



MSSS Wellness Resources

Welcome to the MSSS' wellness resource document! **Please read the following notes below** to help navigate this document.

This document was last updated on **December 2nd 2020** - please refer to each resource's website as well as other contact information listed. Information for particular resource may be changed at the time you are viewing this resource (especially in regards to the implications posed by COVID-19)

SPECIAL NOTES:

- A table of contents is available on **page 2** for major topics relating to wellness (i.e. Depression, Substance Use, BIPOC Health, etc.)
- On the left-hand side of this document is a small icon with lines & bullet points labelled "**Show Document Outline**" > once you click a title, you can now view resources based on a variety of topics (i.e. Abuse/Violence)
 - On the Google Docs app, you can hold down the scroll feature (white bubble with up & down arrows) to view the section headings OR clicking the icon with three dots at top-right corner of screen > click "Document Outline"
- If you're looking for specific keywords (i.e. 'peer support'), type **CTRL key + F key** and search for terms to help locate resources faster!
 - On the Google Docs app, you can do this by clicking the icon with three dots at top-right corner of screen > click "**Find & Replace**"
- To ensure the safety of users using certain services (i.e. WGEN, Maccess, PCC, etc), these services may require additional steps to access their service. For this reason, we are not providing direct links to safe(r) spaces (i.e. Discord, Zoom links). Most information is either available on the organization's social media pages or by request via email
- **This document is still under development**, please email wellness@themsss.com for any potential errors
- We are still adding resources and are hoping to add resources outside of the Greater Hamilton area to accommodate students who are not self-isolating near McMaster; please email wellness@themsss.com if you'd like to suggest a particular area/resource

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Last Amended: **December 2nd, 2020**

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[BIPOC SUPPORT](#) - for students who identify as Black, Indigenous and/or a Person of Colour

[COVID-19](#) - COVID-19 information from a physical and/or mental health standpoint

[DEPRESSION / SADNESS](#) - either for those experiencing occasional periods of sadness or for those seeking long-term support related to depression or other mood disorders

[DISABILITY / CHRONIC ILLNESS SUPPORT](#) - specifically for students who identify as disabled / chronically ill, having a disability / chronic illness

[EATING / BODY IMAGE](#) - eating habits/disorders, weight, or body image/positivity

[FOOD SUPPORT](#) - food banks, information regarding food literacy, etc.

[GENDER IDENTITY](#) - specifically those who identify as transgender, non-binary, agender, etc. and are marginalized due to their identity or those who are questioning their gender identity

[GRIEF / BEREAVEMENT](#) - experiencing loss of loved one(s) or other forms of bereavement

[HOUSING](#) - finding affordable and safe housing in times of crisis and/or concerns about safety

[INDIGENOUS SUPPORT](#) - identify as First Nations, Inuit, Métis, or other Indigenous culture

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[MILITARY FAMILY SERVICES](#) - for students who have a family member serving overseas

[NEWCOMERS / IMMIGRANT SUPPORT](#) - for first generation Canadians or recent immigrants

[PHYSICAL HEALTH / SAFETY](#) - finding medical information and/or facilities

[RELATIONSHIPS / SEXUAL HEALTH](#) - navigating romantic / platonic relationships, safe(r) sex practices, revenge porn situations, etc.

[SELF-HARM](#) - safety planning, crisis intervention, etc.

[SEXUAL IDENTITY](#) - specifically those who identify as gay, lesbian, bisexual, asexual, etc. and are marginalized due to their identity or those who are questioning their sexuality

[SUBSTANCE USE / GAMBLING](#) - harm reduction strategies, support groups, etc.

[SUICIDE](#) - safety planning, crisis intervention, hotlines, etc.

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ABUSE / VIOLENCE

Resources for survivors of physical, emotional, sexual assault, harassment, neglect or other forms of abuse or directed violence, including services to report forms of child abuse and endangerment

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Assaulted Women's Helpline

Website: www.awhl.org, www.femaide.ca (French services)

Phone #: 416-863-0511 (GTA), 416-364-8762 (GTA TTY), 1-866-863-0511 (toll-free), 1-866-863-0511 (toll-free TTY), #7233 (for Bell, Rogers, Fido or Telus mobile phones only), 1-877-336-2433 (French services)

Location: Six Points Plaza, Etobicoke, ON (serves all across Ontario)

Demographic: All women 15 years and older who've experienced any forms of abuse

Services Available:

- Anonymous and confidential 24/7 crisis counselling hotline
- Referrals if applicable

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Still running at full capacity

Resource Name: Brant Family & Children's Services

Website: <https://brantfacs.ca/>

Phone #: 519-753-8681 (all child protection concerns); 1-888-753-8681 (other inquiries)

Email: Email form is located here - <https://brantfacs.ca/contact-us/>

Location: 80 Chatham St, Brantford, ON (serves Brantford area)

Demographic: Children under 16 years needing protection, as well as families

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Services Available:

- Investigate reports of child abuse, neglect or abandonment
- Fostering & adoption services
- Family group decision making (FGDM) to ensure safety & well-being of at-risk children in cases of child abuse, neglect or abandonment
- Family support services
- Independent living program
- Clinical support services for individuals & families traumatized by violence or abuse

Cost: Free

Hours of Operation: Child protection helpline is available 24/7; email support is NOT monitored 24/7

COVID-19 Restrictions: Child protection helpline and other front line protection services **remain available at all times**; visitors are asked to practice social distancing and wear face covering inside; youth programming are on-hold until further notice

Resource Name: Canadian Human Trafficking Hotline

Website: <http://www.canadianhumantraffickinghotline.ca/>

Phone #: 1-833-900-1010

Location: Available across Canada

Demographic: Victims and survivors of human trafficking (all ages & gender identities)

Services Available:

- 24/7 confidential, multilingual crisis response phone service
- Online chat crisis response service
- Referrals to social service providers & law enforcement (if applicable)
- Submitting anonymous tip through reporting form

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Hotline has resumed operations to 24/7 coverage

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults over 29 years old in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

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Last Amended: **December 2nd, 2020**

COVID-19 Restrictions: Still running at full capacity

Resource Name: Equity & Inclusion Office

Website: <https://equity.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27581

Email: equity@mcmaster.ca (human rights & dispute resolution matters / report hate graffiti); prahh@mcmaster.ca (Hagar Akua Prah - sexual violence consultation, disclosure support, accommodation or complain intake); fujarcwt@mcmaster.ca (Wil Fularczuk - sexual violence prevention education programming)

Location: On-campus; UH 104

Demographic: All McMaster students, faculty & staff, particularly students affected by discrimination, harassment, inaccessibility or sexual violence

Services Available:

- Confidential complaint/dispute resolution
- Inclusion & anti-racism education
- Accessibility program
- Sexual violence prevention and response program
- Report hate graffiti on campus
- Events & workshops
- EIO annual reports

Cost: Free - covered by tuition costs

Hours of Operation: Office hours are Mondays-Fridays 9:00AM - 4:30PM or by appointment

COVID-19 Restrictions: All services are running virtually

Resource Name: Ganohkwasra Family Assault Support Services

Website: <https://ganohkwasra.com/>

Phone #: 519-445-4324 (24/7 crisis line); 519-445-0216 (youth lodge)

Email: ganohkwasra@ganohkwasra.com

Location: 1781 Chiefswood Rd, Ohsweken, ON (covers Brant County, ON)

Demographic: Children youth and adults who have been abused, at risk for abuse and/or are abusive (specifically Indigenous youth and families)

Services Available:

- Spouse intimate partner abuse counselling using various healing & therapeutic methods such as psychodramatic bodywork, EMDR therapy, Reiki, narrative therapy, etc.
- Child abuse counselling and/or counselling for children affected by domestic violence
- Sexual violence healing centre
- Community education & training programs such as Oha'hi:yo program (First Nations perspective on family violence), cultural sensitivity training, lateral violence training, etc.
- Housing, shelter, outreach and transitional support services with trained workers
- Youth lodge for those ages 12-17 experiencing serious life difficulties (priority given for members of Six Nations or New Credit)

Cost: Free

Hours of Operation: Mondays-Fridays 8:30AM - 4:00PM

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Last Amended: **December 2nd, 2020**

COVID-19 Restrictions: As of May 1, 2020 - all services will continue to operate, including shelter and phone support

Resource Name: Hope 24/7 Crisis Line

Website: <http://hope247.ca/>

Phone #: 1-800-810-0180 (crisis line); 905-792-0821 (general inquiries)

Email: Email form available here - <http://hope247.ca/about-new/contact-us/>

Location: 10 Gillingham Dr, Suite 305, Brampton, ON (covers Peel Region)

Demographic: All persons 12 years old and older impacted by relationship and sexual violence

Services Available:

- 24/7 crisis line, online chat and in-person counselling and support
- Clinical intervention services by health professionals
- Prevention and outreach activities to schools, community groups, etc.
- Non-crisis therapy for those impacted by trauma
- Referrals
- Information about sexual abuse and assault

Cost: Free

Hours of Operation: Crisis line operates 24/7

COVID-19 Restrictions: n/a

Resource Name: Interval House of Hamilton

Website: www.intervalhousehamilton.org

Phone #: 905-387-9959 (24/7 crisis line)

Email: info@intervalhousehamilton.org (please note: confidentiality is not guaranteed)

Location: 630 Sanatorium Rd, Hamilton, ON (serves Hamilton area)

Demographic: Women ages 16 years and older who are experiencing any type of abuse from intimate partners (accompanying children of all genders welcome at domestic violence shelter)

Services Available:

- Transition housing & emergency shelter
- Meals
- Emergency clothing
- Personal needs
- Counselling services

Cost: Free

Hours of Operation: Monday-Friday 9:00AM-4:30PM EST

COVID-19 Restrictions:

- Emergency shelter requires restricted intakes (which includes screenings & assessments for COVID-19) and limited visitors to essential services/businesses only; crisis lines remain operational
- Counselling is through phone only
- Groups & outreach services are suspended until further notice
- Events are cancelled or postponed as they explore alternatives

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Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

Resource Name: MSU Women & Gender Equity Network

Website: <https://msumcmaster.ca/service/wgen/>

Phone #: 905-525-9140 ext. 20265

Email: wgen@msu.mcmaster.ca

Location: On-campus; MUSC 204

Demographic: McMaster student who identify as woman, trans, outside gender binary, & gender non conformists, as well as all survivors of sexual & gender-based violence (all gender identities welcomed)

Services Available:

- Peer support service (available virtually for 2020/2021)
- Peer support community groups
- Menstrual products
- Bras & breast forms
- Resource library
- Social events
- Educational workshops & campaigns

Cost: Free - covered by tuition costs

Hours of Operation: 12:30PM-5:30PM EST; 7:00PM-9:00PM weekdays

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide one-on-one virtual peer support appointments via Zoom, online advocacy & education campaigns will continue, and virtual events/workshops will run

Resource Name: SafePet Ontario

Website: <http://www.safepet.ca/>

Location: Available across Ontario

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Demographic: Survivors of intimate partner violence who also have children and pets

Services Available:

- Providing temporary housing
- Veterinary intake/examination & fostering for affected peets
- Arrange transportation for survivors from residence to shelter, as well as pets getting dropped off on their way to shelter

Cost: Must receive referral from shelter / caseworker

Hours of Operation: N/A

COVID-19 Restrictions: Program will continue with additional safety measures such as COVID-19 screening, toys, food bowls, clothing, blankets, etc will not be permitted to accompany pets, longer processing for pet drop-offs, online forms, and fosters within vulnerable groups (i.e. immunocompromised) are not permitted until further notice

Resource Name: Sexual Assault Centre Hamilton (SACHA)

Website: <https://sacha.ca/>

Phone #: 905-525-4162 (24/7 support line); 905-525-4573 (SACHA office for counselling)

Email: Form available here - <https://sacha.ca/contact>

Location: 75 MacNab St S (3rd floor), Hamilton, ON (covers Hamilton area)

Demographic: Any survivor of sexualized violence

Services Available:

- Individual & group counselling that is trauma-informed & survivor-centric
- 24/7 support line for survivors of all genders, as well as support for survivors' loved ones, neighbours, co-workers & peers (available in over 300 languages)
- Diverse communities outreach program for survivors of sexual violence from diverse racial/cultural backgrounds such as Black, Indigenous, POC women, as well as trans/gender non-conforming & queer individuals
- Individual support
- Referrals
- Peer support network
- Multicultural women's sewing circles
- Workshops
- Public education workings & training to help organizations prevent sexual violence
- Take Back the Night event

Cost:

Hours of Operation: Support line operates 24/7; Monday-Friday 9:00AM - 5:00PM EXCEPT Wednesdays 12:00PM-8:00PM

COVID-19 Restrictions: As of May 19, 2020 - in-person counselling services are resuming but remote services are still available & encouraged

Resource Name: Sexual Violence Prevention & Response Office

Website: <https://svpro.mcmaster.ca/>

Phone #: 905-525-9140 ext. 20909

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Email: svpro@mcmaster.ca (general inquiries); prahh@mcmaster.ca (Hagar Akua Prah - consultant); fujarcwt@mcmaster.ca (Wil Prakash Fujarczuk - education coordinator)

Location: On-campus; UH 104

Demographic: All McMaster students, faculty and staff

Services Available:

- Inclusive and trauma-informed response and support
- Prevention education and response training
- Community consultation and referrals
- Other training & workshops
- Psychoeducational Group for Student Survivors of Sexual Assault (PEGaSUS)
- Sexual violence policy on website
- Sexual violence terms & FAQs on website

Cost: Free - covered by tuition costs

Hours of Operation: Available for consultation and support via online/video or phone appointments

COVID-19 Restrictions: Available for consultation and support via online/video or phone appointments

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

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Resource Name: VictimLinkBC

Website:

<https://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc>

Phone #: 1-800-563-0808

Email: victimlinkbc@bc211.ca

Location: Covers British Columbia and Yukon Territory

Demographic: All victims of crime, family/sexual violence, and human trafficking

Services Available:

- 24/7 toll-free, confidential phone line
- Available in over 150 languages, including many North American Indigenous languages
- General information and referrals by victim service workers to various community, social, health, justice and government resources

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Phone line is still fully operational

ACADEMIC / CAREER

Resources dedicated to academic needs, career development, financial support, and other services related to success both during undergraduate studies and after graduation

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: International Student Services

Website: <https://studentsuccess.mcmaster.ca/international-students/>

Phone #: 905-525-9140 ext. 24254

Email: studentsuccess@mcmaster.ca

Location: On-campus; GH 110

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Demographic: International students attending McMaster and incoming exchange students

Services Available:

- Immigration & mobility advising
- Mentorship program
- Peer support events
- Assistance with understanding University Health Insurance Plan (UHIP) process
- Resources for incoming exchange students

Cost: Free - covered by tuition costs

Hours of Operation: Monday-Friday 8:30AM - 4:30PM

COVID-19 Restrictions: Virtual programming

Resource Name: Hamilton Community Legal Clinic

Website: www.hamiltonjustice.ca

Phone #: 905-527-4572

Location: 100 Main St E (Suite 203), Hamilton, ON

Demographic: Those with legal problems and cannot afford a lawyer

Services Available:

- Advise rights and process for enforcing tenant rights, and help defend clients in housing disputes
- Assist with challenging appealing decision for ODSP benefits
- Provide representation and advice if denied Ontario Works or EI benefits suspended/terminated, as well as all aspects of a Workers' Compensation Appeal
- Public legal education to tenant groups & service providers
- Assist with affidavits or commissioning for oaths
- Provide public legal information and education workshops relating to refugee claimants, sponsorships, citizenships, temporary resident visa extensions, etc.

Cost: Free (representation is available for individuals who are financially eligible)

Hours of Operation: Office/phone hours are Monday-Friday 8:30AM - 3:30PM EXCEPT Wednesday 8:30AM - 12:00PM (closed for lunch each day at 12:00PM - 1:00PM)

COVID-19 Restrictions: Office location is closed until further notice, but phone and online legal services are still available (although office service may be possible if you have no access to phone or internet)

Resource Name: Ombud's Office

Website: www.mcmaster.ca/ombuds/

Phone #: 905-525-9140 ext. 24151

Email: ombuds@mcmaster.ca

Location: On-campus; MUSC 210

Demographic: All McMaster students

Services Available:

- Impartial dispute resolution advice for academic concerns, such as appeals/petitions, exams, academic dishonesty, research misconduct, withdrawals or reinstatements

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- Impartial dispute resolution advice for non-academic concerns, such as behavioural/professional codes of conduct, on-campus employment concerns, residence life, financial matters and clubs & associations
- General information & referral service
- Conducts investigations and makes systemic recommendations when appropriate

Cost: Free - covered by tuition costs

Hours of Operation: Drop-in appointments when Ombuds is available

COVID-19 Restrictions: Virtual services available - please contact via email for further details

Resource Name: Student Accessibility Services

Website: www.sas.mcmaster.ca

Phone #: 905-525-9140 ext. 28652

Email: sas@mcmaster.ca

Location: On-campus; MUSC B107

Demographic: McMaster students with identified disabilities who require academic accommodations

Services Available:

- Provide students with disabilities (with documentation) academic accommodations that can be sent along to student's instructors
- Peer note-taking service
- Academic year transition program, including workshops, peer partner drop in sessions, transition support & consultation, etc.
- MacStart summer transition sessions
- Assistive technology to assist with accessing information, studying and completing academic workload
- One-on-one or group sessions with Student Support Specialist for students with ASD or have neuro-diverse backgrounds
- Library accessibility services such as alternative text formats (i.e. Braille, Word, Kurzweil)

Cost: Free - covered by tuition costs

Hours of Operation: Monday-Thursday 9:00AM - 8:00PM; Friday 9:00AM - 4:30PM

COVID-19 Restrictions: You may contact your Program Coordinator directly for assistance via email, phone and video calling (registered students with SAS); use phone or email contact info to request appointment if not already registered for accommodations

Resource Name: Student Financial Aid & Scholarships

Website: www.registrar.mcmaster.ca/financial-aid

Phone #: 905-525-9140 ext 24319

Email: sfas@mcmaster.ca

Location: On-campus; GH 108

Demographic: All McMaster students looking for financial aid, scholarships & bursary information

Services Available:

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- Drop-in financial aid counselling
- Emergency financial aid
- Scholarships & bursary information

Cost: Free - covered by tuition costs

Hours of Operation: Online chat available Monday-Thursday 10:00AM - 4:00PM; video call appointments available upon request

COVID-19 Restrictions: Physical office is currently closed to the public, please use online chat self-service forms, or book a video call appointment

Resource Name: Student Success Centre

Website: <https://studentsuccess.mcmaster.ca/>

Phone #: 905-525-9140 ext. 24254

Email: studentsuccess@mcmaster.ca

Location: On-campus; GH 110

Demographic: All McMaster students & alumni

Services Available:

- Appointments and workshops
- Mac's Money Centre
- Career Access Professional Services
- Alumni Career Services
- OSCARplus
- Online Learning Support

Cost: Free - covered by tuition costs

Hours of Operation: Monday-Friday 8:30AM - 4:30PM

COVID-19 Restrictions: Virtual appointments & programming available

ANXIETY / STRESS

Resources for individuals with increased levels of stress and/or anxiety, whether that is experienced temporarily or chronically

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

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Last Amended: **December 2nd, 2020**

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Aboriginal Health Centre

Website: www.aboriginalhealthcentre.com

Phone #: 905-544-4320 (Hamilton); 519-752-4340 (Brantford); Niagara (1-877-402-4121)

Email: info@dahac.ca (all locations)

Location: 678 Main St E (Hamilton), 36 King St (Brantford), 145 Queenston St, Unit 204 (Niagara) (serves the Hamilton, Haldimand-Norfolk, Brant & Niagara regions)

Demographic: Those that identify as First Nations, Metis or Inuit

Services Available:

- Medical transportation for Indigenous seniors (Wheels for Seniors)
- Aboriginal patient navigator program to bridge gap between Indigenous peoples & health services (through collaboration and cultural awareness)
- Health care through family physicians and nurse practitioners
- Street & peer outreach services
- Housing resources for homelessness urban Indigenous peoples of Hamilton
- Health education (particularly diabetes education) through nutrition and dietitian support
- Youth services (up to 24 years old) including counselling, cognitive behavioural therapy, and mindfulness informed practices
- Adult services (25+ years old) including counselling, peer support, addictions counselling, case management & trauma support
- Traditional healing & counselling programs to promote spiritual/emotional growth
- Services available in English, Cree & Ojibwe

Cost: Free

Hours of Operation: Monday-Friday 8:30AM - 4:30PM EXCEPT Wednesdays 8:30AM - 6:00PM & Fridays 8:30AM - 3:00PM

COVID-19 Restrictions: Non-urgent appointments will be conducted by phone or rescheduled, all group programming is suspended until further notice

Resource Name: Bounce Back by Canadian Mental Health Association

Website: www.bouncebackontario.ca / www.bouncebackbc.ca

Phone #: 1-866-345-0224 (Ontario toll-free); 1-866-639-0522 (British Columbia)

Email: bb-referral@cmha-yr.on.ca (Ontario); bounceback@cmha.bc.ca (British Columbia)

Location: Covers Ontario & British Columbia

Demographic: Youth aged 15-18 years old (but also available for other ages over 18 years) experiencing low mood, mild to moderate depression or anxiety, stress or worries

Services Available:

- Skill-building program designed to help manage low mood, anxiety, stress or worry over the phone with coach and through online videos (NOT crisis service, psychotherapy, counselling)

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Last Amended: **December 2nd, 2020**

Cost: Free

Hours of Operation: N/A

COVID-19 Restrictions: Compiled list of resources in light of COVID-19, otherwise services are not interrupted

Resource Name: Clear Fear

Website: <https://www.clearfear.co.uk/>

Location: App available on App Store & Google Play

Demographic: Recommended for those aged 11-19 years old having difficulty with handling anxiety or controlling breathing

Services Available:

- Phone app provides users ways for children & young people to management anxiety using CBT framework

Cost: Free

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Still running at full capacity

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

Resource Name: MindShift App

Website: <https://www.anxietycanada.com/resources/mindshift-cbt/>

Email: Email form available here - <https://www.anxietycanada.com/contact-us/>

Location: App available on App Store & Google Play

Demographic: All ages for those working on coping with mild to moderate anxiety

Services Available:

- Uses CBT inspired tools to help users relax and reorient thinking
- Breathing strategies
- Thought journal to have outlet for day-to-day thoughts
- Coping cards & belief experiments to test beliefs that fuel anxiety
- "Chill zone" audio recordings
- Check-in notifications

Cost: Free

Resource Name: MSU Student Health Education Centre

Website: <https://msumcmaster.ca/service/shec/> (general info); www.tawk.to/msuSHEC (peer support warmline)

Phone #: 905-525-9140 ext. 22041

Email: shec@mcmaster.ca

Location: On-campus; MUSC 202

Demographic: All McMaster students, especially students requiring health/safe sex supplies & pregnancy/nursing resources

Services Available:

- Peer support service (available virtually for 2020/2021 through Tawk.to & MS Teams)
- Safe(r) sex supplies (condoms, lubricants, oral barriers)
- Anonymous pregnancy testings (on-site & take-home kits)
- Personal health supplies (band-aids, menstrual products, ear plugs, tissue packs)
- Nursing resources (baby lotion, diapers, bottle warmer, nursing pillow, fridge for milk storage)
- Pamphlets on contraception, substances, etc.
- Ion therapy light
- Resource library

Cost: Free - covered by tuition costs

Hours of Operation: 9:30AM - 11:30AM EST; 3:30PM - 9:30PM EST on Mondays to

Thursdays; 9:30AM - 11:30AM EST; 3:30PM - 6:30PM EST on Fridays **until Dec 4th**

(REDUCED SCHEDULE FROM DEC 7TH - 23RD ON WEEKDAYS: 10:30AM-11:30AM EST; 3:30-5:30PM EST)

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide one-on-one virtual peer support appointments, online health advocacy & education campaigns will continue, and virtual events/workshops will run

Resource Name: MyLife (formally Stop, Breathe & Think)

Website: <https://my.life/>

Phone #: 626-564-0700

Email: support@mylife or using this form here - <https://my.life/contact-support/>

Location: App available on App Store & Google Play

Demographic: All ages

Services Available:

- Over 400+ mindfulness activities such as breathing exercises, meditation, yoga, and guided journaling

Cost: Free

Resource Name: Pixel Thoughts

Website: <http://www.pixelthoughts.co/>

Demographic: All ages for those looking to ease worries and release bothersome thoughts (Deaf and Hard of Hearing approved)

Services Available:

- Online interactive breathing exercise

Cost: Free

Resource Name: Quiet Kit

Website: <https://quietkit.com>

Demographic: All ages for beginners to meditation and breathing exercises

Services Available:

- Guided & unguided meditation exercises ranging from 2-10 minutes in length
- Box breathing exercise to help with breathing control

Cost: Free

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Naturopathic services such as acupuncture, botanical medicine, homeopathic medicine, message, hydrotherapy, nutrition, etc.
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

Resource Name: Tension Release Exercise

Website: <https://kidshelpphone.ca/get-info/tension-release-exercise/>

Demographic: Anyone

Services Available: Infographic

BIPOC SUPPORT

Resources specifically directed towards supporting individuals within racially/culturally marginalized groups (please see [Indigenous Support](#) for specific resources for Indigenous peoples of Canada) as well, please refer to the #BlackLivesMatter resources posted by the MSSS [here](#))

Resource Name: Black Lives Matter Canada

Website: www.blacklivesmatter.ca

Email: info@blacklivesmatter.ca

Location: 76 Geary Ave, Toronto, ON

Demographic: Members of all Black communities, including African, Caribbean, Afro-Indigenous, migrants, LGBTQ+, trans, and disabled members

Services Available:

- Legal resources for protestors and community members

Cost: Free

Hours of Operation: N/A

COVID-19 Restrictions: n/a

Resource Name: Equity & Inclusion Office

Website: <https://equity.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27581

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Email: equity@mcmaster.ca (human rights & dispute resolution matters / report hate graffiti);
rakiek@mcmaster.ca (Khadijeh Rakie - inclusion & anti-racism education programming);
ojoy2@mcmaster.ca (Tolulope Ojo - inclusion & anti-racism education programming);
knottk@mcmaster.ca (Katelyn Knott - inclusion & anti-racism education programming)

Location: On-campus; UH 104

Demographic: All McMaster students, faculty & staff, particularly students affected by discrimination, harassment, inaccessibility or sexual violence

Services Available:

- Confidential complaint/dispute resolution
- Inclusion & anti-racism education
- Accessibility program
- Sexual violence prevention and response program
- Report hate graffiti on campus
- Events & workshops
- EIO annual reports

Cost: Free - covered by tuition costs

Hours of Operation: Office hours are Mondays-Fridays 9:00AM - 4:30PM or by appointment

COVID-19 Restrictions: All services are running virtually

Resource Name: Hamilton Community Legal Clinic

Website: www.hamiltonjustice.ca

Phone #: 905-527-4572

Location: 100 Main St E (Suite 203), Hamilton, ON

Demographic: Those with legal problems and cannot afford a lawyer

Services Available:

- Advise rights and process for enforcing tenant rights, and help defend clients in housing disputes
- Assist with challenging appealing decision for ODSP benefits
- Provide representation and advice if denied Ontario Works or EI benefits suspended/terminated, as well as all aspects of a Workers' Compensation Appeal
- Public legal education to tenant groups & service providers
- Assist with affidavits or commissioning for oaths
- Provide public legal information and education workshops relating to refugee claimants, sponsorships, citizenships, temporary resident visa extensions, etc.

Cost: Free (representation is available for individuals who are financially eligible)

Hours of Operation: Office/phone hours are Monday-Friday 8:30AM - 3:30PM EXCEPT Wednesday 8:30AM - 12:00PM (closed for lunch each day at 12:00PM - 1:00PM)

COVID-19 Restrictions: Office location is closed until further notice, but phone and online legal services are still available (although office service may be possible if you have no access to phone or internet)

Resource Name: Ombud's Office

Website: www.mcmaster.ca/ombuds/

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Phone #: 905-525-9140 ext. 24151

Email: ombuds@mcmaster.ca

Location: On-campus; MUSC 210

Demographic: All McMaster students

Services Available:

- Impartial dispute resolution advice for academic concerns, such as appeals/petitions, exams, academic dishonesty, research misconduct, withdrawals or reinstatements
- Impartial dispute resolution advice for non-academic concerns, such as behavioural/professional codes of conduct, on-campus employment concerns, residence life, financial matters and clubs & associations
- General information & referral service
- Conducts investigations and makes systemic recommendations when appropriate

Cost: Free - covered by tuition costs

Hours of Operation: Drop-in appointments when Ombuds is available

COVID-19 Restrictions: n/a

Resource Name: Sexual Assault Centre Hamilton (SACHA)

Website: <https://sacha.ca/>

Phone #: 905-525-4162 (24/7 support line); 905-525-4573 (SACHA office for counselling)

Email: Form available here - <https://sacha.ca/contact>

Location: 75 MacNab St S (3rd floor), Hamilton, ON (covers Hamilton area)

Demographic: Any survivor of sexualized violence

Services Available:

- Individual & group counselling that is trauma-informed & survivor-centric
- 24/7 support line for survivors of all genders, as well as support for survivors' loved ones, neighbours, co-workers & peers (available in over 300 languages)
- Diverse communities outreach program for survivors of sexual violence from diverse racial/cultural backgrounds such as Black, Indigenous, POC women, as well as trans/gender non-conforming & queer individuals
- Individual support
- Referrals
- Peer support network
- Multicultural women's sewing circles
- Workshops
- Public education workings & training to help organizations prevent sexual violence
- Take Back the Night event

Cost: Free

Hours of Operation: Support line operates 24/7; Monday-Friday 9:00AM - 5:00PM EXCEPT Wednesdays 12:00PM-8:00PM

COVID-19 Restrictions: As of May 19, 2020 - in-person counselling services are resuming but remote services are still available & encouraged

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

COVID-19

Resources dedicated to support individuals during the COVID-19 pandemic in various ways such as financial matters, emotional effects of social distancing, etc.

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Centre for Addictions and Mental Health Article: Mental Health and the COVID-19 Pandemic

Website: <https://bit.ly/2VTMWPA>

Demographic: Anyone

Resource Name: COVID-19 Student Support Network

Website: <https://www.covid19mentalhealthawareness.com>

Email: stacie.smith@dal.ca

Location: Online

Demographic: Post secondary students

Services Available: The COVID 19 Student Support Network is a space for post secondary students to share their thoughts and feelings towards the uncertainty around the upcoming school year. Students, especially those transitioning from high school to university, face an unprecedented situation with a global pandemic changing their way of learning

Cost: Free

Hours of Operation: Vary

COVID-19 Restrictions: The COVID-19 SSN runs completely online

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Still running at full capacity

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

DEPRESSION / SADNESS

Resources for individuals who experience depressive disorders or extensive periods of sadness, low mood and/or hopelessness

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Aboriginal Health Centre

Website: www.aboriginalhealthcentre.com

Phone #: 905-544-4320 (Hamilton); 519-752-4340 (Brantford); Niagara (1-877-402-4121)

Email: info@dahac.ca (all locations)

Location: 678 Main St E (Hamilton), 36 King St (Brantford), 145 Queenston St, Unit 204 (Niagara) (serves the Hamilton, Haldimand-Norfolk, Brant & Niagara regions)

Demographic: Those that identify as First Nations, Metis or Inuit

Services Available:

- Medical transportation for Indigenous seniors (Wheels for Seniors)
- Aboriginal patient navigator program to bridge gap between Indigenous peoples & health services (through collaboration and cultural awareness)
- Health care through family physicians and nurse practitioners
- Street & peer outreach services
- Housing resources for homelessness urban Indigenous peoples of Hamilton
- Health education (particularly diabetes education) through nutrition and dietitian support
- Youth services (up to 24 years old) including counselling, cognitive behavioural therapy, and mindfulness informed practices
- Adult services (25+ years old) including counselling, peer support, addictions counselling, case management & trauma support
- Traditional healing & counselling programs to promote spiritual/emotional growth
- Services available in English, Cree & Ojibwe

Cost: Free

Hours of Operation: Monday-Friday 8:30AM - 4:30PM EXCEPT Wednesdays 8:30AM - 6:00PM & Fridays 8:30AM - 3:00PM

COVID-19 Restrictions: Non-urgent appointments will be conducted by phone or rescheduled, all group programming is suspended until further notice

Resource Name: Bounce Back by Canadian Mental Health Association

Website: www.bouncebackontario.ca / www.bouncebackbc.ca

Phone #: 1-866-345-0224 (Ontario toll-free); 1-866-639-0522 (British Columbia)

Email: bb-referral@cmha-yr.on.ca (Ontario); bounceback@cmha.bc.ca (British Columbia)

Location: Covers Ontario & British Columbia

Demographic: Youth aged 15-18 years old (but also available for other ages over 18 years) experiencing low mood, mild to moderate depression or anxiety, stress or worries

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Services Available:

- Skill-building program designed to help manage low mood, anxiety, stress or worry over the phone with coach and through online videos (NOT crisis service, psychotherapy, counselling)

Cost: Free

Hours of Operation: N/A

COVID-19 Restrictions: Compiled list of resources in light of COVID-19, otherwise services are not interrupted

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Still running at full capacity

Resource Name: Hamilton Community Legal Clinic

Website: www.hamiltonjustice.ca

Phone #: 905-527-4572

Location: 100 Main St E (Suite 203), Hamilton, ON

Demographic: Those with legal problems and cannot afford a lawyer

Services Available:

- Advise rights and process for enforcing tenant rights, and help defend clients in housing disputes
- Assist with challenging appealing decision for ODSP benefits
- Provide representation and advice if denied Ontario Works or EI benefits suspended/terminated, as well as all aspects of a Workers' Compensation Appeal
- Public legal education to tenant groups & service providers
- Assist with affidavits or commissioning for oaths
- Provide public legal information and education workshops relating to refugee claimants, sponsorships, citizenships, temporary resident visa extensions, etc.

Cost: Free (representation is available for individuals who are financially eligible)

Hours of Operation: Office/phone hours are Monday-Friday 8:30AM - 3:30PM EXCEPT Wednesday 8:30AM - 12:00PM (closed for lunch each day at 12:00PM - 1:00PM)

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

COVID-19 Restrictions: Office location is closed until further notice, but phone and online legal services are still available (although office service may be possible if you have no access to phone or internet)

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

Resource Name: MSU Student Health Education Centre

Website: <https://msumcmaster.ca/service/shec/> (general info); www.tawk.to/msuSHEC (peer support warmline)

Phone #: 905-525-9140 ext. 22041

Email: shec@msu.mcmaster.ca

Location: On-campus; MUSC 202

Demographic: All McMaster students, especially students requiring health/safe sex supplies & pregnancy/nursing resources

Services Available:

- Peer support service (available virtually for 2020/2021 through Tawk.to & MS Teams)
- Safe(r) sex supplies (condoms, lubricants, oral barriers)
- Anonymous pregnancy testings (on-site & take-home kits)
- Personal health supplies (band-aids, menstrual products, ear plugs, tissue packs)
- Nursing resources (baby lotion, diapers, bottle warmer, nursing pillow, fridge for milk storage)
- Pamphlets on contraception, substances, etc.
- Ion therapy light
- Resource library

Cost: Free - covered by tuition costs

Hours of Operation: 9:30AM - 11:30AM EST; 3:30PM - 9:30PM EST on Mondays to Thursdays; 9:30AM - 11:30AM EST; 3:30PM - 6:30PM EST on Fridays **until Dec 4th**

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

(REDUCED SCHEDULE FROM DEC 7TH - 23RD ON WEEKDAYS: 10:30AM-11:30AM EST; 3:30-5:30PM EST)

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide one-on-one virtual peer support appointments, online health advocacy & education campaigns will continue, and virtual events/workshops will run

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Naturopathic services such as acupuncture, botanical medicine, homeopathic medicine, message, hydrotherapy, nutrition, etc.
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

DISABILITY / CHRONIC ILLNESS SUPPORT

Resources specifically geared to meet needs of individuals who identify as having a disability, disabled or neurodivergent, with disabilities ranging from physical, cognitive, learning/behavioural, and mental illness

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Equity & Inclusion Office

Website: <https://equity.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27581

Email: equity@mcmaster.ca (human rights & dispute resolution matters / report hate graffiti); access@mcmaster.ca (Kate Brown - accessibility & disability inclusion programming & support)

Location: On-campus; UH 104

Demographic: All McMaster students, faculty & staff, particularly students affected by discrimination, harassment, inaccessibility or sexual violence

Services Available:

- Confidential complaint/dispute resolution
- Inclusion & anti-racism education
- Accessibility program
- Sexual violence prevention and response program
- Report hate graffiti on campus
- Events & workshops
- EIO annual reports

Cost: Free - covered by tuition costs

Hours of Operation: Office hours are Mondays-Fridays 9:00AM - 4:30PM or by appointment

COVID-19 Restrictions: All services are running virtually

Resource Name: Hamilton Community Legal Clinic

Website: www.hamiltonjustice.ca

Phone #: 905-527-4572

Location: 100 Main St E (Suite 203), Hamilton, ON

Demographic: Those with legal problems and cannot afford a lawyer

Services Available:

- Advise rights and process for enforcing tenant rights, and help defend clients in housing disputes
- Assist with challenging appealing decision for ODSP benefits
- Provide representation and advice if denied Ontario Works or EI benefits suspended/terminated, as well as all aspects of a Workers' Compensation Appeal
- Public legal education to tenant groups & service providers

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Assist with affidavits or commissioning for oaths
- Provide public legal information and education workshops relating to refugee claimants, sponsorships, citizenships, temporary resident visa extensions, etc.

Cost:

Hours of Operation: Office/phone hours are Monday-Friday 8:30AM - 3:30PM EXCEPT Wednesday 8:30AM - 12:00PM (closed for lunch each day at 12:00PM - 1:00PM)

COVID-19 Restrictions: Office location is closed until further notice, but phone and online legal services are still available (although office service may be possible if you have no access to phone or internet)

Resource Name: MSU Maccess

Website: <https://msumcmaster.ca/service/maccess/>

Email: maccess@msu.mcmaster.ca

Location: MUSC B111

Demographic: McMaster students who experience (or identify) within the disability community, including chronic illness, health conditions, madness, mental illness, neurodivergence, learning disability, d/Deaf or hard of hearing, etc.

Services Available:

- Peer support service (available virtually for 2020/2021)
- Community groups & events (sometimes in collaboration with other MSU services)
- Educational programming & advocacy

Cost: Free - covered by tuition costs

Hours of Operation: Virtual space open 11:30AM - 6:30PM EST weekdays on Discord

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide one-on-one virtual peer support appointments, weekly community groups and digital drop-in space

Resource Name: Ombud's Office

Website: www.mcmaster.ca/ombuds/

Phone #: 905-525-9140 ext. 24151

Email: ombuds@mcmaster.ca

Location: On-campus; MUSC 210

Demographic: All McMaster students

Services Available:

- Impartial dispute resolution advice for academic concerns, such as appeals/petitions, exams, academic dishonesty, research misconduct, withdrawals or reinstatements
- Impartial dispute resolution advice for non-academic concerns, such as behavioural/professional codes of conduct, on-campus employment concerns, residence life, financial matters and clubs & associations
- General information & referral service
- Conducts investigations and makes systemic recommendations when appropriate

Cost: Free - covered by tuition costs

Hours of Operation: Drop-in appointments when Ombuds is available

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

COVID-19 Restrictions: n/a

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Naturopathic services such as acupuncture, botanical medicine, homeopathic medicine, message, hydrotherapy, nutrition, etc.
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

EATING / BODY IMAGE

Resources for individuals who are struggling with weight, eating/nutrition, eating disorders/behaviours, and body image.

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Still running at full capacity

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

Resource Name: MSU Student Health Education Centre

Website: <https://msumcmaster.ca/service/shec/> (general info); www.tawk.to/msuSHEC (peer support warmline)

Phone #: 905-525-9140 ext. 22041

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Email: shec@mcmaster.ca

Location: On-campus; MUSC 202

Demographic: All McMaster students, especially students requiring health/safe sex supplies & pregnancy/nursing resources

Services Available:

- Peer support service (available virtually for 2020/2021 through Tawk.to & MS Teams)
- Safe(r) sex supplies (condoms, lubricants, oral barriers)
- Anonymous pregnancy testings (on-site & take-home kits)
- Personal health supplies (band-aids, menstrual products, ear plugs, tissue packs)
- Nursing resources (baby lotion, diapers, bottle warmer, nursing pillow, fridge for milk storage)
- Pamphlets on contraception, substances, etc.
- Ion therapy light
- Resource library

Cost: Free - covered by tuition costs

Hours of Operation: 9:30AM - 11:30AM EST; 3:30PM - 9:30PM EST on Mondays to

Thursdays; 9:30AM - 11:30AM EST; 3:30PM - 6:30PM EST on Fridays **until Dec 4th**

(REDUCED SCHEDULE FROM DEC 7TH - 23RD ON WEEKDAYS: 10:30AM-11:30AM EST; 3:30-5:30PM EST)

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide one-on-one virtual peer support appointments, online health advocacy & education campaigns will continue, and virtual events/workshops will run

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Naturopathic services such as acupuncture, botanical medicine, homeopathic medicine, massage, hydrotherapy, nutrition, etc.
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

FOOD SUPPORT

Resources dedicated to building stronger food systems in the community and

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: MSU Food Collective Centre

Website: <https://msumcmaster.ca/service/fcc/>

Phone #: 905-525-9140 ext. 23139

Email: fcc@msu.mcmaster.ca

Location: On-campus; basement of Bridge's Cafe (Refectory Building)

Demographic: McMaster students requiring non-perishable products

Services Available:

- Self-serve selection of non-perishable food/hygiene items
- Good Food Box project in partnership with Grace Lutheran Church to receive fresh produce
- Lockers of Love initiative that allows students to order non-perishable items online for discrete pick-up in on-campus locker

Cost: Free - covered by tuition costs

Hours of Operation: Weekdays 10:30AM - 2:30PM EST

COVID-19 Restrictions: Pick-up options

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

GENDER IDENTITY

Resources for individuals looking for support directly and indirectly relating to their gender identity, transition and/or gender expression

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: ARTICLE: Coming out to family & friends

Website: <http://www.psychpage.com/learning/library/gay/outparents.html>

Demographic: LGBTQ+ community members looking for tips on coming out to family and friends

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Still running at full capacity

Resource Name: Kids Help Phone

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

Resource Name: LGBT Youthline

Website: <https://www.youthline.ca/>

Texting #: Text 647-694-4275

Email: askus@youthline.ca

Location: Toronto, ON (serves all across Ontario)

Demographic: 2SLGBTQ+ youth ages 16-29

Services Available:

- Anonymous & confidential online chat, texting peer support service & email support related to questioning gender identity or sexual orientation, coming out, mental health, sex/content, relationships, social isolation, resource referrals if applicable
- E-newsletter
- Resources hub

Cost: Free

Hours of Operation: Sunday-Friday 4:00-9:30PM EST

COVID-19 Restrictions: Phone support will not be available until further notice, and wait times might be a bit longer

Resource Name: MSU Pride Community Centre

Website: <https://msumcmaster.ca/service/pcc/> (general info);

<https://tawk.to/msupridecommunitycentre> (warmline)

Phone #: 905-525-9140 ext. 27397 (phoneline suspended until further notice)

Email: pride@msu.mcmaster.ca

Location: MUSC 221

Demographic: McMaster students who identify as part of the 2SLGBTQ+ community

Services Available:

- Confidential peer support service (available virtually for 2020/2021)

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- One-on-one video calling
- Text messaging service (tawk.to and Discord)
- Weekly check-in's from peer support volunteers
- Community engagement groups (sometimes in collaboration with other MSU services)
- Pride student network mentorship program (pairs 2SLGBTQ+ first years with 2SLGBTQ+ upper years)

Cost: Free - covered by tuition costs

Hours of Operation: Mondays-Fridays 10AM - 4PM

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide virtual peer support, community engagement groups, and check-in's primarily through Discord and tawk.to

Resource Name: MSU Women & Gender Equity Network

Website: <https://msumcmaster.ca/service/wgen/>

Phone #: 905-525-9140 ext. 20265

Email: wgen@msu.mcmaster.ca

Location: On-campus; MUSC 204

Demographic: McMaster student who identify as woman, trans, outside gender binary, & gender non conformists, as well as all survivors of sexual & gender-based violence (all gender identities welcomed)

Services Available:

- Peer support service (available virtually for 2020/2021)
- Peer support community groups
- Menstrual products
- Bras & breast forms
- Resource library
- Social events
- Educational workshops & campaigns

Cost: Free - covered by tuition costs

Hours of Operation: 12:30PM-5:30PM EST; 7:00PM-9:00PM weekdays

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide one-on-one virtual peer support appointments via Zoom, online advocacy & education campaigns will continue, and virtual events/workshops will run

Resource Name: Ombud's Office

Website: www.mcmaster.ca/ombuds/

Phone #: 905-525-9140 ext. 24151

Email: ombuds@mcmaster.ca

Location: On-campus; MUSC 210

Demographic: All McMaster students

Services Available:

- Impartial dispute resolution advice for academic concerns, such as appeals/petitions, exams, academic dishonesty, research misconduct, withdrawals or reinstatements

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Impartial dispute resolution advice for non-academic concerns, such as behavioural/professional codes of conduct, on-campus employment concerns, residence life, financial matters and clubs & associations
- General information & referral service
- Conducts investigations and makes systemic recommendations when appropriate

Cost: Free - covered by tuition costs

Hours of Operation: Drop-in appointments when Ombuds is available

COVID-19 Restrictions:

Resource Name: Sexual Assault Centre Hamilton (SACHA)

Website: <https://sacha.ca/>

Phone #: 905-525-4162 (24/7 support line); 905-525-4573 (SACHA office for counselling)

Email: Form available here - <https://sacha.ca/contact>

Location: 75 MacNab St S (3rd floor), Hamilton, ON (covers Hamilton area)

Demographic: Any survivor of sexualized violence

Services Available:

- Individual & group counselling that is trauma-informed & survivor-centric
- 24/7 support line for survivors of all genders, as well as support for survivors' loved ones, neighbours, co-workers & peers (available in over 300 languages)
- Diverse communities outreach program for survivors of sexual violence from diverse racial/cultural backgrounds such as Black, Indigenous, POC women, as well as trans/gender non-conforming & queer individuals
- Individual support
- Referrals
- Peer support network
- Multicultural women's sewing circles
- Workshops
- Public education workings & training to help organizations prevent sexual violence
- Take Back the Night event

Cost:

Hours of Operation: Support line operates 24/7; Monday-Friday 9:00AM - 5:00PM EXCEPT Wednesdays 12:00PM-8:00PM

COVID-19 Restrictions: As of May 19, 2020 - in-person counselling services are resuming but remote services are still available & encouraged

Resource Name: Speqtrum

Website: www.speqtrum.ca

Email: info@speqtrum.ca

Location: 75 MacNab St S (serves Hamilton area)

Demographic: For youth and young adult members of the LGBTQ+ community in Hamilton, alongside their families and friends/allies

Services Available:

- Weekly check-ins via phone, email, or social media

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Online peer support sessions
- Weekly online events such as active programming sessions (social exercising), socials, workshops on skill-building and skill-sharing (i.e. crafts, writing, job hunting)

Cost: Free

Hours of Operation:

COVID-19 Restrictions: All programming will be moved to virtual format until further notice

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

GRIEF / BEREAVEMENT

Resources for individuals mourning the loss of something in their lives, especially after the death of a loved one

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Still running at full capacity

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

Resource Name: Student Wellness Centre

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

HOUSING

Resources for individuals seeking temporary housing or shelters

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Resource Name: Aboriginal Health Centre

Website: www.aboriginalhealthcentre.com

Phone #: 905-544-4320 (Hamilton); 519-752-4340 (Brantford); Niagara (1-877-402-4121)

Email: info@dahac.ca (all locations)

Location: 678 Main St E (Hamilton), 36 King St (Brantford), 145 Queenston St, Unit 204 (Niagara) (serves the Hamilton, Haldimand-Norfolk, Brant & Niagara regions)

Demographic: Those that identify as First Nations, Metis or Inuit

Services Available:

- Medical transportation for Indigenous seniors (Wheels for Seniors)
- Aboriginal patient navigator program to bridge gap between Indigenous peoples & health services (through collaboration and cultural awareness)
- Health care through family physicians and nurse practitioners
- Street & peer outreach services
- Housing resources for homelessness urban Indigenous peoples of Hamilton
- Health education (particularly diabetes education) through nutrition and dietitian support
- Youth services (up to 24 years old) including counselling, cognitive behavioural therapy, and mindfulness informed practices
- Adult services (25+ years old) including counselling, peer support, addictions counselling, case management & trauma support
- Traditional healing & counselling programs to promote spiritual/emotional growth

Cost:

Hours of Operation:

COVID-19 Restrictions: Non-urgent appointments will be conducted by phone or rescheduled, all group programming is suspended until further notice

Resource Name: Ganohkwasra Family Assault Support Services

Website: <https://ganohkwasra.com/>

Phone #: 519-445-4324 (24/7 crisis line); 519-445-0216 (youth lodge)

Email: ganohkwasra@ganohkwasra.com

Location: 1781 Chiefswood Rd, Ohsweken, ON (covers Brant County, ON)

Demographic: Children youth and adults who have been abused, at risk for abuse and/or are abusive (specifically Indigenous youth and families)

Services Available:

- Spouse intimate partner abuse counselling using various healing & therapeutic methods such as psychodramatic bodywork, EMDR therapy, Reiki, narrative therapy, etc.
- Child abuse counselling and/or counselling for children affected by domestic violence
- Sexual violence healing centre
- Community education & training programs such as Oha'hi:yo program (First Nations perspective on family violence), cultural sensitivity training, lateral violence training, etc.
- Housing, shelter, outreach and transitional support services with trained workers
- Youth lodge for those ages 12-17 experiencing serious life difficulties (priority given for members of Six Nations or New Credit)

Cost: Free

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Hours of Operation: Mondays-Fridays 8:30AM - 4:00PM

COVID-19 Restrictions: As of May 1, 2020 - all services will continue to operate, including shelter and phone support

Resource Name: Hamilton Community Legal Clinic

Website: www.hamiltonjustice.ca

Phone #: 905-527-4572

Location: 100 Main St E (Suite 203), Hamilton, ON

Demographic: Those with legal problems and cannot afford a lawyer

Services Available:

- Advise rights and process for enforcing tenant rights, and help defend clients in housing disputes
- Assist with challenging appealing decision for ODSP benefits
- Provide representation and advice if denied Ontario Works or EI benefits suspended/terminated, as well as all aspects of a Workers' Compensation Appeal
- Public legal education to tenant groups & service providers
- Assist with affidavits or commissioning for oaths
- Provide public legal information and education workshops relating to refugee claimants, sponsorships, citizenships, temporary resident visa extensions, etc.

Cost: Free (representation is available for individuals who are financially eligible)

Hours of Operation: Office/phone hours are Monday-Friday 8:30AM - 3:30PM EXCEPT Wednesday 8:30AM - 12:00PM (closed for lunch each day at 12:00PM - 1:00PM)

COVID-19 Restrictions: Office location is closed until further notice, but phone and online legal services are still available (although office service may be possible if you have no access to phone or internet)

Resource Name: Interval House of Hamilton

Website: www.intervalhousehamilton.org

Phone #: 905-387-9959 (24/7 crisis line)

Email: info@intervalhousehamilton.org (please note: confidentiality is not guaranteed)

Location: 630 Sanatorium Rd, Hamilton, ON

Demographic: Women ages 16 years and older who are experiencing any type of abuse from intimate partners (accompanying children of all genders welcome at domestic violence shelter)

Services Available:

- Transition housing & emergency shelter
- Meals
- Emergency clothing
- Personal needs
- Counselling services

Cost: Free

Hours of Operation: Monday-Friday 9:00am-4:30pm EST

COVID-19 Restrictions:

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Emergency shelter requires restricted intakes (which includes screenings & assessments for COVID-19) and limited visitors to essential services/businesses only; crisis lines remain operational
- Counselling is through phone only
- Groups & outreach services are suspended until further notice
- Events are cancelled or postponed as they explore alternatives

INDIGENOUS SUPPORT

Resources for individuals who self-identify as Indigenous, First Nations, Métis, or Inuit Peoples

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Aboriginal Health Centre

Website: www.aboriginalhealthcentre.com

Phone #: 905-544-4320 (Hamilton); 519-752-4340 (Brantford); Niagara (1-877-402-4121)

Email: info@dahac.ca (all locations)

Location: 678 Main St E (Hamilton), 36 King St (Brantford), 145 Queenston St, Unit 204 (Niagara) (serves the Hamilton, Haldimand-Norfolk, Brant & Niagara regions)

Demographic: Those that identify as First Nations, Metis or Inuit

Services Available:

- Medical transportation for Indigenous seniors (Wheels for Seniors)
- Aboriginal patient navigator program to bridge gap between Indigenous peoples & health services (through collaboration and cultural awareness)
- Health care through family physicians and nurse practitioners
- Street & peer outreach services
- Housing resources for homelessness urban Indigenous peoples of Hamilton
- Health education (particularly diabetes education) through nutrition and dietitian support

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Youth services (up to 24 years old) including counselling, cognitive behavioural therapy, and mindfulness informed practices
- Adult services (25+ years old) including counselling, peer support, addictions counselling, case management & trauma support
- Traditional healing & counselling programs to promote spiritual/emotional growth
- Services available in English, Cree & Ojibwe

Cost: Free

Hours of Operation: Monday-Friday 8:30AM - 4:30PM EXCEPT Wednesdays 8:30AM - 6:00PM & Fridays 8:30AM - 3:00PM

COVID-19 Restrictions: Non-urgent appointments will be conducted by phone or rescheduled, all group programming is suspended until further notice

Resource Name: Equity & Inclusion Office

Website: <https://equity.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27581

Email: equity@mcmaster.ca (human rights & dispute resolution matters / report hate graffiti); rakiek@mcmaster.ca (Khadijeh Rakie - inclusion & anti-racism education programming); ojot2@mcmaster.ca (Tolulope Ojo - inclusion & anti-racism education programming); knottk@mcmaster.ca (Katelyn Knott - inclusion & anti-racism education programming)

Location: On-campus; UH 104

Demographic: All McMaster students, faculty & staff, particularly students affected by discrimination, harassment, inaccessibility or sexual violence

Services Available:

- Confidential complaint/dispute resolution
- Inclusion & anti-racism education
- Accessibility program
- Sexual violence prevention and response program
- Report hate graffiti on campus
- Events & workshops
- EIO annual reports

Cost: Free - covered by tuition costs

Hours of Operation: Office hours are Mondays-Fridays 9:00AM - 4:30PM or by appointment

COVID-19 Restrictions: All services are running virtually

Resource Name: Ganohkwasra Family Assault Support Services

Website: <https://ganohkwasra.com/>

Phone #: 519-445-4324 (24/7 crisis line); 519-445-0216 (youth lodge)

Email: ganohkwasra@ganohkwasra.com

Location: 1781 Chiefswood Rd, Ohsweken, ON (covers Brant County, ON)

Demographic: Children youth and adults who have been abused, at risk for abuse and/or are abusive (specifically Indigenous youth and families)

Services Available:

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Spouse intimate partner abuse counselling using various healing & therapeutic methods such as psychodramatic bodywork, EMDR therapy, Reiki, narrative therapy, etc.
- Child abuse counselling and/or counselling for children affected by domestic violence
- Sexual violence healing centre
- Community education & training programs such as Oha'hi:yo program (First Nations perspective on family violence), cultural sensitivity training, lateral violence training, etc.
- Housing, shelter, outreach and transitional support services with trained workers
- Youth lodge for those ages 12-17 experiencing serious life difficulties (priority given for members of Six Nations or New Credit)

Cost: Free

Hours of Operation: Mondays-Fridays 8:30AM - 4:00PM

COVID-19 Restrictions: As of May 1, 2020 - all services will continue to operate, including shelter and phone support

Resource Name: Hamilton Community Legal Clinic

Website: www.hamiltonjustice.ca

Phone #: 905-527-4572

Location: 100 Main St E (Suite 203), Hamilton, ON

Demographic: Those with legal problems and cannot afford a lawyer

Services Available:

- Advise rights and process for enforcing tenant rights, and help defend clients in housing disputes
- Assist with challenging appealing decision for ODSP benefits
- Provide representation and advice if denied Ontario Works or EI benefits suspended/terminated, as well as all aspects of a Workers' Compensation Appeal
- Public legal education to tenant groups & service providers
- Assist with affidavits or commissioning for oaths
- Provide public legal information and education workshops relating to refugee claimants, sponsorships, citizenships, temporary resident visa extensions, etc.

Cost:

Hours of Operation: Office/phone hours are Monday-Friday 8:30AM - 3:30PM EXCEPT Wednesday 8:30AM - 12:00PM (closed for lunch each day at 12:00PM - 1:00PM)

COVID-19 Restrictions: Office location is closed until further notice, but phone and online legal services are still available (although office service may be possible if you have no access to phone or internet)

Resource Name: Indigenous Student Services

Website: <https://indigenous.mcmaster.ca/indigenous-service-and-community/student-services>

Phone #: 905-525-9140 ext. 27426

Email: indigenous.counsellor@mcmaster.ca (student counsellor)

Location: On-campus; LRW 1811

Demographic: McMaster students who self-identify as Indigenous, Aboriginal, Inuit, etc.

Services Available:

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Professional assistance with student counsellor
- Writing skills workshops at McMaster & Six Nations Polytechnic
- Student library & lounge in LR Wilson Hall
- Research-related assistance librarian
- Soup days every Tuesday (likely suspended due to COVID-19)
- Web resources for student wellness

Cost: Free - covered by tuition costs

Hours of Operation: Student counsellor by appointment

COVID-19 Restrictions: Soup days suspended until further notice

Resource Name: Ombud's Office

Website: www.mcmaster.ca/ombuds/

Phone #: 905-525-9140 ext. 24151

Email: ombuds@mcmaster.ca

Location: On-campus; MUSC 210

Demographic: All McMaster students

Services Available:

- Impartial dispute resolution advice for academic concerns, such as appeals/petitions, exams, academic dishonesty, research misconduct, withdrawals or reinstatements
- Impartial dispute resolution advice for non-academic concerns, such as behavioural/professional codes of conduct, on-campus employment concerns, residence life, financial matters and clubs & associations
- General information & referral service
- Conducts investigations and makes systemic recommendations when appropriate

Cost: Free - covered by tuition costs

Hours of Operation: Drop-in appointments when Ombuds is available

COVID-19 Restrictions:

Resource Name: Sexual Assault Centre Hamilton (SACHA)

Website: <https://sacha.ca/>

Phone #: 905-525-4162 (24/7 support line); 905-525-4573 (SACHA office for counselling)

Email: Form available here - <https://sacha.ca/contact>

Location: 75 MacNab St S (3rd floor), Hamilton, ON (covers Hamilton area)

Demographic: Any survivor of sexualized violence

Services Available:

- Individual & group counselling that is trauma-informed & survivor-centric
- 24/7 support line for survivors of all genders, as well as support for survivors' loved ones, neighbours, co-workers & peers (available in over 300 languages)
- Diverse communities outreach program for survivors of sexual violence from diverse racial/cultural backgrounds such as Black, Indigenous, POC women, as well as trans/gender non-conforming & queer individuals
- Individual support
- Referrals

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Peer support network
- Multicultural women's sewing circles
- Workshops
- Public education workings & training to help organizations prevent sexual violence
- Take Back the Night event

Cost:

Hours of Operation: Support line operates 24/7; Monday-Friday 9:00AM - 5:00PM EXCEPT Wednesdays 12:00PM-8:00PM

COVID-19 Restrictions: As of May 19, 2020 - in-person counselling services are resuming but remote services are still available & encouraged

ISOLATION / LONELINESS

Resources for individuals who are feeling alone, companionless, unsupported and/or isolated

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Still running at full capacity

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

Resource Name: MSU Student Health Education Centre

Website: <https://msumcmaster.ca/service/shec/> (general info); www.tawk.to/msuSHEC (peer support warmline)

Phone #: 905-525-9140 ext. 22041

Email: shec@mcmaster.ca

Location: On-campus; MUSC 202

Demographic: All McMaster students, especially students requiring health/safe sex supplies & pregnancy/nursing resources

Services Available:

- Peer support service (available virtually for 2020/2021 through Tawk.to & MS Teams)
- Safe(r) sex supplies (condoms, lubricants, oral barriers)
- Anonymous pregnancy testings (on-site & take-home kits)
- Personal health supplies (band-aids, menstrual products, ear plugs, tissue packs)
- Nursing resources (baby lotion, diapers, bottle warmer, nursing pillow, fridge for milk storage)
- Pamphlets on contraception, substances, etc.
- Ion therapy light
- Resource library

Cost: Free - covered by tuition costs

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Hours of Operation: 9:30AM - 11:30AM EST; 3:30PM - 9:30PM EST on Mondays to Thursdays; 9:30AM - 11:30AM EST; 3:30PM - 6:30PM EST on Fridays **until Dec 4th**
(REDUCED SCHEDULE FROM DEC 7TH - 23RD ON WEEKDAYS: 10:30AM-11:30AM EST; 3:30-5:30PM EST)

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide one-on-one virtual peer support appointments, online health advocacy & education campaigns will continue, and virtual events/workshops will run

Resource Name: Sexual Assault Centre Hamilton (SACHA)

Website: <https://sacha.ca/>

Phone #: 905-525-4162 (24/7 support line); 905-525-4573 (SACHA office for counselling)

Email: Form available here - <https://sacha.ca/contact>

Location: 75 MacNab St S (3rd floor), Hamilton, ON (covers Hamilton area)

Demographic: Any survivor of sexualized violence

Services Available:

- Individual & group counselling that is trauma-informed & survivor-centric
- 24/7 support line for survivors of all genders, as well as support for survivors' loved ones, neighbours, co-workers & peers (available in over 300 languages)
- Diverse communities outreach program for survivors of sexual violence from diverse racial/cultural backgrounds such as Black, Indigenous, POC women, as well as trans/gender non-conforming & queer individuals
- Individual support
- Referrals
- Peer support network
- Multicultural women's sewing circles
- Workshops
- Public education workings & training to help organizations prevent sexual violence
- Take Back the Night event

Cost:

Hours of Operation: Support line operates 24/7; Monday-Friday 9:00AM - 5:00PM EXCEPT Wednesdays 12:00PM-8:00PM

COVID-19 Restrictions: As of May 19, 2020 - in-person counselling services are resuming but remote services are still available & encouraged

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

LEGAL SERVICES

Resources that provide legal support and consultation for clients

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Hamilton Community Legal Clinic

Website: www.hamiltonjustice.ca

Phone #: 905-527-4572

Location: 100 Main St E (Suite 203), Hamilton, ON

Demographic: Those with legal problems and cannot afford a lawyer

Services Available:

- Advise rights and process for enforcing tenant rights, and help defend clients in housing disputes

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Assist with challenging appealing decision for ODSP benefits
- Provide representation and advice if denied Ontario Works or EI benefits suspended/terminated, as well as all aspects of a Workers' Compensation Appeal
- Public legal education to tenant groups & service providers
- Assist with affidavits or commissioning for oaths
- Provide public legal information and education workshops relating to refugee claimants, sponsorships, citizenships, temporary resident visa extensions, etc.

Cost:

Hours of Operation: Office/phone hours are Monday-Friday 8:30AM - 3:30PM EXCEPT Wednesday 8:30AM - 12:00PM (closed for lunch each day at 12:00PM - 1:00PM)

COVID-19 Restrictions: Office location is closed until further notice, but phone and online legal services are still available (although office service may be possible if you have no access to phone or internet)

MILITARY FAMILY SERVICES

Resources for children of military members who experience repeat relocation, unpredictable absences of one or more parent, and parental deployments to volatile areas

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

NEWCOMERS / IMMIGRANT SUPPORT

Resources for newcomers, immigrants, and migrants to Canada who are experiencing cultural shock and difficulties adjusting and/or feeling accepted

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Hamilton Community Legal Clinic

Website: www.hamiltonjustice.ca

Phone #: 905-527-4572

Location: 100 Main St E (Suite 203), Hamilton, ON

Demographic: Those with legal problems and cannot afford a lawyer

Services Available:

- Advise rights and process for enforcing tenant rights, and help defend clients in housing disputes
- Assist with challenging appealing decision for ODSP benefits

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Provide representation and advice if denied Ontario Works or EI benefits suspended/terminated, as well as all aspects of a Workers' Compensation Appeal
- Public legal education to tenant groups & service providers
- Assist with affidavits or commissioning for oaths
- Provide public legal information and education workshops relating to refugee claimants, sponsorships, citizenships, temporary resident visa extensions, etc.

Cost: Free (representation is available for individuals who are financially eligible)

Hours of Operation: Office/phone hours are Monday-Friday 8:30AM - 3:30PM EXCEPT Wednesday 8:30AM - 12:00PM (closed for lunch each day at 12:00PM - 1:00PM)

COVID-19 Restrictions: Office location is closed until further notice, but phone and online legal services are still available (although office service may be possible if you have no access to phone or internet)

Resource Name: International Student Services

Website: <https://studentsuccess.mcmaster.ca/international-students/>

Phone #: 905-525-9140 ext. 24254

Email: studentsuccess@mcmaster.ca

Location: On-campus; GH 110

Demographic: International students attending McMaster and incoming exchange students

Services Available:

- Immigration & mobility advising
- Mentorship program
- Peer support events
- Assistance with understanding University Health Insurance Plan (UHIP) process
- Resources for incoming exchange students

Cost: Free - covered by tuition costs

Hours of Operation: Monday-Friday 8:30AM - 4:30PM

COVID-19 Restrictions: n/a

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

PHYSICAL HEALTH / SAFETY

Resources dedicated to providing medical intervention, physical health literacy and/or services providing individuals with additional protection and/or security

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Aboriginal Health Centre

Website: www.aboriginalhealthcentre.com

Phone #: 905-544-4320 (Hamilton); 519-752-4340 (Brantford); Niagara (1-877-402-4121)

Email: info@dahac.ca (all locations)

Location: 678 Main St E (Hamilton), 36 King St (Brantford), 145 Queenston St, Unit 204 (Niagara) (serves the Hamilton, Haldimand-Norfolk, Brant & Niagara regions)

Demographic: Those that identify as First Nations, Metis or Inuit

Services Available:

- Medical transportation for Indigenous seniors (Wheels for Seniors)
- Aboriginal patient navigator program to bridge gap between Indigenous peoples & health services (through collaboration and cultural awareness)
- Health care through family physicians and nurse practitioners
- Street & peer outreach services
- Housing resources for homelessness urban Indigenous peoples of Hamilton
- Health education (particularly diabetes education) through nutrition and dietitian support
- Youth services (up to 24 years old) including counselling, cognitive behavioural therapy, and mindfulness informed practices
- Adult services (25+ years old) including counselling, peer support, addictions counselling, case management & trauma support
- Traditional healing & counselling programs to promote spiritual/emotional growth

Cost:

Hours of Operation:

COVID-19 Restrictions: Non-urgent appointments will be conducted by phone or rescheduled, all group programming is suspended until further notice

Resource Name: David Braley Sport Medicine & Rehabilitation Centre

Website: <https://rec.mcmaster.ca/programs/david-braley-sport-medicine-rehabilitation-centre>

Phone #: 905-525-9140 ext. 23575

Email: macsportmed@mcmaster.ca

Location: On-campus; WB127

Demographic: All McMaster students

Services Available:

- Appointments with registered dietician
- Brace store & custom bracing
- Chiropractic & active release therapy
- Custom orthotics
- Sport medicine physician appointment
- Massage therapy
- Musculoskeletal ultrasounds

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Orthopaedic surgery
- Osteopathy
- Physiotherapy
- Shift Concussion Management Program

Cost: Free - covered by tuition costs

Hours of Operation: Mondays-Thursdays 8:00AM - 8:00PM; Fridays 8:00AM-3:30PM* (closing hours may vary)

COVID-19 Restrictions: In-person services are gradually resuming with necessary precautions to protect patients & staff; virtual appointments & consultations are continuing as well

Resource Name: MSU Emergency First Response Team

Website: <https://msumcmaster.ca/service/efrt/>

Phone #: 88 (emergencies on campus using any campus phone); 905-522-4135 (emergencies on campus using cellphone); 905-525-9140 ext. 24117 (general inquiries)

Email: efrt@msu.mcmaster.ca

Location: MUSC 103 (right of Compass desk)

Demographic: All McMaster students, staff and faculty

Services Available:

- Emergency medical services (average 2-3 minute response time)
- Assess musculoskeletal and soft-tissue injuries, airway and breathing compromises, intoxication or drug related emergencies, diabetic emergencies, cardiac arrest, etc.
- Will contact Hamilton EMS or advise patients to visit Urgent Care Center if further medical response is required
- McMaster University Security Service and Transportation (MUSST) app available for download on smartphone

Cost: Free - covered by tuition costs

Hours of Operation: Available 24/7 through academic year EXCEPT Thanksgiving, Easter, the Holiday Break, and both Reading Weeks; available Monday-Friday 9:00AM-5:00PM during summer months (except statutory holidays)

COVID-19 Restrictions: EFRT is not currently on-call due to COVID-19; call security services at 905-522-4135 for direction to appropriate emergency services

Resource Name: MSU Student Health Education Centre

Website: <https://msumcmaster.ca/service/shec/> (general info); www.tawk.to/msuSHEC (peer support warmline)

Phone #: 905-525-9140 ext. 22041

Email: shec@msu.mcmaster.ca

Location: On-campus; MUSC 202

Demographic: All McMaster students, especially students requiring health/safe sex supplies & pregnancy/nursing resources

Services Available:

- Peer support service (available virtually for 2020/2021 through Tawk.to & MS Teams)
- Safe(r) sex supplies (condoms, lubricants, oral barriers)

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Anonymous pregnancy testings (on-site & take-home kits)
- Personal health supplies (band-aids, menstrual products, ear plugs, tissue packs)
- Nursing resources (baby lotion, diapers, bottle warmer, nursing pillow, fridge for milk storage)
- Pamphlets on contraception, substances, etc.
- Ion therapy light
- Resource library

Cost: Free - covered by tuition costs

Hours of Operation: 9:30AM - 11:30AM EST; 3:30PM - 9:30PM EST on Mondays to

Thursdays; 9:30AM - 11:30AM EST; 3:30PM - 6:30PM EST on Fridays **until Dec 4th**

(REDUCED SCHEDULE FROM DEC 7TH - 23RD ON WEEKDAYS: 10:30AM-11:30AM EST; 3:30-5:30PM EST)

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide one-on-one virtual peer support appointments, online health advocacy & education campaigns will continue, and virtual events/workshops will run

Resource Name: MSU Student Walk Home Attendant Team

Website: <https://msumcmaster.ca/service/swhat/>

Phone #: 905-525-9140 ext. 27500

Email: swhat@msu.mcmaster.ca

Location: On-campus; MUSC 234

Demographic: All McMaster students

Services Available:

- Student volunteers will walk or take the bus with users during evening hours within boundary limits (University Plaza to 403 to edge of escarpment)

Cost: Free - covered by tuition costs

Hours of Operation: Everyday 7:00PM - 1:00AM during academic year

COVID-19 Restrictions: SWHAT is not operating for fall term and will likely continue to be suspended until further notice

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Naturopathic services such as acupuncture, botanical medicine, homeopathic medicine, message, hydrotherapy, nutrition, etc.
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

RELATIONSHIPS / SEXUAL HEALTH

Resources relating to concerns, stress or preoccupation with family, friends, romantic relationships, or other relationships in their lives AND/OR resources relating to safe sex practices, consent and other elements of sexuality

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: ARTICLE: Coming out to family & friends

Website: <http://www.psychpage.com/learning/library/gay/outparents.html>

Demographic: LGBTQ+ community members looking for tips on coming out to family and friends

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Still running at full capacity

Resource Name: Ganohkwasra Family Assault Support Services

Website: <https://ganohkwasra.com/>

Phone #: 519-445-4324 (24/7 crisis line); 519-445-0216 (youth lodge)

Email: ganohkwasra@ganohkwasra.com

Location: 1781 Chiefswood Rd, Ohsweken, ON (covers Brant County, ON)

Demographic: Children youth and adults who have been abused, at risk for abuse and/or are abusive (specifically Indigenous youth and families)

Services Available:

- Spouse intimate partner abuse counselling using various healing & therapeutic methods such as psychodramatic bodywork, EMDR therapy, Reiki, narrative therapy, etc.
- Child abuse counselling and/or counselling for children affected by domestic violence
- Sexual violence healing centre
- Community education & training programs such as Oha'hi:yo program (First Nations perspective on family violence), cultural sensitivity training, lateral violence training, etc.
- Housing, shelter, outreach and transitional support services with trained workers
- Youth lodge for those ages 12-17 experiencing serious life difficulties (priority given for members of Six Nations or New Credit)

Cost: Free

Hours of Operation: Mondays-Fridays 8:30AM - 4:00PM

COVID-19 Restrictions: As of May 1, 2020 - all services will continue to operate, including shelter and phone support

Resource Name: Hope 24/7 Crisis Line

Website: <http://hope247.ca/>

Phone #: 1-800-810-0180 (crisis line); 905-792-0821 (general inquiries)

Email: Email form available here - <http://hope247.ca/about-new/contact-us/>

Location: 10 Gillingham Dr, Suite 305, Brampton, ON (covers Peel Region)

Demographic: All persons 12 years old and older impacted by relationship and sexual violence

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Services Available:

- 24/7 crisis line, online chat and in-person counselling and support
- Clinical intervention services by health professionals
- Prevention and outreach activities to schools, community groups, etc.
- Non-crisis therapy for those impacted by trauma
- Referrals
- Information about sexual abuse and assault

Cost: Free

Hours of Operation: Crisis line operates 24/7

COVID-19 Restrictions: n/a

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

Resource Name: LGBT Youthline

Website: <https://www.youthline.ca/>

Texting #: Text 647-694-4275

Email: askus@youthline.ca

Location: Toronto, ON (serves all across Ontario)

Demographic: 2SLGBTQ+ youth ages 16-29

Services Available:

- Anonymous & confidential online chat, texting peer support service & email support related to questioning gender identity or sexual orientation, coming out, mental health, sex/content, relationships, social isolation, resource referrals if applicable
- E-newsletter
- Resources hub

Cost: Free

Hours of Operation: Sunday-Friday 4:00-9:30PM EST

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

COVID-19 Restrictions: Phone support will not be available until further notice, and wait times might be a bit longer

Resource Name: MSU Pride Community Centre

Website: <https://msumcmaster.ca/service/pcc/> (general info);

<https://tawk.to/msupridecommunitycentre> (warmline)

Phone #: 905-525-9140 ext. 27397 (phonenumber suspended until further notice)

Email: pride@msu.mcmaster.ca

Location: MUSC 221

Demographic: McMaster students who identify as part of the 2SLGBTQ+ community

Services Available:

- Confidential peer support service (available virtually for 2020/2021)
 - One-on-one video calling
 - Text messaging service (tawk.to and Discord)
- Weekly check-in's from peer support volunteers
- Community engagement groups (sometimes in collaboration with other MSU services)
- Pride student network mentorship program (pairs 2SLGBTQ+ first years with 2SLGBTQ+ upper years)

Cost: Free - covered by tuition costs

Hours of Operation: Mondays-Fridays 10AM - 4PM

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide virtual peer support, community engagement groups, and check-in's primarily through Discord and tawk.to

Resource Name: MSU Student Health Education Centre

Website: <https://msumcmaster.ca/service/shec/> (general info); www.tawk.to/msuSHEC (peer support warmline)

Phone #: 905-525-9140 ext. 22041

Email: shec@msu.mcmaster.ca

Location: On-campus; MUSC 202

Demographic: All McMaster students, especially students requiring health/safe sex supplies & pregnancy/nursing resources

Services Available:

- Peer support service (available virtually for 2020/2021 through Tawk.to & MS Teams)
- Safe(r) sex supplies (condoms, lubricants, oral barriers)
- Anonymous pregnancy testings (on-site & take-home kits)
- Personal health supplies (band-aids, menstrual products, ear plugs, tissue packs)
- Nursing resources (baby lotion, diapers, bottle warmer, nursing pillow, fridge for milk storage)
- Pamphlets on contraception, substances, etc.
- Ion therapy light
- Resource library

Cost: Free - covered by tuition costs

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Hours of Operation: 9:30AM - 11:30AM EST; 3:30PM - 9:30PM EST on Mondays to Thursdays; 9:30AM - 11:30AM EST; 3:30PM - 6:30PM EST on Fridays **until Dec 4th**
(REDUCED SCHEDULE FROM DEC 7TH - 23RD ON WEEKDAYS: 10:30AM-11:30AM EST; 3:30-5:30PM EST)

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide one-on-one virtual peer support appointments, online health advocacy & education campaigns will continue, and virtual events/workshops will run

Resource Name: MSU Women & Gender Equity Network

Website: <https://msumcmaster.ca/service/wgen/>

Phone #: 905-525-9140 ext. 20265

Email: wgen@msu.mcmaster.ca

Location: On-campus; MUSC 204

Demographic: McMaster student who identify as woman, trans, outside gender binary, & gender non conformists, as well as all survivors of sexual & gender-based violence (all gender identities welcomed)

Services Available:

- Peer support service (available virtually for 2020/2021)
- Peer support community groups
- Menstrual products
- Bras & breast forms
- Resource library
- Social events
- Educational workshops & campaigns

Cost: Free - covered by tuition costs

Hours of Operation: 12:30PM-5:30PM EST; 7:00PM-9:00PM weekdays

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide one-on-one virtual peer support appointments via Zoom, online advocacy & education campaigns will continue, and virtual events/workshops will run

Resource Name: Ombud's Office

Website: www.mcmaster.ca/ombuds/

Phone #: 905-525-9140 ext. 24151

Email: ombuds@mcmaster.ca

Location: On-campus; MUSC 210

Demographic: All McMaster students

Services Available:

- Impartial dispute resolution advice for academic concerns, such as appeals/petitions, exams, academic dishonesty, research misconduct, withdrawals or reinstatements
- Impartial dispute resolution advice for non-academic concerns, such as behavioural/professional codes of conduct, on-campus employment concerns, residence life, financial matters and clubs & associations
- General information & referral service

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

- Conducts investigations and makes systemic recommendations when appropriate

Cost: Free - covered by tuition costs

Hours of Operation: Drop-in appointments when Ombuds is available

COVID-19 Restrictions:

Resource Name: SafePet Ontario

Website: <http://www.safepet.ca/>

Location: Available across Ontario

Demographic: Survivors of intimate partner violence who also have children and pets

Services Available:

- Providing temporary housing
- Veterinary intake/examination & fostering for affected peets
- Arrange transportation for survivors from residence to shelter, as well as pets getting dropped off on their way to shelter

Cost: Must receive referral from shelter / caseworker

Hours of Operation: N/A

COVID-19 Restrictions: Program will continue with additional safety measures such as COVID-19 screening, toys, food bowls, clothing, blankets, etc will not be permitted to accompany pets, longer processing for pet drop-offs, online forms, and fosters within vulnerable groups (i.e. immunocompromised) are not permitted until further notice

Resource Name: Sexual Assault Centre Hamilton (SACHA)

Website: <https://sacha.ca/>

Phone #: 905-525-4162 (24/7 support line); 905-525-4573 (SACHA office for counselling)

Email: Form available here - <https://sacha.ca/contact>

Location: 75 MacNab St S (3rd floor), Hamilton, ON (covers Hamilton area)

Demographic: Any survivor of sexualized violence

Services Available:

- Individual & group counselling that is trauma-informed & survivor-centric
- 24/7 support line for survivors of all genders, as well as support for survivors' loved ones, neighbours, co-workers & peers (available in over 300 languages)
- Diverse communities outreach program for survivors of sexual violence from diverse racial/cultural backgrounds such as Black, Indigenous, POC women, as well as trans/gender non-conforming & queer individuals
- Individual support
- Referrals
- Peer support network
- Multicultural women's sewing circles
- Workshops
- Public education workings & training to help organizations prevent sexual violence
- Take Back the Night event

Cost: Free

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Hours of Operation: Support line operates 24/7; Monday-Friday 9:00AM - 5:00PM EXCEPT Wednesdays 12:00PM-8:00PM

COVID-19 Restrictions: As of May 19, 2020 - in-person counselling services are resuming but remote services are still available & encouraged

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

Resource Name: VictimLinkBC

Website:

<https://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc>

Phone #: 1-800-563-0808

Email: victimlinkbc@bc211.ca

Location: Covers British Columbia and Yukon Territory

Demographic: All victims of crime, family/sexual violence, and human trafficking

Services Available:

- 24/7 toll-free, confidential phone line
- Available in over 150 languages, including many North American Indigenous languages
- General information and referrals by victim service workers to various community, social, health, justice and government resources

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Phone line is still fully operational

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

SELF-HARM

Resources for those who currently or have previously deliberately harmed their body in some form like cutting, burning, or endangering themselves

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Calm Harm

Website: <https://calmharm.co.uk/>

Email: calmharm@stem4.org.uk

Location: App available on App Store & Google Play

Demographic: Anyone who is currently self-harming or previously self-harmed

Services Available:

- Timed activities to help resist/manage self-harm urges
- Track progress with activities
- Using basic principles of dialectical behavioural therapy (DBT)

Cost: Free

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Still running at full capacity

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

SEXUAL IDENTITY

Resources for individuals looking for support directly and indirectly relating to their sexual orientation, coming out/labelling and/or romantic/emotional/sexual attraction

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: ARTICLE: Coming out to family & friends

Website: <http://www.psychpage.com/learning/library/gay/outparents.html>

Demographic: LGBTQ+ community members looking for tips on coming out to family and friends

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

COVID-19 Restrictions: Still running at full capacity

Resource Name: Hamilton Community Legal Clinic

Website: www.hamiltonjustice.ca

Phone #: 905-527-4572

Location: 100 Main St E (Suite 203), Hamilton, ON

Demographic: Those with legal problems and cannot afford a lawyer

Services Available:

- Advise rights and process for enforcing tenant rights, and help defend clients in housing disputes
- Assist with challenging appealing decision for ODSP benefits
- Provide representation and advice if denied Ontario Works or EI benefits suspended/terminated, as well as all aspects of a Workers' Compensation Appeal
- Public legal education to tenant groups & service providers
- Assist with affidavits or commissioning for oaths
- Provide public legal information and education workshops relating to refugee claimants, sponsorships, citizenships, temporary resident visa extensions, etc.

Cost:

Hours of Operation: Office/phone hours are Monday-Friday 8:30AM - 3:30PM EXCEPT Wednesday 8:30AM - 12:00PM (closed for lunch each day at 12:00PM - 1:00PM)

COVID-19 Restrictions: Office location is closed until further notice, but phone and online legal services are still available (although office service may be possible if you have no access to phone or internet)

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Resource Name: LGBT Youthline

Website: <https://www.youthline.ca/>

Texting #: Text 647-694-4275

Email: askus@youthline.ca

Location: Toronto, ON (serves all across Ontario)

Demographic: 2SLGBTQ+ youth ages 16-29

Services Available:

- Anonymous & confidential online chat, texting peer support service & email support related to questioning gender identity or sexual orientation, coming out, mental health, sex/content, relationships, social isolation, resource referrals if applicable
- E-newsletter
- Resources hub

Cost: Free

Hours of Operation: Sunday-Friday 4:00-9:30PM EST

COVID-19 Restrictions: Phone support will not be available until further notice, and wait times might be a bit longer

Resource Name: MSU Pride Community Centre

Website: <https://msumcmaster.ca/service/pcc/> (general info);

<https://tawk.to/msupridecommunitycentre> (warmline)

Phone #: 905-525-9140 ext. 27397 (phoneline suspended until further notice)

Email: pride@msu.mcmaster.ca

Location: MUSC 221

Demographic: McMaster students who identify as part of the 2SLGBTQ+ community

Services Available:

- Confidential peer support service (available virtually for 2020/2021)
 - One-on-one video calling
 - Text messaging service (tawk.to and Discord)
- Weekly check-in's from peer support volunteers
- Community engagement groups (sometimes in collaboration with other MSU services)
- Pride student network mentorship program (pairs 2SLGBTQ+ first years with 2SLGBTQ+ upper years)

Cost: Free - covered by tuition costs

Hours of Operation: Mondays-Fridays 10AM - 4PM

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide virtual peer support, community engagement groups, and check-in's primarily through Discord and tawk.to

Resource Name: Ombud's Office

Website: www.mcmaster.ca/ombuds/

Phone #: 905-525-9140 ext. 24151

Email: ombuds@mcmaster.ca

Location: On-campus; MUSC 210

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Demographic: All McMaster students

Services Available:

- Impartial dispute resolution advice for academic concerns, such as appeals/petitions, exams, academic dishonesty, research misconduct, withdrawals or reinstatements
- Impartial dispute resolution advice for non-academic concerns, such as behavioural/professional codes of conduct, on-campus employment concerns, residence life, financial matters and clubs & associations
- General information & referral service
- Conducts investigations and makes systemic recommendations when appropriate

Cost: Free - covered by tuition costs

Hours of Operation: Drop-in appointments when Ombuds is available

COVID-19 Restrictions:

Resource Name: Sexual Assault Centre Hamilton (SACHA)

Website: <https://sacha.ca/>

Phone #: 905-525-4162 (24/7 support line); 905-525-4573 (SACHA office for counselling)

Email: Form available here - <https://sacha.ca/contact>

Location: 75 MacNab St S (3rd floor), Hamilton, ON (covers Hamilton area)

Demographic: Any survivor of sexualized violence

Services Available:

- Individual & group counselling that is trauma-informed & survivor-centric
- 24/7 support line for survivors of all genders, as well as support for survivors' loved ones, neighbours, co-workers & peers (available in over 300 languages)
- Diverse communities outreach program for survivors of sexual violence from diverse racial/cultural backgrounds such as Black, Indigenous, POC women, as well as trans/gender non-conforming & queer individuals
- Individual support
- Referrals
- Peer support network
- Multicultural women's sewing circles
- Workshops
- Public education workings & training to help organizations prevent sexual violence
- Take Back the Night event

Cost:

Hours of Operation: Support line operates 24/7; Monday-Friday 9:00AM - 5:00PM EXCEPT Wednesdays 12:00PM-8:00PM

COVID-19 Restrictions: As of May 19, 2020 - in-person counselling services are resuming but remote services are still available & encouraged

Resource Name: Speqtrum

Website: www.speqtrum.ca

Email: info@speqtrum.ca

Location: 75 MacNab St S (serves Hamilton area)

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Demographic: For youth and young adult members of the LGBTQ+ community in Hamilton, alongside their families and friends/allies

Services Available:

- Weekly check-ins via phone, email, or social media
- Online peer support sessions
- Weekly online events such as active programming sessions (social exercising), socials, workshops on skill-building and skill-sharing (i.e. crafts, writing, job hunting)

Cost: Free

Hours of Operation:

COVID-19 Restrictions: All programming will be moved to virtual format until further notice

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

SUBSTANCE USE / GAMBLING

Resources for those using (or previously used) excessive amounts of alcohol, street drugs or prescription drugs, such as safe needle exchanges, support during or after an overdose, as well as those with addiction to gambling, betting and games of chance

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Aboriginal Health Centre

Website: www.aboriginalhealthcentre.com

Phone #: 905-544-4320 (Hamilton); 519-752-4340 (Brantford); Niagara (1-877-402-4121)

Email: info@dahac.ca (all locations)

Location: 678 Main St E (Hamilton), 36 King St (Brantford), 145 Queenston St, Unit 204 (Niagara) (serves the Hamilton, Haldimand-Norfolk, Brant & Niagara regions)

Demographic: Those that identify as First Nations, Metis or Inuit

Services Available:

- Medical transportation for Indigenous seniors (Wheels for Seniors)
- Aboriginal patient navigator program to bridge gap between Indigenous peoples & health services (through collaboration and cultural awareness)
- Health care through family physicians and nurse practitioners
- Street & peer outreach services
- Housing resources for homelessness urban Indigenous peoples of Hamilton
- Health education (particularly diabetes education) through nutrition and dietitian support
- Youth services (up to 24 years old) including counselling, cognitive behavioural therapy, and mindfulness informed practices
- Adult services (25+ years old) including counselling, peer support, addictions counselling, case management & trauma support
- Traditional healing & counselling programs to promote spiritual/emotional growth
- Services available in English, Cree & Ojibwe

Cost: Free

Hours of Operation: Monday-Friday 8:30AM - 4:30PM EXCEPT Wednesdays 8:30AM - 6:00PM & Fridays 8:30AM - 3:00PM

COVID-19 Restrictions: Non-urgent appointments will be conducted by phone or rescheduled, all group programming is suspended until further notice

Resource Name: Alcohol, Drug, & Gambling Services (City of Hamilton)

Website: www.hamilton.ca/public-health/clinics-services/alcohol-drug-gambling-services

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Phone #: 905-546-3606 (press option 3 for alcohol and drugs appointment, press option 4 for gambling appointment, press option 6 to hear messages to help with cravings)

Location: 21 Hunter St E (3rd floor), Hamilton, ON

Demographic: For those concerned about alcohol, drug or gambling use, particularly people over 12 years old for gambling problems & people over 23 years old for alcohol/drug problems

Services Available:

- Information and referrals
- Individual counselling (alcohol and drugs)
- Individual couple and family counselling (gambling)
- Group programming for particular groups such as elders, those with mental health diagnoses, and those receiving treatment for relapse prevention
- Methadone case management
- Needle syringe program for dropping off used needles and picking up supplies

Cost:

Hours of Operation: Monday-Friday 9:00AM - 4:30PM EXCEPT Wednesday 9:00AM - 7:00PM; drop-in clinic appointments are Monday 2:00PM - 4:00PM or Thursday 9:30AM - 11:30AM

COVID-19 Restrictions: Not offering face-to-face services at this time, but telephone counselling is still available

Resource Name: Hamilton Community Legal Clinic

Website: www.hamiltonjustice.ca

Phone #: 905-527-4572

Location: 100 Main St E (Suite 203), Hamilton, ON

Demographic: Those with legal problems and cannot afford a lawyer

Services Available:

- Advise rights and process for enforcing tenant rights, and help defend clients in housing disputes
- Assist with challenging appealing decision for ODSP benefits
- Provide representation and advice if denied Ontario Works or EI benefits suspended/terminated, as well as all aspects of a Workers' Compensation Appeal
- Public legal education to tenant groups & service providers
- Assist with affidavits or commissioning for oaths
- Provide public legal information and education workshops relating to refugee claimants, sponsorships, citizenships, temporary resident visa extensions, etc.

Cost: Free (representation is available for individuals who are financially eligible)

Hours of Operation: Office/phone hours are Monday-Friday 8:30AM - 3:30PM EXCEPT Wednesday 8:30AM - 12:00PM (closed for lunch each day at 12:00PM - 1:00PM)

COVID-19 Restrictions: Office location is closed until further notice, but phone and online legal services are still available (although office service may be possible if you have no access to phone or internet)

Resource Name: MSU Emergency First Response Team

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Website: <https://msumcmaster.ca/service/efrt/>

Phone #: 88 (emergencies on campus using any campus phone); 905-522-4135 (emergencies on campus using cellphone); 905-525-9140 ext. 24117 (general inquiries)

Email: efrt@msu.mcmaster.ca

Location: MUSC 103 (right of Compass desk)

Demographic: All McMaster students, staff and faculty

Services Available:

- Emergency medical services (average 2-3 minute response time)
- Assess musculoskeletal and soft-tissue injuries, airway and breathing compromises, intoxication or drug related emergencies, diabetic emergencies, cardiac arrest, etc.
- Will contact Hamilton EMS or advise patients to visit Urgent Care Center if further medical response is required
- McMaster University Security Service and Transportation (MUSST) app available for download on smartphone

Cost: Free - covered by tuition costs

Hours of Operation: Available 24/7 through academic year EXCEPT Thanksgiving, Easter, the Holiday Break, and both Reading Weeks; available Monday-Friday 9:00AM-5:00PM during summer months (except statutory holidays)

COVID-19 Restrictions: EFRT is not currently on-call due to COVID-19; call security services at 905-522-4135 for direction to appropriate emergency services

Resource Name: MSU Student Health Education Centre

Website: <https://msumcmaster.ca/service/shec/> (general info); www.tawk.to/msuSHEC (peer support warmline)

Phone #: 905-525-9140 ext. 22041

Email: shec@msu.mcmaster.ca

Location: On-campus; MUSC 202

Demographic: All McMaster students, especially students requiring health/safe sex supplies & pregnancy/nursing resources

Services Available:

- Peer support service (available virtually for 2020/2021 through Tawk.to & MS Teams)
- Safe(r) sex supplies (condoms, lubricants, oral barriers)
- Anonymous pregnancy testings (on-site & take-home kits)
- Personal health supplies (band-aids, menstrual products, ear plugs, tissue packs)
- Nursing resources (baby lotion, diapers, bottle warmer, nursing pillow, fridge for milk storage)
- Pamphlets on contraception, substances, etc.
- Ion therapy light
- Resource library

Cost: Free - covered by tuition costs

Hours of Operation: 9:30AM - 11:30AM EST; 3:30PM - 9:30PM EST on Mondays to Thursdays; 9:30AM - 11:30AM EST; 3:30PM - 6:30PM EST on Fridays **until Dec 4th**

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

(REDUCED SCHEDULE FROM DEC 7TH - 23RD ON WEEKDAYS: 10:30AM-11:30AM EST; 3:30-5:30PM EST)

COVID-19 Restrictions: In-person support is suspended and physical space is closed; will continue to provide one-on-one virtual peer support appointments, online health advocacy & education campaigns will continue, and virtual events/workshops will run

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Naturopathic services such as acupuncture, botanical medicine, homeopathic medicine, message, hydrotherapy, nutrition, etc.
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling appointments can be partially covered by health insurance for full-time undergraduate/graduate students (excluding MBA students)

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: Students not currently residing in Ontario will have limited access to medical & counselling services - please contact them for further details regarding your situation

SUICIDE

Resources for individuals who has either attempted suicide in the past (non-fatal, self-directed injurious behaviour with intent to die) and/or for those who have suicidal ideation (thinking about, considering or planning suicide)

Resource Name: 211 Ontario Community & Social Services Help Line

Website: www.211ontario.ca

Phone #: 2-1-1 (24/7); 1-877-330-3213 (toll-free); 1-888-340-1001 (TTY)

Email: See form here - www.211ontario.ca/contact-211-ontario

Location: Available across Ontario

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Demographic: Anyone looking for social services across Ontario

Services Available:

- Connects Ontarians to local health & human services specific to their needs
- Search feature online includes filters for topic, organization and location
- Live chat feature on website
- Support available in English & French

Cost: Free

Hours of Operation: Phone lines are available 24/7, email support is only answered during regular business hours, live chat available Monday-Friday 7:00AM - 9:00PM

COVID-19 Restrictions: Additional resources in response to COVID-19 added to catalogue

Resource Name: Crisis Text Line powered by Kids Help Phone

Website: <https://kidshelpphone.ca/text>

Texting #: Text CONNECT to 686868

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential text-based service (available in both English and French)
- Resource referral if applicable
- Mandatory reporting to Child Protective Services if applicable
- Call for ambulance/EMS or police if absolutely necessary for safety of self and others

Cost: Free - no charge for sending or receiving texts and won't use any prepaid texts on existing plan (however resource links that Crisis Responders may send could use data)

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Still running at full capacity

Resource Name: Kids Help Phone

Website: <https://kidshelpphone.ca/>

Phone #: 1-800-668-6868

Email: Email form available here - <https://kidshelpphone.ca/get-involved/contact-us/>

Location: Available across Canada

Demographic: Youth up to age 29 (they won't turn away adults in light of COVID-19)

Services Available:

- Confidential and anonymous phone support with professional counsellor (available in English & French, as well as pilot program to support Arabic speakers in development)
- Live chat feature on website
- Resources portal to explore additional resources in your local area
- Article database for various topics such as COVID-19, emotional well-being, school & work, and more

Cost: Free

Hours of Operation: Operates 24/7

COVID-19 Restrictions: Live chat feature has been suspended until further notice; otherwise all other services are fully operational

MSSS Wellness Resources

Last Amended: **December 2nd, 2020**

Resource Name: Student Wellness Centre

Website: <https://wellness.mcmaster.ca/>

Phone #: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Location: On-campus; PGCLL 210/201

Demographic: All McMaster students

Services Available:

- Counselling appointments with professional counsellor
- Confidential & free wellness skills programs in groups of 5-15 people
- Drop-in & session resilience programs
- Crisis support & non-urgent resources on website
- Medical services like TB skin testing, immunizations, wound care, treatment of minor illness & injury, psychiatry, birth control, STI screenings, smoking cessation support, transgender care
- Naturopathic services such as acupuncture, botanical medicine, homeopathic medicine, message, hydrotherapy, nutrition, etc.
- Workshops for suicide alertness, self-care, drinking & cannabis use, and more
- Wellness campaigns (in partnership with other organizations)

Cost: Some services are free like drop-in group sessions, medical services & counselling covered by health insurance

Hours of Operation: Monday-Friday 9:00AM - 5:00PM

COVID-19 Restrictions: