Break time!
10 minutes
Exchange Student Information Sessions
Ben Nguyen
International Orientation Assistant
Western International
Campus Safety
Kim Reynolds,
Western Special Constable Service
Agenda

• CSES
• Personal Safety Tips
• Community Partnerships
Campus Safety & Emergency Services
Campus Safety & Emergency Services (CSES)

Contact Us:
• Lawson Hall, Rm 1257
• 519-661-3300
• Emergency 911
Campus Safety & Emergency Services (CSES)

- Western Special Constable Service (WSCS)
- Emergency Manager
- Card Access
- Foot Patrol
- Fire Safety
Western Special Constable Service
Western Special Constable Service

- 37 Members – Sworn & Civilian
- Foot, Bike & Vehicle Patrol
- Western & Affiliate Properties
- Authorities similar to Police
- Support service to campus community
- Liaise with community partners
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Emergency Blue Phones

- Connects to CSES dispatch
- 24/7
- Blue light activates
- Video surveillance

We encourage you to activate Blue Phones when:

- A crime is witnessed
- You feel unsafe and need assistance
- You are ill or require medical attention
- You require assistance or directions
Student Emergency Response Team (SERT)

- Student-run
- Student volunteers provide medical emergency response - main, Huron and Brescia campuses
- 24/7 during academic year
- Co-ed teams
- Quick response
Campus Safety Provided Through Environmental Design (CSPTED)

- Safety & Security Audits
- Target harden & make as safe as possible
- Video Monitoring camera registration

All three elements need to be satisfied for crime to occur. We want to focus on removing the OPPORTUNITY.
R.A.D. (Women’s Self-Defence)

• Personal safety, awareness, risk reduction and avoidance
• Learn practical defensive techniques, no special skills required
• Private group setting
• Western students, faculty, staff, alumni and their guests
• Free ($20 deposit, refunded at successful completion of course)
• https://uwo.ca/campussafety/services.html
Campus Community Resource Officers

- Bridging gaps
- Building relationships
- Education
- Events
- Human connection
Emergency Manager
Alert WesternU

Mass Notification System

- Imminent danger, campus evacuation, weather emergencies
- Automatically registered if issued a uwo.ca email
- Encouraged to customize profiles at https://alert.westernu.ca/customize/
- Mobile App for Apple & Android platforms
Weather Monitoring

- Alert community of severe weather ie. tornado warning
- Siren - Alumni Hall and Social Science Centre
- Tested first Wednesday every month at noon (audible)
Weather Emergency

What to do when?

- Seek shelter immediately
- Go lowest level of building away from windows, outside walls and doors
- Lie flat, face-down on low ground, protect head with hands
- Listen – Siren will sound continuously until Environment Canada issues “All Clear”
Card Access

- Supports a safe campus
- Western One photo ID card
- Access requests submitted by faculty official
- Be aware of tailgaters
- Door & lock mechanisms should secure
Foot Patrol
Foot Patrol

- Escort to vehicle, residence or campus buildings by student volunteers
- Vehicle used for longer escorts and on high-volume evenings
- 519-661-3650 / Western Foot Patrol app
- Lost and found
- Located in basement of UCC
Fire Safety
Fire Safety

- Inspection, testing and maintenance of all fire & life safety systems
- Ontario Fire Code/Ontario Building Code Compliance Inspections
- Fire Safety Training
- Fire Safety Plans
- Building Emergency Teams
Personal Safety
Personal Safety Tips

• Awareness – location, surroundings, Blue Phones
• Eye contact – drivers, pedestrians
• Communicate – family, friends, roommates, coworkers, supports
• Secure – valuables, doors, office areas (when alone)
• Scams (phone, email, text)
• Charge – cell phone
• Document – serial numbers, identification
• Report concerns or incidents
Thank you!
Cyber Safety

Matthew Feeney,
Manager of Information Security
cybersmart.uwo.ca
Western Technology Services
Matthew Feeney
Manager, Information Security
What are the top cyber security threats for students entering University?
Cyber Safety

• Threats
  • Phishing
  • Social Engineering
  • Malware
  • Weak Passwords
  • Public Wifi

• Protections
  • Multi-Factor Authentication (DUO)
  • Single Sign On
  • Endpoint Online Protection / AV
  • Cyber Safety Awareness Training
Reel In Your Security: Spot Phishing Scams

**Unexpected Requests**
Legit organizations won't ask you for your personal information through email or text. See such a request? You're probably dealing with a phish!

**Suspicious Links**
Be cautious before clicking on any links in an email or text, especially if they're from unknown sources. That's a common trick used in phishing attempts.

Report It to: phishing@uwo.ca
Reel In Your Security: Spot Phishing Scams

Poor Grammar and Spelling
Professional emails shouldn't be riddled with errors. Notice spelling mistakes or weird phrasing? You're likely looking at a phish.

Pressure Tactics
Urgent requests for action or threats of consequences are classic signs of phishing. Legitimate organizations won’t rush you or use scare tactics.
Beware of Phishing attempts that come from an @uwo.ca account – they are often difficult to detect – and usually indicate that a Western user account has been compromised / taken over.

Report It to: phishing@uwo.ca
Public vs. Campus Wi-Fi: How to Connect Safely!

The Problem of Public WiFi
Not all Wi-Fi hotspots are what they seem. Cybercriminals often set up fake networks that mimic legitimate ones. Always double-check network names and stick to trusted sources. Avoid sharing personal or financial details on public Wi-Fi whenever possible.

Wireless on Campus
- uwosecure-v2: For all our dedicated students, this is your secure home for online studies and research. Western is committed to creating a safe cyber environment.
- eduroam: A secure, worldwide roaming access service developed for the international research and education community. Once set up, you can access the internet at institutions around the world.

How to Connect?
Connect with your university credentials! Use your full Western email address and password to log in.
February 6th, over 30,000 copies of this email were distributed on campus by 3 compromised accounts.

- 3 Accounts were compromised
  - B*****8@uwo.ca
  - C*****l@uwo.ca
  - C*****2@uwo.ca

- As the accounts were compromised, it appeared to recipients that these emails could be legitimate as they came from @uwo.ca accounts

- The email wasn’t poorly written
  - attractive offer to students
  - didn’t have blatant spelling mistakes
  - The link was hidden using http://bit.ly to mask the link destination
How did the Threat Actor bypass Multi Factor Authentication and take over this account?

**Social Engineering**

If you are unsure – email security@uwo.ca or contact the WTS Help Desk for advice.
More Real Examples

Email was sent from mamato5@uwo.ca but the contact is Dr. Ivan Matthew.

Paid Part-time job to make lots of money and in USD$.

Don’t reply with your @uwo.ca address – use a different address to reach out to us.

This is a test – don’t use your @uwo.ca account?
From: Julie Fan <jfan296@uwo.ca>
Subject: Student Grant
Date: March 19, 2023 at 1:45:14 PM EDT

Dear Qualified Student,

Your 2023 student benefit check has been approved by the College Board and payment is set to be released. This grant is to support students in paying educational and personal bills. This is not a loan so you will not be required to pay back.

For claims Kindly submit below
1. full names
2. Mobile Number
3. Personal email
4. Are you currently or previously enrolled in any other university/College aside Western University? If yes kindly specify college/university name

Important Note: Response to this email must go to our Grant Coordinator whose information are stated below.

Contact Person: Antony Sancho
Contact Email: Sanchoantony316grantboard@gmail.com

NB: Do not directly reply to this email as this is a non-reply email. Your application details should be sent to Mr Antony Sancho only (Sanchoantony316grantboard@gmail.com). Also endeavor to contact him via your personal email (Gmail,yahoo,hotmail,icloud etc).

Regards
STUDENT COLLEGE BOARD

Was sent from jfan296@uwo.ca but the contact person is Antony Sancho

Free money – don’t have to pay it back!

Asking for more private information including Mobile # so they can send you text messages

Don’t reply with your @uwo.ca address – use a different address to reach out to us.

Sent from the Student College Board – who is that?
There are many threats out there but Cyber Safety Awareness Training will give you the best skills to defend yourself.
Mental Health & Cultural Adjustment

Fabiana Tepedino,
International and Exchange Student Centre
Navigating a New Campus and Country

How it feels now.....

How it WILL feel soon...

HOME IS WHERE YOUR WIFI CONNECTS AUTOMATICALLY

Western International
The W-Curve of Cultural Adjustment

Host Country

1. Honeymoon

2. Frustration

3. Cognitive Dissonance/Culture Shock

4. Recovery

5. Adjustment

Home

6. Honeymoon

7. Cognitive Dissonance/Culture Shock

8. Recovery

9. Adjustment

Adapted from Oberg (1960) & Gallahorn & Gallahorn (1963)
Honeymoon Stage

Everything is NEW, INTERESTING and EXCITING.
You Start to Notice the Differences...

Differences become apparent and irritating.
Problems occur and frustration sets in.
What is 1 thing that has surprised you about Canada or Canadian culture?
Cultural Dissonance/Culture Shock

You may feel **HOMESICK, DEPRESSED or HELPLESS**.

These feelings are **NORMAL!**

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**Host Country**

1. Honeymoon
2. Frustration
3. Cognitive Dissonance/Culture Shock
4. Recovery
5. Adjustment

**Home**

6. Honeymoon
7. Cognitive Dissonance/Culture Shock
8. Recovery
9. Adjustment
Possible Signs and Reactions to Cultural Dissonance May Include:

- Feeling homesick, sad or depressed
- Irritable
- Mood swings
- Crying often
- Feeling isolated or lonely
- Not able to concentrate
- Change in sleep and eating habits (too much or too little)
- Stomach problems
- Stereotyping the local culture
- Excessive drinking or drug use
- Headaches
- Boredom
- Withdrawal
The Cross-Cultural Journey Can Be A Life-changing Experiences

“When I was new to Canada, I was like a newborn experiencing all these things for the first time. After 4 months, I learned to walk…”

“I thought it would be easy for me to survive in a foreign country, since I always relied on myself and was confident about my abilities... but ...I was wrong... I did everything with caution to prevent any embarrassing mistakes.”

Experiencing challenges and cultural adjustment stress is a NORMAL part of the cross-cultural experience.
Recovery Stage

You work your way through culture shock and begin to adapt to your host culture.
What helped you in the past in adjusting to a new culture?
Strategies for Coping with Cultural Dissonance

- Staying CONNECTED
  - Make new friends (Canadian and International)
  - Stay in touch with family and friends from back home
  - Connect with your cultural and/or spiritual community

- Understand the stages of cultural adjustment

- Eat healthy, sleep, exercise and get sunshine

- Learn more about Canadian culture
  - Avoid making assumptions – stay curious, open-minded, and ask questions

- Ask for help and support

- Share your experiences with others (advisors, peer guides, friends)

- Keep a journal

- Be patient with yourself
Taking Care of YOU and Finding Balance

**PHYSICAL WELLNESS**
Taking care of your body

**MENTAL WELLNESS**
Taking care of your mind

**SOCIAL & CULTURAL WELLNESS**
Taking care of your relationships and society

**FINANCIAL WELLNESS**
Taking care of your finances

**SPIRITUAL WELLNESS**
Taking care of your values and beliefs

**ACADEMIC & CAREER WELLNESS**
Taking care of your future goals

**ENVIRONMENTAL WELLNESS**
Taking care of what’s around you

**WELLNESS**
Learn About Canadian Culture

“How are you?”: NOT a real question (usually!)
“It’s cold outside eh?”: Canadians’ favourite topic
“Circles” of Friends

Important Canadian Values

• Equality, politeness/diplomacy
• Individualism, personal space, privacy
• Culture of seeking help
• Direct communication
• Sandwich criticism
Canadian Social Etiquette

• Tip 15-20% for services – restaurants, delivery drivers, taxi drivers, hairdressers/barbers, etc.
• RSVPing and showing up on time is important
• Remove your shoes when entering someone’s home
• Open the door for others
• It is often considered impolite to ask a question about someone’s salary, wealth, weight, age or where they live.
Canadian Winters

Winter temperatures can get as low as -30°C on the coldest days and wind can lower the temperature considerably (windchill factor)!

Check the Weather Network before you leave the house! The sunniest and clearest days can be the coldest!

Winter Tips:

• Cover your head, ears, hands and feet
• Wear waterproof boots and jackets
• Wear layers
• Walk like a penguin on the ice
• Try winter activities and have fun!

https://iesc.uwo.ca/student_life/living_in_canada/weather.html
Cultural Adjustment is a Process
Don’t be afraid to get out of your comfort zone!
Advice from other Western Students

- Get involved with campus and the wider community, join clubs, councils to expand your social networks.
  - Join the Peer Guide Program and the English Conversation Programs and attend Global Café and events!!

- Don't be afraid to express and share your culture and other identities with the community.

- Ask for help whenever you need, don't hesitate, Western and its International Community have a lot of resources and supports available.

- Reach out to professors, ask questions in class and attend office hours

- Try the Spoke bagels and go to a Rick McGhie nights!

- You are here to study, but don’t forget to have fun! It is all about balance!
Adjustment Stage

You see your host country as your new home.
O-Week Information

Sunday Ajak,
University Students' Council President
University Students’ Council 101

with President Sunday Ajak
Who are we?

- President: Sunday Ajak
- COO: Jeff Armour
Vision Statement

“Students Have the Power to Change The World”

Mission Statement

“To Enhance The Educational Experience and Quality of Life for all Undergraduates at Western University.”

Values

We Are DEMOCRATIC, INCLUSIVE, STUDENT LED, ACCOUNTABLE and OPERATE WITH INTEGRITY
Your USC Executives!
What is the USC?

- Student-led organization
- Exists to advocate for & represent undergraduate students
  - + Professional Schools: Ivey, Law, Medicine, Dental, Education
- We are the voice of all students and help make the Western experience what it is!
SERVICES

▶ Peer Support Centre
  ○ A safe space for students; helps connect them to local resource options

▶ Food Support Services
  ○ On-campus food bank dedicated to increasing food stability

▶ PurpleCare - Health & Dental Plan / LTC Bus Pass
  ○ Full-time undergraduate students are automatically enrolled

▶ The Wave & Spoke

▶ Free the Dot
PROGRAMMING

- Clubs
  - 13,000+ students
  - 200+ clubs
- Council
  - 40 + councillors across 11 faculties
- Orientation
  - 8000+ incoming students
- Large & Small-Scale Programming
  - Purple Fest, USC Day, etc.
Student Leadership

(Coordinators & Associate Vice Presidents)

▶ Coordinators: Report into USC Executives

▶ AVPs: Report into USC Executives
How to Get Involved

- Go to the Wave & Spoke
- Join a club
- Attend our events - especially Orientation
- Volunteer or work with the USC
- Reach out to our team with feedback, questions, suggestions
- Follow us on social media @westernusc !!!
QUESTIONS?
What's Next?

- **Lunch:**
  12:00 - 1:30 pm

- **Campus Partner Open House**
  1:30 - 4:30 pm

- **Community Fair**
  4:30 - 7:00 pm
  University Community Centre

Follow us on social!
Share your experience

- @westernuinternational
- @westernuinternational
- @westernuintl

Please share your photos and video before, during and after your arrival!

Contact Nyren Mo at
zmo5@uwo.ca