



# Pathways to Help

Equity, diversity, and inclusivity resources  
available at the University of Toronto

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## **Table of Contents (Organised Based on Campus)**

### **University of Toronto Scarborough (UTSC) Specific**

#### **Graduate and Undergraduate Supports**

- UTSC Equity and Diversity Office (EDIO) (Also available to staff, postdocs, & faculty)
- UTSC Health & Wellness Centre
- UTSC Women's & Trans Centre (WTC) (Also available to staff, postdocs, & faculty)
- UTSC AccessAbility Services
- Indigenous Outreach Program Overview (Also available to staff & faculty)
- UTSC Campus Safety Special Constable Service and Building Patrol (Also available to staff, postdocs, & faculty)
- UTSC Campus Safety Community Crisis Response Services (Also available to staff, postdocs, & faculty)
- UTSC International Student Centre

### **University of Toronto Mississauga (UTM) Specific**

#### **Graduate and Undergraduate Supports**

- UTM Equity, Diversity & Inclusion Office (EDIO) (Also available to staff, postdocs, & faculty)
- UTM Indigenous Centre (Also available to staff, postdocs, & faculty)
- UTM Health & Counselling Centre
- UTM International Education Centre (IEC)
- UTM Accessibility Services
- UTM Campus Safety - Special Constable Service (Also available to staff, postdocs, & faculty)

### **University of Toronto St. George (UTSG) Specific**

#### **Graduate and Undergraduate Supports**

- St. George Health & Wellness Centre
- UTSG Accessibility Services
- UTSG Campus Safety Special Constable Service (Also available to staff, postdocs, & faculty)

### **Tri-Campus**

#### **Graduate and Undergraduate Supports**

- Anti-Racism & Cultural Diversity Office (ARCDO) (Also available to staff, postdocs, & faculty)
- Office of Indigenous Initiative (OII) (Also available to staff, postdocs, & faculty)
- First Nations House (Indigenous Student Services) (Also available to staff, postdocs, & faculty)
- Multi-Faith Centre (MFC) (Also available to staff, postdocs, & faculty)
- Family Care Office (FCO) (Also available to staff, postdocs, & faculty)
- The Sexual Violence Prevention and Support Centre (Also available to staff, postdocs, & faculty)
- Accessibility for Ontarians with Disabilities Act Office (AODA) (Also available to staff, postdocs, & faculty)
- Mental Health Framework (Also available to staff, postdocs, & faculty)

[My Student Support Program \(MySSP\)](#)

[Sexual & Gender Diversity Office \(SGDO\)](#) (Also available to staff, postdocs, & faculty)

[Community Safety Office \(CSO\)](#) (Also available to staff, postdocs, & faculty)

[Office of the Ombudsperson](#) (Also available to staff, postdocs, & faculty)

[Centre for International Experience \(CIE\)](#) (Also available to postdocs)

[The Institutional Equity Office \(IEO\)](#) (Also available to staff, postdocs, & faculty)

### **Graduate Supports**

[Centre for Graduate Mentorship & Supervision \(CGMS\)](#)

[Graduate Wellness Counselling](#) (Also available to postdocs)

[Employee & Family Assistance Program \(EFAP\)](#) (Also available to postdocs & faculty)

[Grad Minds](#)

### **Additional Resources**

[School of Graduate Studies: Resources and Supports](#)

[UTSC Academic Resources and Student Services](#)

[UofT Student Services and Supports](#)

[A-Z List of Links for Students](#)

[Navi: Your Mental Health Wayfinder](#)

[Academic Departments and Programs](#)

[Union Information \(CUPE Unit 1 for teaching assistants, students and postdoc instructors\)](#)

[University's statement on Prohibited Discrimination and Discriminatory Harassment](#)

### **Contacts**

[UTSC Contacts](#)

[UTM Contacts](#)

[UTSG Contacts](#)

[Emergency Contacts](#)

[Contact Us!](#)

## **Table of Contents (Organised Based on Question/Concern)**

### **Where can I go with Issues or Concerns Related to Equity, Diversity, & Inclusion?**

[UTSC Equity and Diversity Office \(EDIO\)](#)

[UTSC Women's & Trans Centre \(WTC\)](#)

[Indigenous Outreach Program Overview](#)

[UTM Equity, Diversity & Inclusion Office \(EDIO\)](#)

[UTM Indigenous Centre](#)

[Anti-Racism & Cultural Diversity Office \(ARCDO\)](#)

[Office of Indigenous Initiative \(OII\)](#)

[First Nations House \(Indigenous Student Services\)](#)

[Multi-Faith Centre \(MFC\)](#)

[Family Care Office \(FCO\)](#)

[The Sexual Violence Prevention and Support Centre](#)

[Accessibility for Ontarians with Disabilities Act Office \(AODA\)](#)

[Sexual & Gender Diversity Office \(SGDO\)](#)

Community Safety Office (CSO)  
The Institutional Equity Office (IEO)

**Where can I go for Help/Advice on a Conflict with my Advisor and/or Peers?**

Community Safety Office (CSO)  
Office of the Ombudsperson  
Centre for Graduate Mentorship & Supervision (CGMS)

**Where can I go for Mental Health Support?**

UTSC Health & Wellness Centre  
UTSC AccessAbility Services  
UTSC Campus Safety Community Crisis Response Services  
UTM Health & Counselling Centre  
UTM Accessibility Services  
St. George Health & Wellness Centre  
UTSG Accessibility Services  
Mental Health Framework  
My Student Support Program (MySSP)  
Graduate Wellness Counselling  
Employee & Family Assistance Program (EFAP)  
Grad Minds

**How can I Connect with Other LGBTQ+ Students, Faculty, and Post-Docs?**

UTSC Women's & Trans Centre (WTC)  
Sexual & Gender Diversity Office (SGDO)

**Where can I get Support as an International Student?**

UTSC International Student Centre  
UTM International Education Centre (IEC)  
Centre for International Experience (CIE)

**Who can I Contact if I am Feeling Unsafe?**

UTSC Equity and Diversity Office (EDIO)  
UTSC Campus Safety Special Constable Service and Building Patrol  
UTM Campus Safety - Special Constable Service  
UTSG Campus Safety Special Constable Service  
Anti-Racism & Cultural Diversity Office (ARCDO)  
The Sexual Violence Prevention and Support Centre  
Community Safety Office (CSO)  
Centre for Graduate Mentorship & Supervision (CGMS)  
The Institutional Equity Office (IEO)

## University of Toronto Scarborough (UTSC) Specific

### Graduate and Undergraduate Supports

#### **UTSC Equity and Diversity Office (EDIO) \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://www.utsc.utoronto.ca/edio/>
- **Support Offered:** The Equity, Diversity, and Inclusion Office (EDIO) is a central resource for all UTSC community members (students, staff, and faculty) to provide training, programming, and engagement initiatives related to equity, access, discrimination, and harassment. We guide and assist students, staff, and faculty in resolving issues that involve equity, discrimination or harassment. As a part of our process, we meet to answer questions, share information about complaints resolution processes, and discuss the most appropriate options with you to work towards a resolution.
- 2 types of consultations are provided:
  - Human Rights Consultation: If students, staff or faculty want to have a conversation about potential harassment or discrimination on Human Rights Code Grounds.
  - EDI Consultation: Connecting with students, staff or faculty on document review or advising departments/campus members on EDI initiatives.
- **When to Contact:** You require help in resolving an issue related to equity, discrimination or harassment; you would like the EDIO to know about events within the mandate of the office; you want to become more involved in making U of T a more equitable and inclusive space for everyone; you have questions about university policy on equity or diversity issues.
- **What to Expect:** Confidentiality, a timely response to your inquiry, a safe and supportive environment, and a respectful and non-judgmental approach to your concerns. Realistically students can expect a response to their email within 1-3 business days. This response time depends on staff availability, work schedules, and the type of inquiry we receive.
- **How to Contact:** The office can be reached via email at [edio.utsc@utoronto.ca](mailto:edio.utsc@utoronto.ca).

#### **UTSC Health & Wellness Centre**

- **Link to Resource:** <https://www.utsc.utoronto.ca/hwc/>
- **Support Offered:** Offers convenient and confidential health care, counselling and health promotion services for all registered students at UTSC.
- **When to Contact:** For any medical concern, doctors and nurses are available to all students registered at the University of Toronto Scarborough with a valid student card (T-

Card) and health card. If feeling overwhelmed and in need of support, trained counselling staff are available.

- **What to Expect:** Confidentiality and inclusive care. We strive to respond to our emails within one business day.
- **How to Contact:** Call 416-287-7065 or email [health.utsc@utoronto.ca](mailto:health.utsc@utoronto.ca).

### **UTSC Women's & Trans Centre (WTC) \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://www.utscwomensandtranscentre.com/>
- **Support Offered:** The UTSC Women's & Trans Centre (WTC) is a non-profit, student run organization at the UofT Scarborough Campus. WTC hope to create a safer and more inclusive community for folks who self identify as queer, racialized, trans, non-binary, women, femmes, and any and all intersections of the above identities. WTC offers a variety of resources (e.g., menstrual & reproductive products) and can refer folks to various campus and community organizations and supports. In addition to these resources, WTC runs a variety of programming throughout the year, including events like the Monologues showcase or the annual conference, advocacy and campaigns (e.g., #16DaysWTC), and is constantly evolving their knowledge of and collaboration with justice & joy focused organizations in the Scarborough campus and larger community. When the Centre is open, it is also a safe and anti-oppressive space for folks on campus. See the WTC resource directory [https://docs.google.com/document/d/1ZKj602chzzghHHfgOIL4bvTUfKzy\\_LrUglllaq7pmQE/edit](https://docs.google.com/document/d/1ZKj602chzzghHHfgOIL4bvTUfKzy_LrUglllaq7pmQE/edit) for further supports.
- **When to Contact:** Looking for resources, thinking of collaborating with us, wanting to get involved.
- **What to Expect:** An open and anti-oppressive environment.
- **How to Contact:** Email [internalcoordinator.wc@gmail.com](mailto:internalcoordinator.wc@gmail.com) for service inquiries, individual inquiries, or questions about WTC.

### **UTSC AccessAbility Services**

- **Link to Resource:** <https://www.utsc.utoronto.ca/ability/welcome-accessability-services>
- **Support Offered:** AccessAbility Services is a student service, academic service and University of Toronto equity office on the U of T Scarborough campus. Its principal function is to ensure that policies, practices, procedures and programs at UTSC are inclusive to remove barriers and ensure equal access for undergraduate, graduate, and non-degree students with disabilities. Any student with a disability or health consideration can register with AccessAbility Services. This includes undergraduate, graduate and non-degree students with mental health conditions, Attention Deficit Hyperactivity Disorder (ADHD), Autism Spectrum Disorder (ASD), learning disabilities, chronic health conditions, concussions and head injuries, sensory disabilities, and physical and mobility disabilities.

- **When to Contact:** If you would like to request in-class and test and exam accommodations, referrals to assessment services (e.g., the service provides referrals to a Registered Psychologist for Learning Disability (LD), Attention Deficit Hyperactivity Disorder (ADHD) assessments), assistive technology assessments (the service provides referrals to an on-site Assistive Technology Consultant for AT Assessment), personal support assistance, arrange attendant care, or to register a service animal.
- **What to Expect:** Confidential services. After a student completes the Online Intake Registration Form, AccessAbility Services will contact them within 1-3 business days to schedule an Intake appointment with a Disability Consultant.
- **How to Contact:** Call 416-287-7560 or email [ability.uts@utoronto.ca](mailto:ability.uts@utoronto.ca).

### **Indigenous Outreach Program Overview \* also available to staff & faculty**

- **Link to Resource:** <https://www.uts.utoronto.ca/studentlife/indigenous-outreach-program-overview>
- **Support Offered:** The Indigenous Outreach Program at the University of Toronto Scarborough is an opportunity for students, staff, and faculty to connect with the Indigenous community on traditional teaching land. Students will be able to engage in meaningful opportunities of cultural exchange and dialogue with First Nations peoples. Additionally, cultural, academic, and career advising from experienced and dedicated Indigenous professionals is offered.
- **When to Contact:** If you would like to learn more, feel free to contact us.
- **What to Expect:** Indigenous education, awareness, and support to the UTSC and local community through collaborations, external and internal events, workshops, training, and experiential learning on the land.
- **How to Contact:** Email [cep@uts.utoronto.ca](mailto:cep@uts.utoronto.ca).

### **UTSC Campus Safety Special Constable Service and Building Patrol \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://www.uts.utoronto.ca/safety/campus-safety-special-constable-service-and-building-patrol>
- **Support Offered:** Campus Safety Special Constables provide 24/7 service and protection to the UTSC community. Special Constables patrol the campus on foot, bicycles and in vehicles.
- **When to Contact:** If you require a travel safer (Many of us need to be on campus outside of business hours. Perhaps you feel uncertain when you need to get to your vehicle, residence, or another building on campus. If you would prefer to have someone travel with you, call the Building Patrol Service at (416) 287-7022 or use a UTSC Code Blue Phone and ask for Travel Safer assistance). If you are working or studying alone after regular business hours or in isolated areas, Campus Safety will provide you with a personal safety radio for direct contact to our Special Constable Service, should a

personal safety emergency arise. Register for this program or pick up a radio at the Campus Safety Office in SW304. Have a question about the Lone Worker Program? Give us a call at (416) 287-7398.

- **What to Expect:** Respect for the dignity, privacy, worth and diversity of all persons; fair and impartial treatment of all individuals; a departmental philosophy that promotes safety and security as a responsibility of all members of the community; reliability, competence, accountability; teamwork and open communication; an approach to campus safety that welcomes and encourages community involvement and promotes equity.
- **How to Contact:** If you are concerned about an immediate threat to your safety or property, or that of others, call 911 or Campus Safety at (416) 978-2222, or use one of the emergency Code Blue telephones located on campus. For non-emergencies, contact Campus Safety to make a report or receive support at (416) 287-7398. For additional contact information please see <https://www.utsc.utoronto.ca/safety/contact-information>.

### **UTSC Campus Safety Community Crisis Response Services \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://www.utsc.utoronto.ca/safety/community-crisis-response-services>
- **Support Offered:** Campus Safety at UTSC provides mobile community crisis response services on campus. The Community Crisis Response Coordinator works collaboratively with the Campus Safety Staff. Together, they will meet students anywhere on campus (e.g. residence, classroom, lab, parking lot etc). The Community Crisis Response Coordinator provides individual-centred, trauma-informed mental health and crisis response to the campus community.
- **When to Contact:** Often times, a crisis involves a threat to one's safety (self or others). A crisis can also be experienced when a person is not able to cope or manage a stressful situation.
- **What to Expect:** When someone is experiencing a crisis, it can lead to a sense of being overwhelmed, lost, confused, lonely and hopeless. One may have trouble socializing, attending classes and going about one's daily routines such as eating and sleeping. Besides immediate crisis response and de-escalation, here's how else the Community Crisis Response Coordinator can help: stabilization, navigation & referrals, crisis prevention, and consultation. Hours of operation are Monday-Friday 10 am - 6 pm (excluding holidays). For after-hours crisis support, see <https://www.utsc.utoronto.ca/safety/community-crisis-response-services> for options.
- **How to Contact:** Call 416-287-7589 or email [Studentcrisis.utsc@utoronto.ca](mailto:Studentcrisis.utsc@utoronto.ca).

### **UTSC International Student Centre**

- **Link to Resource:** <https://www.utsc.utoronto.ca/utscinternational/>



- **Support Offered:** To provide the support and guidance you will need during your time at the University of Toronto Scarborough (including advising on immigration, permits, etc.)
- **When to Contact:** Looking for immigration and transition advising. If you have questions about health insurance, global learning, international life, or any other inquiries.
- **What to Expect:** Our services are confidential. The emails or queries by phone or in-person are discussed only with ISC staff members, if and when necessary. We realize that at times students might be discussing private and sensitive matters with us, and we respect their privacy and do not discuss details. The response time for emails is usually 15-20 minutes on a weekday if an email is sent during work hours (Mondays - Friday, 8:45 am - 5:00 pm). Emails sent Friday after work hours or on the weekend are replied to on Monday morning. For our live chat, the reply is usually within 10-15 seconds.
- **How to Contact:** Call 416-287-7087 or email [isc.utsc@utoronto.ca](mailto:isc.utsc@utoronto.ca).

## University of Toronto Mississauga (UTM) Specific

### Graduate and Undergraduate Supports

#### **UTM Equity, Diversity & Inclusion Office (EDIO) \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://www.utm.utoronto.ca/edio/home>
- **Support Offered:** The Equity, Diversity, and Inclusion Office (EDIO) is a campus service for all UTM community members (students, staff, faculty, and librarians). The office facilitates equity, Indigenous, and human rights-related programming, training, community engagement opportunities, and systemic change initiatives.
- **When to Contact:** You would like the EDIO to know about events within the mandate of the office; you or your student group would like to collaborate on an equity-related event on campus; you want to know more about EDIO programs and services; you want to become more involved in making the university a more equitable and inclusive space for everyone; you have questions about policy; and/or, you need assistance in resolving an issue.
- **What to Expect:** Confidentiality; a safe and supportive environment; a respectful and non-judgemental approach to your concerns; a timely response. The UTM Equity, Diversity, and Inclusion Office's mailbox is monitored during standard business hours, which are Monday-Friday, 9:00 am - 5:00 pm (ET). Any emails received outside of this time will be responded to during business hours
- **How to Contact:** Call 905-569-4916 or email [edio.utm@utoronto.ca](mailto:edio.utm@utoronto.ca).

#### **UTM Indigenous Centre \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://www.utm.utoronto.ca/indigenous-centre/welcome-indigenous-centre>
- **Support Offered:** The Indigenous Centre at the University of Toronto Mississauga works to support Indigenous students, staff and faculty at UTM as well as inspire future Indigenous students to a welcoming and inclusive UTM community. The Indigenous Centre works to promote equity and inclusion of Indigenous people among students, staff, faculty and throughout the campus. The Indigenous Centre also offers a number of ways for non-Indigenous peoples to better understand Indigenous peoples and their ways of being.
- **When to Contact:** If you would like to connect with the Indigenous community or learn more about the Indigenous peoples ways of being.
- **What to Expect:** Services are confidential. The UTM Indigenous Centre's mailbox is monitored during standard Summer business hours, which are Monday-Friday, 9:00 am - 4:30 pm (ET). Any emails received outside of this time will be responded to during business hours. In the fall/winter business hours will change to 9 am - 5 pm (ET).
- **How to Contact:** See <https://www.utm.utoronto.ca/indigenous-centre/> for contact information.

### **UTM Health & Counselling Centre**

- **Link to Resource:** <https://www.utm.utoronto.ca/health/>
- **Support Offered:** Confidential mental and physical health services provided by an interdisciplinary team of health professionals based at the UTM Campus.
- **When to Contact:** Students can make appointments with one of the student-friendly physicians or nurses to discuss a wide range of health concerns (e.g., immunizations, referrals to speciality, physical exams). The HCC also offers personal counselling or group counselling to assist students experiencing a wide range of challenges (e.g., short-term and crisis support, family conflict, grieving). Additionally, the HCC offers other services (e.g., issuing medical certificates, dispensing birth control pills, drawing blood samples).
- **What to Expect:** A student-centric, personalised approach; confidentiality; same-day, open access; a wider variety of care options; dedicated staff support. Please allow 1 business day for a response.
- **How to Contact:** Call 905-828-5255 or email [health.utm@utoronto.ca](mailto:health.utm@utoronto.ca).

### **UTM International Education Centre (IEC)**

- **Link to Resource:** <https://www.utm.utoronto.ca/international/>
- **Support Offered:** The International Education Centre (IEC) is dedicated to providing support for global students connected to the University of Toronto Mississauga. Services include an arrival guide, UHIP/health support, transition coaching, intercultural workshops, etc.

- **When to Contact:** Should you have any questions, please contact us – we are happy to help you!
- **What to Expect:** Our services are confidential. We usually email students back within 2-5 business days.
- **How to Contact:** Call 905-569-4716 or email [international.utm@utoronto.ca](mailto:international.utm@utoronto.ca).

### UTM Accessibility Services

- **Link to Resource:** <https://www.utm.utoronto.ca/accessibility/welcome-accessibility-services>
- **Support Offered:** Accessibility Services provides services and academic accommodations to students who have a documented learning, physical, sensory, mental health disability or medical condition. A disability can be temporary or permanent.
- **When to Contact:** If you would like to request in-class and test and exam accommodations, referrals to assessment services, assistive technology assessments, personal support assistance, arrange attendant care, or to register a service animal.
- **What to Expect:** Any information that a student discloses to our staff regarding the nature of their disability or health condition is kept confidential. Each staff member/volunteer of Accessibility Services at UTM, including Invigilators, signs a 'Declaration of Confidentiality' form which stresses the importance of not disclosing information about students who use the services. A student's registration with Accessibility and the fact that they received academic accommodations is not identified on the student's official university records, test results, academic transcripts or graduation documentation.
- **How to Contact:** Call 905-569-4699 or email [access.utm@utoronto.ca](mailto:access.utm@utoronto.ca).

### UTM Campus Safety - Special Constable Service

- **Link to Resource:** <https://www.utm.utoronto.ca/campus-police/campus-safety>
- **Support Offered:** All UTM Campus Safety Special Constables are sworn in by Peel Regional Police for the purposes of keeping the peace at the University of Toronto Mississauga Campus. Special Constables patrol the campus by means of foot and mobile patrol.
- **When to Contact:** If you require a medical response team (ECSpeRT), Campus Safety works in partnership with them to respond to medical emergency calls. ECSpeRT is on duty from 8 AM Monday to 8 AM Saturday. If you require medical assistance, you can contact ESCpeRT at 905-569-4925. If you prefer to not walk alone on campus, day or night? Call a Walk Safe escort. A uniformed officer will come to your location and walk you to your on-campus destination, including waiting at the bus stop. This service is provided by UTM Building Patrollers and Special Constables and available 24/7/365. Working in an isolated area on campus? Contact Campus Safety and provide your

telephone number and location. Our officers will conduct regular check-ins. To request a Walk Safe Escort or register for the Work Alone Program, Contact Us at 905-828-5200.

- **What to Expect:** The University of Toronto Mississauga Campus Safety Special Constable Service is dedicated to creating a safe, secure, and equitable environment for students, staff and visitors.
- **How to Contact:** Campus Safety is on duty 24 hours a day, 7 days a week, 365 days a year. In the event of an emergency, call 911 immediately followed by a call to the Campus Safety emergency line at 905-569-4333. See <https://www.utm.utoronto.ca/campus-police/node/89> for further contact information.

## University of Toronto St. George (UTSG) Specific

### Graduate and Undergraduate Supports

#### **St. George Health & Wellness Centre**

- **Link to Resource:** <https://studentlife.utoronto.ca/department/health-wellness/>
- **Support Offered:** Provide a range of health services for your physical and mental health, wellness programs and information to help support you in achieving your personal and academic goals.
- **When to Contact:** To access mental health supports, sexual and reproductive health consultations, nutrition counselling and education, and obtain immunizations.
- **What to Expect:** To safeguard your privacy and the confidentiality of your personal health information, the clinicians and staff of the Health & Wellness Centre are bound by Ontario's Personal Health Information and Protection Act, the University of Toronto's Privacy and Security Policy, and professional standards. However, the law does require clinicians to disclose personal health information to authorities in or outside the university in some extremely exceptional cases: there is concern that you may physically harm yourself or someone else; you reveal potential child abuse or neglect; you report sexual abuse by a member of the Ontario College of Social Workers and Social Service Workers, or a regulated health professional; your physician determines that you have a medical condition that impairs your ability to operate a motor vehicle; a court requires your records or that your clinician or counselor testify. We will make our best attempt to respond to your inquiry within 2 business days.
- **How to Contact:** Call 416-978-8030 or email [info.hwc@utoronto.ca](mailto:info.hwc@utoronto.ca).

#### **UTSG Accessibility Services**

- **Link to Resource:** <https://studentlife.utoronto.ca/department/accessibility-services/>
- **Support Offered:** Our team assists in navigating disability-related barriers to your academic success at U of T for your ongoing or temporary disability. We provide services and supports for learning, problem solving and inclusion.

- **When to Contact:** If you would like to register for program, practicum, lab & course accommodations.
- **What to Expect:** The staff at Accessibility Services can help you navigate U of T and get you the support you need. Once you submit a complete registration package, you will be scheduled for an intake appointment with an accessibility advisor. You may be referred to an additional resource in our office, such as a learning strategist or adaptive technologist. You might also be interested in attending a group or participating in our peer programming.
- **How to Contact:** Call 416-978-8060 or email [accessibility.services@utoronto.ca](mailto:accessibility.services@utoronto.ca).

### **UTSG Campus Safety Special Constable Service**

- **Link to Resource:** <https://www.campussafety.utoronto.ca/about>
- **Support Offered:** The University of Toronto Campus Safety is dedicated to creating a safe, secure and equitable environment for students, staff, faculty and visitors.
- **When to Contact:** If you would like to access support such as the Work Alone Program or TravelSafer Program.
- **What to Expect:** We are accountable to our community and guided by the following principles and values: respect for the dignity, privacy, worth and diversity of all persons; fair and impartial treatment of all individuals; a departmental philosophy that promotes safety and security as a responsibility of all members of the community; reliability, competence, accountability, teamwork and open communication; an approach to campus policing that welcomes and encourages community involvement and promotes equity.
- **How to Contact:** Non-urgent: 416-978-2323; Urgent: 416-978-2222 or 911. See <https://www.campussafety.utoronto.ca/contact-us> for further contact information.

## Tri-Campus

### Graduate and Undergraduate Supports

#### **Anti-Racism & Cultural Diversity Office (ARCDO) \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://antiracism.utoronto.ca/>
- **Support Offered:** The ARCDO within the Division of People Strategy, Equity & Culture provides services to support University members in their efforts to foster environments that are intentionally racially diverse and inclusive through the advancement of equitable practices, education and training and the provision of complaints resolution supports on matters of race, faith and intersecting identities as guided by the Ontario Human Rights Commission. The ARCDO receives and provides support to concerns and complaints under the University's Statement on Prohibited Discrimination and Discriminatory Harassment. It provides guidance and assistance to all

members of the University community including students, faculty and staff, administrators, managers, recipients of University services, including visitors, who have questions about possible harassment and discrimination; information and advice to any member of the U of T community and staff on policy interpretation including on matters of religious accommodation in the scheduling of classes and examination and for religious observances; and provides referrals to other offices and resources as appropriate.

- **When to Contact:** Have questions about an experience of discrimination and harassment relating to race, ancestry, ethnicity, colour, citizenship or your faith; want information about the application of the University's Statement on Prohibited Discrimination and Discriminatory Harassment; are looking for ways to respond to or resolve an issue of harassment or discrimination based on any of the aforementioned grounds; have concerns that a practice, policy or procedure could be discriminatory based on any of the aforementioned grounds.
- **What to Expect:** The ARCEO will, as much as possible, preserve confidentiality as legally required or permitted. You may contact us for details and exceptions. Students can expect a reply to their email within 48 hours of receipt. After which, a student may be contacted by a member of our office, depending on the context of the inquiry.
- **How to Contact:** Call 416-978-1259 or email [antiracism@utoronto.ca](mailto:antiracism@utoronto.ca).

#### **Office of Indigenous Initiatives (OII) \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://indigenous.utoronto.ca/>
- **Support Offered:** The website provides an overview of the Indigenous community, initiatives, services, and academic programs on all three U of T campuses. This place is a starting point for your journey to discover the vibrant Indigenous communities at U of T. It will lead you to more in-depth resources that have been developed across the three campuses.
- **When to Contact:** We invite you to explore the information provided regarding the Indigenous community, initiatives, services, and academic programs on all three U of T campuses. If you cannot find the information you require or further assistance is needed, the staff at Indigenous Initiatives are happy to help you.
- **What to Expect:** A supportive environment where you can advance understanding and apply new knowledge. We remain dedicated to ensuring accessible equity support and services and uphold our commitment to confidentiality and privacy.
- **How to Contact:** Email [indigenous.initiatives@utoronto.ca](mailto:indigenous.initiatives@utoronto.ca).

#### **First Nations House (Indigenous Student Services) \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://studentlife.utoronto.ca/department/first-nations-house/>



- **Support Offered:** First Nations House provides culturally relevant services to Indigenous students in support of academic success, personal growth and leadership development. We also offer learning opportunities for all students to engage with Indigenous communities within the University of Toronto and beyond.
- **When to Contact:** For academic support, financial aid and planning, meeting with Elders and traditional teachers.
- **What to Expect:** Services are confidential. You can typically expect a response within the same day.
- **How to Contact:** Call 416-978-8227 or email [fnh.info@utoronto.ca](mailto:fnh.info@utoronto.ca).

### **Multi-Faith Centre (MFC) \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://studentlife.utoronto.ca/department/multi-faith-centre-for-spiritual-study-practice/>
- **Support Offered:** Our team supports the spiritual well-being of everyone on campus and provides opportunities for people to learn from each other through interfaith dialogue, arts and social justice. While U of T is a secular institution, we respect everyone's right to worship.
- **When to Contact:** If you have a multi-faith centre space request or have any other questions.
- **What to Expect:** Engage in questions of meaning, purpose and identity and to reflect, worship, contemplate, teach and learn, read and study, celebrate, mourn, engage in dialogue and interact on a daily basis.
- **When to Contact:** Call 416-946-3120 or email [multi.faith@utoronto.ca](mailto:multi.faith@utoronto.ca) to reach the Multi-Faith Centre Reception. Email [space.multifaith@utoronto.ca](mailto:space.multifaith@utoronto.ca) for Multi-Faith Centre Space Requests.

### **Family Care Office (FCO) \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://familycare.utoronto.ca/>
- **Support Offered:** The Family Care Office provides confidential guidance, resources, referrals, educational programming and advocacy for the U of T community and their families. We raise awareness of family care issues central to the achievement of education and employment equity at U of T.
- **When to Contact:** The Family Care Office supports current University of Toronto students, staff, faculty, post-doctoral fellows and their families with any family care-related issue.
- **What to Expect:** Support, respect, and care. We remain dedicated to ensuring our services remain accessible and uphold our commitment to confidentiality and privacy. Our mailbox is monitored during regular business hours which are Monday to Friday from 9 a.m. to 5 p.m. We will endeavour to respond to your email within 24 hours during

our business hours. Any emails received outside of business hours will be responded to on the following business day.

- **How to Contact:** Call 416-978-0951 or email [family.care@utoronto.ca](mailto:family.care@utoronto.ca).

**The Sexual Violence Prevention and Support Centre \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://www.svpscentre.utoronto.ca/>
- **Support Offered:** Here to help and support students, staff, and faculty at the University of Toronto who have been affected by sexual violence or sexual harassment. We're here to help you understand, access and navigate supports such as counselling, medical services, academic or workplace accommodations, financial aid and legal aid. The Centre also works to end sexual violence on campus through training and education.
- **When to Contact:** If you've experienced, heard about, witnessed, or are supporting someone affected by sexual violence or want to learn more, contact us. Our Centre is available to current students, staff, faculty, and librarians at the University of Toronto. People from all gender identities, expressions, and sexualities have access to our services and will be welcomed by our highly skilled and compassionate team.
- **What to Expect:** We will believe you. When you access services from the Centre, you will receive a non-judgmental, confidential, and supportive environment that honours strengths and personal agency, allowing you to openly talk about your concerns and feelings. We will work with you to ensure you are connected to the information, support, and resources that suit your individual needs. You will be free to ask questions and drop in and out of service; learn about on- and off-campus support services and resources; be fully informed about Centre policies, confidentiality and conditions of service; get the information you need to make informed choices about whether to report sexual violence and how and where to do it – and know that your decision will be respected.
- **How to Contact:** Call 416-978-2266 or email [svpscentre@utoronto.ca](mailto:svpscentre@utoronto.ca). Generally, if we receive your call or email during our operating hours, we will respond the same day. We have a commitment to respond to all requests within two business days.

**Accessibility for Ontarians with Disabilities Act Office (AODA) \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://people.utoronto.ca/inclusion/accessibility/>
- **Support Offered:** AODA office ensures U of T is meeting the AODA standard obligations as legislated by the Province of Ontario. The Office delivers online and in-person training, as well as provides outreach and resources among other support and services.
- **When to Contact:** If you have an accessibility concern, you can report your concern here. Additionally, if you would like consultation regarding the Accessibility for Ontarians with Disabilities Act standard obligations or if you would like to provide



feedback regarding services provided by the University of Toronto relating to accessibility, we would like to hear from you.

- **What to Expect:** Confidential services. Please read on for guidance related to the AODA training module. For all other matters, our mailbox is normally monitored during regular business hours, which are Monday-Friday, 9:00 a.m. – 5:00 p.m. Any emails received outside of business hours will be responded to on the following business day. You can expect to hear back from our office within two (2) business days. For general accessibility and AODA information, including reporting campus accessibility issues, please visit <https://www.aoda.utoronto.ca> For further information on the University's Equity Office please visit <https://hrandequity.utoronto.ca/inclusion/equity-offices/> For COVID-19 related information, please visit <https://www.utoronto.ca/utogether>.
- **How to Contact:** Call 416-978-7236 or email [aoda@utoronto.ca](mailto:aoda@utoronto.ca).

### **Mental Health Framework \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://mentalhealth.utoronto.ca/>
- **Support Offered:** Recommendations of university and community-based resources for mental health and wellness.
- **When to Contact:** No matter where you are on the mental wellness continuum, from being proactive about your mental well-being to feeling stressed or needing urgent help, U of T is here to support you. We are actively engaged in your mental well-being and want to empower you to discover the resources you need to feel and do your best. Whether it's a bad day, a break-up, a life-changing event or an urgent crisis, we are always here and can help you take your first step on your mental health journey.
- **What to Expect:** The University of Toronto has adopted a stepped model of care, which is a flexible and comprehensive system for delivering clinic-based mental health programs. Treatment intensity can be stepped up or down depending on the level of distress, need and readiness to engage in the growth process. Programs can also be selected and arranged based on engagement. There is no starting point or finish line – only resources and supports that deliver the right care at the right time.
- **How to Contact:** Confidential services. Book an appointment through <https://mentalhealth.utoronto.ca/>.

### **My Student Support Program (MySSP)**

- **Link to Resource:** <https://mentalhealth.utoronto.ca/my-student-support-program/>
- **Support Offered:** U of T My SSP provides students with real-time and/or appointment-based confidential, 24-hour support for any school, health, or general life concern at no cost to you. You can call or chat with a counsellor directly from your phone whenever, wherever you are.
- **When to Contact:** If you need help and advice about being successful at school; practical issues while studying; relationships with friends and family; language and

cultural barriers; stress, sadness and loneliness; balancing work and school; difficulty adjusting to life in Canada. All full-time and part-time undergraduate and graduate students enrolled at the University of Toronto (includes UTSG, UTSC, UTM) and have paid the appropriate incidental fees.

- **What to Expect:** MySSP is completely confidential within the limits of the law, so no one - including your family, friends, or professors - will ever know you used the program unless you choose to tell them. (A few exceptions apply, so please read through the disclaimers in the My SSP app to learn more).
- **How to Contact:** You can access U of T My Student Support Program (U of T My SSP) 24/7 by calling 1-844-451-9700. Outside of North America, call 001-416-380-6578. (See instructions for accessing My SSP outside of Canada or the U.S. under Service Delivery).

### **Sexual & Gender Diversity Office (SGDO) \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://sgdo.utoronto.ca/>
- **Support Offered:** The 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.
- **When to Contact:** Reach out for guidance and assistance for questions about possible harassment and discrimination; support around a range of topics and issues connected with sexual and/or gender identity; referrals to other offices and resources. As well as learning more about building supportive 2SLGBTQ+ learning and working communities at U of T.
- **What to Expect:** Members of U of T can speak confidentially to the Sexual & Gender Diversity Office staff in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA). There are some general exceptions to confidentiality, which can be discussed with an SGDO staff member when you meet. The wait time can depend on the time of year, but we generally try to respond to any inquiry within 24-48 business hours (9 am - 5 pm, Mon - Fri).
- **How to Contact:** Call 416-946-5624 or email [sgdo@utoronto.ca](mailto:sgdo@utoronto.ca).

### **Community Safety Office (CSO) \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://www.communitysafety.utoronto.ca/>
- **Support Offered:** Tri-campus service that offers short-term support and assistance to students, staff, and faculty members of the University of Toronto community who have experienced personal safety concerns, including bullying, intimidation, harassment, violence, workplace conflict, etc.
- **When to Contact:** If you are experiencing personal or workplace safety concerns or are at risk of harm.

- **What to Expect:** Free and confidential support services, offered by experienced, and supportive case managers, to help you move from harm to hope. Our mailbox is confidential and secure, and is monitored during the Office's regular business hours, which are Monday - Friday, 9:00 a.m. - 5:00 pm. Any emails received outside of business hours will be responded to on the following business day.
- **How to Contact:** Call 416-978-1485 or email [community.safety@utoronto.ca](mailto:community.safety@utoronto.ca).

### **Office of the Ombudsperson \* also available to staff, postdocs, & faculty**

- **Link to Resource:** <https://governingcouncil.utoronto.ca/ombudsperson>
- **Support Offered:** As part of the University's commitment to ensuring that the rights of its individual members are protected, the University Ombudsperson is devoted to ensuring procedural fairness and just and reasonable outcomes. The Ombudsperson offers advice and assistance and can recommend changes in academic or administrative procedures where this seems justified.
- **When to Contact:** For confidential advice, coaching, or referral. If all else fails, intervention with your consent. Contact us for more information!
- **What to Expect:** Confidentiality, impartiality (the Office advocates for fairness rather than for any person or party, and has unlimited access to all relevant University files and offices), and independence (the Ombudsperson is independent of all administrative offices and is accountable only to the Governing Council, to which he submits annual reports).
- **How to Contact:** There is also normally an established process for resolving most complaints which you must follow before contacting the Ombuds Office. If after reviewing this list, you are still uncertain about where to go, and have been unable to get the help you need by contacting these resources or following their processes, please contact us. The fastest way to contact us is to complete the confidential and secure Request for Assistance Form (<https://forms.office.com/Pages/ResponsePage.aspx?id=JsKqeAMvTUuQN7RtVsVSENQ4Q9dGqkhAjjOM-vB6kmRUQ01XN0xBR0NSNVpOVjdZM0JMQkxGWjBVMi4u>). After you have completed the form, an Ombuds Officer will contact you within two business days. You can also email [ombuds.person@utoronto.ca](mailto:ombuds.person@utoronto.ca).

### **Centre for International Experience (CIE) \* also available to postdocs**

- **Link to Resource:** <https://internationalexperience.utoronto.ca/>
- **Support Offered:** Offers a range of programs and services to support international students, as well as global learning opportunities for all students. Regardless of your program or level of study, our team is here to help enhance your global experience here at UofT.

- **When to Contact:** If you are an international student who has questions about their legal status in Canada, healthcare coverage, or how to file taxes? Our team is here to help ensure you have a smooth transition and have the resources you need to succeed at UofT.
- **What to Expect:** All CIE services are confidential. The Resource and Information Hub aims to respond to an email or voicemail within 1-2 business days. If responses are taking longer than usual, the situation is likely more complex, and assistance is needed from a senior staff member.
- **How to Contact:** Call 416-978-2564 or email [cie.information@utoronto.ca](mailto:cie.information@utoronto.ca) (The Resource and Information Hub). Visit <https://internationalexperience.utoronto.ca/contact-us/> for further contact information.

### **The Institutional Equity Office (IEO) \* also available to staff, postdocs, and faculty**

- **Link to Resource:** <https://people.utoronto.ca/inclusion/institutional-equity-office/>
- **Support Offered:** Offers supports for complaints resolution to concerns of harassment and discrimination based on the Ontario Human Rights Code 17 protected grounds, in accordance with the University's Statement on Prohibited Discrimination and Discriminatory Harassment. The IEO also engages in strategy development, Indigenous initiatives, communication and accountability, education and communication engagement, institutional initiatives and systems navigation, and develops processes and programs to increase accessibility and to deepen the integration of universal design principles into all University activities.
- **When to Contact:** If you require resolution supports, you can schedule a concerns/complaint intake meeting with a member of the IEO (if you wish to relay or discuss a concern about discrimination, harassment, and/or offensive actions). Or if you would like to access early intervention services (a set of activities that provide parties involved in a concern the opportunity to engage resolution in a collaborative and respectful manner that attempts to rebuild, maintain and improve relationships among those in conflict).
- **What to Expect:** We strive to ensure the supports provided are trauma-informed, culturally relevant, and work towards restoring environments where all parties involved can fully move forward to the greatest extent possible.
- **How to Contact:** Email [psec.equity@utoronto.ca](mailto:psec.equity@utoronto.ca) to schedule an intake or consultation meeting.

## Graduate Supports

### **Centre for Graduate Mentorship & Supervision (CGMS)**

- **Link to Resource:** <https://www.cgms.utoronto.ca/>
- **Support Offered:** To ensure graduate students and supervisors experience a mentorship and supervisory relationship characterised by: respect, inclusion and support of the whole

person, continued learning and collaboration by both the supervisor and the graduate student, and commitment to advancing academic and professional goals.

- **When to Contact:** If you need support regarding your mentorship or supervisory relationship (e.g., Graduate students who bring forward a complaint regarding a professor, citing bullying and aggressive behaviour).
- **What to Expect:** A person-centred, solution-oriented approach to graduate mentorship and supervision support, timely and responsive service, essential and up-to-date resources, and provision of high-quality training. You can have a confidential conversation with a staff member at the CGMS about any concern you have or issue you are facing. CGMS can confidentially help you talk about your experience or concern, advise you on your options, and provide direction for next steps. There are no forms and paperwork, and there is no need to send multiple emails or coordinate between departments. Just call us or send an email, and we will be there. We aim at responding within 24 hours, within the framework of business days and hours.
- **How to Contact:** Call 416-978-2379 or email [cgms@utoronto.ca](mailto:cgms@utoronto.ca).

#### **Graduate Wellness Counselling \* also available to postdocs**

- **Link to Resource:** [https://www.sgs.utoronto.ca/resources-supports/graduate-wellness-services-at-sgs/#section\\_1](https://www.sgs.utoronto.ca/resources-supports/graduate-wellness-services-at-sgs/#section_1)
- **Support Offered:** Counselling services tailored to the challenges presented by graduate-level university life. The focus of counselling is on identifying strengths, acquiring resiliency, and building coping skills.
- **When to Contact:** If you are facing challenges presented by graduate-level university life.
- **What to Expect:** Confidential services.
- **How to Contact:** If you are a registered full- or part-time graduate student, call 416-978-8030 (and select option 5) to schedule a Monday to Friday appointment.

#### **Employee & Family Assistance Program (EFAP) \* also available to postdocs & faculty**

- **Link to Resource:** <https://people.utoronto.ca/employees/efap/>
- **Support Offered:** The EFAP is provided by LifeWorks and is available to employees of the University of Toronto and their dependants: spouses, partners and dependent children. This program is provided at no cost to you. It offers confidential short-term counselling, coaching, information, and support for all types of issues relating to mental health, health management, and achieving greater personal and workplace well-being.
- **When to Contact:** If you require counselling, on matters such as family, depression, marriage; work-life services (legal, financial, nutrition, child and elder care, careers); referrals for longer term counselling.
- **What to Expect:** Confidential services.
- **How to Contact:** To access EFAP services, contact LifeWorks at 1-855-597-2110.

## **Grad Minds: The University of Toronto's Graduate Student Mental Health Committee**

- **Link to Resource:** <https://www.gradminds.ca/>
- **Support Offered:** We promote well-being and provide mental health education through programs, initiatives, and events, with a focus on developing psychological resilience, personal skill development, self-care practices, and de-stigmatizing mental health problems.
- **When to Contact:** If you have a question, suggestion, or concern.
- **What to Expect:** Confidential services. Usually, a response can be expected within 48 hours.
- **How to Contact:** Email [mentalhealth@utgsu.ca](mailto:mentalhealth@utgsu.ca).

## **Additional Resources**

- **School of Graduate Studies: Resources and Supports:** <https://www.sgs.utoronto.ca/resources-supports/>
- **UTSC Academic Resources and Student Services:** [https://www.utsc.utoronto.ca/~registrar/calendars/calendar11/Academic Resources and Student Services.html](https://www.utsc.utoronto.ca/~registrar/calendars/calendar11/Academic_Resources_and_Student_Services.html)
- **UofT Student Services and Supports:** <https://future.utoronto.ca/current-students/student-services-campus-life/student-services-and-support/>
- **A-Z List of Links for Students:** <https://future.utoronto.ca/newly-admitted-students/checklist/a-z-list-of-links-for-students/>
- **Navi: Your Mental Health Wayfinder:** <https://www.viceprovoststudents.utoronto.ca/news/navi-has-expanded/>
- **Academic Departments and Programs:** <https://www.utsc.utoronto.ca/home/academic-departments-and-programs>
- **Union Information (CUPE Unit 1 for teaching assistants, students and postdoc instructors):** <https://www.cupe3902.org/unit-1/>
- **University's statement on Prohibited Discrimination and Discriminatory Harassment:** <https://governingcouncil.utoronto.ca/secretariat/policies/harassment-statement-prohibited-discrimination-and-discriminatory-harassment#:~:text=1.,freedom%20and%20freedom%20of%20research>

## **Contacts (Department of Psychology)**

- **UTSC Contacts:** <https://www.utsc.utoronto.ca/psych/contact>
- **UTM Contacts:** <https://www.utm.utoronto.ca/psychology/people>
- **UTSG Contacts:** <https://www.psych.utoronto.ca/contact-us>
- **Emergency Contacts:** <https://www.utoronto.ca/contacts>
- **Contact Us!**

- Do you know of a resource you think should be on this list? Send it to us at [jessica.dere@utoronto.ca](mailto:jessica.dere@utoronto.ca)
- Report a broken link at [jessica.dere@utoronto.ca](mailto:jessica.dere@utoronto.ca)