

## The Centre for Accessible Learning (CAL) Is Here2Help

With the large number of changes to your programs and education, the Centre for Accessible Learning (CAL) staff want to assure you that you continue to have access to our support. We are Here2Help!

For the most up-to-date information on Algonquin's response to COVID-19, [visit this website](#).

### How to access CAL Support Remotely

CAL Staff are happy to offer appointments to students remotely:

- If you have an assigned Disabilities Counsellor, Learning Strategist, or Assistive Technologist, you can email them to ask for a meeting
- If you are not sure of your CAL staff member's contact information, email [cal@algonquincollege.com](mailto:cal@algonquincollege.com) to request it
- If you have not yet registered with CAL, please follow the Registration process detailed here. Instead of sending your documents to the Welcome Centre, you can send them to [cal@algonquincollege.com](mailto:cal@algonquincollege.com)
- Please note that most appointments with CAL staff will be offered using the Zoom software. You will receive an invitation to connect to the meeting, which will be sent to your Algonquin live email account. Visit [this website for a Zoom Video Conferencing Tool Guide](#).

### What Kind of Support Can CAL Staff Provide?

#### Disabilities Counsellors:

Reach out to your Disabilities Counsellor if you need:

- Access to academic accommodations
- Changes to your Letter of Accommodation given the change to a more remote learning environment
- Support advocating for your needs to your instructors
- Guidance on what resources to access
- Connections with other CAL supports

#### Learning Strategists:

Reach out to your Learning Strategist if you need:

- Help navigating the changes to your courses and adjusting your semester plans
- Support adjusting to online learning and building strategies to work more independently
- Guidance with time management and organization
- Help with studying or test-taking strategies
- Assistance with problem-solving academic issues and communicating with professors

### Assistive Technologists:

Reach out to your Assistive Technologist if you need help with:

- Refreshers on how to use available assistive technology
- Textbook requests (alternate format – accessible PDF)
- Course material transcription including captioning
- Course material access issues
- Tech support and training for Assistive Technology tools including those related to reading, writing, and note-taking
- Remote software installation support
- Basic troubleshooting with Zoom

### What to do About Testing Accommodations?

As information becomes available about what Algonquin's plan will be for tests and final exams, you should be receiving updates from your instructors on what to expect in each of your classes. In the meantime, please note the following:

- All **CAL Test Services** activities have been suspended effective March 16, 2020.
- If your instructors give you a test through Brightspace, you may ask for your accommodation of extra time if applicable:
  - If you have provided your Letter of Accommodation to your instructor, email them to request access to your accommodation of extra time
  - Should you run into any difficulties with this process, or need access to accommodations that you cannot currently receive remotely, please email your Disabilities Counsellor for support

### Suggested Additional Resources to Access

[Algonquin College Library](#) Although on-campus library services are suspended, access to digital material is available 24/7. Need help accessing information? Go to the website and click on the "Ask a Librarian" link to chat with library staff members.

[Peer Tutoring](#). Peer Tutoring sessions will be available online through Zoom. Visit [this website](#) for information on how to access peer tutoring sessions. Once the website loads, click on "Steps for Tutee" to get additional information.

[Coaching Lab](#). Coaches provide support in the fundamentals of writing, English as a Second Language (ESL), computers, math, chemistry, English conversation, presentation skills, and anatomy/physiology/biology. All Coaching Sessions will be offered online through Zoom, please visit the [Coaching Lab website](#) to book a session.

Counselling Services. Although there is reduced availability of Counselling Services, a Counsellor will be available to talk by phone or video during the day, and the way to access this is to send an email to

[welcomecentre@algonquincollege.com](mailto:welcomecentre@algonquincollege.com). This is not an immediate response service, so it is not for urgent or distress situations.

### **Tips for Staying Connected and Maintaining Wellness**

We recognize that this is an unusual and difficult time for students. You may be experiencing some additional stress, which could be impacting your wellness. It's important that you feel connected and supported as you navigate this process. Be sure to reach out to your professors, peers, and support people as needed. As well, [here are some tips](#) to help you protect your mental health.

There are several resources available that will allow you to communicate with someone by voice, text or online. Also, several self-help resources are available:

- **Ottawa Crisis Line** – 613-722-6914 or 1-866-966-0991 (toll free) or [crisisline.ca](http://crisisline.ca)
- **Distress Centre (Ottawa)** - 613-238-3311 or 1-866-676-1080 (toll free)
- **Good2Talk** – A post-secondary counselling, information and referral telephone service is reachable by calling 1-866-925-5454 or text GOOD2TALKON to 686868 to access the Crisis Text Line
- **Big White Wall** is a safe peer-to-peer mental health community that is accessible online 24/7. It's FREE to all students and staff. In a time in which social isolation, loneliness and anxiety are already increasing mental health issues, COVID-19 is creating additional challenges. Members can share feelings and concerns with each other while underpinned by their team of clinicians who are experienced in and prepared to provide health anxiety support. During uncertain times, we must come together as a community. Find support right now at
- **BounceBack**® is a free skill-building program managed by the Canadian Mental Health Association (CMHA). It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry. Delivered over the phone with a coach and through online videos, you will get access to tools that will support you on your path to mental wellness.
- Find more support with [self-help resources](#)