

McGill School of Social Work

Frequently Asked Questions (FAQs)

This FAQ list provides information on questions specific to the School of Social Work. For questions about general McGill policies or links to public health resources please consult the McGill central COVID-19 resource page and FAQ: <https://www.mcgill.ca/coronavirus/faqs>.

For questions about policies specific to the Faculty of Arts please consult: <https://www.mcgill.ca/arts/covid-19-updates>

FAQ #1: What course work will be expected of me after March 30th?

Classes resumed Monday March 30th, through remote delivery. Depending on the type of class and the material being covered, instructors are using a range of delivery methods. Resources for instructors and students are available at <https://www.mcgill.ca/tls/>. (Tip: On MyCourses, there is a Zoom tab for each course where students can access all their upcoming zoom meetings). Students who are not able to access materials should contact their instructor. If further assistance is needed, contact your program director and cc your faculty advisor (See list **FAQ#3**). Please consult your course syllabus for more specific guidelines.

Resources from the Office for Students with Disabilities: <https://www.mcgill.ca/osd/covid-closure-faq/students>

FAQ #2: How do I know if I have fulfilled the necessary hours within my field placement for Winter 2020? Is there information on Summer 2020 block placements?

Winter 2020 placements: If you have been in a concurrent field placement since September 2019 and you have completed 75% of the planned hours, your stage is considered "complete". If you have specific concerns about the calculation of your hours, you may contact Francine Granner (BSW students; Francine.granner@mcgill.ca) or Nicole Mitchell (QY and MSW students; nicole.mitchell2@mcgill.ca).

Summer 2020 block placements: The field coordinators are currently securing a number of virtual/electronic/remote field placements to accommodate students needing summer block placements. More information will be made available in the coming weeks.

FAQ #3: What if I become ill or cannot complete my coursework during the remaining weeks of the semester?

- 1) Advance preparation:
 - a) Confirm that your student contact and emergency contact information are up-to-date in Minerva (https://horizon.mcgill.ca/pban1/twbkwbis.P_WWWLogin)

- b) Within your cohort or specific courses, establish study buddies who will share notes and information with you if your remaining courses are not videotaped.
 - c) Consult **FAQ #4** regarding grade options if you are not able to complete your coursework on time. There are many options so that you will not be penalized for illness.
- 2) If you feel ill with flu-like symptoms, call the **COVID # 514-644-4545**
- a) You can speak to a nurse through McGill's **Wellness Hub: 514-398-6017**
 - b) **International students covered by Blue Cross** have virtual access to doctors via the [Maple app](#). Fees are reimbursed by your healthcare plan within 72 hours. Students with other health insurance plans may also use this service, however, **it is not currently covered by other insurers.**
- 3) If you will be missing class or are delayed or unable to continue working on assignments:
- a) Email your program director and cc your academic advisor (listed below). If you feel comfortable, include your emergency contact in that email, so that they may be in contact with the school, if necessary. We will follow up with next steps and if needed, make connections to resources specific to your situation.
 - b) If you feel well enough, contact your individual instructors to let them know that you will follow up with them to make alternative arrangements **when you are able**. Your program director will communicate this information to your instructors as well. Remember that planning how to complete your assignments should wait until you are well and you can plan accordingly. Refer to **FAQ #4** regarding **the "K" grade for incompletes** for Winter 2020
- 4) When you have recovered, Email your program director and cc your academic advisor to let them know that you are ready to complete your coursework; follow up with your individual instructors and your study buddies to create a plan to complete your coursework.

BSW Program Director - Julia Krane (julia.krane@mcgill.ca)

BSW U1 Academic Advisor - Julia Krane (julia.krane@mcgill.ca)

BSW U2 Academic Advisor - Alicia Boatswain-Kyte (alicia.kyte@mcgill.ca)

BSW U3 Academic Advisor – Alphabetically:

Last name A-I: Michael MacKenzie (michael.j.mackenzie@mcgill.ca);

Last name J-R: Zack Marshall (zack.marshall@mcgill.ca);

Last name S-Z: Tamara Sussman (tamara.sussman@mcgill.ca)

QY Program Director - Wanda Gabriel (wanda.gabriel@mcgill.ca)

MSW Program Director - Myriam Denov (myriam.denov@mcgill.ca)

MSCFT Program Director - Heather MacIntosh (heather.macintosh@mcgill.ca)

PhD Program Director – Jill Hanley (jill.hanley@mcgill.ca)

PhD Cohort faculty contact – Kate Maurer (Katherine.maurer@mcgill.ca)

FAQ #4: What changes have been made to grading as a result of the COVID-19 shutdown?

1) A number of exceptional changes have been made regarding grading for the Winter 2020 semester.

More information is available here: <https://mcgill.ca/student-records/adjusted-academic-measures>

Also, note that within the School of Social Work:

- Although we have tried to minimize multiple overlapping assignments between courses, students should contact their instructor if they need more time or other accommodation.
- While classes end on April 14th, 2020, for classes without a final exam, instructors may set assignment deadlines that fall during the exam period (April 17th to 30th).
- Assignments that have already been completed based on the original syllabus will be accepted for submission and grading.
- **Students were not responsible for any NEW course content during the 2-week shutdown.** Students were not required to submit assignments nor any other kind of assessment, optional or otherwise, through March 27th. If you were advised otherwise, students should contact Professor Jim Engle-Warnick confidentially at jim.engle-warnick@mcgill.ca

FAQ #5: I have experienced anti-Asian Racism (or know someone who has) related to COVID-19. What can I do?

The [Centre for Research-Action on Race Relations](#) has recently identified safety tips for people who experience violence linked to coronavirus and reminds us of the importance of collective action: “CRARR strongly condemns the association of the pandemic with any particular ethnic or racial group, and all acts of scapegoating that exploit the current state of emergency to promote racism and xenophobia. It calls on all members of society to stand in solidarity to prevent the destructive social effects of COVID-19, including hate, division and violence.” In order to build on the supports in our community, we are currently seeking volunteers who are willing to connect with School members experiencing racism and other forms of injustice that are impacting their emotional or physical safety, making it difficult to carry out day-to-day activities. If you are seeking support or are available to volunteer, please contact [Zack Marshall](#) and we will help to make these connections.

FAQ #6: I am experiencing financial difficulties.

The [Scholarships and Student Aid Office](#) is available to Bachelors, Masters and PhD students to discuss any urgent or immediate financial needs that may come up for them because of COVID-19, whether this be related to food and living security, financial barriers to remote learning, or other concerns.

FAQ #7: I am experiencing mental health challenges. I am experiencing difficulty managing daily activities/schedule/working from home.

1) Mental Health Resources:

- a) **Keep.meSAFE** is a mental health counselling service offered to students in partnership with SSMU and PGSS. It provides 24/7 access to licensed counsellors through telephone and mobile chat in more than 60 languages. To access this service, download the MySSP app in the [Apple App Store](#) or [Google Play](#).

- b) **The Wellness Hub** is offering phone sessions for students who have previously been seen there. They are also offering daily group sessions Monday - Friday: <https://www.mcgill.ca/wellness-hub/get-support/wellness-and-life-skills-workshops>
- COVID-19 Emotional Support Group
 - Zen in 10
 - Managing Stress in Uncertain Times
- c) The McGill Office of Religious and Spiritual Life has many online resources for wellness, faith-based and spirituality virtual connections: <https://www.mcgill.ca/morsl/>
- d) **Vent over Tea:** <https://ventovertea.com/en/landing/> a free active listening service that pairs people who need to vent with an empathetic listener that is offering phone & video sessions
- e) **Off-hours resources** through the McGill Students' Nightline:
- Chatline <https://nightline.ssmu.ca/chatline>
 - Other French and English resources available evenings and weekends including crisis lines: <https://nightline.ssmu.ca/resources>
- f) Complex trauma resources for those who are experiencing reactivation: https://www.complextrauma.org/still-scared-after-all-these-years-traumatic-stress-reactivated-in-a-time-of-global-crisis/?fbclid=IwAR1izuT_f94sZmR0FPIJ9YUO5rAIRYIk5rCkTOXA1DtKs2sWTPn7g_CLeao
- g) Friends for Mental Health: For people in the entourage of a person with a mental health disorder: <https://www.asmfmh.org/en/>
- h) Managing Anxiety during a pandemic: A webcast with McGill Experts: <https://youtu.be/7wUWbsm5HiM>

2) Difficulties managing daily activities/schedule/working from home:

Many of us are experiencing increased stress, which limits our capacity to focus, concentrate, and retain information. We may feel challenged to adapt to the many disruptions in our routines, our social connections, and perhaps our belief systems. We may need to make more adaptations as circumstances shift over the next few months, or longer. Over the past two weeks, in addition to being inundated by COVID-19-related content in the news and social media, we have been inundated by wellness/self-care/community care advice and resources on how to manage our changed reality(ies). The sheer volume of information can be overwhelming.

In sorting through the many resources to find what works for you, your family/community, your resources, and your values, it may be helpful to think through your biological, psychological, and social needs and ask: how can we meet our needs during this time in ways that are meaningful and relevant to me and my community? Flexibility and creativity can support adaptations to enhance well-being in these challenging times. It can help to discuss options and develop strategies with people who understand your circumstances. There may be more changes to come and approaches that work now, may need adjustment later on. This may also be an opportunity to reconnect with habits, practices, etc. that worked well in the past but haven't been in place recently.

It is also important to note that much of the “wellness” content may not be relevant to you or make assumptions about you and your community’s abilities, resources, values, and priorities. The assumptions often ignore the lived experiences of communities who have long histories of experiencing crises, violence, displacement, discrimination, and exclusion. The wellness literature is often crafted within a narrow perspective that may perpetuate social injustice. The resources listed below are shared in the understanding that many lack a critical perspective of the ways in which wellness is defined and operationalized that often reproduce exclusion and invisibility of the diversity of our academic community.

Additional resources:

- a) McGill School of Social Work School Community Well-Being Working Group Drop-in sessions to develop a personal stress management/wellness/work from home strategy:
<https://www.mcgill.ca/socialwork/news/ssw-daily-update-archive>
 - b) McGill TLS: <https://mcgill.ca/tls/students/remote-learning-resources>
 - c) Resources from the Office for Students with Disabilities: <https://www.mcgill.ca/osd/covid-closure-faq/students>
 - d) A 14-day Well-being Diary: <https://pscentre.org/archives/resource-category/covid19>
 - e) A storybook for children about coping with the COVID-19 Crisis:
https://interagencystandingcommittee.org/system/files/2020-03/My%20Hero%20is%20You%2C%20Storybook%20for%20Children%20on%20COVID-19_0.pdf
 - f) The shift to working and learning at home:
https://publications.mcgill.ca/medenews/2020/03/20/the-shift-to-working-and-learning-from-home/?utm_source=email&utm_medium=email&utm_campaign=mcgill-checks-in&utm_term=mar-29-2020
- 3) Links to documents with well-being resources, mental health resources, and community response resources:**
- a) Resource list compiled by SWAGS:
https://docs.google.com/document/d/1DkgVHiyhtQRftkdEKNF_aed6UIQH6Y7vAcEpC4fu-M/edit
 - b) Bilingual Mutual Aid Resource list:
https://docs.google.com/document/d/1PgbUR1gT1PKIDPJFuWXhgieFLY7TAxxl4r_9dsaB05w/edit
 - c) Links to critical discussions of the social justice aspects of how the COVID-19 crisis is being framed, limited considerations of diversity, equity, and inclusion in the global and local responses, etc. : https://docs.google.com/document/d/1TKXdQ-SPpxyQSpT4dZs_ndOeiNzVEVhLOnyIWYJ7U1o/edit

FAQ #8: I would like to volunteer to help others during this time. Where can I find volunteer opportunities?

- 1) The province has partnered with more than 1,500 community organizations to provide help during the crisis. Volunteer activities include making calls to seniors, getting groceries for

people with disabilities and providing household help for those in need. Anyone who wants to volunteer can sign up online at: <https://www.jebenevole.ca>

- 2) Below is a list of other volunteer opportunities that people have shared. They are divided into calls for volunteers and volunteer opportunities. We will be updating these as we have information. To add something to the list, please email: katherine.maurer@mcgill.ca

This is a link to a very good document to help us think about our evolving response to meeting the mental health and psychosocial needs of our community:

<https://interagencystandingcommittee.org/system/files/2020-03/MHPSS%20COVID19%20Briefing%20Note%202%20March%202020-English.pdf>

CALLS FOR SOCIAL WORK VOLUNTEERS

The CIUSSS Centre-Ouest and CIUSSS West Island is very interested in having students make some calls for them to particularly vulnerable populations or clients on the wait lists waiting for service. If you are interested, contact Pam Orzeck (pam.orzeck@mcgill.ca)

Kids Help Line: Becoming a Crisis Responder is simple and starts with filling out the online application, which should take approximately 30 minutes. You can apply online by visiting this link: <https://kidshelpphone.ca/get-involved/participate/call-volunteers-crisis-text-line/>

Looking for a gamer (PS4 preferable) who would like to virtually chat and play on line with a 25 year old guy with special needs living in a group home who is feeling quite isolated and disconnected now that his routine is disrupted and he is shut in his place (no one is sick but they are under lock-down). Please contact: katherine.maurer@mcgill.ca

VOLUNTEER OPPORTUNITIES

https://www.volunteerscoalition.com/?fbclid=IwAR2vLK3hRg9Ke8s0N36H7sT-DxHdweO_gtSml4zihbx1YMyeiYtqWy8QJbA

Each of these docs has opportunities to get involved and support our communities (there is overlap):

https://docs.google.com/document/d/1PgbUR1gT1PKIDPJFuWXhgieFLY7TAxxl4r_9dsaB05w/edit

https://docs.google.com/document/d/1DkgVHiyhtQRftkdEKNF_aed6UIQH6Y7vAcEpC4fu-M/edit

School of Social Work FAQ #9: Are summer courses being offered?

Summer courses are being adapted for remote instruction, and where feasible, will be offered as scheduled. The IDFC 500 Field Course has been cancelled.

School of Social Work FAQ #10: When will final grades be available? How do I get an official letter of attestation that I have completed my degree so that I may apply to become a member of the OTSTCFQ?

Final Grades: The deadline for the submission of final grades has been extended to May 15, 2020. Grades for individual courses depend on when your final assignments were submitted and the window of time allowed for marking your assignments.

OTSTCFQ Attestation Letter: Once ALL of your final grades have been posted, you may request a letter confirming completion of your studies or awarding of degree attesting that the degree will be conferred at the next graduation ceremony. Contact Lillian Iannone (Lillian.iannone@mcgill.ca) Administrative & Student Affairs Coordinator. We are also discussing the possibility of submitting a list of graduating students to OTSTCFQ in order to accelerate the permit application process.