

GEORGE BROWN COLLEGE



Main Entrance

St. James Campus
200 King St. E.

GIVING A GREAT SERVICE REFERRAL

A GUIDE FOR EMPLOYEES AT
GEORGE BROWN COLLEGE

Version 4



DIVISION OF
Student Success

Tips for Using this Guide

If your role at George Brown College includes interacting with students, even just once in a while, your knowledge of GBC's services could really help somebody out. This guide will help you connect students with services simply and quickly as it puts all of the resources right at your fingertips.

The last few pages contain resources for connecting students with: peer leaders/peer tutors, sexual assault resources, after hours support, and opportunities for social connection.

Helpful hints:

- Unless indicated otherwise, the main phone number for all of the extensions provided in this guide is **416-415-5000**
- Unless indicated otherwise, the address being referred to for 'St. James' is 200 King Street East and the address being referred to for 'Casa Loma' is 160 Kendal Avenue

Tips for Giving a Good Referral

Getting good at giving service referrals takes time. The most important step in this process is familiarizing yourself with the resources that are available to students at GBC. Spend some time exploring with this guide, and use your co-workers as a resource when you don't know the answer.

Important things to remember:

- Students will not always come right out and say, 'I'm looking for a referral'. Part of giving good referrals is knowing when a referral is needed.
- Ask questions. Don't assume that the student hasn't heard of the place you want to refer them to, and don't assume that what you're offering is the only solution.
- Referrals are about active listening, not 'fixing'. It's important to listen for the subtext of what a person is saying as well as the words. When in doubt, ask more questions.
- Referrals should be consensual; you don't want people to feel like you're pushing unwanted information onto them. For example, you could say: "Would you be interested in hearing about some resources at GBC that might be able to help you out with this?"
- If a student is asking about something you don't know about, it's best to be honest. Find out the answer together rather than guessing.
- Some things that people may need referrals for are sensitive, stigmatized, and/or personal. Do your best to be confident and un-stigmatizing in how you talk about someone's needs, while respecting the fact that they might want you to be discreet. Treat every student need like it's normal and anticipated. Avoid assumptions.

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Academic Advocacy Program (Student Association)

Refer to this service if... a student is having an issue with one of their teachers, grades or classes that they have not been able to resolve through other means.

If a student has not been able to resolve their concern through their professor, their program chair, or the Manager of Student Concerns, the Academic Advocacy Program will assess their issue/claims and will provide them with the tools they need to have their academic issues addressed.

How:

Students can book an appointment to discuss their case by email (preferred), by leaving a message on the confidential hotline (see below), or by filling out an Academic Advocacy Intake Form online at studentassociation.ca/services/academic-advocacy. Staff will follow up with the student within two business days.

Website: studentassociation.ca/services/academic-advocacy

Email: academicadvocacy@sagbc.ca

Phone: ext. 6320



Accessible Learning Services

Refer to this service if... a student has a disability or is struggling with ongoing mental health symptoms and would benefit from supports to accommodate their learning needs.

Free and confidential customized support services can help students with disabilities to:

- Gain greater access and opportunity to participate in college life.
- Receive academic accommodations that reduce barriers in the classroom and during tests.

Accessibility consultants work with students to develop an accommodation plan to meet their specific learning needs, provide advocacy support, and provide information that supports accessible and inclusive environments.

How:

Students need to register with Accessible Learning Services in order to receive accommodations.

Registration instructions can be found at georgebrown.ca/als. Students can drop by the Accessible Learning Services office if they need additional help with registration.

Accessible Learning Services (continued)

Website: georgebrown.ca/als

Phone: • ext. 2107 (SJ) • ext. 4585 (CL) • ext. 5370 (WF) • ext. 2621 (RY)

Email: letstalk@georgebrown.ca

Locations:

- St. James: Room 582C
- Waterfront: Room 225
- Casa Loma: Room C317
- Ryerson: Room SHE597



Athletics and Recreation

Refer to this service if... a student is looking for opportunities to exercise, play and take care of their bodies through:

- The on-campus fitness centre (weights and cardio machines) & fitness studio
- Open gym time (e.g. drop-in basketball, soccer, badminton, volleyball, etc.)
- Fitness classes
- Intramural & extramural sports
- Athletic therapy clinics (only for full-time students)

Note: The St. James Campus facilities host "Women and Transgender Hours" on Mondays, Wednesdays, and Fridays from 7-9am.

How:

The Fitness Centre and Gymnasium facilities are free to all full-time students, faculty, and staff of George Brown College. Part-time students can access these facilities for a fee of \$60 per semester. Before using facilities, all participants must sign in with their George Brown college student ID card. To book an appointment with the athletic therapy clinics at St. James and Casa Loma campuses, please contact the Athletic Therapy Coordinators at the contact information below.

For the open gym schedule: georgebrown.ca/athletics/recreation/gymschedule

Registration for fitness classes happens at the beginning of each semester. For more information about how to register, go to: georgebrown.ca/athletics/recreation.

Athletics and Recreation (continued)



Email: Athletic Therapy Coordinator (SJ): klindsay@georgebrown.ca
Athletic Therapy Coordinator (CL): dezorzi.chris@georgebrown.ca

Phone: St. James: ext 3336 / ext. 4714
Casa Loma: ext. 6795 / ext. 6796
Athletic Therapy Coordinator (SJ): ext. 3962
Athletic Therapy Coordinator (CL): ext. 4134

Locations: St. James: 6th floor
Casa Loma: Building C, lower level

Refer to this service if... a student self-identifies as Black and would benefit from:

- Academic tutoring
- Mentoring
- Information and referrals
- Social engagement

The Black Student Success Network (BSSN) is a dedicated network aimed at improving black students' academic success and well-being at school. This initiative is for students that have common needs to meet in a safe space and collectively find, create, and share solutions.

How:

Students can contact the Black Student Success Network for more information at the contact information below.

Email: blackstudentsuccess@georgebrown.ca

Phone: ext. 6415

Refer to this service if... a student expresses a need to explore careers paths and opportunities or in need of assistance preparing for their job search.

GBC Career Services assists students and graduates with job search and career support by providing online self-directed, peer supported and professional career advising, exploration and development services at no cost. Services include:

- Resume and Cover Letter assistance
- Job search strategy and planning
- Career and Essential Skills Workshops
- Interview support
- Career Peer Coaching
- Individual Career Advising

The Career Services vision is to see every George Brown College graduate fulfill their life goals through careers that fit their education, skills, and interests.

How:

Student can connect with Career Services online by visiting gbcareers.georgebrown.ca where they can view the career services job portal, upcoming events, resources, as well as, schedule an appointment with a career services advisor.

Career Services (continued)

Students can also be referred to the peer supported drop in services available at St. James, Waterfront and Casa Loma between the hours of 10:00 AM and 2:00 PM and speak with a Career Peer Coach without the need for a scheduled appointment.

Locations:

- St. James: Room B155
- Casa Loma: Room C317
- Waterfront: Student Success Hub

Phone:

- ext. 3818 (SJ)
- ext. 4100 (CL)
- ext. 5301 (WF)

Email:

- sjcareercentre@georgebrown.ca
- clcareercentre@georgebrown.ca
- wfcareercentre@georgebrown.ca

Website: georgebrown.ca/careerservices

Job and Events Portal: gbcareers.georgebrown.ca

Instagram: [@careersgbc](https://www.instagram.com/careersgbc)

Facebook: [facebook.com/careersgbc](https://www.facebook.com/careersgbc)

Child Care Services

Refer to this service if... a student needs child care.

How:

Go to the website and click on the **child care centre of interest**. There are ten child care centres across the Greater Toronto Area; check out the map on the main page to find the most convenient location. To **join a waitlist**, click the link at the bottom of the page that says 'complete this form'; click 'submit form' when completed. Important note: **these services are NOT free**.

For a **list of current fees**, refer to the webpage of the student's preferred child care centre, since fees vary at each location. If the student requires subsidized child care, they can contact **Metro Community Service intake Offices** at **416-392-5437**. After you dial the number, press 2. The phone service does NOT allow to press 0 to speak to a representative. As it may take up to six months or more for approval, they should apply as early as possible.

Website: www.georgebrown.ca/childcare

Contact: Contact information for all eleven GBC child care centres can be found on the website.

Community Action Centre (Student Association)

Refer to this service if... a student who identifies with one of the following communities is looking for a safer space to spend time, get support from similarly-identified peers, and connect with empowering social justice campaigns.

- Women & Trans Students Group
- Disabilities Students Group
- International/Racialized Students Group
- LGBTQ (lesbian, gay, bisexual, transgender, and queer) Students Group
- First Nations, Inuit, Métis Students Group

How:

Students can drop by the Community Action Centre during open hours.

Website: studentassociation.ca/services/community-action-centre/

Facebook: facebook.com/CommunityActionCentre

Instagram: instagram.com/communityactioncentre/

Phone: ext. 2439

Email: cac@sagbc.ca

Locations:

- St. James: Room 165B
- Casa Loma Student Centre, 1st Floor
- Waterfront: Room 017

Community Partnerships Office

Refer to this service if... a student identifies as belonging to one of the following groups and is looking for individual advising, pathway planning and customized program supports, assistance with the **Downtown East, or Scadding Court “Investing in Our Diversity”** bursaries, community involvement opportunities, and/or referrals to internal and external supports:

- Second Career
- WSIB-sponsored
- First Generation
- Dual Credit
- SWAC
- Pre-Apprenticeships
- Customized Skills Training Programs

How:

Students can drop by the Community Partnerships Office during open hours.

Website: georgebrown.ca/about/communitypartnershipsoffice

Email: CPOffice@georgebrown.ca

Phone: ext. 3100

Contact Centre

Refer to this service if... a student has general questions about things like programs, courses, registration, passwords, etc.

How:

Students can call the Contact Centre at the number below on Monday-Thursday from 8 AM-6:30 PM and Friday from 8 AM-4:30 PM. Alternatively, they can email or access the self-serve knowledgebase at any time.

Self-serve knowledgebase: georgebrown.ca/askgeorge

Phone: 416-415-2000, toll-free at 1-800-265-2002,
or TTY at 1-877-515-5559

Email: ask.george@georgebrown.ca



Counselling Services

Refer to this service if... a student would benefit from somebody to talk with about thoughts and feelings related to life changes and challenges — big or small.

Important note: If a student is experiencing an emotional crisis in your presence, please walk the student to Counselling Services.

How:

Students can book an appointment to see a counsellor in person at each of the St. James, Casa Loma, Waterfront or Ryerson campuses of George Brown College. Appointments can also be booked by telephone. Same day, drop-in appointments are available most days at St. James, Casa Loma and Waterfront campuses.

For any emergency situations where safety is involved (e.g. student who appears to be an imminent risk to harming themselves or others) please contact campus security or 911. If a student is experiencing emotional or psychological distress that you feel would compromise their ability to access counselling services in the moment, you can call the counselling services at your campus or walk the student to the counselling office. Every attempt is made to assist students experiencing emotional crises as quickly as possible.

Additional resources for urgent community mental health resources can be provided by counselling services staff as well.

Counselling Services (continued)



Website: georgebrown.ca/current_students/counselling

Phone:

- ext. 2107 (SJ)
- ext. 4585 (CL)
- ext. 5370 (WF)

Email:

- St. James: letstalk@georgebrown.ca
- Casa Loma: letstalkcl@georgebrown.ca
- Waterfront: letstalkwf@georgebrown.ca

Deaf and Hard of Hearing Services

Refer to this service if... a student is Deaf, Deafblind, Hard of Hearing or Deafened and would benefit from:

- Computerized notetaking
- ASL-English interpretation
- Intervenor services

Deaf and Hard of Hearing Services provides equal access to all Deaf and Hard of Hearing students through the provision of ASL interpreters and computerized notetakers so students can participate in their college life.

How:

Students need to register with Accessible Learning Services in order to receive accommodations. Students can drop by the Deaf Services office if they need help with registration.

Website: <https://www.georgebrown.ca/accessible-learning-services/deafand-hard-of-hearing-students.aspx>

Phone:

- 1-877-515-5559

Email:

- DHHS@georgebrown.ca

Location:

- St James: Room 173B

Deaf and Hard of Hearing Services (continued)

Sharon Bartley, Interpreting Scheduling Coordinator

sbartley@georgebrown.ca

Phone: 416-415-5000 ext 3596

Golnaz Izadi-Najafabadi, Computerized Notetaker Coordinator

gizadi@georgebrown.ca

Phone: 416-415-5000 ext 2066

For college-wide events requiring interpreting, captioning or notetaking:

Monique LeDrew, ASL-English Interpreter for College Employees and Events

mledrew1@georgebrown.ca

Phone: 416-415-5000 ext 6236

If anyone is interested in learning basic sign language:

Vanita Dama, Student Success & Events Assistant

vanita.dama@georgebrown.ca



Refer to this service if... a student has a human rights concern, including:

- The experience of any form of sexual violence, including sexual harassment or sexual assault.
- Human rights issues related to conflict with other students or conflict with faculty, staff, or admin.
- You experience an accessibility barrier.
- Getting preferred name on college records.

Important note: Students can be referred specifically to the Sexual Violence Response Advisor if they require support related to sexual violence. See the page called "Sexual Violence" for more information.

How to Make a Referral:

If the student has an accessibility, human rights concern, or identifies as having experiencing sexual violence, contact the Advisor on your campus by email or phone, then walk the student over to the Advisor's office. If the Advisor is in another meeting, or out of office providing a prevention and education session, provide the contact information from the list below to the student so they can follow up.

Website: georgebrown.ca/diversity

Diversity, Equity and Human Rights Services (continued)

St. James Human Rights Advisor

diversity@georgebrown.ca

Room 126A

Ext. 4609

CL DEHRS Reception

diversity@georgebrown.ca

Room C221

Ext. 3668

WF Human Rights Advisor

diversity@georgebrown.ca

Room 230

Ext. 5385

SJ AODA Coordinator

aoda@georgebrown.ca

Room 126A

Ext. 4610

SJ Sexual Violence Response Advisor

svra@georgebrown.ca

Room 126A

Ext. 3450

Refer to this service if... a student needs advice guidance, referral or coaching in any of the following circumstances:

- a student isn't happy with their current program of study and would like to explore other options;
- a prospect or applicant is an internationally-trained immigrant and would like advice on college programs and services (such as OSLT, EAP/ESL, Bridging Programs, or IELTS) to help them transition to Canadian employment;
- a prospect or applicant who has been laid-off would like information and guidance on Second Career funding and support;
- a prospect or applicant who is under-prepared wants advice on preparatory programs and upgrading for college; or
- a prospect or applicant who needs help developing strategies for navigating and accessing information and resources for post-secondary education, and would like to attend a workshop (such as Explore Careers) or information session (such as College Application 101 or Second Career).

How:

Prospects, applicants or students can make an appointment with an Entry Advisor or register for a workshop or register for a workshop or information session by contacting the Intake Officer through one of the methods below. Registration for workshops can be found on the website, as well.



Website: georgebrown.ca/advising

Email: collegeadvisor@georgebrown.ca

Phone: Entry Advising: ext. 2949
Second Career Advising: ext. 3372

Locations:

- St. James: Room 267D
- Casa Loma: Building C, Room 407 & 407

Financial Assistance

Refer to this service if... a student needs support finding financial resources, or needs to update information on their OSAP application.

How:

To see a Financial Assistance Consultant, a student can go to Student Services Centres at SJ and CL campuses and take a number. Let students know they may be required to provide a proof of Social Insurance Number (usually in the form of a government document) as well as valid government-issued photo ID. They can email the Financial Assistance office using the contact information listed below.

Website: georgebrown.ca/financialaid

Email (OSAP and general queries): finaid@georgebrown.ca

Email (Awards and scholarships): awards@georgebrown.ca

Locations:

- St. James: Student Service Centre (Room B130)
- Casa Loma: Student Service Centre (Room C317)

Please note: OSAP applicants are required to inform the Financial Assistance Office at the College if there is any change in the personal, financial, or academic information on their OSAP application. This includes withdrawal or other changes to their full-time course-load.

Refer to this service if... a student is feeling ill or has sustained an injury.

Important note: If an injury or illness is serious or life-threatening, call Public Safety and Security Services at 416-415-4000 or dial '0' on any College Cisco phone or text 416-723-4761.

How:

Students can be escorted to any campus security office. Alternatively, for severe injury or illness, First-Aid trained Security Guards will attend the location where the patient is. If deemed necessary by responding Security Guard and or requested by the patient, transportation will be provided to the nearest medical centre or hospital emergency department for advanced medical treatment.

Note: No medications will be dispensed from the First Aid offices.

Website: georgebrown.ca/ohs

Food Bank (Student Association)

Refer to this service if... a student is struggling to make ends meet and would benefit from food supplies to supplement their groceries.

How:

Students must register in order to use the food bank. They can do this by dropping by any of its three locations with their official school timetable.

Website: studentassociation.ca/services/food-bank/

Phone: ext. 2787

Email: communitycoordinator@sagbc.ca

To register for the food bank, contact us or drop by:

- St. James – 200 King Street E, Room 159A. (416) 415-5000 ext. 2845
- Casa Loma – E Building, Room E127. (416) 415-5000 ext. 6314
- Waterfront – Concourse Level, Room 031. (416) 415-5000 ext. 5356



Health & Well-Being

George Brown students have many health resources available to them through their Student Health Plan offered by the Student Association.

We know that good health is a foundation of students' general well-being and we also know that health care can be costly and that most students are on a tight budget.

While George Brown College doesn't have an on-campus medical centre, its downtown location means that students have many healthcare options if their regular doctor is outside of Toronto or if they don't have a family doctor.

Please note that students at the Ryerson campus do have access to Ryerson University health services.

If a student needs to see a medical professional, they have the following options:

- Visit **WeSpeakStudent.com** and find the appropriate healthcare provider
 - Under Discount Network students will also get access to health discounts they are entitled to.
- Find the nearest walk-in clinic to their campus.

Housing & Student Residence

Refer to this service if... a student needs help finding a place to live.

GBC's new student residence offers two-bedroom suites with all-inclusive living for over 500 full-time students. Located at 80 Cooperage Street in downtown Toronto, it is a short walk to both the St. James and Waterfront campuses, and a 40-minute TTC ride to the Casa Loma campus.

How:

Students can access this service by walking in anytime during office hours.

Website: georgebrown.ca/housing

Locations:

- **St. James Housing Office**
200 King St. East
Room B130
(416) 415-5000, ext. 2101
Monday – Thursday - 8:30am - 4:30pm
Friday – 8:30am - 4pm
Saturday 9:00am-1:00pm
(Between June 7th and August 23rd - except long weekends)
- **Casa Loma – 146 Kendal Ave**
Room E246 - Main Lobby
(416) 415-5000, ext. 2878
Monday – Friday: 8:30am – 4:30pm

Students can also visit the Places 4 Students website to search and post listings. To do this, they can visit www.places4students.com and type "George Brown College" where it says to "Enter School Name".

Indigenous Services & Education

Refer to this service if... a student self-identifies as First Nations, Métis, or Inuit and would benefit from:

- Culturally-specific workshops, counselling, teachings, and smudging on campus.
- Access to one of GBC's two Indigenous Student Centres: Sahkitcheway at St. James and Wi Chi Hito Win at Casa Loma.
- Information on student events and community updates.
- Access to job postings and employment opportunities.
- Scholarships, bursaries, and awards.

How:

Students can drop in to Sahkitcheway or Wi Chi Hito Win at any time, or can email Indigenous Services & Education for more information. If a student needs somebody to talk to about academic, personal, or career matters, they can contact Lori Budge, the Indigenous Students' Counsellor at St. James (lbudge@georgebrown.ca), or Bob Crawford, the Indigenous Students Counsellor at Casa Loma (bob.crawford@georgebrown.ca).

Website: georgebrown.ca/indigenous

Phone: ext. 3969

Email: indigenous.services@georgebrown.ca

Locations:

- Sahkitcheway: St. James Campus – Room 562D
- Wi Chi Hito Win: Casa Loma Campus – Room 335D

International Centre

Refer to this service if... an international student needs support with:

- the logistical aspects of being an international student (e.g. proof of enrollment letters, health insurance, study permits, etc.)
- integrating into Canadian life.

Staff at the International Centre speak English, French, Japanese, Korean, Portuguese, Mandarin, Spanish, Tagalog, Hindi, Vietnamese, Russian and more.

How:

Drop by the International Centre or set up an appointment with the International Student Advisor.

Website: georgebrown.ca/international/currentstudents

Phone: ext. 2115

Email: intladmissions@georgebrown.ca

Location:

- Room B171-L, St. James Campus



Legal Aid (Student Association)

Refer to this service if... a student needs legal advice.

GBC Legal Aid gives legal advice on a range of issues, including family and criminal law, debt issues, landlord and tenant conflicts, corporate law, real estate, intellectual property issues, immigration, wills, and problems with government agencies.

Legal aid is available to all students regardless of their ability to afford legal counsel.

How:

Students can book appointments with the lawyer by visiting any Food Bank location during operating hours (see "Food Bank") or online by visiting the website below.

Website: studentassociation.ca/services/legal-aid/

Locations:

- St. James: Room 159A
- Casa Loma: Room 127, building E
- Waterfront: Room 031

Refer to this service if... a student is looking for help with research and other educational resources.

In addition to taking out books and journals (including ebooks and online journals), students can also borrow AV equipment (including iPads, laptops, projectors, digital cameras, voice recorders, presentation pointers, mice, chargers, and portable DVD players), obtain student photo ID cards, access printing and photocopying services, and use desktop computers and study space.

How:

Students can stop by any library location and ask questions of the librarians and library technicians. Students can also live-chat with a librarian or search frequently asked questions on their Help page at **libraryhelp.georgebrown.ca**. Students must have their student ID card with them in order to borrow materials.

For more specialized research help, students can contact: the liaison librarian — the librarian assigned to their program. Find contact information for liaison librarians under the 'For Faculty' tab on the library website. User Service Reps are also available to assist with questions regarding photo ID cards, printing, and photocopying.

Website: georgebrown.ca/lc

Phone: • ext. 2173 (SJ) • ext. 5761 (WF) • ext. 4634 (CL)
• ext. 4950 (341 King Street) • ext. 2977 (RY)

Library Learning Commons (continued)

Locations:

- 341 King St. Library Learning Commons: Building H, Room 367
- Casa Loma Library Learning Commons: Building C, Room C330
- LLC @ 300 Adelaide Building B, 2nd floor, Room 216
- Ryerson – Sally Horsfall Eaton Academic Resource Centre: 99 Gerrard Street E., Room 677
- St. James Library Learning Commons: 200 King Street E., Room 121 (upper level) and Room B137 (lower level)
- Sunnybrook Health Science Centre Library – Orthotics & Prosthetics Collection: 2075 Bayview Avenue, Room EG 29
- Waterfront Library Learning Commons: Room 618



Peerconnect Community

Refer to this service if... a student would benefit from peer support (support from another student).

Peer support is offered in the areas of Community Well-Being (e.g. stress management, food security, community services & resources, basic sign language) and 'Essential Employability Skills' (e.g. teamwork, communication, time management, interpersonal skills). Peerconnect offers one-on-one coaching, workshops, daily activities and events.

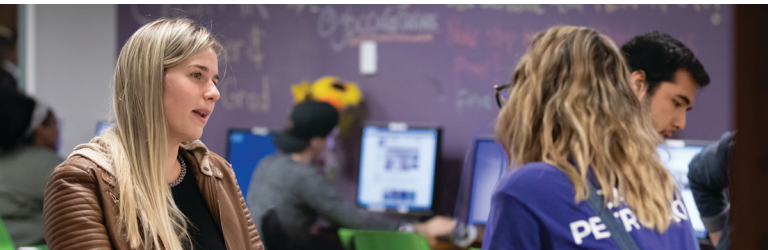
How:

Bring a student to a Peerconnect Centre at St. James, Waterfront, or Casa Loma, or find one of our outreach stations in the halls. Alternatively, you can email any of the Peerconnect Administrative Coordinators at the addresses below if the student doesn't feel comfortable walking in. If the issue is sensitive, you can be in touch with one of the Student Success Initiative Coordinators Diana McIntyre or Michel Shah.

Phone:

Career Services Team: • St. James: ext. 3856 • Casa Loma: ext. 6328
• Waterfront: ext. 5065

Community Team: • St. James: ext. 3315



Peerconnect Community (continued)

E-mail:

- Career Services Team:**
- St. James: PeerconnectSJ@georgebrown.ca
 - PeerconnectCL@georgebrown.ca
 - PeerconnectWF@georgebrown.ca
- Community Team:**
- PeerCommunity@georgebrown.ca

Locations:

- Career Services Team:**
- St. James: Room B121
 - Casa Loma: Room D313
 - Waterfront: Concourse Level and 2nd floor
- Community Team:**
- St. James: Room 593F



Prior Learning Assessment and Recognition (PLAR)

Refer to this service if... a student has prior experiences (whether through work, school and/or life) that might qualify them to earn academic credit without taking the course.

PLAR (Prior Learning Assessment and Recognition) is a process that gives students the opportunity to obtain academic credit for one or more courses in a certificate, diploma, or degree by demonstrating that they have acquired the necessary learning (skills and knowledge), through life experiences (for example: work, training, independent study, volunteering, travel, hobbies, and family experiences).

How:

Contact the phone number or email address below. Please note: In-person meetings are by appointment only.

Website: georgebrown.ca/plar

Email: plar@georgebrown.ca

Phone: Ext. 7527

Location:

- Casa Loma: Building C, Room C317

Public Safety and Security Services

Refer to this service if... an emergency is taking place or a student is in immediate danger.

Security professionals are on duty 24 hours a day, 7 days a week. Their office is also where you should escort students after hours if there is an urgent need and other services are closed.

How:

Students can be escorted to any campus security office. Alternatively, if you need security to come to you, you can call them at the number below.

Public Safety and Security also has a texting service that can be used in case of emergency, which is particularly useful for Deaf, deafened, hard of hearing, speech impaired, and deafblind members of the GBC community. Use this service by texting 416-723-4761.

Website: georgebrown.ca/publicsafety

Phone: For non-emergencies call 416-415-5000 extensions: 5523/8000

For emergencies call 416-415-4000 or '0' on a Cisco phone for emergencies.



SafeWalk (Student Association & GBC)

Refer to this service if... a student needs to get home safely after hours.

How:

Students can request a SafeWalk, which means being accompanied to local parking lots, TTC stops, or other campus buildings, by calling the number below between 6:15 and 11:00pm (10pm at the ESL Building, 10:30pm at the Hospitality Welcome Desk). Students can also request a SafeWalk at least 12 hours in advance by filling out a form at the following (case-sensitive) URL: <http://bit.do/OnlineSafeWalkGBC>. The SafeWalk service only runs during the Fall and Winter school semesters (September-April).

Website: georgebrown.ca/current_students/safewalk

Phone: ext. 2020

Locations:

Students can meet SafeWalkers at any of the following locations:

- 142 Kendal Avenue – Casa Loma Welcome Desk
- 51 Dockside Drive – Waterfront Welcome Desk
- 200 King Street East – St. James Main Welcome Desk
- 300 Adelaide Street East – St. James Hospitality Welcome Desk
- 341 King Street East – St. James ESL Building Front Lobby

Student Concerns Resolution Services

Refer to this service if... you or a student needs guidance or referrals relating to student behaviour or conflict resolution. Contact this office directly if:

- A student needs information about the new Code of Student Behaviour & Community Standards Policy.
- A student needs guidance on how to deal with conflict they are having with another student.
- You need advice on dealing with a student code of conduct issue.
- A student appears to be in crisis and requires support and/or guidance. If the situation warrants it, a Circle of Care may be coordinated by the Senior Manager, Student Conduct & Support to help the student and others involved.

The Circle of Care is coordinated on a case-by-case response to student behaviours that have raised concerns by College community members. The Circle of Care will be composed of members who can provide professional and college expertise to recommend an action plan to support a student with preventative services and/or interventions. The Circle of Care also provides support and guidance to Chairs, managers, faculty members, and staff who have direct interaction with the student of concern.

How:

Contact the following extension. **Phone:** Ext. 3706

Student Success Hub

We're here to support your success!

Location:

- Waterfront Campus – 51 Dockside Dr. Room 103, Main Floor

Hours: Monday to Friday 8:30 AM to 4:15 PM

Website: <https://www.georgebrown.ca/current-students/student-success-hub/>

Self-Serve Zone

Use one of the kiosks to:

- Rent a locker
- Submit your photo for Student ID card
- Book a Study Room
- Pay your fees
- Request Transcripts
- And more!

Peer-Help Zone

Student Peers will be able to connect you with other campus services and get you answers to your questions.

Professional-Help Zone

Staff from the Career Centre and Student Service Centre will help navigate more complex questions and concerns. [Peer Connect and Career Services workshops will be held in this area during the year.](#) Check back for upcoming programming in the Hub.

The hub is a cashless space. No cash or cheques will be accepted. Moneris machines are available to help students complete their transaction.

Tax Clinic (Student Association)

Refer to this service if... a student needs help filing their income tax return.

How:

The Student Association hosts a tax clinic every March. Students can book an appointment by visiting the website below.

Website: studentassociation.ca/services/income-tax-clinic

Email: communitycoordinator@sagbc.ca

Locations:

- St. James Campus, Room 147
- Casa Loma Campus, Room E100



Tutoring and Learning Centre (TLC)

Refer to this service if... a student could use support in developing their academic writing and reading, English as a Second Language, math, accounting, and/or study skills, and improve academic success across their courses.

How:

Students are welcome to use any of GBC's TLCs. Students can access the TLC by visiting in person, calling any location, or visiting the TLC website.

Website: georgebrown.ca/tlc

Phone:

- ext. 4053 (SJ)
- ext. 4047 (CL)
- ext. 5743 (WF)
- ext. 4047 (RY)

Locations:

- St. James: Room 430A
- Casa Loma: Room 344 (enter through the library)
- Waterfront: Room 538 (access through main Library entrance, Room 618)
- Daniels: in the Daniels Design Library (for details, contact the Waterfront location)
- Ryerson: 99 Gerrard St. E., SHE 535 (English tutoring only; School of Early Childhood only)
- 290 Adelaide St. E., Room 119 (accounting only)

Peer Leaders / Peer Tutoring

In addition to the services listed so far, students needing academic support may also be able to access the support of 'peer leaders' or 'peer tutors'.

Peer leaders and tutors provide program/course-specific academic support to students, and are usually based out of academic centres rather than in particular service areas. To find out whether your academic centre employs peer leaders or peer tutors, contact your program coordinator.



Sexual Violence

If a student reports to you that they have experienced sexual violence, there are resources available to support the student, and yourself.

During office hours, you may facilitate the call to the Sexual Violence Response Advisor at ext. 3450 or email them at svra@georgebrown.ca.

After hours, please contact Public Safety and Security at ext. 8000 or dial 0 from any Cisco phone. Off-campus, you can call 911 for police or medical help. If you are in a residence building, you can dial 18272.

Visit the following website for:

- A list of sexual violence support resources
- A tip sheet on how to support a survivor of sexual violence

georgebrown.ca/diversity/sexual-violence-prevention-policy-and-support

Sexual Violence (continued)

For additional support, please consult George Brown College's *Sexual Assault and Violence Policy and Protocol* at the website above. It is best that all members of the college community familiarize themselves with this policy and protocol *before* they are called upon to support somebody who has experienced sexual violence to ensure that they are provided the best support possible.

It can be difficult to be confronted with somebody else's traumatic experiences, and it is perfectly normal to need somebody to talk to about your experiences of supporting a student who has experienced violence. You are encouraged to call the **Toronto Rape Crisis Centre/ Multi-cultural Women Against Rape phone line** at 416-597-8808 to debrief your experiences, as this service also provides a listening ear to supporters of people who have experienced sexual violence.

After-Hours Support

If a student is experiencing distress after office hours, consider these options:

To talk to someone:

- Call a 24-hour distress line: 416-408-4357 (HELP) [TTY: 416-408-0007]
- Call Good2Talk (a post-secondary student help line): 1-866-925-5454

For emergency shelters and the closest free meal:

- 416-392-3777 or toll-free 1-866-392-3777

If a student is feeling suicidal:

- Go to your closest hospital emergency department or call a distress line: 416-408-4357 (HELP) [TTY: 416-408-0007]

For immediate medical advice:

- Call Telehealth: 1-866-797-0000 [TTY: 1-866-797-0007]

For mental health crisis services:

- Call Gerstein Crisis Centre: 416-929-5200 [same number for TTY service]

For walk-in counselling:

- Sherbourne Health Centre: 416-324-4180
- Family Service Toronto (Wednesdays from 3:30-7:30pm, 128A Sterling Rd)
- Woodgreen (Tuesdays & Wednesdays from 4-6:45pm, 815 Danforth Ave)

After-Hours Support (continued)

For child protection:

- Children's Aid Society of Toronto: 416-924-4646

Emergency child care:

- Ferncliff Daycare and After School Group (limited space): 416-588-1463

For all of these resources and more, visit:

georgebrown.ca/current_students/counselling/urgent_contact

Please note that GBC's Public Safety & Security Services is open 24/7 and can also assist you after-hours in an emergency.

Opportunities for Social Connection

Feeling connected to others and being a part of a community are central contributors to student well-being. Here are just some of the ways that students can connect with others if they are feeling lonely or isolated:

- **The International Student Ambassador program:**
contact: ywoo@georgebrown.ca
- **The Community Action Centre:**
www.facebook.com/CommunityActionCentre
- **Student Association Clubs:**
www.studentassociation.ca/clubs
- **SA Events:**
www.facebook.com/RunYourFuture
- **Black Student Success Network:**
contact blackstudentsuccess@georgebrown.ca
- **Indigenous Services & Education:**
contact aboriginalservices@georgebrown.ca
- **Peerconnect:**
www.georgebrown.ca/peerconnect
- **Student Leadership Academy:**
www.georgebrown.ca/studentleadershipacademy
- **GBC School of ESL:**
www.facebook.com/GBC.ESL

This guide is brought to you by the Healthy Campus Initiative.

Led by the Student Success division, the Healthy Campus Initiative is a whole-campus, whole student approach to building a culture of care at George Brown. And that includes giving a great service referral when a student needs it the most.

With that in mind, we made sure this guide contains:

- Useful tips for giving a great referral;
- Contact information for all GBC and Student Association services;
- The circumstances under which you would likely make referrals to these services
- The best way to connect students to these services (e.g. should they call and make an appointment? can they walk in? etc.)
- Some basic additional details about supporting students in meeting other common needs that can't be met at GBC (e.g. seeing a family doctor, sexual violence resource, after-hours supports, etc.).



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