 65 St. George Street and the SGS Grad Room at 66 Harbord Street. Check availability at uoft.me/sgsrooms.

What to tell students

Students’ first point of contact is their faculty registrar or grad unit administrator. SGS provides the services and resources described above to the graduate community. For additional detail, direct students to the Essential Guide for Grads [http://www.sgs.utoronto.ca/documents/EssentialGuideforGrads.pdf] or SGS website.

Tags: SGS, graduate student, Graduate Professional Development, Graduate Professional Skills, School of Graduate Studies, scholarship, student awards, awards, advanced training in academic writing and speaking, international student, professional development for graduate students, registration, bursaries, supervisor (graduate), exams, academic support, advising, financial stress, adding a course, dropping a course, mental wellness, workshops, writing centres, study space, student meetings
Additional programs and resources for graduate students

Flexible Futures Week for graduate students and post docs
studentlife.utoronto.ca/cc/flexible-futures

Graduate Dossier Service
studentlife.utoronto.ca/cc/dossier

Grad Minds
gradminds.ca

Grad Room
www.sgs.utoronto.ca/currentstudents/Pages/Grad-Room.aspx

Grad Step Up orientation for international grad students
studentlife.utoronto.ca/cie/orientation-grad-stepup

Graduate Student Writing Groups
studentlife.utoronto.ca/asc/graduate-writing-group

Graduate Speaker Series
www.sgs.utoronto.ca/currentstudents/Pages/Graduate-Speaker-Series.aspx

Grad Wellness
www.sgs.utoronto.ca/gradlife/Pages/Grad-Wellness.aspx

Healthy Grad Crew
www.sgs.utoronto.ca/gradlife/Pages/Healthy-Grad-Crew.aspx

International Graduate Student Portal
uoft.me/sgsinternational

International Transition Advising for grad students
studentlife.utoronto.ca/cie/transition-advising#node-3881

Opening Doors Non-Academic Career Panels
www.sgs.utoronto.ca/currentstudents/Pages/Opening-Doors.aspx

THE500
www.sgs.utoronto.ca/postdoctoralfellows/Pages/Career-and-Personal-Development.aspx

Three Minute Thesis Competition (3MT)
www.sgs.utoronto.ca/currentstudents/Pages/3MT.aspx
SGS Room Bookings
uoft.me/sgsrooms

Summer Institute for Graduate Professional Development
www.sgs.utoronto.ca/currentstudents/Pages/Summer-Institute.aspx

Wellness Counselling for grad students
www.sgs.utoronto.ca/currentstudents/Pages/Graduate-Counselling-Services.aspx

Wellness Workshops for grad students
www.sgs.utoronto.ca/currentstudents/Pages/Wellness-Workshops.aspx
Student unions

Student unions and/or student councils exist at most faculties, colleges, residences, programs and academic departments. These organizations represent the interests of students and some offer programs and services as well. The unions included in this guide have broad accountability across the St. George campus, and you may also find helpful services and advocacy in your local representative organizations.
Association of Part-Time Students (APUS)

Sidney Smith Room 1089, or North Borden Suite 236
apus.ca
info@apus.ca

What you should know
This office serves part-time and mature students, student parents and students with disabilities.

What to tell students
To make a referral, contact info@apus.ca and someone will follow up.

• most services are free (paid by our members already)
• a printing service is provided in the SS office (black and white or colour printing)
• APUS provides a health and dental plan for part-time students
• always willing to help full-time students as well

Tags: equity, advocacy, events, academic support, services, health insurance
What you should know

UTSU serves undergraduate students at the St. George and Mississauga campuses, Transitional Year Program students and students enrolled in the Toronto School of Theology. Its services include:

- bursaries and grants: individual academic grants, Book Bursary, Dollars for Daycare, Exam Deferral Bursary
- events and advocacy: mental wellness, international students, social justice and equity, campus life, academic and student rights, community action
- clubs funding: services and recognition (funding, resource bank/rentals, space rentals), clubs services, orientation, health and dental plan, travel insurance
- events: monthly, reading week, exam de-stressors, homecoming, Unity Ball
- volunteer opportunities
- free tax clinics
- food bank
- discounted tickets: Ripley’s Aquarium, Cineplex
- TTC Tokens and metropasses
- GoodFood Box program
- Vegan Breakfast program
- community garden
What to tell students
To make a referral, direct students to visit the office, email frontdesk@utsu.ca, check utsu.ca or call 416-978-4911. Most services are free for members and UTSU strives to make everything it offers accessible to all.

Tags: equity, advocacy, services, health, dental, mental wellness, events, programming, clubs, service groups, grants, bursaries, orientation, food services, foodbank, transit, discount, student society
What you should know
The UTGSU represents more than 18,000 full-time and part-time graduate students from approximately 280 graduate programs. Its role is to protect, promote and advance the interests of graduate students at the University of Toronto.

What to tell students
Refer someone to UTGSU if they have questions about:

- course unions
- committees and caucuses
- health and dental plans
- funding
- athletics
- Harvest Noon Pub
- academic advocacy

Tags: graduate students, health and dental plans, funding, academic success, advocacy
Policies and procedures

Academic Integrity
academicintegrity.utoronto.ca

Code of Student Conduct
www.viceprovoststudents.utoronto.ca/
publicationsandpolicies/codeofstudentconduct.htm

Mental Health Framework
mentalhealth.utoronto.ca

Rights and Responsibilities
www.viceprovoststudents.utoronto.ca/
publicationsandpolicies/rights-and-responsibilities.htm

Sexual Violence Policy
www.governingcouncil.lamp4.utoronto.ca/wp-content/
uploads/2016/12/p1215-poshsv-2016-2017pol.pdf

School of Graduate Studies 2017-2018 Calendar
sgs.calendar.utoronto.ca
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