

Mental Health and Wellness **RESOURCE GUIDE**

For Undergraduate
and Graduate Students



Western

Peer SUPPORT

*Making student life easier,
one conversation at a time.*

Drop into the

Peer Support Centre

University Community Centre Rm. 256

Monday to Friday, 12 p.m. - 6 p.m.

westernusc.ca/peersupport



Western



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LEGEND

Phone Number 

Website 

Email 

24-Hour Service 

Explore Western's **Student Guide** for a list of all resources and services offered on campus. You can pick up a copy in front of the Bookstore in the UCC and in the Student Services Building, or view it online at: **publications.uwo.ca/publications/student_guide.html**

We would like to thank Heidi Balsillie, Fairmount Foundation for generously supporting health and wellness initiatives at Western University.

ON-CAMPUS RESOURCES

Western has a variety of services and resources geared towards improving student life.

In these pages, you will find content related to your academics, as well as your health and well-being. Each resource is available to undergraduate, graduate, and affiliate students unless otherwise specified.



Academic Counselling

**Refer to page 20 and 21 in the “Counselling” section.*

Accessibility at Western



Western is committed to achieving barrier-free accessibility for persons with disabilities studying, visiting, and working at Western. As part of this commitment, there are a variety of services, groups, and committees on campus devoted to promoting accessibility and to ensuring that individuals have equitable access to services and facilities. Western's Accessibility program is coordinated by Equity & Human Rights Services.

Support Services Building, Room 4159 | 519-661-2111 ext.81458 |
accessibility@uwo.ca | accessibility.uwo.ca

Ally Western



Run by students of Western University, Ally Western is dedicated to creating allyship, inclusivity, and safer spaces. As an outreach service, Ally Western organizes free educational workshops which promote the following objectives: creating a safe, accepting, and inclusive environment where diversity is understood and embraced; reducing fear of discrimination or harassment; educating participants about challenging issues; and creating a visible support network for the entire Western community.

allywestern@westernusc.ca | facebook.com/AllyWesternUWO

Birth Control Information - Student Health Services



Student Health Services provides Birth Control Information sessions to patients receiving, or interested in receiving, a prescription for birth control. Sessions are about 45 minutes long and include information on types of birth control available and proper use.

UCC, Room 11 | 11 519-661-3030
uwo.ca/health/services/students/shs

**“Women are twice as likely as men to develop
depression in their lifetime.”**

— Mood Disorders Society of Canada (2009)



Campus Police



The Campus Community Police Service is a 24-hour per day, 7 days a week, accredited campus law enforcement agency. The Service's responsibilities include patrols on main campus and at outlying facilities, investigations, crime prevention and emergency response, work safe program, lost and found, emergency management, and fire safety. Special Constables have the Police Officer powers necessary to deal with most issues found on campus.

Lawson Hall, Room 1257 | Non-emergencies: 519-661-3300 |
Emergencies: 911 | uwo.ca/police

Community Legal Aid on Campus



Community Legal Services provides free legal advice and representation to members of the community, as well as Fanshawe College and Western students. They are funded by Legal Aid Ontario, Fanshawe Student's Council, the University Students' Council, and the Faculty of Law. Over 200 students work in the clinic over the course of the academic year under the supervision of experienced lawyers.

519-661-3352 | clsinfo@uwo.ca
law.uwo.ca/legal_clinics/community_legal_services

Counselling and Psychiatry - Student Health Services



****Refer to page 22 in the "Counselling" section.***

UCC, Room 11 | 519-661-3030
uwo.ca/health/services/students/shs

Dietitian Services



****Refer to page 22 in the "Counselling" section.***

519-850-2994 ext. 82994 | westernrds@gmail.com | rdservices.ca

Equity and Human Rights Services



Equity and Human Rights Services (EHRS) provides support and information regarding the University's discrimination and harassment policies and diversity programs. The Office is dedicated to making Western an equitable, safe, and supportive environment for all members of the University community. Students are encouraged to contact the office to discuss any questions or concerns relating to human rights or respectful behaviour on campus. EHRS is confidential and offers personal consultations, alternative resolution strategies, and training/workshop opportunities.

Somerville House, Room 2319 | 519-661-3334 |
equity@uwo.ca | uwo.ca/equity

Financial Counselling on Campus



**Refer to page 22 in the "Counselling" section.*

519-661-2100 | finaid@uwo.ca
registrar.uwo.ca/student_finances/financial_counselling.html

Food Support Services



USC Food Support Services is a completely anonymous food hamper distribution system. Each month, food hampers are prepared by USC volunteers. These hampers, packaged discretely in grocery bags, contain enough food to prepare two meals. The hampers are then placed in unmarked lockers in the Student Health Services hallway. This service is available to any undergraduate student and no identification is required.

**Available only to Undergraduate Students*

519-661-3574 | foodsupport@westernusc.ca |
facebook.com/FSSwestern | twitter.com/fss_western

"Stigmatization around mental health issues is currently one of the single largest barriers to addressing mental health, and in many cases it is preventing students who need support, and who are already paying into services, from accessing treatment."

— Ontario Undergraduate Student Alliance (2012)



GradPath



GradPath is your portal to graduate student professional development programs at Western. It highlights information and resources you will need to succeed at each stage of the graduate journey, from coursework to comprehensive exams, thesis writing and publishing, to the job search after graduation. Whether you are looking for help with grant writing, strategies for overcoming procrastination, or opportunities to develop your conference presentation skills, GradPath will lead you to the programs on campus that will help you develop the competencies you need to succeed in teaching, research, and professional practice.

**Available only to Graduate Students*

519-661-2111 ext.80346 | tsc@uwo.ca | gradpath.uwo.ca

Indigenous Services



Indigenous Services (IS), part of the Student Experience Portfolio, is committed to supporting Indigenous students in reaching their highest potential. IS provides a culturally-responsive space, programs, and services that: honour Indigenous cultures and languages, foster Indigenous presence and inclusion, engage communities, increase access, and facilitate transition, retention, graduation, and advancement. IS staff provide assistance through drop-ins and by appointment. Specialized resources focus on Indigenous issues in academic, cultural, and social areas, including career and employment opportunities and training/workshops. The Centre also offers: study space, quiet areas, gathering space, computer lab, printing services, and kitchen facilities, with 24-hour access for registered students.

Western Student Services Building, Room 2100 | 519-661-4095 | is.staff@uwo.ca | indigenous.uwo.ca



Of the students who utilized Psychological Services at Western in the 2014 - 2015 academic year:

- 98% indicated that the services they received helped them to deal more effectively with their concerns
- 100% indicated that if a friend were in need of similar help, they would recommend Psychological Services
- 89% indicated that the assistance they received was important in maintaining or improving their academic performance at Western

International and Exchange Student Centre (IESC)



The International and Exchange Student Centre (IESC) offers year-round programs and events for international and exchange students at Western. International graduate, undergraduate, and exchange students can also visit the Centre for individual assistance regarding a variety of issues including government and work regulations, financial, cultural, academic, and personal issues. IESC also offers:

- Reception and orientation services
- Immigration information and assistance
- International Peer Connection program
- English Conversation program
- Advising and counselling
- Porch Light Program for Women
- Emergency loan and bursary program
- Interactive workshops including the “Canada Eh?! Transition to Canada Series”
- International Student Network
- Online assistance
- A comfortable lounge area
- Social events and information sessions
- Global Café weekly gatherings
- Leadership and intercultural skill development opportunities
- Tea and information sessions for spouses/partners of international Students
- Income tax information sessions

International & Graduate Affairs Building, 2nd floor | 519-661-2111 ext.85908 |
iesc@uwo.ca | iesc.uwo.ca

“My counsellor at the Student Development Centre has provided me with resources and strategies to succeed in my academic career. Even just the little things they’ve helped me with, such as sitting down with me to plot my assignments and important dates ahead of time, has helped immensely to reduce my stress load and build my confidence in my ability to manage a full workload. Definitely a resource I wish I found earlier!”

— Erin Murray (FIMS)

“20% of Canadians will personally experience a mental illness in their lifetime.”

— Canadian Mental Health Association (2015)

Did you know?

King's University College Counselling and Student Development



****Refer to page 23 in the “Counselling” section.***

519-433-3491 ext.4321 | csd@kings.uwo.ca
kings.uwo.ca/current-students/campus-services

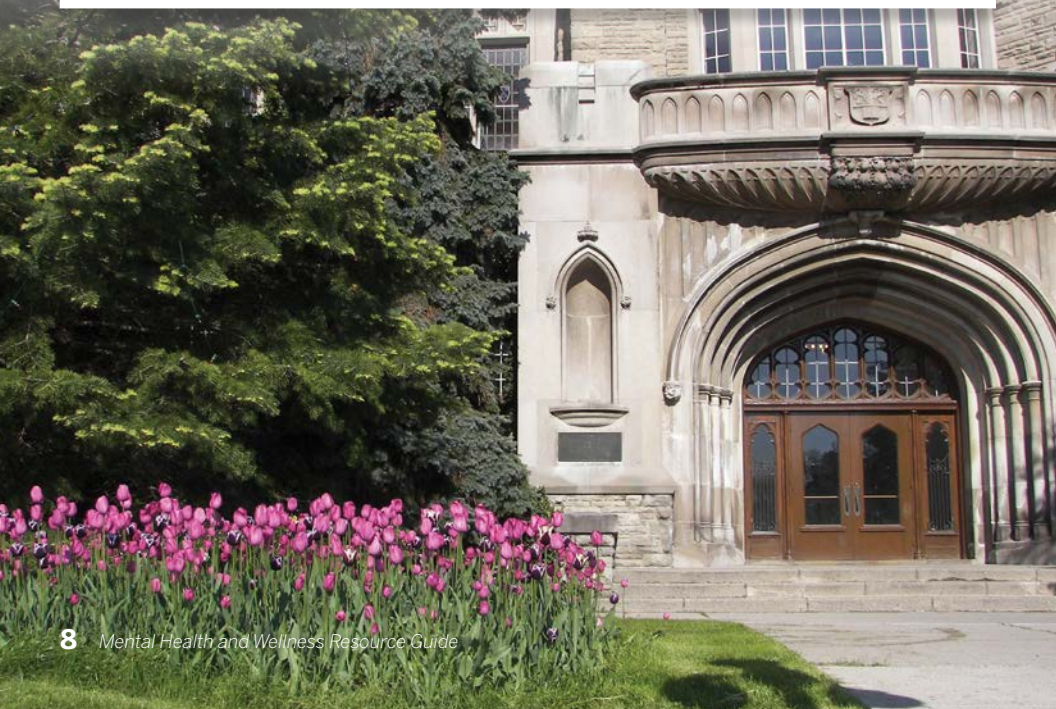
The Laura Evans Psycho-Educational Lecture Series (SDC)



The Laura Evans Psycho-Educational Lecture Series, part of the Student Experience Portfolio, includes lectures on:

- Mindfulness Meditation
- Managing Anxiety and Stress
- Healthy Relationships,
- Body Satisfaction
- Procrastination and Perfectionism
- Self-Assertion
- Introduction to Emotion Regulation
- Introduction to Distress Tolerance
- Public Speaking Anxiety

Go to sdc.uwo.ca/psych for dates, times, and locations for the series.



Learning Skills Services (SDC)



Western's Learning Skills Services, part of the Student Experience Portfolio, can help you achieve academic success, whether you're an undergraduate, graduate, or professional school student.

- Drop by the Learning Help Centre (WSSB Room 4139) to discover strategies to succeed. Bring course materials with you to learn studying and test-taking strategies, memory techniques, and time management skills.
- Consult with a learning specialist at an individual appointment.
- Attend presentations on key learning topics such as: Preparing for and Writing Multiple-Choice Tests, Optimize Lecture Learning, Successful Time Management, and many more. See the website for a complete presentation schedule.

Western Student Services Building, Room 4100 | 519-661-2183 |
learning@uwo.ca | sdc.uwo.ca/learning

Mediation Services (Housing)



The Mediation Service is a free, confidential resource which seeks to assist in the speedy resolution of problems which may arise between students and landlords, students and London residents, and/or students and students in the areas of housing and lifestyles.

The service offers the concerned parties a forum to represent and discuss their problems before a neutral third party. It facilitates the resolution process by providing information to the parties and by suggesting approaches to the handling of problems.

Use of this service is voluntary and in no way waives the participants' legal rights or remedies.

Ontario Hall, Room 3C1 | 519-661-3787 | housing.mediation.service@uwo.ca |
offcampus.uwo.ca/mediation

Medical Care and Medical Notes - Student Health Services



Student Health Services is an appointment based medical clinic for all registered part-time and full-time students at Western and affiliated University colleges. Urgent problems such as infections or injuries can often be seen the same day. Appointments can also be booked for non-urgent medical reasons. Patients can see a physician of a specific gender and can also ask to see the same doctor for each visit. If a concern arises that significantly impacts academic performance, a medical certificate may be required by your Faculty to confirm the presence of the medical condition. Medical certificates can be obtained from Student Health Services for a fee of \$20.

UCC, Room 11 | 519-661-3030 | uwo.ca/health/services/students/shs/notes.html



Nutrition Information Services — Ask Anne



University life can wreak havoc on anyone's diet — especially those who are just now venturing away from home cooking and have to make the tough decisions like whether to have the cheeseburger or the grilled chicken breast. Whether you're fighting the "freshman fifteen" or trying to avoid a food allergic reaction, Western's Nutritionist can help you meet your nutritional goals and find resources on nutrition and eating on campus. If you have a nutrition-related question, simply submit your question at the link below and you will receive an answer by email shortly.

nutrition.uwo.ca/askanne.cfm

Off-Campus Advisors



The Off-Campus Advisors are a group of students employed by Western University to help students and their neighbours deal with issues related to living in the community. They are trained to provide assistance, information, and support to students facing issues such as landlord or renting problems, bylaw questions, roommate disagreements, and any other issue or concern that may arise when students are living off-campus.

Ontario Hall, Room 3C1 | 519-661-3787 | oca@uwo.ca | offcampus.uwo.ca/oca

Off-Campus Housing



The Off-Campus Housing Service strives to provide students and staff with a variety of housing options with personal assistance from Western staff members regarding rental listings and searches available. Lease reviews and other off-campus housing related questions can be done through Housing Mediation Service. Western also provides off-campus advisors who exist to help students and their neighbours deal with issues related to living in the community.

Ontario Hall, Room 3C1 | 519-661-3787 | oca@uwo.ca | offcampus.uwo.ca/oca

Off-Campus Sophs



Sophs are upper-year student volunteers who welcome first-year students to Western and serve as leaders and mentors throughout the year. They are part of the SOCS Community (Society of Off-Campus Students), which aims to provide new, off-campus students with social and academic supports, resources, and programming, as they transition into first-year at Western. Off-Campus Sophs are partnered with Faculty sophs, who also live off-campus, and they work together to provide academic support to students. OC Sophs facilitate health and wellness, social, charity/volunteering, and academic events and initiatives throughout the year to help build the OC community and enhance the experience and connectedness of every off-campus first-year student.

socs@uwo.ca

Ombudsperson



The Office of the Ombudsperson provides a safe, confidential environment in which students can discuss a University related problem or concern, and is independent of all other departments and offices. The Ombudsperson will:

- Suggest approaches and strategies for addressing and managing conflicts
- Provide general information about University resources, procedures, rules, and student's rights and responsibilities
- Work with students to identify problem-solving strategies for resolving their concerns
- In situations where there is no further recourse, the Ombudsperson may investigate or review a decision, and may recommend a remedy

Western Student Services Building, Room 3135 | 519-661-3573 |
ombuds@uwo.ca | uwo.ca/ombuds

Peer Support Centre



The Peer Support Centre's goal is to support and empower students on campus before they become overwhelmed. Peer Support acts as a first point of contact for students who are looking to be connected to resources on campus and within the city of London, or who are seeking support from fellow peers. The Centre acts as a welcoming, safe, and confidential space where students can express their feelings on any issue free of judgment, and discuss mental health and wellness concerns. The Peer Support Centre is located in the University Community Centre (UCC) in Room 256, and is open Monday to Friday from 12 p.m. – 6 p.m.

**Available only to Undergraduate Students*

UCC, Room 256 | westernusc.ca/peersupport

Pharmacy



Two on-campus pharmacies are available for members of the Western Community (Western Pharmacy in lower level UCC Room 34 and Books PLUS Pharmacy at the corner of Western Road and Sarnia).

Services include: prescriptions, online refills, special packaging for your medications, over-the-counter remedies for coughs, colds, aches and pains, cosmetics, and haircare items.

Visit the link for contact information and hours of operation for each location.

UCC, Room 34 | health.uwo.ca/services/pharmacy.html

PrideWestern



PrideWestern is a University Students' Council service dedicated to supporting and celebrating gay, lesbian, bisexual, transgendered, transsexual, two spirited, asexual, queer, and questioning students, and their allies at Western University. Run entirely by students, PrideWestern hosts monthly Discussion Groups, socials such as Pride Ball, and info sessions such as "Out and About at Work."

pridewestern@westernusc.ca | facebook.com/PrideWesternUWO

Psychological Services (SDC)



Psychological Services, part of the Student Experience Portfolio, provides high-quality psychological services free of charge to the campus community. Services include:

- Individual assessment, counselling and referral
- Crisis Appointments
- Single Session Solution-Focused Drop-In Service
- Specialized drop-in program for exam period stress
- Talk about Life in Canada: an International Student Drop in Group offered by Psychological Services and the IESC
- Comprehensive Group Program on topics such as Emotion Regulation and Managing Stress and Anxiety
- Laura Evans Psycho-Educational Lecture Series on topics such as Public Speaking Anxiety and Mindfulness Meditation

Western Student Services Building, Room 4100 | 519-661-3031 | sdc.uwo.ca/psych

Residence Counselling



****Refer to page 24 in the "Counselling" section and page 28 in the "Services for Students Living in Residence" section.***

needtotalk@uwo.ca | residenceatwestern.ca/western_residence_handbook.pdf

"Peer support for people living with mental health problems and illnesses can help to reduce hospitalization and symptoms, offer social support, and improve quality of life."

— Mental Health Commission of Canada (2012)



Services for Students with Disabilities (SDC)



Services for Students with Disabilities, part of the Student Experience Portfolio, offers individual appointments with counsellors who specialize in assisting students with various disabilities. These disabilities might include:

- Vision
- Hearing and mobility impairments
- Chronic illness and pain
- Learning disabilities and attention disorders
- Mental health disabilities
- Acquired brain injuries

Our services include:

- Academic accommodation
- On-campus transportation
- Alternative format textbooks
- Learning strategy instruction
- Assistive technology instruction
- Counselling/referrals
- Bursary for OSAP eligible students

Facilities include an Access Lab and a Learning Opportunities Lab.

Western Student Services Building, Room 4111 | 519-661-2147 |
ssd@uwo.ca | sd.uwo.ca/ssd

Sexually Transmitted Infection (STI) Testing - Student Health Services



Student Health Services physicians can screen for all common sexually transmitted infections, including gonorrhea, chlamydia, syphilis, HIV, and hepatitis B. STI testing is done with the utmost sensitivity and understanding. It's better to come in and get tested than to worry, experience discomfort, or wait for a condition to become worse.

UCC, Room 11 | 519-661-3030 | uwo.ca/health/services/students/shs

Sexual Violence Support and Resources



All members of the Western community have the right to study, learn, work, and research in an environment free of sexual violence. Any and all acts of sexual violence will be addressed and individuals who have committed an act of sexual violence will be held accountable. Simply put, sexual violence is not tolerated at Western. Western has developed a comprehensive website listing on and off-campus resources should you, or someone else, require assistance.

uwo.ca/sexualviolence

Society of Graduate Students (SOGS) Health Coverage and Benefits



The Society of Graduate Students provides its members with extended health and dental coverage, bus passes, travel and childcare subsidies, as well as bursaries, and emergency loans and advocacy for graduate students at the university, local, provincial and national level through StudentCare Networks. Detailed information on the SOGS extended health and dental plan can be found at www.ihaveaplan.ca (UWO/SOGS)* or in the SOGS Office, UCC Rm 260. Specific StudentCare services related to mental health include MindCheck, Good2Talk, and StudentCare's Online Psychology Network. More information regarding these services are available at www.ihaveaplan.ca/talkitout. For specific questions regarding the Health Plan, please contact services@sogs.ca.

**Available only to Graduate Students who are members of SOGS.*

For Undergraduate Student Health Coverage, see page 17.

519-661-3394 | sogs@uwo.ca | sogs.ca

Sports Psychology



****Refer to page 25 in the "Counselling" section***

519-661-3090 | nwesch@uwo.ca | elitemindperformance.com

Student Development Centre



The Student Development Centre (SDC), part of the Student Experience Portfolio, offers a variety of academic and personal services to meet the needs of Western's students. Our services are free for current students and recent grads, and are administered by highly-trained and experienced professionals who know what campus life is all about. Visiting scholars, post-doctoral researchers, and families of faculty members can also access some of our services. Services include:

- Learning Skills Services
- Psychological Services
- Services for Students with Disabilities
- Volunteers in Progress
- Writing Support Centre

Western Student Services Building, Room 4100 | 519-661-3031 | sdc.uwo.ca



"In any given year, 9% of men and 16% of women will be affected by anxiety disorders."

— Mood Disorders Society of Canada (2009)

The Student Emergency Response Team (SERT)



The Student Emergency Response Team (SERT) is a student run, volunteer organization providing emergency medical response to 9-1-1 calls on Main, Brescia, and Huron campuses 24 hours a day, 7 days a week. The 50 team members are certified as Emergency Medical Responders and certified in Mental Health First Aid. SERT members complete extensive training in recognizing signs of someone experiencing a mental health crisis. They are trained to de-escalate situations and to refer students to appropriate mental health resources on and off campus. Additionally, SERT is able to directly refer students to the mental health resources available at Student Health Services, and works with Campus Police to activate the London Crisis Response Team in the event of immediate risk.

911 (on a campus phone) or 519-661-3300 (on a cellphone)
shs-ert@uwo.ca | sert.uwo.ca

The Student Success Centre Careers, Leadership, Experience



The Student Success Centre, part of the Student Experience Portfolio, offers a variety of services and programs that help students with their personal and professional growth. The dedicated team of professionals have years of experience working with students beginning in high school, through their transition into first year, during their entire academic career, and beyond. Services and programs include:

- Mentorship programs and supports for first year students, out of province students, and first generation students
- Career counselling services for assistance with career decision-making, linking academics to career paths, and assistance working through career-related stress and anxiety
- Academic and social supports for students registered in the Scholar's Electives and Western Scholars programs

To access these services, please call, email, or come to UCC 210 in person during regular business hours.

UCC, 210 | 519-661-3559 | successcentre@uwo.ca | success.uwo.ca

Take Care Module – Mental Health and Wellness in Graduate School



Take Care is an interactive online module outlining where graduate students can find help, both on- and off-campus, covering topics such as health, stress and well-being. By completing the module, students will learn about coping mechanisms for stress, self-care, common mental health issues such as depression and anxiety, how to promote well-being, and the difference between mental health and mental illness.

grad.uwo.ca/current_students/living_well/livingwellatwestern/story.html

Teaching Support Centre (TSC)



The Teaching Support Centre, in partnership with the School of Graduate and Postdoctoral Studies, provides programs and resources to support graduate students. Offered throughout the year, these programs address a variety of topics, including effective teaching techniques, improved communication skills, the graduate student-supervisor relationship, and preparation for both academic and non-academic careers.

Whether you are interested in preparing for your first teaching experience, learning about communication in the Canadian classroom, developing advanced presentation skills, or preparing for your transition to your career, you will find a supportive group of peers at the TSC who are committed to excellence in teaching and learning.

**Available only to Graduate Students.*

519-661-2111 ext.80346 | tsc@uwo.ca | uwo.ca/tsc

University Students' Council (USC) Health Insurance/Benefit Coverage



The University Students' Council of Western University, USC Benefit Plan covers all full-time undergraduate students attending Western University. These benefits were specifically designed for students. The Campus Trust has worked with the USC in order to provide coverage for health, dental, and travel needs. Eligible full-time undergraduate students are automatically enrolled in the USC Student Health and Dental Plans (valid from September 1, 2015 to August 31, 2016). Students with equivalent health plan coverage may choose to opt-out of the USC Health Plan or Dental Plan.

Available only to full-time Undergraduate Students. Part-time Students will not be automatically enrolled in this Health Coverage. **For Graduate Student Health Coverage, see page 15.*

519-661-2111 ext.89259 | njoyce2@uwo.ca | studentbenefits.ca

WesternU Mobile App



Western's mobile app has features designed to give you access to everything that Western has to offer. From exam and course schedules and academic dates, to up-to-date transit information, mobile access to OWL, improved maps, and detailed locations of all eateries on campus, the latest version of WesternU Mobile has something for everyone. Additionally, the app offers a resource on what to do in a mental health emergency, how to support others in distress, counselling, and other resources and services.

Search "WesternU Mobile" in the app store | uwo.ca/its/mobile-doc

Many factors can influence your health and well-being. Western's Wellness Wheel outlines 7 important interacting dimensions of health. To learn more about these dimensions, visit the International Students and Wellness website here: **iwellness.uwo.ca/#Wheel**



For more information on mental well-being, how to help yourself, how to help someone else, and a list of crisis contacts, visit the Health and Wellness website here: **uwo.ca/health/mental_wellbeing**

COUNSELLING

Who should you see?

TYPE	DESCRIPTION
COUNSELLOR	A person who works with clients to better understand and treat individual and social difficulties (Psychological Services), academic and learning challenges (Learning Skills), writing challenges (Writing Support), career concerns (The Student Success Centre), and navigating Western with disabilities (Services for Students with Disabilities), to optimize personal, academic, career, and social functioning.
ACADEMIC COUNSELLOR	Individuals who work with students within their faculties to help them handle academic challenges, demands, and processes and to optimize academic success. Academic Counsellors have knowledge of the broader campus community and the ability to make referrals to other services on campus.
PSYCHOTHERAPIST	An individual who has graduate education in psychotherapy and is a member of the College of Psychotherapists of Ontario. A psychotherapist provides psychotherapy to treat an individual's emotional, behavioural, and social difficulties.
GENERAL PRACTITIONER (GP) THERAPISTS	Family doctors with specialized knowledge and training in psychotherapy. Student Health Services currently has 3 such physicians.
PSYCHOLOGIST	A Doctor of Psychology and a member of the College of Psychologists of Ontario, who has completed a PhD in psychology and a residency in psychology. A psychologist works with clients to assess, treat, and prevent emotional and behavioural difficulties. A psychologist may confer a diagnosis and may deliver psychological treatment to enhance emotional, academic, social, and physical functioning. Psychologists also provide training and supervision to student counsellors from a variety of academic programs within Psychological Services at the Student Development Centre.
PSYCHIATRIST	A medical doctor and a member of the College of Physicians and Surgeons of Ontario, who has completed a MD and a residency in psychiatry. Psychiatrists may confer a diagnosis, provide therapy, and provide medication consultation and monitoring at Student Health Services.

Who should you see? *(continued)*

TYPE	DESCRIPTION
SOCIAL WORKER	A person with a Master's degree in social work and who is a member of the Ontario College of Social Workers and Social Service Workers. A social worker works with clients to achieve optimum psychosocial and social functioning. At Western, there are MSW's working in Residence Counselling, Campus Case Management, and Student Health Services.

Academic Counselling

ARTS AND HUMANITIES	International and Graduate Affairs Building, Room 1N20 519-661-3043 arts@uwo.ca uwo.ca/arts/counselling
BRESCIA UNIVERSITY COLLEGE	The HIVE, St. James Building 519-858-5151 brescia.uwo.ca/academics/academic-advising
DON WRIGHT FACULTY OF MUSIC	Talbot College, Room 210 519-661-2111 ext.82043 music.uwo.ca/current_students/undergraduate/acad_counselling.html
EDUCATION	John George Althouse Faculty of Education Building, Room 1166 519-661-2093 ext.88548 zuber@uwo.ca edu.uwo.ca/contact-us
ENGINEERING	Spencer Engineering Building, Room 2097 519-661-2130 engugrad@uwo.ca eng.uwo.ca/undergraduate
GRADUATE STUDIES	Academic Counselling is done at the departmental level for graduate students. Go to the link provided below for a list of all programs. Clicking on a program will bring the you to the program's detail page where you can find the program contact in the right hand column. This person will be able to advise you. grad.uwo.ca/prospective_students/programs/index.cfm
HEALTH SCIENCES	Labatt Health Science Building, Room 222 519-661-4119 shsinfo@uwo.ca uwo.ca/fhs/shs/students/academic
HURON UNIVERSITY COLLEGE	Huron Hub, West Wing 519-438-3542 ext.244 huronsupportservices@uwo.ca huronuc.on.ca/CurrentStudents
INFORMATION AND MEDIA STUDIES	North Campus Building, Room 236 519-661-3542 mit@uwo.ca fims.uwo.ca/current/counselling.htm
IVEY BUSINESS SCHOOL	Richard Ivey Building, Second Floor 519-661-4111 hba1@ivey.ca / hba2@ivey.ca

Academic Counselling *continued*

KINESIOLOGY	3M Centre, Room 2225 519-661-3086 uwo.ca/fhs/kin/undergrad/counselling.html
KING'S UNIVERSITY COLLEGE	Dante Lenardon Hall, Room 104 519-433-3491 ext.4406 academicdean@uwo.ca kings.uwo.ca/current-students/courses-enrolment/program-and-course-planning/academic-advising
LAW	Law Building, Administrative Office, Room 240 519-661-3096 mclapton@uwo.ca law.uwo.ca/current_students/student_services justbalance.ca myassistplan.com
NURSING	Health Sciences Addition, Room 131 519-661-3395 uwo.ca/fhs/nursing/undergrad/counselling.html
SCIENCE	Western Science Centre, Room 140 519-661-3040 scibmsac@uwo.ca uwo.ca/sci/undergrad/academic_counselling
SOCIAL SCIENCE	Social Science Centre, Room 2105 519-661-2011 ssaco@uwo.ca counselling.ssc.uwo.ca

Career Counselling



The Student Success Centre, part of the Student Experience Portfolio, has several Career Counsellors who can help you explore your career options. Ensuring complete confidentiality, Western's Career Counsellors are trained counsellors with graduate degrees in counselling and experience in career and employment counselling. They are skilled in helping students with a variety of challenges including:

- Identifying their career options
- Making career decisions
- Linking their academics to career paths
- Working through career-related stress and anxiety
- Supporting mental health issues which impact career development
- Overcoming obstacles to employment

To access these services, please call, email, or come to UCC 210 in person during regular business hours.

UCC, Room 210 | **519-661-3559** | careercounsellor@uwo.ca | careercounselling.uwo.ca

Counselling and Psychiatry - Student Health Services



Student Health Services offers free counselling to all registered students. We have a multidisciplinary team of Psychiatrists, Physician Psychotherapists, and Social Workers who work with the varying needs of students. Our staff focus on all mental health issues both individually and in some group settings. Common issues include:

- Anxiety and depression
- Sleep disorders
- Bipolar disorder
- Panic disorder
- Drug and alcohol addiction
- Eating disorders
- ADHD

Same-day appointments can be made in crisis situations, short-term and long-term regular visits can be accommodated as well. Counselling is available year-round by calling health services.

UCC, Room 11 | 519-661-3030 | uwo.ca/health/services/students/shs

Dietitian Services



Registered Dietitian Services have partnered with the University Students' Council at Western University. The registered dietitians work with students to help them reach their optimal nutritional status. The RDs offer one-on-one counselling, group presentations, cooking classes, and more. This service is located in the UCC lower level in office 78E, and operates Wednesday through Friday, 9 a.m. - 5 p.m. for counselling. Both dietitians have experience in nutrition counselling related to eating disorders and other mental health conditions.

519-850-2994 ext. 82994 | westernrds@gmail.com | rdservices.ca

Financial Counselling on Campus



By appointment only, speak with one of our Student Financial Aid Officers regarding concerns about your educational finances to be discussed in confidence. During the appointment, topics of discussion may include: reviewing your OSAP entitlement, applying for financial assistance, developing a personal budget, student financial planning, debt management advice, or emergency financial assistance. Students who require emergency assistance can visit Student Central and request to speak with a Financial Aid Officer during regular office hours.

**Western Student Services Building, Room 1100 | 519-661-2100 | finaid@uwo.ca
registrar.uwo.ca/student_finances/financial_counselling.html**

King's University College Counselling and Student Development



Over the course of your time at King's University College, you may experience personal concerns which require you to seek help beyond your usual support system. At Counselling and Student Development (C&SD) we have caring professional counsellors to support you in managing your personal concerns more effectively. Our services include:

- Personal Counselling
- Services for Students with Disabilities
- Career Services
- Learning Skills Services
- Campus Ministry
- First Generation Student Services
- Mature/Transfer Student Services
- Indigenous Services

**Available only to King's students*

**Wemple Building, Room 157 | 519-433-3491 ext.4321 | csd@kings.uwo.ca
kings.uwo.ca/current-students/student-support-services**

Learner Equity and Wellness Office - Schulich School of Medicine and Dentistry



Services include:

- Personal counselling (short term and crisis) and/or referral to campus and community professionals
- Case management of academic accommodations due to disability or health issues
- Career guidance and academic support
- Support and resources related to equity, intimidation, and harassment concerns within educational, work, and research activities
- Support services for medical and dental learners to encourage and enhance success
- Workshops and presentations on topics related to personal and career wellness and equity issues

**Available to Medical and Dental students*

Kresge Building, Room K1 | 519-661-4234 | schulich.uwo.ca/medicine/postgraduate/current_learners/support_and_counselling.html

“A complex interplay of genetic, biological, personality, and environmental factors causes mental illnesses.”

— Canadian Mental Health Association



Learning Skills Services (SDC)



As part of the Student Experience Portfolio, Learning Skills Services offers students the opportunity to receive individualized help from our counselling staff in the Learning Help Centre (drop-in) and through individual counselling (by appointment). In the Help Centre, students can also receive one-on-one help from our trained senior student volunteers.

****Refer to page 9 in the “On-Campus Resources” section for more information about other services offered through Learning Skills Services.***

Western Student Services Building, Room 4100 | 519-661-2183 |
learning@uwo.ca | sdc.uwo.ca/learning

Psychological Services (SDC)



Psychological Services provides free counselling sessions to the campus community in the form of individual appointments, group sessions, crisis appointments, and single session solution-focused drop-in services.

****Refer to page 13 in the “On-Campus Resources” section for more information about other services offered through Learning Skills Services.***

Western Student Services Building, Room 4100 | 519-661-3031 |
sdc.uwo.ca/psych

Residence Counselling



The Residence Counsellor provides professional, confidential counselling services on a wide variety of issues, free of charge to students living in residence. The Residence Counsellor facilitates students' personal development, self awareness, problem solving, and communication, and assists in supporting students with mental health issues who may demonstrate safety concerns for themselves and/or others. Collaboration and coordination with the Student Development Centre and Student Health Services is a priority.

**Available only to students living in Residence*

needtotalk@uwo.ca | residenceatwestern.ca/western_residence_handbook.pdf

Services for Students with Disabilities (SDC)



Services for Students with Disabilities (SDC), part of Student Experience, offers individual appointments with counsellors who specialize in assisting students with various disabilities. These disabilities might include:

- Vision
- Chronic illness and pain
- Mental health disabilities
- Hearing and mobility impairments
- Learning disabilities and attention disorders
- Acquired brain injuries

****Refer to page 14 in the “On-Campus Resources” section for more information about other services offered through Services for Students with Disabilities.***

Western Student Services Building, Room 4100 | 519-661-2147 |
ssd@uwo.ca | sdc.uwo.ca/ssd

Sports Psychology



Through group and/or individual sessions, Dr. Wesch assists athletes/coaches to:

- Develop self-confidence
- Overcome adversity and face challenges with poise
- Set goals and create a positive long-term vision
- Use imagery to work on competitive skills
- Focus concentration and attention
- Create performance routines
- Develop a positive approach to competition
- Mentally recover from injury

519-661-3090 | nwesch@uwo.ca | health.uwo.ca/services/sports_psy.html





SERVICES FOR STUDENTS LIVING IN RESIDENCE

Academic and Leadership Programmers (ALPs)

Academic and Leadership Programmers (ALPs) are Residence Staff members who are trained to help you with everything related to your academics and campus involvement. They offer programs and workshops, answer your academic questions, and connect you with campus resources. They'll also help you develop your leadership skills by linking you with involvement opportunities in residence, on campus, and in the London community. ALPs take a special role in supporting international students in transitioning to life on Western's campus and in Canada.

residenceatwestern.ca/western_residence_handbook.pdf

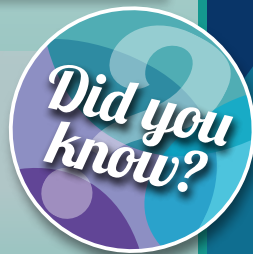
Community Leader

The Community Leader is responsible for providing leadership and mentorship to upper year students living in London Hall and Alumni House. Reporting to the Residence Manager and supported by the Programming Coordinator, the Community Leader is a senior residence staff member who has the experience and knowledge to deal with most situations that arise with upper year students including roommate issues, complaints, investigation of most incidents, coordinating with the front desk, and generally being available and visible to students in the building. They are responsible for community development in the building and on the floors ensuring they are assessing and meeting the varied needs of the students living there.

residenceatwestern.ca/western_residence_handbook.pdf

"Once depression is recognized, help can make a difference for 80% of people who are affected, allowing them to get back to their regular activities."

— Canadian Mental Health Association



Front Desk Staff

Residence Secretaries and Clerks look after the front desk with the support of the Manager of Front Desk Operations. They handle administrative functions, call for emergency assistance when needed, answer the front desk phone, take maintenance requests, and sort mail. They also dispatch on-call Residence Staff to address student concerns. There is always someone who is a phone call away. Even when your front desk is closed, the phone is forwarded to another desk where you can speak with a staff member.

residenceatwestern.ca/western_residence_handbook.pdf

Office of Residence Education and Programs

Staff in the Office of Residence Education & Programs (OREP) work to provide residents with a myriad of leadership, academic and social programs that help you adjust to university life, build connections with your fellow residents, and develop your “outside the classroom” skills which help you grow as a person. The OREP office is involved in anything you might consider an “extra-curricular activity” in residence.

Ontario Hall, Room 3C10 |
residenceatwestern.ca/western_residence_handbook.pdf

Residence Counselling

The Residence Counsellor provides professional, confidential counselling services on a wide variety of issues, free of charge to students living in residence. The Residence Counsellor facilitates students' personal development, self awareness, problem solving, and communication, and assists in supporting students with mental health issues who may demonstrate safety concerns for themselves and/or others. Collaboration and coordination with the Student Development Centre and Student Health Services is a priority.

needtotalk@uwo.ca | residenceatwestern.ca/western_residence_handbook.pdf

Residence Managers

Residence Managers have extensive residence life experience and training. All Residence Managers are full-time employees of the University who live and work in each residence. They're responsible for promoting an atmosphere of academic achievement and community, and enhancing student learning outside of the classroom. They oversee the Residence Staff members in the building and also help guide Residence Sops and Residents' Council.

residenceatwestern.ca/western_residence_handbook.pdf

Residence Sophs

Sophs are upper-year student volunteers who welcome first-year students to Western and serve as leaders and friends throughout the year. Sophs work with your Residence Staff member to build a community on your floor and enhance your residence experience. Faculty Sophs live off campus but are aligned with residence buildings to provide academic support to students.

residenceatwestern.ca/western_residence_handbook.pdf

Residence Staff

Student staff members, under the direction of the Residence Life Management Team, are here to help. Residence Staff members are undergraduate students who live and work on a residence floor or wing. Your Residence Staff member will get to know and support you and the other students on your floor. Together, they'll help everyone build a positive living environment. They'll help you get acquainted with others, answer your questions, post information, assist you with problems, and uphold residence policies and your residence contract.

residenceatwestern.ca/western_residence_handbook.pdf

“Only one in three people who experience a mental health problem or illness—and as few as one in four children or youth—report that they have sought and received services and treatment.”

— Mental Health Commission of Canada (2012)



OFF-CAMPUS RESOURCES

There are a host of valuable resources in the London community and other online resources that allow students to keep their confidentiality while accessing accredited information regarding mental health.



Addiction Services Thames Valley



Addiction Services of Thames Valley (ADSTV) is a community based service. The agency operates in co-operation with local addiction, mental health, and health care providers through the Thames Valley

region of the Southwest Local Health Integration Network. If you have questions or concerns about substance abuse, internet, gaming disorders, or a gambling problem, you will find helpful information here. All ADSTV programs are staffed by professionally trained counsellors and case managers. They provide screening, assessment, referrals and addiction treatment services for persons who are concerned about substance use and/or internet, gaming disorder or problem gambling. They provide support, education and treatment for family members. Services are free and confidential.

519-673-3242 | start@adstv.ca | adstv.on.ca

AIDS and Sexual Health Info Line



A province-wide, free, anonymous service staffed by professional, multidisciplinary, and multicultural counsellors who offer assistance in different languages. Hours of operation are Monday - Friday, 10:00 a.m. - 10:30 p.m., and 11:00 a.m. - 3:00 p.m. on weekends.

They offer:

- ▶ Anonymous and non-judgmental counselling
- ▶ Current, accurate and detailed information and support on:
 - ▶ HIV/AIDS
 - ▶ Pre-test and post-test options
 - ▶ Information and referral to point of care HIV Rapid Test sites province-wide
 - ▶ Safer sex activities
 - ▶ Referral to appropriate clinics and community agencies
 - ▶ Crisis intervention
 - ▶ Assistance in problem solving and decision making
 - ▶ Individualized time to address each client's needs
 - ▶ Complementary service to existing public health and community programs
- ▶ Risk assessment
- ▶ STIs
- ▶ Birth control
- ▶ Emergency contraception
- ▶ Sexuality
- ▶ Relationship concerns
- ▶ Pregnancy
- ▶ Sexual orientation
- ▶ Issues related to harm reduction, including injection drug use and needle exchange programs

Ontario: 1-800-668-2437

Alcoholics Anonymous (AA)



Alcoholics Anonymous (AA) is an international fellowship of people who have had a drinking problem. It is non-professional, self-supporting, nondenominational, multiracial, apolitical, and available almost everywhere. There are no age or education requirements. Membership is open to anyone who wants to do something about their drinking problem. AA holds weekly meetings on Fridays on Western's campus.

519-438-1122 | aalondon.org

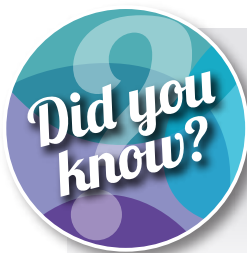
Atlohsa Native Family Healing Services Inc.



Atlohsa offers affordable housing, transitional housing, and emergency shelter at Zhaawaanong Native Women and Children's Shelter for families experiencing homelessness or violence in relationships. In addition, Atlohsa and Zhaawaanong Shelter offer holistic healing services and protection in a safe and supportive environment. Services include:

- Traditional healing circles for women, men, children, and youth
- Community education
- Volunteer programs
- Crisis intervention
- Violence prevention
- Family unification
- Transitional support
- Community socials
- Advocacy
- Promotion of physical, mental, emotional, and spiritual health
- 24-hour crisis phone line

519-438-0068 | Crisis Line: 1-800-605-7477
admin@atlohsa.com | atlohsa.com



“Community mental health services are less expensive—up to 5 times less expensive—than hospital-based care.”

— Canadian Mental Health Association

Canadian Mental Health Association (CMHA) Middlesex



**Canadian Mental
Health Association**
Middlesex
Mental health for all

CMHA Middlesex provides community mental health services, housing supports, education and drop in community programs across London, Middlesex, Strathroy, Exeter and Goderich. They promote mental wellness through responsive and innovative services and

empower individuals on their recovery journey. Their Crisis Response Line, 519-433-2023 or 1-866-933-2023, is answered by London & District Distress Centre's highly trained and qualified crisis support volunteers with links to mobile services and professional resources. Anyone is welcome to walk in to the Huron Street site (648 Huron St.) for information or to access services. This site will be open and available for 24/7 walk-in crisis support later this year.

Crisis Response Line, 519-433-2023 or 1-866-933-2023
info@cmhamiddlesex.ca | cmhamiddlesex.ca

Can-Voice



Can-Voice is a member-run peer support, self-help organization for the education and empowerment of consumers/survivors of the mental health system. Can-Voice provides opportunities for successful experiences through the involvement of members in the organization and maintenance of their own autonomous, democratic community. Individuals 16 years and older serve on a team, helping to make Can-Voice a safe, respectful meeting place for Consumer Survivors of the mental health systems.

519-434-8303 | users.gtn.net/canvoice



CONNECT for Mental Health



CONNECT for Mental Health is a not-for-profit peer support organization run by and for individuals who have been affected by mental illness. To date, CONNECT has over 60 trained peer support volunteers who provide a variety of peer support services in London, Ontario. CONNECT offers one-to-one peer support for people transitioning from the hospital as well as to individuals in the community. They also have peer run groups such as: an eight week recovery group at CMHA; a student support group at Western; and weekly coffee socials downtown London. CONNECT also has an outreach team that speaks out publicly on mental health and recovery to decrease stigma, let others know they are not alone, and promote early intervention.

519.434.0077 ext 392 | connectformh.ca

Daya Counselling Centre



Daya Counselling Centre provides therapeutic counselling services to individuals, families and couples (over 16 years of age). Cost of counselling is not a barrier—fees are based on income and Daya is committed to ensuring no one is turned away due to their ability to pay for service. Your mental health is important to us. Consider counselling—it's you, better.

519-679-4040 | dayacounselling.on.ca

Drug and Alcohol Helpline



The Drug and Alcohol Helpline is a service operated by ConnexOntario Health Service Information that provides information about drug and alcohol addiction services in Ontario. They are funded by the Government of Ontario. The service is live answer 24/7, confidential, and free.

519-679-4040 | drugandalcoholhelpline.ca

Family Service Thames Valley



Family Service Thames Valley is a multi-service, non-profit agency that has been serving its communities since 1939. FSTV offers five programs that support the well-being of people, organizations, and communities through counselling, education, collaborative planning, outreach, and advocacy. FSTV programs minimize obstacles of culture,

language, ethnicity, gender preference, age, low income and other barriers in the City of London and the Counties of Middlesex, Elgin, and Oxford. Programs include:

- Community Counselling Program (individual, couple, family, and group counselling)
- Credit Counselling Program
- Community Integration Program (developmental services)
- Employee Assistance Program
- mindyourmind (youth mental health engagement program with online service)

519-433-0183 | fstv@familyservicethamesvalley.com familyservicethamesvalley.com

FEMAP: First Episode Mood and Anxiety Program



London Health Sciences Centre
FEMAP (First Episode Mood and Anxiety Program)

FEMAP is a program helping older teens and young adults (ages 16-25) with emotional concerns that fall into the categories of mood and/or anxiety symptoms. We provide a safe and

confidential place for youth to get help early, before symptoms begin to disrupt lives. FEMAP provides a full range of services, from assessing whether someone has a mood and/or anxiety disorder, to helping overcome symptoms with proven methods (including therapy, medication, and substance abuse treatments). Students can self-refer for this service; all you have to do is call the phone number or send an email to get the process started. FEMAP is a research funded program so those who choose to come to the program are expected to participate in research (filling out questionnaires).

519-646-6000 ext.65178 | FEMAP@lhsc.on.ca | lhsc.on.ca/About_Us/FEMAP

“Depression is a common health consequence of heavy drinking.”

— Mood Disorders Society of Canada (2009)



Food Bank



The London Food Bank is a unique citizen run organization that involves and affects thousands of volunteers, donors, and clients from London and region. Assisting over 3,600 families a month, along with providing food to over 20 other social agencies, requires a generous and dedicated community to keep supplies stocked. The London Food Bank considers themselves fortunate to live among so many dedicated citizens, groups, and companies in London who find new and innovative ways to help struggling families. Hours of operation:

- Monday to Friday: 9 a.m. - 4 p.m. No appointment necessary
- Saturday mornings: 10 a.m. - 12 p.m. for Western and Fanshawe students only.

519-659-4045 | londonfoodbank.ca

Good2Talk



1.866.925.5454
or connect through 2-1-1

Post-Secondary Student Helpline

Good2Talk is a free, confidential, and anonymous helpline providing professional counselling, information and referrals for mental health, addictions and well-being to post-secondary students in Ontario. Our service is live answer 24/7, confidential, and free.

good2talk.ca | 1-866-925-5454

Hope's Garden Support Group



Eating Disorders Resource and Support Centre:

Hope's Garden is a not-for-profit organization that provides support and resources to those struggling with and affected by eating disorders, located at #202-219 Oxford Street West.

Hope's Garden supports individuals struggling along the continuum of disordered eating, from negative body image to an eating disorder, by providing them with information that will help to strengthen their self-esteem, bolster their energy and optimism, reduce isolation, provide incentive to address their fears, express their feelings, and begin a process of change.

519-434-7721 | info@hopesgarden.org | hopesgarden.org

Legal Aid Ontario



Legal Aid Ontario (LAO) provides legal assistance province-wide to financially eligible low-income people who need help with their family, criminal, or immigration/refugee legal matters. LAO also funds 76 community legal clinics across the province. To find out more about services available, visit legalaid.on.ca. To obtain in-depth information about legal issues visit lawfacts.ca. To apply for legal aid, call the toll-free

number 1-800-668-8258, or 416-979-1446 in Toronto or TTY 1-866-641-8867. Service is available in over 200 languages, including 18 Aboriginal languages and dialects. LAO is also developing a Mental Health Strategy to improve and expand services, with information available at legalaid.on.ca/MHS.

Toronto: 416-979-1446 | Toll Free: 1-800-668-8258
TTY: 1-866-641-8867 | legalaid.on.ca

LGBT Youth Line



The Lesbian Gay Bi Trans Youth Line is a toll-free service provided by youth, for youth. They offer support, information, and referrals specific to your concerns. The LGBT Youth Line are here because they want to be there for you – to be part of your community. They may not have lived your experiences exactly, but they can probably relate. The LGBT Youth Line too, are

lesbian, gay, bisexual, transgender, transsexual, two-spirit, or queer. They're here to help youth who are 26 and under who live anywhere in Ontario and are available by phone, text, instant message, and email 4:00 PM - 9:30 PM Sunday - Friday.

1-800-268-9688 | youthline.ca

“By making use of both on campus and community resources, I have been able to overcome my eating disorder. Through these services I have gained knowledge in nutrition and developed strategies to help me deal with triggers and relapse. Reaching out and asking for help is the hardest part, but it will only get easier as the days pass. There are so many people here that understand and will support you on your journey—you're not alone.”

— Kristen Haisman (Kinesiology)



LIFE*SPIN (Low Income Family Empowerment/Sole-Support Parent Information Network) is an organization

dedicated to providing information and support to individuals surviving on low incomes. LIFE*SPIN strives to support the empowerment and self-development of these individuals in their efforts to attain self-sufficiency. The Community Advocate provides:

- Summary advice to clients
- Mediation and advocacy services
- Referrals, information and resources
- Assistance completing housing and disability applications, Ontario Works, ODSP, CPP, Income Taxes, Assistive Devices, etc

LIFE*SPIN also offers a “Free Store” that is open every Thursday from 10:00 AM to 2:00 PM and can issue vouchers for beds, housewares, and non-prescription drugstore items.

519-438-8676 | life@execulink.com
lifespın-org.doodlekit.com/home/housing_shelter

London Abused Women's Centre



The London Abused Women's Centre offers abused, prostituted, and sex-trafficked women and girls (over the age of 12) hope and help for their hurt through the provision of advocacy, long-term counselling, and support services in a safe, non-crisis, non-residential setting. The London Abused Women's Centre website is intended to provide you with information about the Centre's services as well as educational information about woman abuse. Included, you will find a number of articles, handouts, and reports written by the Centre.

519-432-2204 | info@lawc.on.ca | lawc.on.ca

London Distress and Crisis Response Line



The London and District Distress Centre is a community-based agency that provides individuals in need with short-term empathetic listening, support, crisis and suicide intervention, as well as resource information. Telephone support is confidential and operated 24 hours a day by highly trained and caring volunteers. We are here to listen 7 days a week, 365 days a year.

Distress: 519-667-6711 | Crisis: 519-433-2023 | londondistresscentre.com



London and District Academy of Medicine



The London and District Academy of Medicine is a professional medical association representing member physicians in London and surrounding area. Through this website, you can find local family physicians.

ldam.ca/FindADoctor

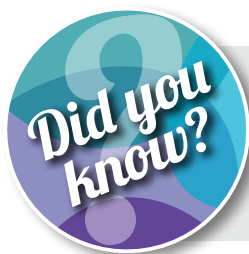
Mental Health Care Program – London Health Sciences Centre



The Centre offers a wide range of programs which reflect the diversity of our clients and also the knowledge and skill of our staff and physicians. While the main focus is excellence in patient care, they also highly value the role of education and research for all disciplines. Through committed teams, they provide evidence-based, compassionate care in partnership with other programs at LHSC and the community. The program offers stabilization and treatment for adults over 18 years of age. Visit the link provided for contact information. Programs include:

- Adult Eating Disorders Clinic
- Adult Inpatient Mental Health Service
- Centralized Emergency Psychiatry Service (CEPS)
- Consultation-Liaison Service
- Coordinated Intake for Ambulatory Mental Health Services
- General Adult Ambulatory Mental Health Service
- Geriatric Mental Health Program
- Prevention and Early Intervention in Psychosis (PEPP)
- Traumatic Stress Service
- Urgent Consultation Service

lhsc.on.ca/About_Us/MHCP_Adult/Services_We_Provide.htm



“Up to 70% of young adults living with mental health problems report that the symptoms started in childhood.”

— Government of Canada

Mental Health Crisis Services



CMHA Middlesex

Crisis Services

Mental Health Crisis Services are provided by CMHA Middlesex in partnership with the London District Distress Centre's Crisis Response Line. Helping you through your immediate crisis is our goal, but we can also link you to other supports and services in your community. Crisis Services include:

- **Crisis Mobile Team:** Available 24 hours/7 days a week to provide crisis support and stabilization where needed, face-to-face, in the community. Please call the Crisis Response Line to connect with this team.
- **Crisis Assessment Team:** Provides short-term crisis counselling with a focus on developing coping skills, crisis prevention planning, peer support, links to psychiatric assessment and referrals to community agencies. For appointments, call 519-433-8327.

Crisis Response Line: 519-433-2023 or 1-866-933-2023 | cmhamiddlesex.ca

Mental Health First Aid (MHFA)



Mental Health First Aid

Mental Health First Aid (MHFA) is the help provided to a person developing a mental health problem or experiencing a mental health crisis. Just as physical first aid is administered to an injured person before medical treatment can be obtained, MHFA is given until appropriate treatment is found or until the crisis is resolved.

The MHFA Canada program aims to improve mental health literacy, and provide the skills and knowledge to help people to better manage potential or developing mental health problems in themselves, a family member, a friend, or a colleague.

1-866-989-3985 | mhfa.ca

Mental Health Helpline



The Mental Health Helpline is a service operated by ConnexOntario Health Service Information that provides information about mental health services in Ontario. The Mental Health Helpline is funded by the Government of Ontario. The service is live answer 24/7, confidential, and free.

1-800-565-8603

Middlesex-London Health Unit Sexual Health



The Sexual Health Promotion Team at the Middlesex-London Health Unit is committed to providing sexual health education and promoting healthy decisions. Contact them at 519-663-5446. The Clinic provides a confidential and comfortable environment for discussing sexual health questions, concerns and offers testing, treatment and low cost birth control. They're dedicated to helping create a social culture where people are empowered to make healthy sexual choices.

519-663-5446 | healthunit.com/sexual-health

Mission Services of London



Mission Services of London is a local, non-profit social service agency serving London and area since 1951 with compassion and hope. Through five branches, they provide food, clothing, shelter, crisis assistance, addiction treatment, mental health programs and support services.

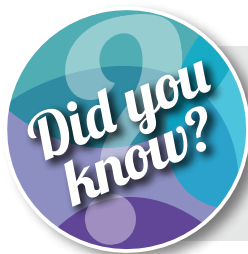
519-433-2807 ext.101 | missionservices.ca

Mood Disorders Association of Ontario (MDAO)



The Mood Disorders Association of Ontario offers free support and recovery programs to people across Ontario living with depression, anxiety, or bipolar disorder. We provide drop-in peer support groups, recovery programs, family and youth clinical support, early intervention for mood disorders and psychosis, and online tools focused on wellness and recovery.

Support Line: 1-866-363-6663 | mooddisorders.ca



“Young people aged 15 to 24 are more likely to experience mental illness and/or substance use disorders than any other age group.”

— Statistics Canada (2013)

N'Amerind Friendship Centre



The N'Amerind Friendship Centre positively impacts the London Urban Indigenous Community through the delivery of twenty programs. N'Amerind endeavors to provide service to all clientele who enter the doors. These programs range from providing support to expectant mothers, to offering post-natal support to young families, to supporting the elderly. Other N'Amerind programs focus upon helping youth and teenagers manage and deal with the challenges of life. Employment and education counselling, healing and wellness and addiction support individuals. Cultural awareness, life skills, healthy eating, exercise, smoking cessation, a library and resource centre are offered as well. Various programs support individuals as they encounter external pressures including the justice system.

519-672-0131 | namerind.on.ca

Ontario Disability Support Program



If you have a disability and need help with your living expenses, you may be eligible for the Ontario Disability Support Program (ODSP). ODSP offers:

- Financial assistance to help you and your family with essential living expenses
- Benefits for you and your family, including prescription drugs, dental services and vision care
- Help finding and keeping a job, and advancing your career

If you require immediate financial assistance, please contact your local Ontario Works office (you can also still apply for ODSP). See page 44 for information on Ontario Works.

mcss.gov.on.ca/en/mcss/programs/social/odsp

Ontario Problem Gambling Hotline



The Ontario Problem Gambling Helpline is a service operated by ConnexOntario Health Service Information that provides information about problem gambling services in Ontario. We are funded by the Government of Ontario. Our service is live answer 24/7, confidential, and free.

1-888-230-3505

Ontario Works



Ontario Works helps people who are in financial need (including people in emergency or crisis situations, such as leaving an abusive relationship, losing their home, or are worried about their safety). There are two parts to the Ontario Works program:

1) Financial assistance, including:

- Income support to help with the costs of basic needs, like food, shelter, and clothing
- Health benefits for clients and their families

2) Employment assistance to help clients find, prepare for, and keep a job.

This assistance may include:

- Workshops on resume writing and interviewing
- Job counselling
- Job-specific training
- Access to basic education, so clients can finish high school or improve their language skills

Unless there is a reason that a client cannot participate in employment activities, a client must agree to be actively involved in employment activities in order to receive financial assistance.

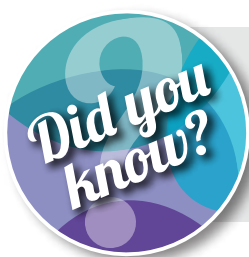
mcss.gov.on.ca/en/mcss/programs/social/ow

Pregnancy Options Program/ Abortion Clinic at Victoria Hospital



The Women's Health Care Program offers confidential pregnancy options, counselling, and abortion services in a safe, non-judgmental environment. Their experienced nurses are available to support and meet with women who are experiencing an unplanned pregnancy to realistically explore all of their alternatives: terminating the pregnancy through abortion, continuing the pregnancy to parent, or continuing the pregnancy to pursue adoption. Please visit the website for details.

519-685-8204 | lhsc.on.ca/Patients_Families_Visitors/Womens_Health/tap.htm



“60% of people with mental health problems or illness won't seek help for fear of being labeled.”

Mental Health Commission of Canada (2012)

Regional HIV/AIDS Connection



Regional HIV/AIDS Connection serves the six counties of Perth, Huron, Lambton, Elgin, Middlesex and Oxford. They provide:

- Practical support, counselling services and programming to diverse populations of people living with and affected by issues related to HIV/AIDS
- Education about safer sex and ways to prevent risk of HIV/STI transmission, stigma and discrimination with respect to living with HIV, testing for HIV and Hepatitis C, and issues related to telling people (disclosing) your HIV status
- Needle and syringe program for injection drug users to reduce the transmission of HIV, Hepatitis C, and other blood-borne infections
- Strong relationships with people in our communities such as other community organizations, people interested in HIV/AIDS & Hep C information, and volunteers who help them meet their mission through fundraising

519-434-1601 | info@hivaidconnection.ca | hivaidconnection.ca

Regional Sexual Assault and Domestic Violence Treatment Centre at St. Joseph's Hospital



The Regional Sexual Assault and Domestic Violence Treatment Centre team provides care at the time of the assault and in the months following the initial incident. The team is available 24 hours a day, 7 days a week.

They can help address your medical, emotional, and safety concerns in a caring and supportive environment.

The Regional Sexual Assault and Domestic Violence Treatment Centre provides care for women, children, and men experiencing sexual assault and/or domestic violence living in Oxford, Elgin, Huron-Perth, and Middlesex counties.

To access the program, phone 519-646-6100 extension 0, or go to your nearest emergency department. For non-emergencies or for more information contact the number below between the hours of 8 AM and 8 PM, 7 days a week.

519-646-6100 ext.64224 | sjhc.london.on.ca/sexualassault

“3% of women and 0.3% of men in Canada are affected by eating disorders in their lifetime.”

— Mood Disorders Society of Canada (2009)



Salvation Army - Centre of Hope



Giving Hope Today

The Salvation Army Centre of Hope is a Christian organization committed to breaking the cycle of poverty, homelessness, and addiction. They offer these services to anyone in need:

- **HOSTEL SERVICES** – emergency shelter beds for youth, women and men
- **HOUSING STABILITY BANK** – limited grants and loans to Londoners with low income to obtain and retain housing. This includes: assistance with rental areas; emergency utility assistance; last month's rent. Contact: (519) 964-3663 / housing@centreofhope.ca
- **WITHDRAWAL MANAGEMENT** – a safe and welcoming residential environment to assist men and women (aged 16+) in crisis with substance abuse
- **COMMUNITY & FAMILY SERVICES** – food bank; baby assistance; work boots; Christmas hamper; chiropractor clinic; income tax clinic
- **SPIRITUAL CARE** – pastoral counselling for questions of purpose and meaning in life, support through emotional challenges, grief support, hospital and community visitation, relationship breakdown support, and referrals to professional services

519-661-0343 | centreofhope.ca

Sexual Assault Centre Crisis Line



24 hour support line for issues related to sexual violence.

English: 519-438-2272 | Toll Free: 1-877-529-2272

Sexual Assault Centre London (SACL)



**SEXUAL ASSAULT
CENTRE LONDON**

Our World without sexual violence.

Sexual Assault Centre London provides free counselling services to women survivors of sexual violence age 15+ in London and Middlesex County. Our staff and volunteers create safe spaces for survivors to be believed, supported, and counselled so that they can begin to heal. Our services are about re-discovering strength, hope, and joy, both as individuals and as a community. A critical component of our work is helping women and girls recognize their potential as powerful agents of change—promoting equality, working in partnership, and making a difference.

519-439-0844 | sacl@sacl.ca | sacl.ca

Southwest Ontario Aboriginal Health Access Centre



Southwest Ontario Aboriginal Health Access Centre

SOAHAC offers accessible, culturally appropriate health and wellness services to Aboriginal people (First Nations, Métis, Inuit) across Southwestern Ontario. Clinical, social, cultural and community services are provided based on a holistic approach to wellness that addresses all its

aspects—physical, mental, emotional, and spiritual. Services in London include:

- Clinical Health Care
- Mental Health and Addictions Services (Adults)
- Diabetes Education Services
- Supporting Aboriginal Seniors at Home
- Traditional Healing
- Child and Youth Mental Health (Anishnaabe Ayaadziwin)
- Traditional Healthy Lifestyles

The model of care recognizes Aboriginal rights to determination in health, and rights to access Aboriginal traditional healers and healing approaches. These are blended with culturally competent, western clinical practices to address health and wellness across the lifespan, including prenatal and maternal care, and mental health, addictions and chronic disease prevention and management.

519-672-4079 | soahac.on.ca/service/london

Unity Project



Unity Project offers a home-like emergency shelter for men, women and youth aged 18 and over. Residents participate in all day-to-day shelter operation and are supported to manage their personal action plan for housing and stability. Unity Project operates everyday by the values of Respect, Cooperation, Interdependence and Compassion—and by the principles of Housing First.

Programming and service include:

- Crisis Support
- Crash Beds
- Transitional Housing
- Housing Support
- Drop-in
- Emergency Shelter
- Life Skills

Homelessness is a crisis that a person experiences. It does not define the person. Our job is to stabilize people in their moment of crisis and engage them in their own process toward stability, while utilizing all available community resources. Together we take care of ourselves, each other and our community.

519-422-8700 ext.0 | info@unityproject.ca | unityproject.ca

Wellspring Cancer Support Centre



Wellspring is a walk-in cancer support centre that provides a range of supportive care programs, at no cost, with the aim of meeting the psychological, social, emotional, informational and spiritual needs of individuals and families affected by cancer.

519-438-7379 | wellspringlondon.ca

Women's Community House



Women's Community House provides safety and confidential services to abused women in a non-judgmental environment. Their services include: emergency shelter, a 24-hour helpline, walk-in counselling and support centre, and a transitional outreach program. We also operate a second stage housing apartment building, family court support program, and a community group program for children.

Helpline: 519-642-3000 | Toll free: 1-800-265-1576
TTY: 519-963-0427 | shelterlondon.org



ONLINE RESOURCES

Canadian Association for Suicide Prevention (CASP)



The Canadian Association for Suicide Prevention (CASP) provides information and resources to reduce the suicide rate and minimize the harmful consequences of suicidal behaviour.

suicideprevention.ca

Canadian Centre for Occupational Health and Safety (CCOHS) - Free Course



The Canadian Centre for Occupational Health and Safety (CCOHS) promotes the total well-being—physical, psychosocial and mental health—of workers in Canada by providing the information, education, and solutions needed to create healthy workplaces, and for workers to be safe on the job. This course provides an introduction to the complex issue of mental health in the workplace, and explains why it is so important. You will learn the difference between mental well-being and mental illness, factors that put people at risk, the roles of early intervention, and promotion of mental well-being at work.

ccohs.ca/products/courses/mh_awareness/

“People are more likely to consult their family physician about a mental health problem or illness than any other health care provider.”

— Mental Health Commission Canada (2012)



Canadian Mental Health Association's (CMHA) Your Education - Your Future



Attending college or university opens up an exciting world of possibilities. It can also be pretty challenging. But if you're living with a mental illness, you've faced challenges before. This resource is designed to make your transition to college or university just a little bit easier. It takes you through all the steps of going to school, providing information and tips for anyone living with a mental illness.

Information has been gathered from colleges and universities across Canada. More importantly, students with psychiatric disabilities have been consulted for their perspectives on the rewards and challenges of higher education. Their experiences, thoughts, and advice are found throughout the resource.

cmha.ca/youreducation

Centre for Addiction and Mental Health (CAMH)



CAMH is dedicated to providing online education in the areas of addiction and mental health. Online education at CAMH is designed to enhance learning opportunities for practitioners who provide services to people with addictions and mental health concerns, as well as for clients and their families. Our goal is to provide leadership in creating better understanding, prevention, and care.

CAMH's online learning environment offers content that is continually updated, industry accredited, and professionally engaging. The courses are accredited with Canadian universities, professional colleges, and associations within Canada. This ensures that they promote best practices that contribute to public and patient safety, and promote effective education outcomes.

camh.ca/en/education/Patients-Families-Public/public/mental_health_and_addiction_101_series/Pages/mental_health_and_addiction_101_series.aspx

Depression Hurts



Depression Hurts is an online resource available to help define depression, identify the symptoms of depression, identify activities to help manage depression, and assist with one's journey to improvement. It also provides resources for the friends and family of someone who is suffering from depression.

depressionhurts.ca



1 in 5 people experience mental illness but 5 in 5 have mental health. That's why we're trying to change how people think about it. Join a national network of young leaders working to eliminate stigma. Go online to get informed and get involved.

jack.org/resources

Jed Foundation



The Jed Foundation's mission is to promote emotional health and prevent suicide among college and university students. To achieve this end, the organization collaborates with the public and leaders in higher education, mental health, and research to produce and advance initiatives that:

- Promote awareness and understanding that emotional well-being is achievable, mental illness is treatable, and suicide is preventable
- Increase knowledge of the warning signs of suicide and emotional distress

- Foster help-seeking so that those who need supportive services reach out to secure them, or are referred to services by a peer
- Build and strengthen resilience, coping skills, and connectedness among young adults, their peers, families, and communities
- Facilitate adoption of a comprehensive, community-based approach to promote emotional health and protect at-risk students on campus
- Raise the importance of mental health services, policies, and programs in the college selection processes of students and parents

jedfoundation.org

mindyourmind.ca



mindyourmind.ca

mindyourmind.ca is a space for youth and young adults (14-24) to find support when going through tough times. It's also a place:

- To get unstuck
- To share, grow and learn, together
- To meet people like you, who are coping with challenges everyday
- To get what you need to help yourself and your friends
- For everyone, somewhere we can all belong

mindyourmind.ca



Transition Resource Guide for Students with Disabilities

This guide has been created by the Regional Assessment and Resource Centre (RARC). RARC provides accurate and comprehensive assessments and follow-up services to post-secondary students with Learning Disabilities, ADHD, and ASD.

This guide is a way for students with disabilities to arm themselves with knowledge they need to access resources at college and university and to make a successful transition from secondary to post-secondary school. It is aimed to support students as they make the transition in two ways. The Resources section of the guide outlines important information about how students with disabilities are supported at post-secondary school. The Colleges and Universities sections provide detailed and specific information and available services at post-secondary schools in Ontario.

transitionresourceguide.ca

Free Online Self-Assessments

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)

Mental Health Metre	cmha.ca/mental_health/mental-health-meter
Stress Index	cmha.ca/mental_health/whats-your-stress-index
Substance Assessment	mps.cmha.ca/addictions/self-assessment
Gambling Assessment	mps.cmha.ca/addictions/self-assessment
Work/Life Balance Quiz	cmha.ca/mental_health/work-life-balance-quiz

CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

Personalized Alcohol Use Feedback	notes.camh.net/efeed.nsf/feedback
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MOOD DISORDERS ASSOCIATION OF ONTARIO (MDAO)

Check Up from the Neck Up	mooddisorders.ca/sites/mooddisorders.ca/quiz2/checkup.php
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WORKPLACE STRATEGIES FOR MENTAL HEALTH

Well-Being Checklist	workplacestrategiesformentalhealth.com/wti/Section2Resource3Page.aspx
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Mental health is defined as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.

- World Health Organization, August 2014

24-HOUR CRISIS SERVICES

Numbers to Call

Atlohsa Native Family Healing Services Inc. Crisis Line	1-800-605-7477	Page 32
Campus Police	Emergencies: 911 Non-emergencies: 519-661-3300	Page 4
Drug and Alcohol Helpline	1-800-565-8603	Page 34
Good2talk	1-866-925-5454	Page 36
London Distress and Crisis Response Line	Distress Line: 519-667-6711 Crisis Line: 519-433-2023	Page 38
Mental Health Helpline	1-800-565-8603	Page 41
Ontario Problem Gambling Helpline	1-888-230-3505	Page 43
Regional Sexual Assault and Domestic Violence Treatment Centre	Monday - Friday, 8:00 AM - 4:00 PM: 519-646-6100 ext.64224 After Hours: 519-646-6100: Press "0" and ask switchboard to page the nurse on-call for sexual assault and domestic violence	Page 45
Sexual Assault Centre Crisis Line	519-438-2272 Toll Free: 1-877-529-2271	Page 46
Student Emergency Response Team (SERT)	911 (on a campus phone) or 519-661-3300 (on a cellphone)	Page 16
Women's Community House Helpline	519-642-3000 Toll Free: 1-800-265-1576 TTY: 519-963-0427	Page 48

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**For whatever's on your
mind, we're good to talk.**



1.866.925.5454
or connect through 2-1-1

Post-Secondary Student Helpline

- Free, professional and anonymous support for students in Ontario
- Counselling for anything you want to talk about:
 - Mental Health and Addictions
 - Relationships
 - Sexuality
 - Disability Supports
 - Academic and Health Services
 - Employment
 - Financial Stresses
 - Legal Concerns
- And much more – one place to call to find the services you need

When you're ready, we're here

24/7/365



Western University Mental Health and Wellness Resource Guide



**Student
Experience**

