

UFV Student Services At-A-Glance: A Guide for Faculty and Staff

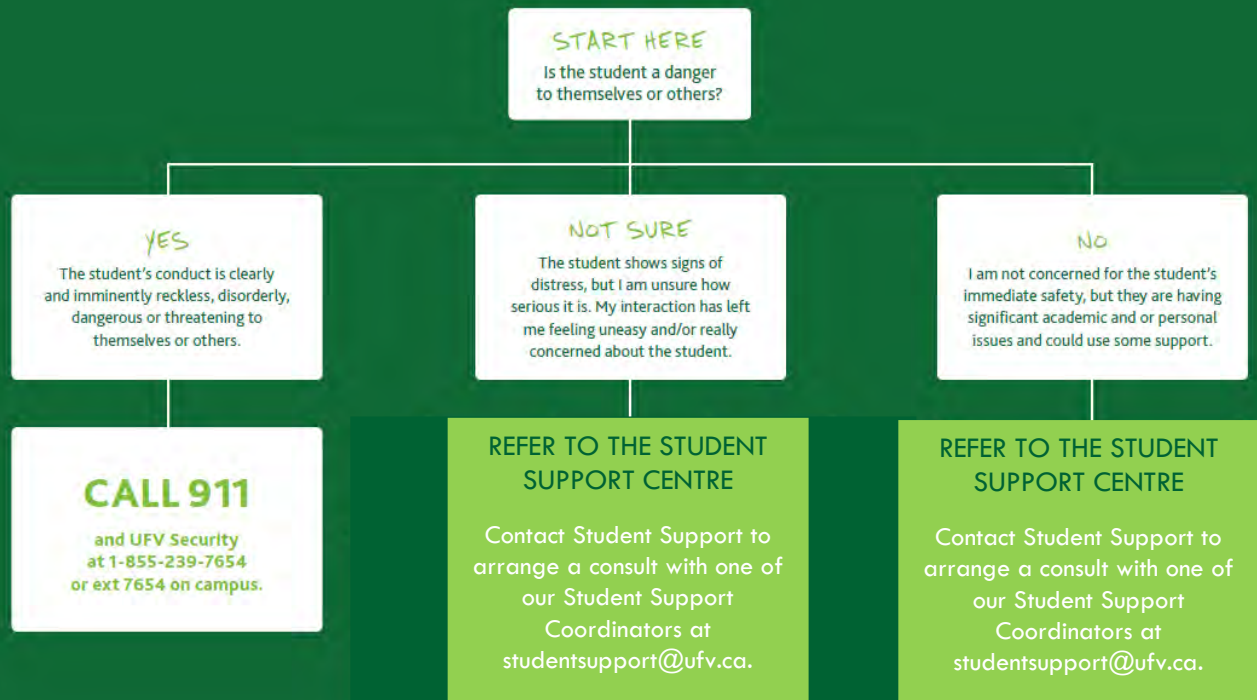
Summer 2020

UFV remains committed to supporting students through phone, virtual, and online services. **All face-to-face appointments and drop-in services are now suspended.** The below reflects information current for Summer 2020. We will post any needed updates on the [UFV Student Services](#) page.

Service	Contact
Academic Success Centre	Click here to book an appointment. Find us on Facebook and Instagram .
Advising	Call 604-864-4674 or click here to book an appointment; or email advising@ufv.ca for basic inquiries. Find us on Facebook .
Centre for Accessibility Services (CAS)	Call 604-854-4528 or 604-795-2808 or email ssfrontdesk@ufv.ca to book an appointment. For all disability exam related inquiries, contact cas_exams@ufv.ca .
Centre for Experiential and Career Education	Appointments can be booked through CareerLink . Contact 604-854-4507 regarding other needs. Find us on Facebook and Instagram .
Counselling	Call 604-854-4528 or 604-795-2808 or email ssfrontdesk@ufv.ca to book an appointment. Find us on Facebook .
Financial Aid and Awards	Call 604-864-4601 or 604-702-2618 or email finaid@ufv.ca for service. Email is preferred.
Food Bank	Find more details and resources here .
Indigenous Student Centre	Contact 604-795-2835 or 604-557-4069 or email isc@ufv.ca for support Find us on Facebook .
International	Contact 604-854-4544 or email international@ufv.ca . Find us on Facebook .
Library	Visit the library website.
Math and Stats Centre	Find information online .
Peer Resource and Leadership Centre	Contact Counselling for support. Find us on Facebook and Instagram .
Priority Access to Student Support (PASS)	Access via myUFV or see here for alternative access.
Registration, Admissions, and Graduation	Further contact information is available here .
Research and Graduate Studies	Contact information here
Safe Student Community, including Sexualized Violence Reporting	Information is available here .
Student Life	Find us on Facebook and Instagram .
Student Support Coordinators	Contact studentsupport@ufv.ca

Who to Contact

Follow this chart to determine who to contact when faced with a distressed or disruptive student.



ufv.ca/safe-students



Indicators of Distress: What to Look for

Be aware of the following indicators of distress. Look for groupings, frequency, duration and severity — not just isolated symptoms.



With Thanks: UFV would like to thank the University of California, Berkeley for their permission to adapt their content for use in this document.

Resources and Information

Use the information below to help you refer the student to UFV counselling services or campus security.

Safety first: the welfare of the campus community is the top priority when a student displays threatening or violent behaviour. Do not hesitate to call for help.

Listen sensitively and carefully: Use a non-confrontational approach and a calm voice. Avoid threatening, humiliating, and intimidating responses.

Be proactive: Engage students early on and set limits on disruptive behaviour.

Be direct: Don't be afraid to ask students directly if they are under the influence of drugs or alcohol, feeling confused, or having thoughts of harming themselves or others.

Follow through: Direct the student to the physical location of the appropriate campus resource listed at ufv.ca/safe-students.

Consultation and documentation: Always document your interactions with distressed students. Consult with your department chair/supervisor and report the incident at ufv.ca/safe-students following the interaction.

What About Privacy?

The Freedom of Information and Protection of Privacy Act (1992) (FOIPPA) allows University faculty and staff to share observations about the behaviour of students, statements made by students, and concerns about students generally with UFV personnel who have responsibility for the welfare of students, and other appropriate individuals as suggested in this document.

FOIPPA and other student privacy regulations generally allow the University to release such information to parents, police, or others whose knowledge of the information is necessary to protect the health and safety of the students or others individuals. Appropriate consideration for student privacy should be given before information is shared with people other than those suggested in this document. Questions about when such disclosure is appropriate can be answered by the University Privacy Office or by University Legal Counsel.



ufv.ca/safe-students

Receiving a disclosure of sexualized violence — Your support will make a difference.

What is sexualized violence?

- » Any unwanted act that is carried out through sexual means or that targets another person's sexuality.
- » People of all gender identities and expressions can experience sexualized violence.

SV CAN INCLUDE, BUT IS NOT LIMITED TO:

- » Sexual harassment
- » Stalking
- » Indecent exposure
- » Voyeurism
- » Promotion of sexualized violence
- » Sexual assault

How do I help?

1 ENSURE SAFETY

If there is an immediate danger or a need for urgent medical care, call 911.

2 USE THE CLEAR MODEL

Confidentiality: Be clear about confidentiality and duty to report standards. For specific details related to your role, please contact inthistgether@ufv.ca.

Listen: Give the person space and time to tell their story. Don't question them, blame them, press for more details, or ask leading questions.

Empathize: Suspend judgement and try to understand how they are feeling.

Ask: Ask what support looks like for them. Empower the person to take control of their own healing journey. Don't prescribe a course of action.

Refer: Refer them to campus or community support services. Gently encourage the person to seek support from trained professionals. A detailed list of on- and off-campus services are listed on the back of this document and can be photocopied for the person.

3 SUBMIT A THIRD-PARTY REPORT

Ask the person if you may submit a third-party report to UFV. Only provide information with the person's approval. To access the third-party reporting form, visit <https://www.ufv.ca/safe-student-community/reporting/>

4 PRACTICE SELF-CARE

Responding to a disclosure of sexualized violence can be emotionally difficult. Don't underestimate the impact this work can take on your own wellbeing. Contact your supervisor or HR services available through UFV's Employee and Family Assistance Program with Homewood Health.

For more information on how you can help,
please visit: ufv.ca/inthistgether
or email inthistgether@ufv.ca



Resources

On Campus

STUDENT SERVICES — COUNSELLING

Email: ssfrontdesk@ufv.ca
Abbotsford B214: 604-854-4528
Chilliwack A1318: 604-795-2808

Counsellors are available Monday to Friday between 8:30am and 4:30pm for free confidential one-on-one phone or video counselling services for any student who has experienced or been impacted by sexualized violence. Student Services also assists in the coordination of accommodations for students (i.e. emergency housing, academic accommodations).

UFV SECURITY

1-855-239-7654

Provides immediate response for all safety related concerns on both the Chilliwack and Abbotsford campuses. Security personnel can provide emergency first aid, contact police or ambulance and can take a report of the incident.

Off Campus

VICTIMLINKBC

1-800-563-0808 or text 604-836-6381

A confidential service that provides immediate support to victims of any crime. They will provide referral services and other pertinent information.

FRASER HEALTH CRISIS LINE

1-877-820-7444

A confidential service providing immediate connection with a crisis service worker who provides emotional support and referrals to community services.

ABBOTSFORD COMMUNITY SERVICES

604-859-7681

Offers a Victim Assistance Program which provides emotional, legal, and community-based supports and referrals in Abbotsford and Mission.

WAVAW 1-877-392-7583

24/7 support for women aged 14+ who have experienced sexualized violence.

ABBOTSFORD REGIONAL HOSPITAL

604-851-4700 ext. 646147

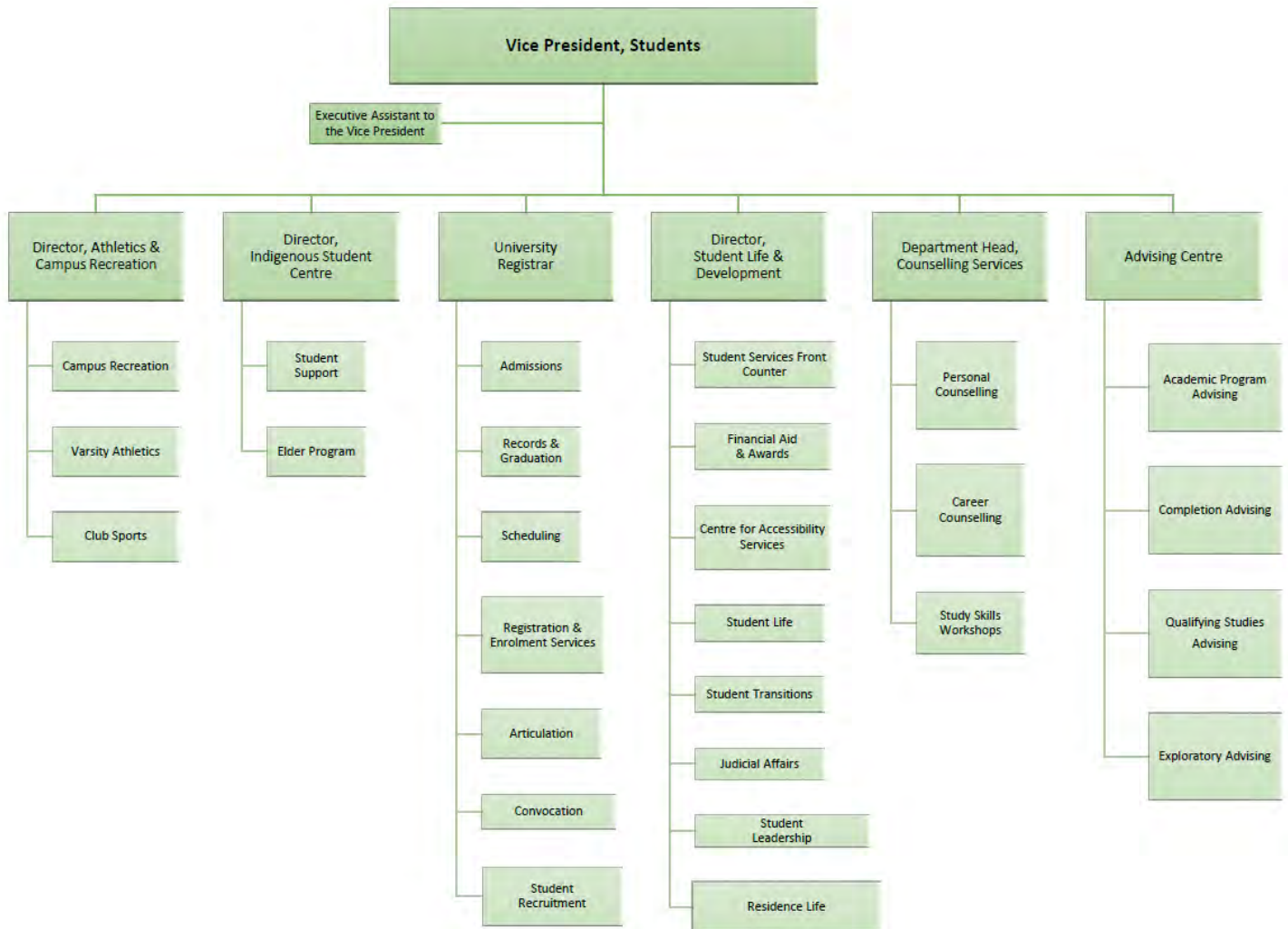
People of any age or gender who have experienced an assault in the past 7 days can go to the Emergency Department for health services by specially trained nurses. It is your choice if the exam is collected for use by the police.

EMBRACE CLINIC

1-855-775-7223

Part of the Abbotsford Regional Hospital, this clinic provides support for anyone who has experienced an assault, but did not seek medical attention within 7 days of the incident. Provides emergency care, STI and pregnancy screening, and referrals to specialists.

Vice President, Students division



For more information, contact the VP, Students Office at vpstudentsoffice@ufv.ca.