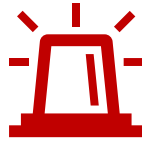


MENTAL HEALTH RESOURCES





Emergency Services



**For all emergencies, threats to life, and
physical/personal injuries, please call 911.**



Shepell.fgi Student Assistance Program

Students and their dependent family members (e.g. spouse; dependent children) can access Shepell's bilingual short-term professional assessment, counselling, consultation, resource referral, and case-management program by calling:

1-800-387-4765 (for service in English)

1-800-361-5676 (for service in French)

24/7 via the website: [Shepell Workhealthlife](https://www.shepell.ca/workhealthlife)

You can confidentially register with the site (top right-hand corner).

You will be provided with full access to face-to-face, telephonic, and e-counselling, as well as resource kits and online services available 24 hours a day, seven days a week.

With your first connection, they look for the best modality for you to connect, find the first available counsellor, and set the date, place, and time for the first appointment. After that, the learner and counsellor arrange follow-up meetings.



Physician Health Program (PHP):

Website: <https://www.cma.ca/supportline/ontario>

24/7 Confidential Toll-Free line: 1-800-851-6606 (in-province)

The Physician Health Program is offered by the Ontario Medical Association (OMA). It provides a range of direct services to physicians, residents, students, and their families, for problems such as stress, burnout, work-related conflict, emotional, marital, and family problems, substance use disorders, and psychiatric illness.

PHP provides prompt advice and support to medical students and residents who feel troubled or at risk, their families, and concerned colleagues. This includes preliminary assessment; intervention coordination; referral for counselling and clinical services; and monitoring, case management, and advocacy for substance use disorders and psychiatric disorders.

The PHP clinical staff can refer clients to third-party clinical resources for assessment and/or treatment to assist them with problems related to stress, burnout, marital and family issues, conduct or behavioural problems, sexual and boundary issues, gambling, mental health, substance use disorders, and substance dependence.



The Professional Association of Residents of Ontario

Website: <https://myparo.ca/helpline/>

24/7 Toll-Free Confidential Helpline: 1-866-HELP-DOC (1-866-435-7362)

Accessible anywhere in Ontario, 24 hours a day, seven days a week.

The PARO Helpline is available to medical students as well as residents.

When you call the toll-free number, you will be directly connected to a Helpline volunteer. These volunteers have had extensive training in acute crisis intervention, depression, anxiety, and many other conditions. They have also received special training relating specifically to residents, including information about the hours of work, working conditions, and common stressors.

In addition to providing immediate assistance in an emergency or urgent matter, the Helpline will provide referrals for such issues as but not limited to:

- Stress management
- Eating disorders
- Sexual, emotional, or physical abuse
- Anxiety
- Depression
- Anger management
- Gender issues
- Intimidation or harassment
- Substance use disorders
- Career or work-related crisis
- Relationship counselling
- Sexual issues



Good2Talk – Ontario's Postsecondary Student Helpline

Website: <https://good2talk.ca/>

Phone: 1-866-925-5454

Text: GOOD2TALKON to 686868

This is a free, completely confidential, and anonymous service that offers you professional counselling, mental health information, and connections to local resources. 24 hrs a day / 365 days a year in both English and French.



ConnexOntario

Website: <https://www.connexontario.ca/en-ca/>

Phone: 1-866-531-2600

Other options: [chat](#) or [email](#)

ConnexOntario is a provincial resource for mental health, addiction, and problem gambling services. They offer counselling support through calls, chat service, and email. The webpage also provides a directory for finding services in the area and learning about initiatives and partnerships.



Canadian Mental Health Association (CMHA)

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

Suicide Hotline: 1-833-456-4566 (QC: 1-866-277-3553)

The CMHA includes a wealth of resources about mental health issues [here](#). They provide informative resources about national programs, mental health policy, and how to get involved. They also provide special information and services at individual branches [here](#).



Web-Based Self-Serve Wellness Resources

ephysicianhealth – Online physician health and wellness resource which is designed to help medical students, residents and physicians to be resilient in their professional and personal lives. The website is designed to help with personal health issues such as resilience, fitness, substance use disorders, relationships, depression, disruptive behaviour and more.



Real Campus

Website:

<https://realcampus.ca/wp-content/uploads/2018/08/Real-Campus-FAQ.pdf>

Ask to see if your institution has its services. You will have access to the same menu of services as you do through a traditional Student Assistant Programs (SAP) provider. We are offering both 30 and 60-minute therapy sessions, speciality counselling (legal, academic, career, nutrition, etc.), and, depending on your plan, virtual physician visits. Both the therapists and counsellors will be available virtually or in-person.



BounceBack

With COVID-19, the government of Ontario provided emergency funding to provide free support to Ontario residents through BounceBack. BounceBack is a free skill-building program managed by the Canadian Mental Health Association (CMHA). It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry. Delivered over the phone with a coach and through online videos, you will get access to tools that will support you on your path to mental wellness.

Learn more here for [free](#) support through BounceBack.



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Learn more here for [free](#) support through BounceBack.



Internet Based Cognitive Behavioural Therapy

With COVID-19, the government of Ontario provided emergency funding to provide free support to Ontario residents using two different iCBT programs.

[Mind Beacon](#) is an online platform which involves an assessment and personalized online program developed by a therapist to help you cope with distress.

[AbilitiCBT](#) is an internet-based cognitive behavioral therapy (iCBT) program that you can access at any point to help challenge and cope with distress.



Distress and Crisis Ontario

[Distress Centers across Ontario](#) offer instant support and a variety of services to their communities to help you cope with mental health challenges or need of support. There are different centers across Ontario, locations can be found [here](#). Most centres operate 24 hours a day, 7 days a week, and may include suicide survivor programs, LGBTQ+ friendly services, support services for youth, telephone call-out programs for seniors and other vulnerable populations, mental health crisis lines, and more.

For urgent support, distress, or crisis: a chat support system, ONTX, is here to help and support you between 2PM-2AM daily. For support over text, text SUPPORT to 258258 or access the online chat [here](#).



Host University Health and Counselling Services

Please see below for some urgent contacts and specific programs offered by each school. This list is not exhaustive. For additional support and a complete list of all resources by the school, please visit the school's official website or reach out to their official learner affairs contact(s).

School	Resources
<p>Michael G. DeGroot School of Medicine (McMaster University)</p>	<p>Crisis Support: Campus Security - 905-522-4135</p> <p>Urgent: Counselling appointments are available at the Student Wellness Centre (PGCLL Level 2) for students in need of immediate support. They can be reached at (905)-525-9140 ext.27700 or by email at wellness@mcmaster.ca.</p> <p>COAST (Crisis Outreach and Support Team): Hamilton's crisis line is available 24/7. The team consists of a mental health worker, and a police officer who will respond to calls between 8:00 a.m. and 1 a.m. daily. (905)-972-8338.</p> <p>Good2Talk: Free and confidential helpline providing professional counselling and referrals for mental health, addiction, and well0being to post-secondary students in Ontario 24/7/365. 1-(866)-925-5454.</p> <p>Barrett Centre for Crisis Support: Free and confidential services 24/7/365 to students 16 years of age or older experiencing a mental health crisis but do not require a hospital stay. (905)-529-7878 or toll free 1-(844)-777-3571.</p>



Host University Health and Counselling Services

School	Resources
Northern Ontario School of Medicine	<p>Urgent: Immediate support is available 24/7/365 at 1-(844)-880-9142 or online at workhealthlife.com.</p> <p>Personalized Support: If you or someone in your immediate family need to talk to someone, access your EFAP through Morneau Shepell by calling #1-(877)-890-9052 or downloading the MyEAP app. Morneau Shepell has also gathered useful information on the Workplace Mental Health Resources website.</p> <p>Coffee Chats via the Healthy Workplace Group: <i>Coffee Chats</i> through the Healthy Workplace Group are a good way to stay connected with colleagues since we are unable to gather as a group. Refer to calendar and notices in The Pulse for the dates and times of these weekly informal gatherings.</p> <p>NOSM Well - Wellness and Safety App: https://apparmor.apparmor.com/clients/nosm.ca/</p> <p>Tips from NOSM Students: https://www.nosm.ca/education/md-program/for-current-students/student-services/</p> <p>Health & Wellness Guide: https://libraryguides.nosm.ca/healthandwellness</p> <p>NOSM Learner Affairs: learneraffairs@nosm.ca</p>



Host University Health and Counselling Services

School	Resources
University of Ottawa	<p>Immediate: On campus: (613)-562-5411, protection services can locate you quickly in an event of an emergency 24/7</p> <p>Walk-In: uOttawa walk-in counselling services works on a first-come, first-served basis and allows for same day counselling. Located at 100 Marie-Curie. Operates September-April, Monday-Friday 8:45-4:30 p.m.</p> <p>Booking a counselling appointment: Can be booked online through the Ventus online platform for uOttawa students. Students can choose any available appointments within a 2 week period. Available September-April, Monday 8:45-4:30, Tuesday-Thursday 8:45 a.m.-8:00 p.m., and Friday 8:45 a.m.-4:30 p.m.</p>



Host University Health and Counselling Services

School	Resources
Queen's University	<p>Crisis Mental Health Support at Student Wellness Services: Students presenting with urgent help with emotional regulation will be triaged and connected with a crisis counsellor either the same day, be connected to a community crisis support, or meet with a counsellor the next day. (613)-533-2506 Cote Sharp Student Wellness Centre, 1st floor Mitchell Hall, 69 Union St.</p> <p>Empower Me: Students can access Empower me for free 24/7, 365 days per year to connect with confidential qualified counsellors, consultants, and life coaches for both crisis and trauma support, and non-urgent support 1-(833)-628-5589 Empower me through mobile app; "EAP Optima"</p> <p>Mental Health Appointments: Students can make an appointment by calling (613)-533-2506 from 9 a.m.-7 p.m. Monday-Thursday and Friday 9 a.m.-4:30 p.m for mental health support and short-term mental health model, through remote phone or video conferencing appointments.</p> <p>Therapy Assistance Online: https://www.queensu.ca/studentwellness/tao</p>



Host University Health and Counselling Services

School	Resources
University of Toronto	<p>Urgent: University Campus Safety Contacts</p> <ul style="list-style-type: none">• Call 416-978-2222 on the St. George campus.• Call 905-569-4333 on the UTM campus.• Call 416-978-2222 on the UTSC campus. <p>U of T My Student Support Program (My SSP)</p> <ul style="list-style-type: none">• Mental health and counselling services available in 146 languages for all U of T students.• 1-844-451-9700.• Outside of North America, call 001-416-380-6578. <p>https://mentalhealth.utoronto.ca/my-student-support-program/</p> <p>Office of Health Professions Student Affairs (OHPSA) OHPSA offers personal counselling, career counselling, and academic coaching. Learn more here: https://md.utoronto.ca/office-health-professions-student-affairs-ohpsa</p> <p>Mistreatment office Contact if you would like to discuss, disclose, or report behaviour (witnessed or experienced) that you perceive or suspect as mistreatment. https://md.utoronto.ca/student-mistreatment</p> <p>Student Health Initiatives and Education (SHINE) The SHINE team is volunteer student-led team promotes student leadership in wellness workshops and peer tutoring. http://uoftshine.weebly.com/</p> <p>Further resources and supports: https://md.utoronto.ca/available-resources-support</p>



Host University Health and Counselling Services

School	Resources
Schulich School of Medicine & Dentistry (Western University)	<p>Urgent: <u>London</u> Campus Police Services: 911 (emergency), (519)-661-3300 (non-emergency); 24/7 Crisis Line: (519)-433-2023</p> <p><u>Windsor</u> Campus Police Services: 911 (emergency), (519)-253-3000, ext. 1234 (non-emergency) 24/7 Crisis Line: (519)-973-4435</p> <p>Additional Contacts: https://www.schulich.uwo.ca/learner_experience/about_us/contact_us.html</p> <p>Therapy Assistance Online: https://www.taoconnect.org/ Please use your Schulich Medicine email to access TAO programs, which are interactive for helping with self-awareness and coping skills.</p> <p>Coverage: Western students who have not opted out of the University Student's Council Plan receive 100% coverage of a Registered Psychologist or Registered Social Worker up to maximum of \$750 per student year. Insurance benefits can be set up here: https://studentbenefits.ca/ Please contact Nina Joyce at njoyce2@uwo.ca for questions about claims and eligibility.</p> <p>Mentors: To sign up as a mentee and access clinician mentors, please contact Pamele Bere, Manager, Learner Experience Office at pamela.beere@schulich.uwo.ca</p> <p>Student Support: Reach out to your Student Affairs Committee Representatives in your class to get connected with the Big Sib/Little Sib Program for peer mentors.</p> <p>Additional Western Mental Health Support Resources: https://www.uwo.ca/health/psych/index.html</p> <p>Schulich Learner Experience: learner.experience@schulich.uwo.ca</p>



Additional contacts and support lines

This is a list for supports related to wellness in Ontario. This list is not specific to medical students and can be shared broadly. This is not exhaustive, as there may be further community support specific to your city not listed here.

- **BIPOC resources**
 - Hope for wellness helpline: <https://hopeforwellness.ca/home.html>
 - Talk4Healing: <http://www.talk4healing.com/live-chat/>
 - Mental Health and Addiction Services: <https://www.acrossboundaries.ca/get-help>
 - Black Youth Helpline: <https://blackyouth.ca/>
 - Black Health Alliance: <https://blackhealthalliance.ca/>
 - Support Network for Indigenous Women & Women of Colour (SNIWWOC): <https://www.sniwwoc.ca/>
- **LGBT2SQ+ Supports**
 - LGBT YouthLine: <https://www.youthline.ca/>
 - Rainbow Health Ontario: <https://www.rainbowhealthontario.ca/>
 - Pflag Canada: <https://pflagcanada.ca/>
 - Trans Lifeline: <https://translifeline.org/>
 - The Trevor Project Helpline: <https://www.thetrevorproject.org/>
- **Mental Health**
 - Breaking Free from Substance Abuse: breakingfreeonline.ca
 - National Eating Disorder Information Centre 1-866-633-4220
 - Canadian Association for Suicide Prevention: <https://suicideprevention.ca/>
 - CFMS school specific resources: <https://www.cfms.org/what-we-do/student-affairs/wellness>
 - Center for Clinical Interventions Self-Help Modules: <https://www.cci.health.wa.gov.au/Resources/Looking-After-Yourself>
 - [Helping Residents cope with a patient suicide](#)
 - [Resources for suicide loss survivors](#)



Additional contacts and support lines (continued)

- **Mindfulness Resources**
 - Guided Meditations: <https://omsa.health.blog/2017/04/01/guided-meditations-from-harvard/>
 - Assessing your Life Balance: <https://omsahealth.files.wordpress.com/2016/12/assessingyourlifebalance.pdf>
 - Online Mindfulness-Based Stress Reduction: <https://palousemindfulness.com/>
 - Symptom Management Meditations: <https://ottawamindfulnessclinic.com/practices/m4-meditations/>
- **Physical Wellbeing**
 - 211-Ontario Health Care: <https://211ontario.ca/211-topics/health-care/>
 - Find a doctor or nurse practitioner: <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>
 - Ontario AIDS HotLine – 1-800-668-2437
 - CATIE Post-Exposure Prophylaxis: <https://www.catie.ca/post-exposure-prophylaxis-pep>
- **Reproductive Health**
 - Crisis Pregnancy HotLine – 1-800-665-0570
 - Reproductive Health Ontario: <https://sexualhealthontario.ca/en/reproductive-health>
 - Unexpected Pregnancy: <https://iamnotalone.ca/>
- **Violence and Assault**
 - Assaulted Women's Helpline – 1-866-863-0511
 - Victim Support Line, Ministry of the Attorney General – 1-888-579-2888
 - Provincial Violence services webpage: <https://www.ontario.ca/page/get-help-if-you-are-experiencing-violence>
 - Sexual Assault Support by city: <https://sexualassaultsupport.ca/support/>
 - Regional Sexual Violence: <https://www.hrlsc.on.ca/share/en/resources/regional-sexual-violence-centres>
 - Ontario Network of Sexual Assault/Domestic Violence Treatment Center: <https://www.sadvtreatmentcentres.ca/>
 - Draw the line: <http://www.draw-the-line.ca/gethelp.html>
- **Other**
 - Lawyer Referral Service (LRS) 1-800-268-8326



THANK YOU

Mental health is multifaceted and unique to each person. We recognize the limitations of the resource in trying to be comprehensive. While this document is not perfectly tailored for every student, we hope this can be a helpful start for providing a look at available options.

Thank you to former and present members of the Education Portfolio and Student Affairs Portfolio for their contributions to continuously improve the document.

1st Edition (2019):

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OMSA Ontario Medical
Students Association

AÉMO Association des étudiant·e·s
de médecine de l'Ontario