

# Mental Health and Wellness **RESOURCE GUIDE**

For Undergraduate  
and Graduate Students



Western

# 24-HOUR CRISIS SERVICES

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
### Numbers to Call

Action Canada Sexual Health and Referral Access Line	<b>1-888-642-2725</b>	<b>Page 30</b>
Anova Sexual and Domestic Violence Helpline	<b>English: 519-642-3000 French: 1-877-336-2433</b>	<b>Page 31</b>
Atlohsa Native Family Healing Services Inc. Crisis Line	<b>1-800-605-7477</b>	<b>Page 32</b>
Campus Police	<b>Emergencies: 911 Non-emergencies: 519-661-3300</b>	<b>Page 4</b>
ConnexOntario	<b>1-866-531-2600</b>	<b>Page 35</b>
Good2Talk	<b>1-866-925-5454</b>	<b>Page 37</b>
Reach Out	<b>1-866-933-2023 519-433-2023</b>	<b>Page 45</b>
Regional Sexual Assault and Domestic Violence Treatment Program	<b>519-646-6100 ext.64224</b>	<b>Page 46</b>
Student Emergency Response Team (SERT)	<b>911 (on a campus phone) or 519-661-3300 (on a cellphone)</b>	<b>Page 16</b>

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### LEGEND

Phone Number	
Website	
Email	
24-Hour Service	

The Mental Health and Wellness Resource Guide is available online at [health.uwo.ca](http://health.uwo.ca).  
For anyone questions, please e-mail [health@uwo.ca](mailto:health@uwo.ca)

# 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 21 and 22 in the "Counselling" section.*

## Accessibility at Western

Western is committed to achieving barrier-free accessibility for persons with disabilities who are 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 ensuring that individuals have equitable access to services and facilities. Western's Accessibility program is coordinated by Equity & Human Rights Services.

Somerville House, Room 2319 | 519-661-2111 ext.81458 |  
accessibility@uwo.ca | accessibility.uwo.ca

## Accessible Education (Academic Support & Engagement)



Accessible Education, 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
- Learning disabilities and attention disorders
- Chronic illness and pain
- 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 4100 | 519-661-2147 |  
aew@uwo.ca | accessibleeducation.uwo.ca

## Allyship Network



Allyship Network is a student run program through the University Student's Council that is dedicated to promoting allyship, inclusivity, and safer spaces. Allyship Network 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.

allyship@westernusc.ca | facebook.com/AllyshipNetworkUSC



### People don't recover from mental illness.

**FALSE** - People can and do recover from mental illnesses. Today, there are many different kinds of treatments, and supports that can help. Even when people experience mental illnesses that last for a long time, they can learn how to manage their symptoms so they can get back to their goals. (Canadian Mental Health Association)

## Brescia University College Student Life Centre



We work in strong collaboration with partners, both on-campus and off-campus, to support students with initiatives, programs, and services in the following six pillars:

- Mental health and wellness (Case Management for students) - Post-secondary case management focuses on coordinating multiple campus and community services to support students with complex needs. Brescia has a Student Wellness Educator located in the Student Life Centre, St. James Building, who assists students in:
  - identifying appropriate supports
  - connecting/referring to appropriate internal and external services
  - admittance to the hospital for significant mental health issues and the return to campus process
- Career and professional development
- Orientation and transition
- Leadership and involvement
- Mental health and wellness peer support
- Experiential education

**Mother of St. James Building Room 119 (Behind the Hive) | 519-432-8353 |**  
**Bucstudent.life@uwo.ca | facebook.com/Student-LifeCentre**

## Centre for Teaching and Learning (CTL)

*\*Available only to graduate students*



The Centre for Teaching and Learning (CTL), 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 CTL who are committed to excellence in teaching and learning.

**D.B. Weldon Library, Room 122 | 519-661-2111 ext.80346 | ctl@uwo.ca |**  
**teaching.uwo.ca**

## Campus Police



The Campus Community Police Service is a 24-hours per day, 7 days a week, accredited campus law enforcement agency. The Service's responsibilities include patrols on Main Campus and Affiliates, Investigations, Crime Prevention, Emergency Response, Western Foot Patrol, Work Safe Program, Lost and Found, Emergency Management, and Fire Safety. Special Constables have the authoritative 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 Services



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



**\*Refer to page 23 in the "Counselling" section.**

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

## Dietitian Services\*



**\* Independent contractor, services covered under USC health plan. Refer to page 23 in the "Counselling" section.**

**UCC, Room 76B | 519-661-2111 ext. 82994 |**  
**westernrds@gmail.com | facebook.com/WesternDietitianServices**

## 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, alternate 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 23 in the “Counselling” section.**

Western Student Services Building, Room 1100 | 519-661-2100 | [finaid@uwo.ca](mailto:finaid@uwo.ca) | [registrar.uwo.ca/student\\_finances/financial\\_counselling.html](http://registrar.uwo.ca/student_finances/financial_counselling.html)

## Food Allergies



Food allergies are a growing public health concern in Canada; approximately 2.5 million Canadians report having at least one food allergy. At Western, we encourage all students with food allergies to self-identify so that we can work together to keep them safe. If you have a food allergy and need assistance making menu selections in residence or in any of our campus cafes, please request to speak to the Supervisor/Chef or Manager on duty. For more information on food allergies, please contact the Nutrition Manager with Hospitality Services through the phone number or email below.

519-661-3855 | [azok@housing.uwo.ca](mailto:azok@housing.uwo.ca) | [nutrition.uwo.ca/dietary.cfm](http://nutrition.uwo.ca/dietary.cfm)

## Food Support Services



Food Support Services is dedicated to increasing food stability and security across campus. FSS offers a confidential food hamper service, as well as a food bank, where students can come in to take food during open hours. Students can request hampers online and in paper. The requests will be filled as soon as possible, and food will be placed in a discrete grocery bag in a locker in the Student Health Services hallway. FSS is a safe and confidential space where students can come to help meet their food needs, learn about food security, and help others. FSS is located at the University Community Centre (UCC), Room 258 (second floor, near the Peer Support Centre), operating Monday to Friday based on volunteer availability.

*\*Available only to undergraduate students*

*\*\*Graduate students can access the SOGS Non-TA and PSAC 610 TA Food Banks*

UCC, Room 258 | [foodsupport@westernusc.ca](mailto:foodsupport@westernusc.ca) | [facebook.com/FoodSupportUSC](https://facebook.com/FoodSupportUSC) | [instagram.com/uscfoodsupport](https://instagram.com/uscfoodsupport) | [westernusc.ca/food-support-services](http://westernusc.ca/food-support-services)

## FRESH (Food Resources and Education for Student Health)



FRESH is a comprehensive peer nutrition education program created by and for university students. Using multiple strategies designed to increase awareness, improve knowledge, build skills, and influence the campus food environment, FRESH offers experiential learning opportunities for undergraduate students to educate their peers about all aspects of food and nutrition. If you're looking to organize a nutrition event, please complete the online request form found on the FRESH website.

[freshu.ca](http://freshu.ca) | [facebook.com/freshapproved](https://facebook.com/freshapproved) | [twitter.com/FRESH\\_U\\_](https://twitter.com/FRESH_U_)

## Gender-Based Violence & Survivor Support Case Manager (GBVSS)



The Gender-Based Violence & Survivor Support Case Manager is a resource for all Western students who have experienced sexual violence or any other form of gender-based violence at any time in their life, and for those individuals supporting survivors of sexual violence. The GBVSS Case Manager provides confidential, compassionate and trauma-informed supports when responding to disclosures, concerns, or questions. The role of the GBVSS Case Manager is to assist survivors in navigating campus and community supports and to explore the various options available to them. With consent, the GBVSS Case Manager may also offer supportive care provisions, accommodations, advocacy efforts and referrals to necessary services as needed.

Western Student Services Building, Room 2150 | 519-661-3568 | [support@uwo.ca](mailto:support@uwo.ca) | [uwo.ca/sexualviolence](http://uwo.ca/sexualviolence)

## Hope's Eating Disorders Support



Hope's Eating Disorders Support offers occasional support programs on campus for students living with eating disorders and/or disordered eating. Groups provide a safe environment so that discussion and education on various topics related to disordered eating, self-esteem and body image can be relayed.

The goal is to provide strategies to carry forward beyond the group so that individuals can maintain and improve upon positive mental health.

**\*Refer to page 38 in the “Off-Campus Resources” section for more information on Hope's EDS.**

519-434-7721 | [info@hopeseds.org](mailto:info@hopeseds.org) | [hopeseds.org](http://hopeseds.org)



## Indigenous Services (IS)



Indigenous Services (IS) is committed to supporting Indigenous students in reaching their highest potential. The friendly and welcoming staff pride themselves on offering wholistic student supports based on the values of helping and serving through Indigenous ways. The Indigenous Services Centre also offers: a fully equipped kitchen facility, study space, quiet areas, gathering space, a computer lab, and printing services, with after hours access for registered students. IS offers:

- Visiting Elders and Cultural Counselling available for traditional teachings and counselling
- Monthly corn soup lunches
- Academic advising and advocacy
- Mentorship and leadership opportunities
- Orientation events
- Academic Transition Opportunities Program
- Financial Aid advice/referrals
- Housing/residence referrals
- Daily smudging, Indigenous Language workshops, teaching, sharing circles and much more!

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

## International and Exchange Student Centre (IESC)



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

- Orientation programming
- Immigration information and assistance
- International Peer Connection program
- English Conversation program
- International student advising
- Emergency loan and bursary program
- "Canada Eh - Transitioning to Canada" workshops
- International Student Network
- International Students & Wellness website
- 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 Student Centre (Social Science) - dedicated international student advisor

**International & Graduate Affairs Building, 2<sup>nd</sup> floor | 519-661-2111 ext.89309 |**  
**iesc@uwo.ca | iesc.uwo.ca**

## King's University College Student Support Services



**\*Refer to page 24 in the "Counselling" section.**

**Wemple Building, Room 151 | 519-433-3491 ext.4321 | acsd@kings.uwo.ca |**  
**kings.uwo.ca/current-students/student-support-services**

## Laura Evans Wellness Workshops



The Laura Evans Psychoeducational Lecture Series, part of the Student Experience portfolio, includes lectures on:

- Mindfulness Meditation
- Managing Anxiety and Stress
- Healthy Relationships
- Body Acceptance
- Overcoming Procrastination
- Overcoming Perfectionism
- Assertiveness
- Introduction to Emotion Regulation
- Introduction to Distress Tolerance
- Public Speaking Anxiety

Visit the website for dates, times, and locations for the series.

**wellnessworkshops.uwo.ca**

## Learning Development & Success (Academic Support & Engagement)



Western's Learning Development & Success team is dedicated to providing all Western students with personalized strategies to help them achieve academic success.

- Speak with a Learning Counsellor in a confidential appointment to develop and implement strategies to improve your effectiveness as a student.
- Attend presentations on key learning topics such as: Preparing for and Writing Multiple-Choice Tests, Optimize Lecture Learning, Successful Time Management, and more. Visit the website for a complete presentation schedule.
- Drop by the Peer Assisted Learning (PAL) Centre (WSSB Rm 4139) to discover strategies to succeed. Trained peers are available to support you with subject-specific and general learning concerns.

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

## Mediation Services (Off-Campus 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 their peers.

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](mailto:housing.mediation.service@uwo.ca) | [offcampus.uwo.ca/mediation](http://offcampus.uwo.ca/mediation)

## Medical Care and Medical Notes — Student Health Services



Student Health Services is an appointment based family doctors office on campus 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 | [health.uwo.ca/shs](http://health.uwo.ca/shs)

True or  
False?

**Across the world, 75% of those with a mental illness won't receive any treatment at all.**

**TRUE.** For more information, see Mental Illness and Addiction in Canada from the Mood Disorders Society of Canada.

## 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 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-related allergic reaction, Western's Nutritionist can help you meet your nutritional goals and find resources about nutrition and eating on campus. If you have a nutrition-related question, simply submit it at the link below and you will receive an answer by email shortly.

[nutrition.uwo.ca/askanne.cfm](http://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 issues or concerns that may arise when students are living off-campus.

Ontario Hall, Room 3C1 | 519-661-3787 | [oca@uwo.ca](mailto:oca@uwo.ca) | [offcampus.uwo.ca/oca](http://offcampus.uwo.ca/oca)

## Off-Campus Housing



The Off-Campus Housing Service strives to provide students and staff with a variety of housing options while offering personal assistance from Western staff. Lease reviews and other off-campus housing related questions are handled by the Housing Mediation Service. Western also offers the Off-Campus Advisors who help students and their neighbours deal with issues related to living in the London community.

Ontario Hall, Room 3C1 | 519-661-3550 | [off-campus.housing@uwo.ca](mailto:off-campus.housing@uwo.ca) | [offcampus.uwo.ca](http://offcampus.uwo.ca)

True or  
False?

**In any given week, at least 500,000 employed Canadians are unable to work because of mental health problems.**

**TRUE.** Of the 500,000 people off work in any given week due to mental health problems, there are 355,000 disability cases due to mental and/or behavioural disorders, plus approximately 175,000 full-time workers absent from work due to mental illness.

## 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 Society of Off-Campus Students (SOCS) community, which aims to provide new, off-campus students with social and academic supports, resources, and programming, as they transition into their first year at Western. Off-Campus (OC) 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](mailto:socs@uwo.ca) | [success.uwo.ca/new\\_students/society\\_of\\_offcampus\\_students](https://success.uwo.ca/new_students/society_of_offcampus_students)

## 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 students' 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](mailto:ombuds@uwo.ca) | [uwo.ca/ombuds](https://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 operates Monday to Friday from 10:00 a.m. - 4:00 p.m. (hours are subject to change).

*\*Available only to undergraduate students*

*\*\*The Society of Graduate Students (SOGS) offers Graduate Peer Support, see "SOGS"*

**UCC, Room 256 | [peersupport@westernusc.ca](mailto:peersupport@westernusc.ca) |**  
**[westernusc.ca/peersupport](https://westernusc.ca/peersupport) | [facebook.com/PeerSupportWestern](https://facebook.com/PeerSupportWestern)**

## Pharmacy



Two on-campus pharmacies are available for members of the Western Community: Western Pharmacy in lower level UCC Room 36, and Books PLUS Pharmacy at the corner of Western Rd. and Sarnia Rd.

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 below for contact information and hours of operation for each location.

**519-661-4058 | [universitypharmacy.ca](https://universitypharmacy.ca)**

## PrideWestern



PrideWestern is a University Students' Council service dedicated to supporting the LGBTQ2IA+ community at Western through advocacy efforts and programming. Run entirely by students, PrideWestern holds office hours, hosts discussion groups, info sessions, advocates to the administration, and connects individuals with other relevant support services on campus and within the London community.

**[pridewestern@westernusc.ca](mailto:pridewestern@westernusc.ca) | [facebook.com/PrideWesternUSC](https://facebook.com/PrideWesternUSC)**

## PSAC Local 610 (Teaching Assistants and Postdoctoral Scholars Union)



PSAC 610 is the Teaching Assistant Union at Western University which provides support for graduate and postdoctoral scholars with Teaching Assistantships. Like SOGS, it offers financial support services such as Extended Health and Dental coverage, scholarships, bursaries, travel and child subsidies, and the Food Support and Resources Fund. The Food Bank provides members who experience chronic or unexpected financial need or an emergency that diverts income from their food budget. For more information regarding these services, please see the PSAC 610 website.

**SH, Room 1313 | (519)-850-2998 | [psac610@psac610.ca](mailto:psac610@psac610.ca) |**  
**[psac610.ca](https://psac610.ca)**



## Psychological Services



Psychological Services provides professional and confidential services, free of charge, to students needing assistance to meet their personal, social and academic goals. Services include:

- Individual consultation, referrals, and psychotherapy
- Crisis support, no appointment needed (WSSB 4100 during operating hours)
- Single session solution-focused walk-in service
- Comprehensive group program on topics such as Emotion Regulation and Managing Stress and Anxiety
- Laura Evans Wellness Workshops on topics such as Public Speaking Anxiety and Mindfulness Meditation

To book an appointment, call 519-661-3030, or visit UCC 11 during operating hours.

Crisis services will be available in both UCC 11 and Western Student Services Building, Room 4100 during operating hours, please refer to website.

519-661-3030 | [health.uwo.ca/psych](http://health.uwo.ca/psych)

## Residence Counselling



**\*Refer to page 26 in the “Counselling” section and page 29 in the “Services for Students Living in Residence” section.**

Ontario Hall, Room 3C10 | [needtotalk@uwo.ca](mailto:needtotalk@uwo.ca)

## 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 | [health.uwo.ca/shs](http://health.uwo.ca/shs)

## Society of Graduate Students (SOGS)



The Society of Graduate Students (SOGS) provides its members with an Extended Health and Dental Plan (Studentcare). The Plan includes mental health services such as MindCheck, Good2Talk, and an Online Psychology Network (available at [studentcare.ca/talkitout](http://studentcare.ca/talkitout)). See the Studentcare website (under UWO/SOGS\*) for the coverage breakdown.

SOGS also runs Graduate Peer Support (GPS). GPS oversees the Non-TA Food Bank Program (which complements PSAC 610's Food Support Resource Fund\*\*), the Wellness Joint Fund (a Fund that allows graduate students to apply for funding to run wellness initiatives in their own department), and Graduate Wellness Week.

SOGS also has five Commissioners (Accessibility, Indigenous, Pride, Racialized, and Women's Concerns) who aim to foster a sense of community by running events, offering services, and gathering resources for graduate students within their respective constituency groups. Find out more about their portfolios here: [sogs.ca/commissioners](http://sogs.ca/commissioners).

They also offer Academic Peer Advisor services. This program assists members in navigating academic issues such as appeals, an supervisor-student relationships (available at [sogs.ca/peer-advisors](http://sogs.ca/peer-advisors)).

In addition to the above, SOGS also offers its members a bus pass, scholarships, bursaries, emergency loans, and travel and childcare subsidies. For more information, see the SOGS website.

*\* Available only to graduate students who are members of SOGS and who have opted into the Plan. Part-time and Leave of Absence students are welcome to opt-in to the Plan at an increased premium.*

*\*\*\*Please see PSAC 610 (Union) for more information.*

Middlesex College, Room 8 | 519-661-3394 | [sogs@uwo.ca](mailto:sogs@uwo.ca) | [sogs.ca](http://sogs.ca)

## Sport and Performance Psychology



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

[nwesch@uwo.ca](mailto:nwesch@uwo.ca) | [elitemindperformance.com](http://elitemindperformance.com)

## 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. Additionally, all SERT members are certified in Mental Health First Aid and complete extensive training in recognizing the signs of someone experiencing a mental health crisis. Responders are trained to de-escalate situations and to refer students to appropriate mental health resources on- and off-campus. Furthermore, SERT is able to directly refer students to the mental health resources available at Student Health Services, and work with Campus Police to activate the London Crisis Response Team in the event of immediate risk.

**UCC, Room 28 | 911 (on a campus phone) or 519-661-3300 (on a cellphone) |**  
[shs-ert@uwo.ca](mailto:shs-ert@uwo.ca) | [sert.uwo.ca](http://sert.uwo.ca)

## Student Support Case Management Team



The Student Support Case Management Team provides advocacy, consultation, information, referral and case management support for students. Contact may be made with this office for a variety of reasons, including:

- if you have experienced sexual violence or gender-based violence
- if you have experienced a sudden change in circumstance
- if you are experiencing challenges or disruptions in achieving your personal or academic goals
- if you have a concern related to your behaviour or the behaviour of others on campus

[sscm@uwo.ca](mailto:sscm@uwo.ca) | [health.uwo.ca](http://health.uwo.ca)

## Transition, Leadership & Enrichment (Academic Support & Engagement)



The Transition, Leadership & Enrichment team 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 varsity athletes, first-year, out of province, mature, and first generation students
- Academic and social supports for students registered in the Scholar's Electives and Western Scholars programs.

To access these services, please call, email, or drop-in during regular business hours.

**UCC 210 | 519-661-3559 | [tle.ca](http://tle.ca)**

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



The University Students' Council (USC) 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, 2019 to August 31, 2020). 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 | [usc@studentbenefits.ca](mailto:usc@studentbenefits.ca) | [studentbenefits.ca](http://studentbenefits.ca)**

## Wellness Education Centre (WEC)



WEC is the friendly drop-in desk of student wellness at Western. If you don't know where to go, start here! We have a no wrong door policy for ALL students because we know about the resources on campus and in London that help you succeed. We will answer all of your questions or connect you with someone who can. Drop in anytime we're open for a personalized approach to mapping out your wellness journey: Tell us what you're looking for, and we'll recommend health and wellness services, strategies to improve your wellness, and manage stress, or wellness events that match your needs.

**UCC, Room 76 | 519-661-2111 ext. 87127 | [wec@uwo.ca](mailto:wec@uwo.ca) |**  
**[facebook.com/WellnessWestern](https://facebook.com/WellnessWestern) | [health.uwo.ca](http://health.uwo.ca)**

## Western Chaplain Services



Chaplains are individuals appointed to serve the university community on behalf of the official bodies of their own faith traditions. As a whole, Chaplains are available to address the religious, spiritual, faith and value needs of all those at the university, a time when many students experience a radical change in their lives. These changes often involve questions around one's purpose in life. The chaplains serve everyone at Western and not just those from a particular faith (or non-faith) background. For those from religious traditions not represented by our chaplains, we can provide referrals to spiritual leaders and resources within their own tradition.

UCC, Room 38B | [uwo.ca/chaplain](http://uwo.ca/chaplain)

## WesternU Mobile App



Western's mobile app has features designed to give you access to everything that Western has to offer. From exam/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](http://uwo.ca/its/mobile)

## Writing Support Centre (Academic Support & Engagement)



Writing is the chief mode of expression and evaluation at university, and the strain of producing high-stakes, multidisciplinary, multi-genre texts for regular assessment greatly affects students' sense of self and their overall wellness.

Because how one says it is as important as what one says, Western's Writing Support Centre (WSC) has become an essential service for the first-year student learning to write a scholarly paper to the postdoctoral scholar wishing to be published in an esteemed journal. Services include:

- One-to-one consultations
- A bridging program for incoming students
- Undergraduate and graduate student seminars
- Faculty outreach talks
- Online support and resources
- Graduate writer retreats
- Graduate writing conference
- Peer Writing Advisor Program for aspiring peer volunteers

Western Student Services Building, Room 4100 | 519-661-3559 |  
[wsc@uwo.ca](mailto:wsc@uwo.ca) | [writing.uwo.ca](http://writing.uwo.ca)

True or  
False?

**Mental illness is the 10th leading cause of disability and premature death in Canada.**

**FALSE** - Mental illness is the second leading cause of disability and premature death in Canada (Bell's Talk).





# ON-CAMPUS COUNSELLING

## Who should you see?

TYPE	DESCRIPTION
<b>COUNSELLOR</b>	A person who works with students to better understand and treat individual and social difficulties (Psychological Services), academic and learning challenges (Learning Development & Success), writing challenges (Writing Support), career concerns (Careers & Experience), and navigating Western with disabilities (Accessible Education), to optimize personal, academic, career, and social functioning.
<b>ACADEMIC COUNSELLOR</b>	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.
<b>PSYCHOTHERAPIST</b>	An individual who has a 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.
<b>GENERAL PRACTITIONER (GP) THERAPISTS</b>	Family doctors with specialized knowledge and training in psychotherapy. Student Health Services currently has three such physicians.
<b>PSYCHOLOGIST</b>	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 Western.
<b>PSYCHIATRIST</b>	A medical doctor and a member of the College of Physicians and Surgeons of Ontario, who has completed an 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
<b>SOCIAL WORKER</b>	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

<b>ARTS AND HUMANITIES</b>	University College, Room 2230 <b>519-661-3043</b>   <a href="mailto:arts@uwo.ca">arts@uwo.ca</a>   <a href="http://uwo.ca/arts/counselling">uwo.ca/arts/counselling</a>
<b>BRESCIA UNIVERSITY COLLEGE</b>	The Hive, Mother St. James Memorial Building <b>519-858-5151</b>   <a href="mailto:brescia@uwo.ca">brescia@uwo.ca</a>   <a href="http://brescia.uwo.ca/academics/academic-advising">brescia.uwo.ca/academics/academic-advising</a>
<b>DON WRIGHT FACULTY OF MUSIC</b>	Talbot College, Room 210 <b>519-661-2044</b>   <a href="mailto:music@uwo.ca">music@uwo.ca</a>   <a href="http://music.uwo.ca/current-students/undergraduate/acad-counselling.html">music.uwo.ca/current-students/undergraduate/acad-counselling.html</a>
<b>EDUCATION</b>	John George Althouse Faculty of Education Building, Room 1156 <b>519-661-2093 ext.88548</b>   <a href="mailto:zuber@uwo.ca">zuber@uwo.ca</a>   <a href="http://edu.uwo.ca/contact-us">edu.uwo.ca/contact-us</a>
<b>ENGINEERING</b>	Spencer Engineering Building, Room 2097 <b>519-661-2130</b>   <a href="mailto:engugrad@uwo.ca">engugrad@uwo.ca</a>   <a href="http://eng.uwo.ca/undergraduate">eng.uwo.ca/undergraduate</a>
<b>GRADUATE STUDIES</b>	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 you to the program's details page where you can find the program contact in the right-hand column. This person will be able to advise you. <a href="http://grad.uwo.ca/explore">grad.uwo.ca/explore</a>
<b>HEALTH SCIENCES</b>	Labatt Health Science Building, Room 222 <b>519-661-4119</b>   <a href="mailto:shsinfo@uwo.ca">shsinfo@uwo.ca</a>   <a href="http://uwo.ca/fhs/shs/students/academic">uwo.ca/fhs/shs/students/academic</a>
<b>HURON UNIVERSITY COLLEGE</b>	Student Support Services, Room W45 <b>519-438-7224 ext.244</b>   <a href="mailto:huronsss@uwo.ca">huronsss@uwo.ca</a>   <a href="http://huronuc.ca/academic-advising">huronuc.ca/academic-advising</a>
<b>INFORMATION AND MEDIA STUDIES</b>	FIMS & Nursing Building, Room 2001 <b>519-661-3542</b>   <a href="mailto:mit@uwo.ca">mit@uwo.ca</a>
<b>IVEY BUSINESS SCHOOL</b>	Richard Ivey Building, Second Floor <b>519-661-4111</b>   <a href="mailto:hba1@ivey.ca">hba1@ivey.ca</a>   <a href="mailto:hba2@ivey.ca">hba2@ivey.ca</a>

## Academic Counselling *(continued)*

<b>KINESIOLOGY</b>	Arts and Humanities Building, 3R34 <b>519-661-3086</b>   <a href="mailto:kinug@uwo.ca">kinug@uwo.ca</a>   <a href="http://uwo.ca/fhs/kin/undergrad/academic/index.html">uwo.ca/fhs/kin/undergrad/academic/index.html</a>
<b>KING'S UNIVERSITY COLLEGE</b>	Dante Lenardon Hall, Room 104 <b>519-433-3491 ext.4406</b>   <a href="mailto:academic.dean@uwo.ca">academic.dean@uwo.ca</a>   <a href="http://kings.uwo.ca/about-kings/who-we-are/administrative-departments/academic-deans-office">kings.uwo.ca/about-kings/who-we-are/administrative-departments/academic-deans-office</a>
<b>LAW</b>	Law Building, Administrative Office, Room 241 <b>519-661-3096</b>   <a href="http://law.uwo.ca/current_students/student_services">law.uwo.ca/current_students/student_services</a>   <a href="http://justbalance.ca">justbalance.ca</a>   <a href="http://myassistplan.com">myassistplan.com</a>
<b>NURSING</b>	FIMS & Nursing Building, Room 3306 <b>519-661-3395</b>   <a href="http://uwo.ca/fhs/nursing/undergrad/counselling.html">uwo.ca/fhs/nursing/undergrad/counselling.html</a>
<b>SCIENCE/ BASIC MEDICAL SCIENCES</b>	North Campus Building, Room 280 <b>519-661-3040</b>   <a href="mailto:scibmsac@uwo.ca">scibmsac@uwo.ca</a>   <a href="http://uwo.ca/sci/counselling/">uwo.ca/sci/counselling/</a>
<b>SOCIAL SCIENCE</b>	Social Science Centre, Room 2105 <b>519-661-2011</b>   <a href="mailto:ssaco@uwo.ca">ssaco@uwo.ca</a>   <a href="http://counselling.ssc.uwo.ca">counselling.ssc.uwo.ca</a>

## Career Counselling



The Career Education unit is made up of both professional and student staff members. Our professional staff, some of whom are Registered Psychotherapists, have diverse credentials and areas of career expertise. This means we are well-equipped to support mental health concerns that may be impacting your career success. We can talk about:

- helping you design a meaningful life
- struggles you are having with your career goals because of anxiety, depression or another mental health concern
- a lack of confidence in your skills and abilities
- overcoming obstacles to employment
- connecting your degree to future work

To access these services, please call, email, or drop-in during regular business hours.

**UCC, Room 210 | 519-661-3559 |**  
[careereducation@uwo.ca](mailto:careereducation@uwo.ca) | [career.uwo.ca](http://career.uwo.ca)

## Counselling and Psychiatry



Student Health Services and Psychological Services offer free counselling to registered students. They are a multidisciplinary team of Psychiatrists, Physician Psychotherapists, and Social Workers, interns (graduate level students completing a counselling placement) and LHSC consortium psychology residents, who work with the varying needs of students. Their staff focus on all mental health issues both individually and in some group settings. Common issues include:

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

The first step to accessing services is a triage appointment. This appointment is about 15-20 minutes long with one of our therapists. Each student will be required to complete some preliminary paperwork prior to the appointment. During the appointment, the therapist will ask a few questions to understand your concerns and discuss resource options with you. These options may include the wide range of services provided on campus, online resources, as well as specialized services available off campus. Students will work collaboratively with the therapist to determine the next best step to appropriately meet their needs.

Crisis support is available daily, no appointment is needed.

**UCC, Room 11 | 519-661-3030 | [health.uwo.ca](http://health.uwo.ca)**

## Dietitian Services\*



\* Independent contractor, services covered under USC health plan

Dietitian Services is partnered with the University Students' Council at Western University. Their registered dietitians work with students, faculty and staff to help with meal planning, irritable bowel syndrome, weight management, sports nutrition, chronic disease management, healthy eating on campus, managing eating disorders and other nutrition related concerns. Western Dietitian Services, open Tuesday through Friday, also offers one-on-one counselling, group presentations, "lunch-n-learns" and customized nutrition services. Anyone can book an appointment to see one of their dietitians by connecting through email.

**UCC, Room 76B | 519-661-2111 ext. 82994 |**  
[westernrds@gmail.com](mailto:westernrds@gmail.com) | [facebook.com/WesternDietitianServices](https://facebook.com/WesternDietitianServices)

## Financial Counselling On Campus



Speak in confidence with a Student Financial Aid Officer regarding concerns about your educational finances. 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. Visit our [Financial Counselling web page](#) for appointment availability. 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](mailto:finaid@uwo.ca) |**  
[registrar.uwo.ca/student\\_finances/financial\\_counselling.html](http://registrar.uwo.ca/student_finances/financial_counselling.html)



## King's University College Student Support Services



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. Accessibility, Counselling and Student Development (AC&SD) has caring professional counsellors to support you in managing your personal concerns more effectively. Their services include:

- Personal Counselling
- King's Academic Mentoring Program (KAMP)
- Learning Skills Services
- Career Services
- Accessibility Services (formerly SSD)
- Professional Counsellors and Staff
- Indigenous Services
- Campus Ministry
- Mature/Transfer Student Services

*\*Available only to King's students*

Wemple Building, Room 151 | 519-433-3491 ext.4321 | [acsd@kings.uwo.ca](mailto:acsd@kings.uwo.ca) | [kings.uwo.ca/current-students/student-support-services](http://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 students to encourage and enhance success
- Workshops and presentations on topics related to personal and career wellness and equity issues

*\*Available only to Medical and Dental students*

Kresge Building, Room K1 | 519-661-4234 | [equity.wellness@schulich.uwo.ca](mailto:equity.wellness@schulich.uwo.ca) | [schulich.uwo.ca/learner-equity-wellness](http://schulich.uwo.ca/learner-equity-wellness)

## Learning Development & Success (Academic Support & Engagement)



Learning Development & Success offers confidential individual counselling appointments. Counsellors help students cope with the demands of post-secondary learning, helping to identify strengths and develop new skills and strategies for success. Counsellors also work with students to alleviate academic stress and anxiety and to develop positive motivation and confidence toward learning. This service is suitable for a wide range of students from those wanting to maintain their already strong skills and those having academic difficulties.

**\*Refer to page 9 in the "On-Campus Resources" section for more information about other services offered through Learning Development & Success.**

Western Student Services Building, Room 4100 | 519-661-2183 | [learning@uwo.ca](mailto:learning@uwo.ca) | [learning.uwo.ca](http://learning.uwo.ca)

## Sport and Performance Psychology



Through group and/or individual sessions, Mental Performance Consultant, Natascha Wesch, PhD, assists athletes/coaches/performing artists 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

519-933-6461 | [nwesch@uwo.ca](mailto:nwesch@uwo.ca) | [elitemindperformance.com](http://elitemindperformance.com)



**Mental health is defined as a constant feeling of contentment.**

**FALSE.** Mental health is defined as striking a balance in all aspects of your life (social, physical, spiritual, economic, mental).

## Residence Counselling



Residence Counselling offers free counselling services to students who live in Main Campus Residences. Sharing what you are experiencing with a counsellor can be helpful in terms of gaining a new perspective and learning new problem-solving skills. Feeling stressed out? Lacking motivation? Missing your family? Struggling to make friends? Having relationship problems? Anything we missed? If you need to talk, Residence Counselling is here to listen and help! We provide short-term confidential counselling to help students manage a variety of mental/emotional challenges and promote healthy living.

*\*Available only to students living in Residence*

Ontario Hall, Room 3C10 | [needtotalk@uwo.ca](mailto:needtotalk@uwo.ca)

## Accessible Education (Academic Support & Engagement)



Accessible Education, part of the Student Experience portfolio, 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 15 in the "On-Campus Resources" section for more information about other services offered through Accessible Education.**

Western Student Services Building, Room 4100 | 519-661-2147 |  
[aew@uwo.ca](mailto:aew@uwo.ca) | [accessibleeducation.uwo.ca](http://accessibleeducation.uwo.ca)

# SERVICES FOR STUDENTS LIVING IN RESIDENCE

## Academic and Leadership Programmers (ALPs)



Academic and Leadership Programmers (ALPs), as part of the Residence Life Student Leaders team, are trained to help you with everything related to your academic 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 the Western campus and in Canada.

[alps@uwo.ca](mailto:alps@uwo.ca) | [rezlife.uwo.ca](http://rezlife.uwo.ca)

## 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 member of the Residence Life Student Leaders team 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.

[rezlife.uwo.ca](http://rezlife.uwo.ca)

True or False?

**Canadians in the lowest income group are twice as likely as those in the highest income group to report fair to poor mental health.**

**FALSE.** Canadians in the lowest income group are 3 to 4 times more likely than those in the highest income group to report fair to poor mental health.

## Front Desk Staff



Residence Secretaries, Assistants and Clerks look after the front desk with the support of the Residence Operations team. They handle administrative functions, call for emergency assistance when needed, answer phone calls, take maintenance requests, and coordinate mail distribution. They also dispatch on-call RAs/Dons to address student concerns. Support is always just a call away, day or night.

[residence.uwo.ca/frontdesk](https://residence.uwo.ca/frontdesk)

## Office of Residence Education & Programs (OREP)



Staff in the OREP Office make it easy for you to stay engaged with your residence and campus communities. They provide residents with social, academic, and leadership programs that make it easier to adjust to university life, build connections with other students, and achieve personal growth. Learning happens outside of the classroom too, and is just as important. These programs and events help you build the kinds of social and leadership skills that employers are looking for!

Ontario Hall, Room 3C10 | [housing@uwo.ca](mailto:housing@uwo.ca) | [rezlife.uwo.ca](https://rezlife.uwo.ca)

## Residence Counselling



Residence Counselling offers free counselling services to students who live in Main Campus Residences. Sharing what you are experiencing with a counsellor can be helpful in terms of gaining a new perspective and learning new problem-solving skills. Feeling stressed out? Lacking motivation? Missing your family? Struggling to make friends? Having relationship problems? Anything we missed? If you need to talk, Residence Counselling is here to listen and help! We provide short-term confidential counselling to help students manage a variety of mental/emotional challenges and promote healthy living.

Ontario Hall, Room 3C10 | [needtotalk@uwo.ca](mailto:needtotalk@uwo.ca) | [residence.uwo.ca/residencecounselling](https://residence.uwo.ca/residencecounselling)

## 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 Life Student Leaders in the building and also help guide Residence Sophs and Residents' Council.

[rezlife.uwo.ca/residencemanagers](https://rezlife.uwo.ca/residencemanagers)

## Residence Sophs



Residence Sophs are upper-year student volunteers who welcome first-year students to Western and serve as leaders and mentors throughout the year. Sophs work with your RAs/Dons to build your floor into a community and enhance your residence experience. Faculty Sophs live off campus but are assigned to residence students to provide academic support throughout the year.

[housing@uwo.ca](mailto:housing@uwo.ca) | [rezlife.uwo.ca/rezsoph](https://rezlife.uwo.ca/rezsoph)

## Residence Advisors & Dons



Under the direction of the Residence Life Management Team, Dons and Residence Advisors (RAs) are upper-year students who live and work in your residence building. Your RA/Don will get to know and support you and the other students living on your floor. Together, they'll help everyone build a positive living environment. They'll help you meet others, answer questions, host events, assist you with problems and uphold residence policies as well as your Residence Contract.

[housing@uwo.ca](mailto:housing@uwo.ca) | [rezlife.uwo.ca](https://rezlife.uwo.ca)



### Mental illnesses are just an excuse for poor behaviour.

**FALSE.** It's true that some people who experience mental illnesses may act in ways that are unexpected or seem strange to others. We need to remember that the illness, not the person, is behind these behaviours. No one chooses to experience a mental illness. People who experience a change in their behaviour due to a mental illness may feel extremely embarrassed or ashamed around others.

## 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.

### Action Canada Sexual Health and Referral Access Line



The Access line is a 24-hour Canada-wide toll-free number that provides information on sexual and reproductive health as well as referrals to clinics and hospitals that offer health services in Canada, including abortion and pro-choice pregnancy options counselling.

1-888-642-2725 | [access@actioncanadashr.org](mailto:access@actioncanadashr.org) | [actioncanadashr.org](http://actioncanadashr.org)

### Addiction Services Thames Valley (ADSTV)



Addiction Services of Thames Valley (ADSTV) is a community-based service that provides screening, assessment, referrals, and addiction treatment services for persons who are concerned

about substance use, and/or internet, gaming disorders or problems gambling. 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. All ADSTV programs are staffed by professionally trained counsellors and case managers. They also provide support, education, and treatment for family members. Services are free and confidential.

519-673-3242 ext.222 | [start@adstv.ca](mailto:start@adstv.ca) | [adstv.ca](http://adstv.ca)

### 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 | [aadistrict11.ca](http://aadistrict11.ca)

### Anova (formerly Sexual Assault Centre London and Women's Community House)



Anova combines over 80 years of feminist experience and expertise in ending gender-based violence in London and Middlesex County. The primary focus is on four key areas: education, advocacy, shelter and counselling. The services provided include: sexual violence counselling, a 24-hour helpline, emergency short-term shelters for women and their children experiencing abuse, public education trainings and workshops, violence prevention youth programming, second stage housing, and community outreach. Anova also offers assistance through the Family Court Support Program, the Community Group Program for Children, the New Beginnings Loan Fund (through the United Way) and a social enterprise second-hand boutique Mine 101 (located at 900 Oxford St.). Anova works to inspire hope, healing and change as it moves towards its vision of a world without violence.

519-642-3003 | Toll free: 1-800-265-1576 | [anovafuture.org](http://anovafuture.org)

### Anova Crisis & Support Line



24-hour help line for issues related to sexual violence and domestic violence that is open to all genders. Assistance in French is available.

English: 519-642-3000 | French: 1-877-336-2433



## Atlohsa Native Family Healing Services Inc.



Atlohsa offers housing support, transitional housing, and emergency shelter at Zhaawanong Native Women and Children's Shelter for families experiencing homelessness or violence in relationships. In addition, Atlohsa and Zhaawanong 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
- Cultural Justice Coordinator
- Indigenous Community Planner
- Social Enterprise
- Indigenous Wellness Worker
- Indigenous Advocacy Worker
- Promotion of physical, mental, emotional, and spiritual health
- 24-hour crisis phone line

**519-438-0068 | Crisis Line: 519-432-0122 | Toll free: 1-800-605-7477 |**  
**admin@atlohsa.com | atlohsa.com**

## 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. You can learn about upcoming education workshops, volunteer opportunities, awareness events and more on the website. Crisis services include the 24/7 walk in Mental Health and Addictions Crisis Centre at 648 Huron St. that is open to anyone 16 and older experiencing a crisis. You can also call Reach Out, our 24/7 mental health and addictions information, support, and crisis service at 519-433-2023 or 1-866-933-2023.

**519-434-9191 | Reach Out: 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 and survivors of the Mental Health System. We believe in the right of consumer-survivors to make their own responsible choices and in their right to use a variety of treatment services and approaches. We also believe in the right of consumer-survivors to learn from the consequences of their choices. Can-Voice provides opportunities for successful experiences through the involvement of members in the organization and maintenance of their own autonomous, democratic community. All members serve on a team, helping to make Can-Voice a safe, respectful meeting place for consumer survivors of the mental health systems. Model of service is peer support. Public awareness talks also available through this program regarding mental health.

**519-434-8303 | canvoice@gtn.net**



**People with mental illness have a tendency to be violent.**

**FALSE.** The Canadian Mental Health Association reports that "as a group, people with mental health issues are not more violent than any other group in our society. The majority of crimes are not committed by people with psychiatric illness, and multiple studies have proven that there is very little relationship between most of these diseases and violence. The real issue is the fact that people with mental illness are two and a half to four times more likely to be the victims of violence than any other group in our society."



## Changing Ways



Changing Ways offers a unique service in the community by providing alternatives for men wishing to end and take responsibility for their abusive behaviours. Changing Ways supports men to stop their abusive behaviour in their relationships, and challenges them to take an active role in preventing violence against women. The agency is a model in the larger community, working in solidarity with others who are committed to ending violence against women.

### Have you...

- Called your partner names
  - *Verbally put them down*
- Hit, pushed or grabbed them
  - *Isolated them from family or friends*
- Scared or threatened them
  - *Made jealous accusations*
- Monitored their time, even at work
  - *Stalked or harassed them*

If you recognize some of these signs, it may be time to ask for help.

**Men's Counselling Program** delivers specialized counselling services to men who wish to address issues of domestic violence. These services provide individuals with an opportunity to examine their beliefs and attitudes toward domestic abuse and to learn non-abusive ways of resolving conflict.

**Men's Court Mandated Program (PAR)** delivers specialized group counselling to men who have been mandated by the court to attend in response to a criminal charge involving domestic violence.

**Women's Intervention & Support Program (WISP)** is a group intervention program of Changing Ways for women charged with domestic assault and referred through the criminal justice system. Women will learn tools designed with a woman-centered approach to support healthier decision-making strategies that create positive relationships within their lives.

**Caring Dads Program** delivers specialized group counselling to fathers who are at risk of abusing, have abused their children, or have physically/emotionally abused their children's mother.

They also provide programs in St. Thomas/Elgin, Chatham/Kent and Middlesex County.

519-438-9869 | [info@changingways.on.ca](mailto:info@changingways.on.ca) | [changingways.on.ca](http://changingways.on.ca)

## CONNECT for Mental Health



CONNECT for Mental Health Inc. is a not-for-profit peer support organization run by and for individuals who have been affected by mental illness. CONNECT has trained peer support volunteers and facilitators who provide a variety of peer support services in London, Ontario. We offer over 50 different peer led workshops and groups, such as Wellness Recovery Action Planning, PEARS and Peer Zone, etc. CONNECT also has an outreach team that speaks out publicly on mental health and recovery to decrease stigma, to let others know they are not alone, and to promote early intervention. CONNECT provides peer support services in the community to all ages including youth, young adults and seniors.

519-679-4040 | [message@connectformh.ca](mailto:message@connectformh.ca) | [connectformh.ca](http://connectformh.ca)

## ConnexOntario



ConnexOntario's system navigators will help you access Ontario's mental health and addictions treatment system. We have access to information on thousands of government-funded programs and services across the province. Our service is free, confidential, and live-answer 24/7/365. Call, email, or web chat.

1-866-531-2600 | [connexontario.ca](http://connexontario.ca)

## Crisis Centre



The Mental Health and Addictions Crisis Centre is a partnership between the Canadian Mental Health Association Middlesex and Addiction Services of Thames Valley. The Crisis Centre provides immediate crisis assessment, intervention, stabilization and links to community resources for individuals (16 and older) experiencing a crisis that doesn't require medical treatment.

No referral is needed. You can walk in 24 hours a day, 7 days a week. You can also call Reach Out, our 24/7 mental health and addictions information, support, and crisis service, at 519-433-2023 or 1-866-933-2023.

The Mental Health and Addictions Crisis Centre is located at 648 Huron Street.

519-434-9191 | Reach Out: 1-866-933-2023 | [cmhamiddlesex.ca/types-programs-services/crisis-services](http://cmhamiddlesex.ca/types-programs-services/crisis-services)

## 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.

519-434-0077 | [info@dayacounselling.on.ca](mailto:info@dayacounselling.on.ca) | [dayacounselling.on.ca](http://dayacounselling.on.ca)

## Family Service Thames Valley



Family Service Thames Valley (FSTV) is a multi-service, non-profit agency that works to ensure the well-being of people, organizations and communities through programs related to mental health and financial counselling, developmental services, education and group workshops, community outreach and advocacy. FSTV programs minimize

obstacles of culture, language, ethnicity, gender expression, sexuality, age, low income and other barriers. Programs that are available to students include:

- Community Counselling Program (individual, couple, family, and group counselling)
- Credit Counselling Program
- Community Integration Program (developmental services)
- Employer Funded Counselling
- Free Walk-in Clinic (every Tuesday from 1:00 p.m. to 6:00 p.m.)

You can get the process started by calling 519-433-0183.

519-433-0183 | [fstv@familyservicethamesvalley.com](mailto:fstv@familyservicethamesvalley.com) | [facebook.com/familyservicethamesvalley](https://facebook.com/familyservicethamesvalley) | [familyservicethamesvalley.com](http://familyservicethamesvalley.com)

## FEMAP: First Episode Mood and Anxiety Program



FEMAP is a program for emerging adults (ages 16-25) with emotional concerns that fall into the categories of mood and/or anxiety disorders. FEMAP provides a safe and confidential place for

youth to get help relatively early in the course of illness. FEMAP provides multidisciplinary services, including assessing whether someone has a mood and/or anxiety disorder, and treatment using 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 participate in research (filling out questionnaires). Note that the wait list for services at FEMAP has grown over the years and it may take over a semester to get in for treatment.

519-646-6000 ext.65178 | [FEMAP@lhsc.on.ca](mailto:FEMAP@lhsc.on.ca) | [lhsc.on.ca/About\\_Us/FEMAP](http://lhsc.on.ca/About_Us/FEMAP)

## 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 3400-3500 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 itself 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, Western students welcomed.
- Saturday mornings: 10 a.m. - 12 p.m. for Western and Fanshawe students only.

519-659-4045 | [londonfoodbank.ca](http://londonfoodbank.ca)

## Good2Talk



Post-Secondary Student Helpline

Good2Talk is a free, confidential helpline providing professional counselling, information and referrals for mental health, addictions and well-being to post-secondary students in Ontario. Good2Talk provides live answer and is available by phone 24/7 in both English and French.

1-866-925-5454 | [good2talk.ca](http://good2talk.ca)

## Hope's Eating Disorders Support



Hope's Eating Disorders Support provides support and resources to those struggling with and affected by eating disorders. Today we are constantly surrounded by messages and sources that effect how we feel about the way we look.

Eating disorders can often become a coping mechanism from complex emotions around low body image and self worth. We understand that all individuals who are on the spectrum of eating disorders have different experiences and we want to help them find their way back on to the path of recovery.

Our programs aim to help individuals explore feelings and behaviours while helping to encourage healthy attitudes towards self-image and lifestyle.

What we do:

- Navigation
- Education
- Support Programs

[info@hopeseds.org](mailto:info@hopeseds.org) | [hopeseds.org](http://hopeseds.org)

## Hope + Me (The Mood Disorders Association of Ontario)



The Mood Disorders Association of Ontario runs peer support and recovery programs for individuals and families living with various mental health challenges to help them recover and heal. No diagnosis, referral, or registration is required in order to attend. We provide a supportive toll-free telephone line, one-on-one peer

support and counselling services. These services are available in-person or online through our secure online video conferencing.

MDAO also offers a nationally recognized peer support training program for individuals interested in drawing upon their experience of mental health challenges, as a means of providing support to others.

**\*Refer to page 54 in the "Online Resources" section for the "Choice-D Depression Guidelines"**

**Support Line: 1-866-363-6663 | [mooddisorders.ca](http://mooddisorders.ca)**

## Legal Aid Ontario



Legal Aid Ontario (LAO) provides legal assistance province- wide to financially eligible people with low income who need help with their family, criminal, or immigration/refugee legal matters. To find out more about services available, visit LAO's Getting Legal Help section at [legalaid.on.ca](http://legalaid.on.ca). To apply for legal aid, call Legal Aid Ontario, service is available in over 200 languages.

Lawfacts.ca has information on criminal and refugee law as well as resources for Aboriginal people and people with mental health issues. LAO has also developed a Mental Health Strategy to improve and expand services, with information available at: [beta.legalaid.on.ca/strategic/mental-health-strategy](http://beta.legalaid.on.ca/strategic/mental-health-strategy)

For more information specifically about mental health, please visit the following links:

- [legalaid.on.ca/en/getting/type\\_civil-mentalhealth.asp](http://legalaid.on.ca/en/getting/type_civil-mentalhealth.asp)
- [legalaid.on.ca/en/getting/default.asp](http://legalaid.on.ca/en/getting/default.asp)
- [lawfacts.ca/mental-health](http://lawfacts.ca/mental-health)

**Toronto: 416-979-1446 | Toll Free: 1-800-668-8258 |  
TTY: 1-866-641-8867 | Bell Relay: 1-800-668-8258 | [legalaid.on.ca](http://legalaid.on.ca)**

## LGBT Youth Line



The Lesbian, Gay, Bi, Trans (LGBT) 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 volunteers 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 p.m. - 9:30 p.m. Sunday - Friday.

**Call: 1-800-268-9688 | Text: 647-694-4275 |  
[askus@youthline.ca](mailto:askus@youthline.ca) | [youthline.ca](http://youthline.ca)**

## LGBT2Q+ Resources: London Middlesex Health Unit



This section of the Middlesex-London Health Unit's website, features a directory of LGBT2Q+ friendly resources that are maintained by The LGBT2Q+ Network of London and Area. Resources include counselling and therapists, esthetic services, legal services, social services, support groups, and more.

The LGBT2Q+ Network of London and Area is a public directory of organizations and service providers who have committed to specific Community Standards of Practice related to serving LGBT2Q+ communities. The Network's Advisory Team coordinates the directory, using the Community Standards of Practice as a tool to identify and improve access to inclusive resources and services for LGBT2Q+ communities.

**519-663-5446 | [healthunit.com/lgbtq-resources](http://healthunit.com/lgbtq-resources)**



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 advocacy team at LIFE\*SPIN specializes in assisting with:**

- Ontario Works (OW), also known as welfare, is meant to prevent people from falling through the cracks, and is considered income of the last resort.
- Ontario Disability Support Program (ODSP) is the provincial disability program. The advocate's role is to help gather and review supporting medical documents, contact doctors for updated reports, and frequently help clients complete the complicated application forms.
- The Canada Pension Plan-Disability Benefits (CPP-D) is the federal disability pension. The advocate's role is to guide and assist clients in making application and accessing the medical reports, similar to the ODSP process.
- Additional Community Supports, such as assisted referrals for medical devices, vouchers, health care supports, housing, etc.
- LIFE\*SPIN, as part of the Canada Revenue Agency's Community Volunteer Income Tax program, provides income tax preparation services to low income individuals and families in order to help them access the various badly needed tax credits and benefits to which they are entitled.

LIFE\*SPIN also offers a "Free Store" that is open Monday and Wednesday from 10:00 a.m. to 2:00p.m. and on Tuesdays from 3:00 p.m. to 7 p.m. LIFE\*SPIN can issue vouchers for beds, housewares, and non-prescription drugstore items.

**Nutrition:** monthly community meals that we prepare together. Our collective cooking events are vibrant, welcoming and inclusive, as we invite all members of the London community to prepare fresh and nutritious meals in an enjoyable atmosphere.

**Just 4 Girls:** weekly peer support group for young women aged 12-18

**Housing:** LIFE\*SPIN directs a community-based permanent housing option to provide safe, attractive, supportive and affordable accommodation for those who are homeless or at risk of homelessness.

**Pocket-Sized Farms:** children's day-camp starts the morning with physical activities and healthy snacks are provided each day. This program supports low-income families who need quality summer programming for their children in order to continue working.

The Living Room is truly a community space which hosts numerous arts, cultural, education, and neighbourhood initiatives.

**519-438-8676 | [lifespain.org](http://lifespain.org) | [facebook.com/LIFESPIN](https://facebook.com/LIFESPIN)**



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. In addition, you will find a number of articles, handouts, and reports written by the Centre.

**519-432-2204 | Abused Women's Helpline: 519-642-3000 | [info@lawc.on.ca](mailto:info@lawc.on.ca) | [lawc.on.ca](http://lawc.on.ca)**



The London and District Academy of Medicine is a professional medical association representing member physicians in London and surrounding area. A list of family physicians accepting new patients may be available on their website.

**[ldam.ca/Find-A-Doctor](http://ldam.ca/Find-A-Doctor)**



The London InterCommunity Health Centre has been a part of London's Old East community for more than 20 years. We provide health and social services in a welcoming setting to those who experience barriers to care. These barriers may include poverty, homelessness, language or culture, and complex and/or chronic health conditions including mental health and addictions.

Our two East London locations offer care by a team which includes family doctors, nurse practitioners, nurses, social workers, dietitians and community health workers. The Health Centre offers many programs that address the factors in our living and working lives that impact our health, well-being and ability to reach our potential. These factors include income, education, employment, housing, food, recreation and social supports. The Health Centre offers many programs and services such as anonymous HIV testing, Diabetes self-management groups, Hepatitis C care and Transgender health clinics.

Our vision is to build opportunities for healthy and inclusive communities.

**Dundas: 519-660-0874 | Huron: 519-659-6399 | [mail@lihc.on.ca](mailto:mail@lihc.on.ca) | [lihc.on.ca](http://lihc.on.ca)**



## Mental Health Care Program - London Health Sciences Centre



London Health Sciences Centre (LHSC) offers a wide range of programs which reflect the diversity of our clients and also the knowledge and skills of our staff and physicians. Through committed teams, we 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 Service
- 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](http://lhsc.on.ca/About_Us/MHCP_Adult/Services_We_Provide.htm)

## Mental Health First Aid (MHFA)



Mental Health First Aid (MHFA) is the help provided to a person with a developing 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](http://mhfa.ca)

**In 2008, 46% of Canadians thought people used the term mental illness as an excuse for bad behaviour.**

TRUE. 27% said they would be fearful of being around someone who suffers from serious mental illness.

True or  
False?

## Middlesex-London Health Unit Sexual Health



The Sexual Health Team at the Middlesex-London Health Unit is committed to providing sexual health education and promoting healthy decisions. The Clinic provides a confidential and comfortable environment for discussing sexual health questions and concerns, and offers free STI testing and treatment, the morning after pill, pregnancy testing, and low cost birth control. The Sexual Health Team is dedicated to helping create a social culture where people are empowered to make healthy sexual choices. Call us!

519-663-5446 | [healthunit.com/sexual-health](http://healthunit.com/sexual-health)

## Mission Services of London



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

Our branches: Community Mental Health Programs (457 York St.), Men's Mission (459 York St.), Mission Store (797 York St.), Quintin Warner House (477 Queens Ave.), Rotholme Family Shelter (42 Stanley St.).

519-433-2807 | [missionservices.ca](http://missionservices.ca)

## My Sisters' Place



My Sisters' Place is a program of Canadian Mental Health Association (CMHA) Middlesex that provides wrap-around care for women facing homelessness and/or experiencing mental health issues or addictions. Any woman is welcome to share and connect with staff in a safe, supportive community drop-in centre or to join in any of the programs or activities offered on site in a women-only environment. A wide range of

supports can be accessed immediately, including a hot healthy meal, emergency clothing and supplies, laundry facilities, harm reduction supplies and daybeds.

519-679-9570 | [mysistersplace@cmhamiddlesex.ca](mailto:mysistersplace@cmhamiddlesex.ca) | [mysistersplacelondon.ca](http://mysistersplacelondon.ca)



## 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 for individuals. Cultural awareness, life skills, healthy eating, exercise, smoking cessation, a library, and a 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](http://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

For information regarding eligibility criteria, please call the London ODSP office at 519-438-5111. If you require immediate financial assistance, please contact your local Ontario Works office (you can also still apply for ODSP).

1-888-789-4199 | [mcss.gov.on.ca/en/mcss/programs/social/odsp](http://mcss.gov.on.ca/en/mcss/programs/social/odsp)

True or False?

**In a survey of 556 UK respondents, 70% reported that either they or a family member had experienced stigma as a result of mental illness.**

**TRUE.** People experienced stigma within their own family (56%), from friends (52%), from their doctor (44%), from other health care professionals (32%) and at work (30%).

## 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 worried about their safety). There are two parts to 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 participants can finish high school or improve their language skills

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

For more information please visit our website at [london.ca](http://london.ca).

[mcss.gov.on.ca/en/mcss/programs/social/ow](http://mcss.gov.on.ca/en/mcss/programs/social/ow)

## Pregnancy Options Program/Abortion Clinic - London Health Sciences Centre



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](http://lhsc.on.ca/Patients_Families_Visitors/Womens_Health/tap.htm)

## Reach Out



Reach Out is a bilingual 24/7 information, support and crisis service for people with mental health or addiction's concerns living in Elgin, Oxford, Middlesex or London. It is a free public service, run by trusted local organizations, that quickly connects you with the help that you need. Helping you through your immediate crisis is the goal, but staff can also link you to information and other supports and services in your community.

Calling Reach Out also offers access to the Crisis Mobile Team which is available 24/7 to provide crisis support and stabilization where needed, face-to-face, in the community.

519-433-2023 | 1-866-933-2023 | [reachout247.ca](http://reachout247.ca) (includes webchat function)

## 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 and Hepatitis C
- Education about safer sex and ways to prevent the 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 about (disclosing) your HIV status
- Needle and syringe program, Supervised Consumption Site, and Temporary Overdose Prevention Site 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 | 1-866-920-1601 | [info@hivaidconnection.ca](mailto:info@hivaidconnection.ca) | [hivaidconnection.ca](http://hivaidconnection.ca)**

## Regional Sexual Assault and Domestic Violence Treatment Program



- St. Joseph's Hospital



The Regional Sexual Assault and Domestic Violence Treatment Program 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 Program 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 ext. 64224.

**519-646-6100 ext.64224 | [sjhc.london.on.ca/sexualassault](http://sjhc.london.on.ca/sexualassault)**



## The 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 — offers emergency short term and transitional housing for homeless men, women, and youth
- 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@centrefhope.ca](mailto:housing@centrefhope.ca)

- Withdrawal Management — a safe and welcoming residential environment to assist men and women (aged 16+) in crisis with substance abuse
- Community and 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 | [centrefhope.ca](http://centrefhope.ca)**

## Sexual Health Infoline Ontario



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. Clients can also anonymously chat with a counsellor online between 10 a.m. - 5 p.m. by visiting the Toronto Public Health webpage ([toronto.ca/health](http://toronto.ca/health)) and [sexualhealthontario.ca](http://sexualhealthontario.ca). They offer anonymous and non-judgmental counselling, and current, accurate and detailed information and support on:

- |  |                           |   |
|--|---------------------------|---|
| • HIV/AIDS   | • STIs                    | • Issues related to harm reduction, including injection drug use and needle exchange programs |
| • Pre-test and post-test options   | • Birth control           |   |
| • Information and referral to point of care HIV Rapid Test sites province-wide | • Emergency contraception |   |
| • Safer sex activities   | • Sexuality               |   |
| • Risk assessment  | • Relationship concerns   |   |
|  | • Pregnancy               |   |
|  | • Sexual orientation      |   |

They also offer:

- 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.

**Ontario: 1-800-668-2437**

## Southwest Ontario Aboriginal Health Access Centre (SOAHAC)



**Southwest Ontario  
Aboriginal Health  
Access Centre**

SOAHAC offers free, culturally safe health and wellness services to Indigenous people (First Nations, Métis, Inuit) across Southwestern Ontario. All services are provided based on a holistic approach to wellness that addresses all

aspects – physical, mental, emotional, and spiritual.

Mental Health and Addictions Services include counselling, screening and assessment, some crisis intervention, referral, support services, groups, addictions support and referral, case management, social work, advocacy and follow-up, and the development and monitoring of individual wellness plans. All services are offered in a manner that is sensitive to Indigenous history and family life. There is an opportunity to learn culture-based strategies and teachings as well as referral to Traditional Healing Services with a Healer/Elder.

Other services include primary health care (doctor/nurse practitioner); diabetes education; Traditional Healing; child and youth mental health; traditional healthy lifestyles; supporting Aboriginal seniors at home; maternal/child health & nutrition services.

**519-672-4079 | 1-877-454-0753 | [soahac.on.ca/service/london](http://soahac.on.ca/service/london)**

## Supportive Listening Line



The Support Line, operated by Canadian Mental Health Association Middlesex, provides confidential listening and support to individuals 16+ any time of day or night. Whether you are anxious, depressed, lonely, overwhelmed or just need to talk something through with someone, you will find a supportive and caring person at our end of the line.

**519-601-8055 | 1-844-360-8055 | [cmhamiddlesex.ca/programs-services/support-line](http://cmhamiddlesex.ca/programs-services/support-line)**

## Telehealth Ontario



Telehealth Ontario is a free, confidential service you can call to get health advice or information. A Registered Nurse will take your call 24 hours a day, 7 days a week.

**1-866-797-0000 | [ontario.ca/page/get-medical-advice-telehealth-ontario](http://ontario.ca/page/get-medical-advice-telehealth-ontario)**

### London Hospitals:

- Victoria Hospital (Emergency and Mental Health/Psychiatry): 519-685-8500
- University Hospital (Emergency): 519-685-8500
- St. Joseph's Hospital (Urgent Care): 519-646-6100

**\* In emergency situations, please call 9-1-1**

## Unity Project



Unity Project offers a home-like emergency shelter for men, women and youth of all genders aged 18 and over. Residents participate in 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 principle of Housing First.

Programming and services include:

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

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.

**519-433-8700 ext.0 | [info@unityproject.ca](mailto:info@unityproject.ca) | [unityproject.ca](http://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.

A location also exists in Stratford.

**519-438-7379 | [wellspringlondon.ca](http://wellspringlondon.ca)**



**The disease burden of mental illness is 1.5 times higher than all cancers put together.**

**TRUE.** This includes years lived with less than full function and years lost to early death.



# ONLINE RESOURCES

## Action Canada for Sexual Health and Rights



Have questions about sexual health? Know your rights? Explore the Action Canada for Sexual Health and Rights website to answer your questions and find information on anatomy, sexually transmitted and blood borne infections, pregnancy options, healthy sexuality and relationships, consent, gender expression and identity, and more.

Action Canada also provides a Canada-wide 24-hour Access line that provides information on reproductive and sexual health, and referrals on pregnancy options.

Access Line: 1-888-642-2725 | [access@sexualhealthandrights.ca](mailto:access@sexualhealthandrights.ca) | [sexualhealthandrights.ca](http://sexualhealthandrights.ca)

## Be There (Jack.org)



Created by Jack.org, Be There is the most engaging and comprehensive resource available to learn how to support someone struggling with their mental health. Whether you have 5 minutes or 5 hours, get started at BeThere.org.

[BeThere.org](http://BeThere.org)



**Just 50% of Canadians would tell their friends or co-workers that they have a family member with mental illness.**

**TRUE** - Just 50% of Canadians would tell friends or co-workers that they have a family member with a mental illness, compared to 72% who would discuss a diagnosis of cancer and 68% who would talk about a family member having diabetes. (Bell Let's Talk)

## Big White Wall



At the heart of Big White Wall is its community of members, who support, help each other and share what's troubling them in a safe and anonymous environment. The site is available 24 hours a day, 7 days a week, 365 days a year – no need to wait until morning, the next business day or for a doctors' appointment. You can find support simply by logging on.

To ensure safety and anonymity, the site is monitored by clinically trained 'Wall Guides,' who are online 24/7. We know that finding help when you're distressed can be hard, so our Wall Guides are also there to help you feel welcome and guide you on how to get the most from our services.

Discover a new approach towards wellbeing that is available anytime anywhere through:

- Anonymous peer support
- 24/7 moderation by clinically trained 'Wall Guides'
- Self-guided courses
- Self-improvement tools and resources
- Safe space to express yourself without judgement

[bigwhitewall.ca](http://bigwhitewall.ca)

## 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. For more information, visit our website. You can reach CASP by email, phone, or at P.O. Box 53082, RPO Rideau Centre, Ottawa, ON, K1N 3W0.

613-702-4446 | [CASP@suicideprevention.ca](mailto:CASP@suicideprevention.ca) | [suicideprevention.ca](http://suicideprevention.ca)

## Canadian Centre for Occupational Health and Safety (CCOHS)



Canadian Centre for Occupational Health and Safety

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. CCOHS offers a free course that 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 also has a web portal, Healthy Minds at Work, that provides resources for dealing with mental health issues in the workplace.

Free Course: [ccohs.ca/products/courses/mh\\_awareness/](http://ccohs.ca/products/courses/mh_awareness/) | Healthy Minds at Work: [ccohs.ca/healthyminds](http://ccohs.ca/healthyminds)

## Centre for Addiction and Mental Health (CAMH) - Mental Health and Addiction 101 Online Tutorials



The Centre for Addiction and Mental Health (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 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/health-info/mental-health-101](http://camh.ca/en/health-info/mental-health-101)

## CHOICE-D Depression Guidelines



The CHOICE-D (CANMAT Health Options for Integrated Care and Empowerment in Depression) Project was created in partnership with individuals who have personal experience with depression, for persons living with depression. Depression is treatable. Written in lay language, our intention is to empower individuals to understand their treatment options and to engage in conversations about these options with their health care providers. The information will help you decide what questions to ask your health care provider and will help you decide what treatment is right for you.

Multiple stakeholder partners contributed to reviewing this document, including the public, patients, treatment providers, researchers, and administrators. This free guide from the Mood Disorders Association of Ontario is drawn from the CANMAT Clinical Guidelines for the Management of Adults with Major Depressive Disorder.

Support Line: 1-866-363-6663 | [canbind.ca/education-outreach/public-resources](http://canbind.ca/education-outreach/public-resources) | [mooddisorders.ca/node/1320](http://mooddisorders.ca/node/1320)

## 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](http://depressionhurts.ca)

## Government of Canada: Mental Health and Wellness



Learn about mental health and how to improve it to benefit you. Also get information on mental illness, its risk factors, symptoms, treatment and suicide prevention.

[healthycanadians.gc.ca/healthy-living-vie-saine/mental-health-sante-mentale/index-eng.php](http://healthycanadians.gc.ca/healthy-living-vie-saine/mental-health-sante-mentale/index-eng.php)

## Jack.org



Jack.org is Canada's only charity training and empowering young leaders to revolutionize mental health. Through Jack Talks, Jack Chapters, and Jack Summits, young leaders identify and dismantle barriers to positive mental health in their communities. Jack.org is working towards a Canada where all young people understand how to take care of their own mental health and look out for each other. A Canada without shame, where all those who need support get the help they deserve. With thousands of young leaders across every province and territory in Canada, we're only just getting started.

[jack.org](http://jack.org)

## The Jed Foundation (JED)



JED is a nonprofit that exists to protect emotional health and prevent suicide for our nation's teens and young adults. JED equips teens and young adults with the skills and knowledge to help themselves and each other; partners with high schools and colleges to strengthen their mental health, substance abuse and suicide prevention programs and systems; and encourages community awareness, understanding and action for young adult mental health.

[jedfoundation.org](http://jedfoundation.org)





mindyourmind exists in the space where mental health, wellness, engagement and technology meet. We work with young people aged 14-29 to co-create interactive tools and innovative resources to build capacity and resilience.

Visit the site to access information about mental health, tips for how to keep well and manage stress, learn how to support a friend through a tough time, read personal stories, watch interviews, and more including access to mobile and web-based apps. You can also connect with us on Facebook, Twitter, Youtube, Pinterest, and Instagram through our website.

[mindyourmind.ca](http://mindyourmind.ca)

## Overeaters Anonymous



Overeaters Anonymous (OA) offers a program of recovery from compulsive overeating, binge eating and other eating disorders using the Twelve Steps and Twelve Traditions of OA. Worldwide meetings and other tools provide a fellowship of experience, strength and hope where members respect one another's anonymity. OA charges no dues or fees; it is self-supporting through member contributions.

OA is not just about weight loss, weight gain, maintenance, obesity or diets. It addresses physical, emotional and spiritual well-being. It is not a religious organization and does not promote any particular diet.

OA members differ in many ways, but we are united by our common disease and the solution we have found in the OA program. We practice unity with diversity, and we welcome everyone who wants to stop eating compulsively.

OA offers both virtual meetings and support groups in London, which you can find using the "Find a Meeting" tool on the website.

[oa.org](http://oa.org)

## Sex and U



SexandU.ca is the ultimate Canadian website committed to providing accurate, credible and up-to-date information and education on sexual health. An initiative of the Society of Obstetricians and Gynaecologists of Canada, the site's mandate is to provide accurate, credible, and up-to-date information and education on topics related to sexual and reproductive health.

[SexandU.ca](http://SexandU.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 the knowledge they need to access resources at college and university and to make a successful transition from secondary to post-secondary school. 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](http://transitionresourceguide.ca)

## Free Online Self-Assessments

### CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)

Mental Health Meter	<a href="http://cmha.ca/mental_health/mental-health-meter">cmha.ca/mental_health/mental-health-meter</a>
Stress Index	<a href="http://cmha.ca/mental_health/whats-your-stress-index">cmha.ca/mental_health/whats-your-stress-index</a>
Substance Assessment	<a href="http://mps.cmha.ca/addictions/self-assessment">mps.cmha.ca/addictions/self-assessment</a>
Gambling Assessment	<a href="http://mps.cmha.ca/addictions/self-assessment">mps.cmha.ca/addictions/self-assessment</a>
Work/Life Balance Quiz	<a href="http://cmha.ca/mental_health/work-life-balance-quiz">cmha.ca/mental_health/work-life-balance-quiz</a>

### CENTRE FOR ADDICTION AND MENTAL HEALTH (CAMH)

Check Your Drinking (CYD) Survey	<a href="http://camh.alcoholhelpcenter.net/cyd">camh.alcoholhelpcenter.net/cyd</a>
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### MOOD DISORDERS ASSOCIATION OF ONTARIO (MDAO)

Check Up from the Neck Up	<a href="http://mooddiseorders.ca/sites/mooddiseorders.ca/quiz2/checkup.php">mooddiseorders.ca/sites/mooddiseorders.ca/quiz2/checkup.php</a>
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### WORKPLACE STRATEGIES FOR MENTAL HEALTH

Well-Being Checklist	<a href="http://workplacestrategiesformentalhealth.com/wti/Section2Resource3Page.aspx">workplacestrategiesformentalhealth.com/wti/Section2Resource3Page.aspx</a>
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### People who experience mental illnesses can still work.

**TRUE** - Mental illnesses don't mean that someone is no longer capable of working. Some people benefit from changes at work to support their goals, but many people work with few supports from their employer (Canadian Mental Health Association).

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## 24 Hour Crisis Services

24 Hour Crisis Services *inside front cover*

Western University Mental Health and Wellness Resource Guide

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