

# Some Separation Anxiety: Accessible Learning Services and Counselling Services

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If you have been at Seneca for a while, you might be used to referring students to “Counselling,” an umbrella term for services offered to students who might need “accommodations” for their courses or to help them navigate through life issues. Did you know that they are now separate services?

If you are considering referring a student for help, you will want to consider what the student is saying as you support them. If the concern the student is expressing seems to be challenges such as relationships, lack of housing, financial, etc., you would want to connect them with [Counselling Services](#). You don’t need to worry about which counselling service is appropriate for your student, but you might be interested in the types of counselling support offered:

## Student Support and Intervention Specialist (SSIS) Service

- Meet with an SSIS, typically within the same day, for support navigating social service or education system regarding a situational concern (housing issues, food insecurity, safety concerns, etc.)
- Provide information, resources, or connections to school or external community services

## Quick Connect

- Meet with the next available counsellor about what's concerning them, typically within a week
- Supports the student to gain ideas, skills, and or resources to get started
- Reconnect as needed with the same or a different counsellor

## Brief Ongoing Counselling

- Meet with a Counsellor for a series of sessions about what's concerning them
- Have their progress monitored with regular follow-up appointments, typically every 2-3 weeks
- In the first appointment(s), discuss their personal goals and any relevant background information
- Support the student to gain ideas, skills, and/or resources to achieve the goals over time

## Student Support and Intervention Specialist (SSIS) Service

- Meet with an SSIS (typically within the same day) for support navigating the social service or education system regarding a situational concern (e.g., housing issues, food insecurity, safety concerns, etc.)
- Gain information, resources, or connections to school or external community services

## Quick Connect - One session at a time

- Meet with the next available Counsellor about what's concerning you (typically within a week)
- Gain ideas, skills, and/or resources to get you going
- Reconnect as needed with the same or a different Counsellor

## Brief Ongoing Counselling

- Meet with a Counsellor for a series of sessions about what's concerning you
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- In the first appointment(s), discuss your personal goals and any relevant background information
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Students who are indicating that they have a diagnosis/disability or that they had an IEP in the past can connect with the [Accessible Learning Services](#). In addition to providing guidance throughout the accommodation process, students may access additional support through meetings with an Assistive Technologist or a Learning Strategist.

## Accommodation Letters versus Letters of Consideration

### Accommodation Letters

An Accessible Learning Services Counsellor can issue a letter of accommodation based on medical documentation. The Counsellor and the student work together to explore the best accommodations for them. Sometimes these accommodations need to be adjusted depending on course demands and format.

The accommodation letter provides direction on how to support a student in the classroom. Sometimes accommodations require further discussion and collaboration between the accessibility counsellor and the professor in order to determine what accommodations may support the student's ability to demonstrate their learning based on the course objectives.

### Letters of Consideration

In Counseling Services, a counselor can issue a "letter of consideration" for the student to be given some basic accommodations while they navigate their current life situation.

If a student is expressing a disability or diagnosis, or perhaps uses terms like having an IEP in the past, you'd want to refer them directly to Accessible Learning Services.

If you're unsure about the kinds of supports that a student might need, you can always contact the Counsellor or Accessibility counselor noted in the letter of consideration/accommodation.

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