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

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

GOOD 2 TALK

Professional counselling, information and referrals helpline for students.

1-866-925-5454
Text GOOD2TALKON to 686868

MY SSP

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

<table>
<thead>
<tr>
<th>UNIVERSITY RESOURCE</th>
<th>BACKGROUND &amp; FUNCTION</th>
<th>CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GRADUATE COORDINATOR</strong></td>
<td>Coordinators operate as <strong>first-line representatives</strong> for students. They can play an active role for the conflict resolution of a student.</td>
<td>Varies per department</td>
</tr>
<tr>
<td><strong>DEPARTMENT CHAIR</strong></td>
<td>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.</td>
<td>Varies per department</td>
</tr>
</tbody>
</table>
| **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** | 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. |