

# DIRECTIONS

PUBLISHED BY THE OFFICE OF STUDENT AFFAIRS, ROOM 124 CENTRAL SQUARE, 667-2226

Red tape can be sticky stuff. It can confound a student's simple enquiries, confuse the most basic plans, shroud information in confusion and cause excruciating delays.  
Cutting through red tape in your dealings

ask them to spell names or repeat themselves if necessary. You may have to refer back to them.

• **Keep all correspondence:**

By doing this, you can always refer back to that piece of correspondence. Another suggestion

• **Don't call when you're angry:**

You shouldn't be afraid to call about a problem, but you also shouldn't call when you're angry. You may say something that you'll later regret. Cool down. Relax. Pause long enough so that when you do call you're calm, clear and rational.

## SLASHING RED TAPE

with York departments is a matter of simplifying the complicated. Here are some uncomplicating tips:

**DO'S**

• **Prepare yourself:**

Avoid the embarrassment and frustration of on-the-spot memory lapses by writing down your questions before you seek help.

• **Identify yourself and your problem:**

No office can help you if they don't know your name and your problem. Provide them both clearly and succinctly.

• **Take notes:**

Always get the name of the individual you're speaking to. Make a note of it. Don't hesitate to

is to send any of your correspondence by "Registered Mail."

• **Be polite:**

"Good morning," depending on the time of day, is always a good way to start a conversation while "Thank you for your help," can end it on a favourable note.

**DONT'S**

• **Don't be afraid to call:**

Time won't heal your problem and, in some cases, putting off action may complicate matters. If the problem is immediate, call immediately.

• **Don't give up:**

Never take a flat "NO" for an answer. You always have the right to be given reasons for actions and decisions, preferably in writing if the matter is important.

• **Don't let your rights for review and appeal go by:**

If you're unhappy with a decision, find out if you can have it reviewed or if there is an appeal procedure. Act quickly as there are often time limits. If there is no appeal available, take your case to the decision-maker's supervisor.

*(Thanks to the Ontario Office of the Ombudsman)*

## Campus Health Care

The Health Services Centre is a university-sponsored facility that offers members of the York community a full range of medical services. Among the procedures offered by the three male and two female physicians are:

- Birth Control and V.D. counselling and treatment.
- Allergy & travel injections.
- Complete physicals; including those required for employment purposes or pre-dental examinations required before oral surgery.
- T.B. tests.

You can either drop by during office hours, or make an appointment by calling 667-2345/2576. O.H.I.P. and most other provincial medical plans are accepted. Students from outside Canada must pay outright for care. Students from within Canada are generally covered by medical insurance, although some must make arrangements for reimbursement of medical fees with their provincial health services.

**PHYSICIANS' HOURS**

10:00 am - 4:00 pm  
Weekdays, September 1 - April 30  
11:00 am - 1:00 pm  
Weekdays, May 1 - August 31

**NURSES' HOURS**

9:00 am - 4:00 pm  
Weekdays throughout the year

Rm 201, Vanier Residence.

## A Conversation on Counselling and Therapy

Careers in Counselling and Therapy will be discussed on October 31 in the first of the 1984/85 series of "Career Conversations with the Workplace."

The Career Conversations offer students an opportunity to meet working representatives of specific careers in an informal setting designed

to encourage dialogue on the current state of a job field. The Conversations are sponsored by the Career Centre.

Scheduled guests for the October 31 talk are:

- Dr. Pamela Ennis, Industrial Psychologist  
Pamela Ennis & Associates Inc.
- Kay Rice, Marriage & Family Counsellor  
Toronto Institute of Human Relations
- Marion Morley, Manager of Staff Development  
Thistletown Regional Centre

Look for future Career Conversations on careers in Accounting, Law, Recreation, Fitness and Sports!

The Career Conversations will be held every Wednesday during November in the Senate Chambers (S949 Ross) from 3:00 pm - 5:00 pm.

## Off-Campus Housing Seminar

October 18, 1984,  
S869 Ross, 4:00 pm

If you're living away from home and renting your own place you're a tenant, which means eviction procedures, rent regulations and your own legal rights as a tenant can suddenly become vital.

These areas will be addressed at a special seminar on October 18. The event is being sponsored by the Council of the York Student Federation and the Office of Students Affairs.

Susan Vella, the Tenant Division leader at Osgoode Hall's legal aid service C.L.A.S.P., and Marty Zarnett, the author of "A Guide to County Court & Landlord Tenant Act Procedures," will conduct the event, which will include a special focus on the needs of residence students.

There is no charge for participation. Refreshments will be available.

## YORK UNIVERSITY

### Notice of Hearing

The York University Committee on Race and Ethnic Relations will be holding a public hearing on **Wednesday, November 7, 1984 at 4 p.m. in S872 and S869 Ross Building** to assess race and ethnic relations in the University community.

The Committee invites individuals and groups within the community to make presentations which may address any of the following issues:

1. Perceptions of race and ethnic relations at the university;
2. Experiences of ethnic or racial discrimination at the university; and
3. Recommendations for institutional responses (education; complaint procedures) in order to promote harmonious race and ethnic relations at York University.

Any other issues which are felt to be pertinent may be addressed.

Individuals or groups wishing to appear before the Committee at the hearing are invited to notify the Chairperson by **Friday, November 2.**

**Professor Peter A. Cumming, Chairperson**  
Committee on Race and Ethnic Relations  
c/o Room 434, Osgoode Hall Law School.

Written submissions may also be made in lieu of appearance at the hearing.

For further information, please contact the Secretary of the Committee, **Brenda Hanning, 124 Central Square, tel. 667-2226.**