

EMERGENCY SERVICES

**If someone or yourself are
at immediate risk, please
call 911**

CAMPUS POLICE

416-978-2222 | 100-21 Sussex Ave. Toronto

Provides programs on personal safety, protection of property, conflict resolution, maintenance of public order, community service and referral, crime prevention and detection.¹



QUICK-CLICK MENTAL HEALTH RESOURCES



**YOUR
MENTAL HEALTH
WAYFINDER**

Chat with a virtual agent to help navigate mental health resources on campus.



Professional counselling, information and referrals helpline for students.

1-866-925-5454

**Text GOOD2TALKON to
686868**



24/7 or appointment-based support available for registered U of T students. Immediate support in 35 languages.

1-844-451-9700

**001-416-380-6578
(OUTSIDE NORTH
AMERICA)**

Did you know?

You can talk to a **counsellor** in the Temerty Faculty of Medicine Health & Wellness Centre?

416-978-8030 (select option "5")

All students are enrolled in the **UTGSU Health and Dental Insurance plan**, which covers up to \$500 for psychotherapy.

If you are a TA, you are eligible for a top-up plan, which covers up to \$2500 for psychotherapy services. *Conditions apply, see here.*

CONFLICT RESOLUTION RESOURCES

UNIVERSITY RESOURCE	BACKGROUND & FUNCTION	CONTACT INFORMATION
GRADUATE COORDINATOR	Coordinators operate as first-line representatives for students. They can play an active role for the conflict resolution of a student.	Varies per department
DEPARTMENT CHAIR	Chairs operate as the next-line of representatives for students. They can orchestrate a clearer resolution as they have complete power over both student and supervisor.	Varies per department
UTGSU ADVOCATE	When students consider making an appeal, a professional advocacy consultation can be obtained from the Graduate Student Union representatives. They provide information, offer guidance through the policies and procedures regarding the appeal process, advise on possible solutions regarding particular situations, offer to make inquiries to obtain facts and keep confidential records of the student's case.	Gail Fernando UTGSU Membership and Advocacy Coordinator Phone: 416-946-8699 Email: membership@utgsu.ca
SGS	Students can make a more formal complaint to the school of graduate studies to the Vice Dean of students if the issue remains to be unresolved and if there is a continued problem.	Charmaine Williams – Vice-Dean, Students, School of Graduate Studies Tel: 416-978-5986 Fax: 416-971-2327 sgs.vdeanstudents@utoronto.ca
OFFICE OF THE OMBUDSPERSON	The office of the ombudsperson deals with issues from all campuses and faculties. The FoM has complex policies, procedures and working environments (ie. lab spaces etc.) and clarifying these for graduate students could be part of the embedded facilitator role and highlighted in codes of conduct guidelines. The current Ombud portfolio at the U of T is broad.	Make a formal request at: https://governingcouncil.utoronto.ca/contact-ombuds-office
SGS CENTRE FOR GRADUATE MENTORSHIP AND SUPERVISION	SGS is in the process of launching a new Centre for Graduate Mentorship and Supervision which will focus on promoting healthy, supportive and productive mentoring relationships to improve student experience, enhance mental wellness, and positively impact academic and career outcomes for graduate students, post-doctoral fellows and faculty members alike.	Launching Fall 2021 https://www.sgs.utoronto.ca/about/innovation-in-graduate-education/#section_2
COMING SOON		
SUPERVISOR SURVEY	Later this year, an anonymous supervisor survey will be deployed to do a check-in on your relationship with your PI. This will be an anonymized survey that releases aggregate information (at N=5) and comments to the Department chair. Comments that endanger your well-being are de-anonymized and handled by the Faculty of Medicine.	Will be sent to you annually in an email. Although completion of the survey will be optional, participation is very strongly encouraged.