

MSS Mentor Handbook

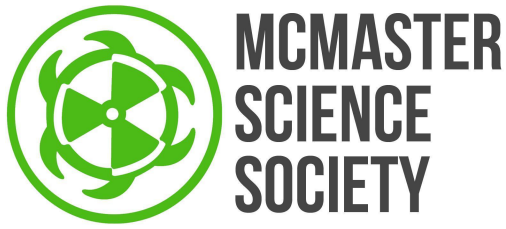
Created by: Alyssa Burrows

Mentorship Coordinator

McMaster Science Society

2019-2020





1280 Main St. West
Hamilton, ON, L8S 4L8
905-525-9140 Ext: 23322
Burke Science Building (BSB), B108

Dear Mentors,

Thank you so much for volunteering your time and sharing your knowledge and experiences with first year science students. As you know the transition from high school to first year is different for every single student at McMaster. As a mentor who is in frequent contact with your mentee(s), you are an integral part of their support network here at McMaster. With this in mind, there is potential for your mentee to disclose sensitive information to you. As a response to this concern I have created this resource book for you to refer to when supporting your mentee(s). This resource book was adapted from the SHEC resource binder.

It is important to keep in mind that you are by no means a professional counsellor or professional health care provider. If you have any questions or concerns throughout the year please reach out to me by email, facebook message or even text (613)-331-0599. You can also reach out to the MSS VP Academic Chen Chen at vpacademic@mcmastersciencesociety.com. We are here to support you!

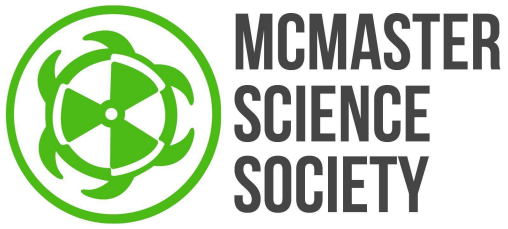
I would also like to say a HUGE thank you to everyone who helped edit, review and make suggestions for this handbook: Christian Barborini, Claire Bagio, Mugdha Dave, Yasmeen El-Rayyes, and Jhanahan Sriranjana. Of course this resource is not perfect and I invite you to submit feedback or concerns to this [form](#) or to myself directly via email.

Kind regards,

Alyssa Burrows

Mentorship Coordinator 2018-2020

Mentorship@mcmastersciencesociety.com



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Definitions

Abuse: Abuse can be defined as a verb to mean to treat (a person or an animal) with cruelty or violence, especially repeatedly and regularly. Abuse can take many forms, including physical, emotional, sexual, or financial abuse. The following government [website](#) outlines different types of abuse. Abuse can also be defined as the improper use of some material or object, including substances such as drugs and alcohol.

Addiction: Addiction is defined as a condition of being dependent on a particular substance, thing, or activity. This could include drugs and alcohol, or exercise for example.

Consent: Consent can be thought about in many contexts and is defined as permission for something to happen or agreement to do something. Consent is often thought about in situations involving sexual activity. [Sexual consent](#) is freely given, reversible, informed, enthusiastic and specific.

Harm reduction: Harm reduction is an evidence based approach that seeks to reduce health and social harms associated with addictions, substance abuse, and other behaviours that may inflict harm on an individual (ie. cutting, burning etc.) without requiring the person to abstain or stop the substances. Harm reduction aims to be non-judgmental and non-coercive. An example of harm reduction is safe injections sites. This [link](#) can provide you with more information on harm reduction.

Mental Health: The World Health Organisation defines mental health as “a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community”. Mental health is important at every stage of life and can change over time. Everyone has mental health but not everyone has mental illness.

Mental Illness: A collection of disorders including but not limited to depression, bipolar disorder and anxiety. Physical and social factors can contribute to mental illness. There are supports available for individuals who struggle with mental health and illness. For more information check out this [link](#).

Mentorship: Mentorship is defined as guidance provided by a mentor, who is considered an experienced person in a company or educational institution. Mentorship is really what you make it!

Peer support: “Peer support refers to a process through which people who share common experiences or face similar challenges come together as equals to give and receive help based on the knowledge that comes through shared experience (Riessman, 1989). A “peer” is an equal, someone with whom one shares demographic or social similarities. “Support” expresses the kind of deeply felt empathy, encouragement, and assistance that people with shared experiences can offer one another within a reciprocal relationship.” [-Advocates for Human potential, 2018.](#)

How to be a great Peer Supporter and Mentor

To be a great peer supporter make sure you listen, listen, listen! Listening is very important; most people just want someone to talk to and to be heard. Validation is also a great tool in peer support followed up by resources. Before suggesting resources make sure the individual you are communicating with wants resources. Peer support is based on the idea that both people are equals, and in some cases may have shared lived experiences. Peer support is different from professional counseling.

Here are some resources and materials that you may find helpful from my peer support tool box:

- [MSS Peer support and Self care slide show 2018](#)
- [Collection of Student Wellness Centre Mental Health Resources](#)
- [McMaster’s Responding to Students in Distress or Difficulty](#)
- [Anatomy of an Apology](#)

Of course this entire document is full of resources that can be used in a peer support context.

To be a great mentor first think of the qualities that people who have acted as a mentor in your life. Then add in your own fantastic qualities. *BAM* you’re a mentor now! Listen to your mentee, reply to them, and try to be as genuine as possible!

Here is a [link](#) to the 2018 Mentorship slide show and a [link](#) to a highly recommended video on mentorship if you need some inspiration!

What if...

The goal of the “What if...” section is to provide suggestions for how to support and handle potential situations that you may encounter as a mentor. This is no means an exhaustive list. Each section will have a heading and a content warning (CW), when deemed necessary. As always reach out to the mentorship coordinator if you have questions, need advice, or require support.

“Listen and Validate your student” is said for many of these responses. Some examples of what you could say include:

Example 1: “I appreciate that you trust me enough to open about your [insert what they talked about here]. That takes a lot of strength and courage. I’m not a professional, but I am here for you. I’m here to listen and I know some resources both on and off campus if you happen to want* any.”

Example 2: “Thanks for trusting me with [insert thing they said]:. I admire you for sharing, it was brave. I’m not a professional, but I have some resources if you want* them. And I’m here to listen.”

You don’t have to say these word for word and of course it depends on the context.

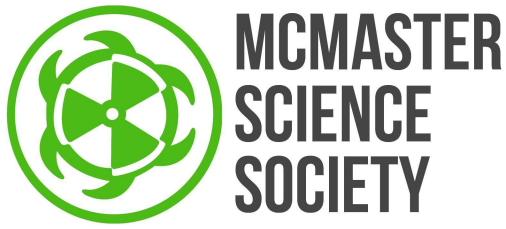
General

My mentee doesn’t reply to me

Remember it’s not you. It’s them. If your mentee doesn’t reply to you please reach out to me at mentorship@mcmastersciencesociety.com. I will send them an email and ask if they still want to be a part of the program. If they no longer want to be a part of the program, I will pass on the message to you. If they don’t reply to myself unfortunately there is nothing more we can really do.

My mentee says things that make me (their mentor) uncomfortable

Identify what makes you feel uncomfortable and ask them to stop if you feel comfortable. If you have done this or don’t feel comfortable asking them to stop please reach out to me and I will assign the mentee a new mentor or remove the mentee from the program depending on the situation.



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My mentee no longer wants to be a part of the mentorship program

That's too bad :(Remember that it is not your fault and you are a great mentor! Reach out to me if you want to chat. There may be opportunities to pair you with a new mentee in the fall and winter sign up.

My mentee feels uncomfortable walking around campus or the surrounding area at night

Listen to their concerns. Suggest that they use SWHAT. SWHAT Services run 7pm- 1am depending on the day. Students can request a walk up to 30 minutes away from campus by bus or walking. McMaster Security service also provides walk home services outside of SWHAT hours. They can be reached by dialing 88 on any campus phone. Some individuals may be uncomfortable being escorted by campus security.

My mentee is feeling lonely/ homesick

Moving away from home to attend university can be a scary and overwhelming time. Listen to their concerns and ask them what you can do to support them. There are many ways they can stay in touch with their family and friends back home while becoming connected with the McMaster community. Feel free to collaborate on ideas or contact myself for support.

My mentee doesn't feel connected with the McMaster community

There are lots of ways to become more connected with the McMaster community. Being involved can build a sense of belonging. Listen to what your mentees interests are and make suggestions as you see fit. This could include volunteering for an MSU service, getting involved in the MSS, participating on an intramural team, volunteering in the community, or joining a club. Please see the getting involved section.

My mentee feels like they are having a difficult time making friends

Making friends can be tough. Friends can be made in various places; in class, in residence, in tutorials etc. A great way to meet people can be getting involved and finding people with similar interests. Check out the getting involved section.

My mentee is sick

Being sick and away from home can be tough. Depending on the situation they may want to see a physician. See the general health section of this manual for a list of urgent care clinics, walk in clinics, and pharmacies.

My mentee has questions about health and dental insurance.

Health and dental insurance can be difficult to navigate. The following is a [link](#) to the MSU's health and dental insurance. Students can opt out of the program if they have extended external coverage (ie. Parent or guardian has a private plan). Changes have occurred to the OHIP+ program information can be found [here](#). Part time students can opt into the program.

My mentee is having trouble with their roommate or someone in their residence

Living with others can be tough sometimes. Encourage the mentee to inform the CA or residence manager of the situation before the situation progresses. Remind them that there are supports in residence to help manage these situations.

Myself and/or my mentee has developed romantic feelings for each other

This is a bit awkward but I would recommend that you contact myself, the mentorship coordinator, if you are considering entering into a relationship as then we can rematch you and your mentee.

Mental Health and Illness

CW: Discussions of mental health, illness, self harm, and suicide.

Responding to mental health struggles and mental illness disclosures can be challenging. Here is a template of how you could respond (not word for word):

Example 1: "I appreciate that you trust me enough to open about your [insert what they talked about here]. That takes a lot of strength and courage. I'm not a professional, but I am here for you. I'm here to listen and I know some resources both on and off campus if you happen to want* any."

Example 2: “Thanks for trusting me with [insert thing they said]:. I admire you for sharing, it was brave. I’m not a professional, but I have some resources if you want* them. And I’m here to listen.”

*Do not force resources on an individual that you are supporting instead say if you want any. Try to avoid using “need” as the individual may not think their struggles are serious enough to need help. It also makes reaching out for resources more accessible.

** Additionally avoid saying something like it sounds like you have [insert mental illness here]. You are not a professional and therefore should not be diagnosing an individual. Focus on what they have told you and their feelings and how support might look best for them.

My mentee discloses they are struggling with their mental health

Listen and validate your student. It takes a lot of courage to disclose mental health struggles. Ask them what you can do to support them keeping in mind that you are not a professional mental health counselor. Please see the mental health section of this handbook for more resources. Some resources are peer support on campus provided by various MSU services, professional counseling through student wellness center, helplines, and clinics in the nearby area etc.

My mentee discloses they are having suicidal thoughts or ideations

This is a tough one. Firstly, suicidal thoughts and ideations do not mean the individual is at a high risk for dying by suicide however it is necessary to assess the situation. If the student is having suicidal thoughts or ideations you could use example 1 or 2. If the individual is in crisis* contacting security services (on campus) or 911 off campus, or the crisis counselor at SWC. Crisis appointments are available at SWC. If they are in immediate danger you may want to get them help via calling campus security if they are on campus or 911 if off campus. Here is the crisis support from the [SWC](#). Here is the [University's Crisis Response plan](#).

*Crisis being defined as being directly endangered to themselves or others, crisis could be indicated with a direct plan on how they would carry out suicide ie. time, place, location or actively attempting.

My mentee discloses that their friend/ roommate/ peer is struggling with their mental health

Listen and validate your student. Provide them with the resources from the mental health section. Remind them that they are being a great friend and that they are not a professional mental health counselor.

My mentee is participating in self harm

Self harm can be inflicted on oneself in a variety of ways and is not necessarily indicative of suicidal thoughts or ideations. Some people participate in self harm as a coping mechanism. It is important to introduce harm reductions principles into self harm. For this situation listen and validate your student (example 1 and 2). Resources you could provide if they would like some are SHEC, SWC, or various helplines. Here are some informative websites that may help you understand self harm.

<https://www.msumcmaster.ca/services-directory/6-student-health-education-centre-shec/research-and-advocacy/harm-reduction/self-harm>

<https://www.suicideinfo.ca/resource/self-harm-and-suicide/>

<https://ontario.cmha.ca/documents/understanding-and-finding-help-for-self-harm/>

Disordered eating and Dietary Restrictions

CW: Discussions of disordered eating and eating disorders.

My mentee discloses they are struggling with an eating disorder/ disordered eating

Listen and validate your student. It takes a lot of courage to disclose an eating disorder/ disordered eating. Ask them what you can do to support them keeping in mind that you are not a professional counselor. Please see the eating disorders section of this handbook for resources.

My mentee is having a difficult time eating on campus because of a dietary restriction such as food allergy, celiac disease, food intolerances, vegan and/or vegetarian.

Hospitality services tries their best to accommodate students with dietary restrictions. Emailing hospitality@mcmaster.ca can be a great way to get a tour and to meet the chefs. Additionally, hospitality services has a registered dietician who can help navigate healthy food choices bontempl@mcmaster.ca.

Addiction

CW: Discussions of drug, alcohol and gambling addictions.

My mentee discloses that they have an addiction (drugs, alcohol, gambling etc.)

Listen and validate your student. It takes a lot of courage to disclose an addiction. Ask them what you can do to support them keeping in mind that you are not a professional counselor. Please see the addictions section of this handbook for resources.

My mentee discloses that they have a friend who is struggling with an addiction

Listen and validate your student. Provide them with the resources from the addictions section. Remind them that they are being a great friend and that they are not a professional addictions counselor.

Disability

CW: Discussions of physical and learning disabilities

My mentee discloses that they have a learning disability and is looking for support and resources

Listen and validate your student. It takes a lot of courage to disclose a learning disability. Suggest they talk with student accessibility services to work out appropriate accommodations (see resource book for contact info). If they are looking for peer support or connecting with other students Maccess could be a great place.

My mentee discloses a physical disability and is looking for support and resources

Listen and validate your student. It takes a lot of courage to disclose a physical disability. Suggest they talk with student accessibility services to work out appropriate accommodations (see resource book for contact info). If they are looking for peer support or connecting with other students Maccess would be a great place.

Sexual Violence and Sexual health

CW: Discussions of sexual violence (harassment, assault, rape) and sexual health (STIs, pregnancy etc.)

My mentee discloses that they were/ are being sexually harassed

Listen and validate your student. It takes a lot to disclose any of the above. Suggest they talk with Hagar Akua Prah the Sexual Violence Response Consultant. Other resources can be found in this handbook including SACHA. Peer support from SHEC, WGEN or PCC could also be good options. The following is a [link](#) to McMaster's sexual violence policy.

My mentee discloses that they were sexually assaulted, abused or raped

Listen and validate your student. It takes a lot to disclose any of the above. Suggest they talk with Hagar Akua Prah the Sexual Violence Response Coordinator. Other resources can be found in this handbook including SACHA. The following is a [link](#) to McMaster's sexual violence policy.

My mentee discloses that they know someone who was sexually assaulted, abused or raped and is inquiring how to support them

Listen and validate your student. Provide them with the resources from the sexual health section. Again Hagar Akua Prah the Sexual Violence Response Consultant is a great resource along with SACHA. Remind them that they are being a great friend and that they are not a professional counselor.

My mentee is concerned that they have a STI

Listen and validate your student. Provide them with the resources from the sexual health section. The student wellness Centre provides testing for a panel of STIs. There are multiple testing centers in the Hamilton and GTA area that offer testing. WGEN, PCC, SHEC, and SWC all have condoms. SHEC carries other safe(r) sex items such as internal condoms (previously known as female condoms), oral dams etc.

My mentee thinks that they are pregnant

Listen to your student. The student health education center (SHEC) offers free, anonymous and confidential urine pregnancy testing. The tests can be done in the SHEC office or the student can take one home with instructions. If said urine pregnancy test is positive seeing a physician for a blood test would be the next step. See clinics in this resource manual or contact Student Wellness Centre.

Gender & Sexuality

CW: Discussions of sexuality, discrimination and gender identity

My mentee discloses that they are questioning their gender identity

Listen and validate your student's feelings. Applaud them for their courage. Some resources that they could go to for support include the pride community center (PCC) and women gender equity network (WGEN) for peer support. The student wellness centre can also be a professional resource and support for a student questioning their gender identity especially if it is impacting their mental health. Questioning does not necessarily mean that they have "decided" gender identity as gender identity can be a continuous journey of rediscovery and redefining. Use their pronouns or if you don't know their pronouns use their name.

My mentee discloses that they are questioning their sexual orientation

Listen and validate your student's feelings. Applaud them for their courage. Some resources that they could go to for peer support include the pride community center (PCC) and women gender equity network (WGEN) for peer support. Spectrum is a Hamilton resource for LGBTQ+ individuals and could help them feel more connected with the community (see LGBTQ+ in resource section).

Discrimination

My mentee has been discriminated against for their gender identity, ethnicity, religion, sexual identity, disability etc.

Listen and validate your student's feelings. Ask them if they would like resources and direct them to the appropriate resources depending on their situation. The following is a [link](#) to McMaster's Policy on Discrimination and Harassment: Prevention

and Response. If you feel comfortable ask your mentee if they feel safe in their current situation. If they feel unsafe, more serious measures might have to be taken. MSU Macess is a good peer support options for student experiencing discrimination due to disability, the equity and inclusion office could be of help. Diversity services, and the equity and inclusion office could be of help to individuals facing discrimination due to religion or ethnicity. Pride Community Centre, WGEN, Equity and inclusions office along with other LGBTQ+ services (see resources) could be a support for an individual facing discrimination due to sexual orientation and/or gender identity.

Academics

My mentee is struggling with their academics

The transition to university academically is different for everyone. You can share personal stories if you wish. They could go see their TA, their prof, hire a tutor, attend help centers, etc.

My mentee needs help with a written assignment

That is great that they reached out to you. If you want, you could help them edit their report and/or there is a service that is not always well known called the undergrad writing center. See McMaster Science Resources: Academic or an appointment can be booked through this [link](#).

My mentee feels that they were unfairly graded or treated by a McMaster staff

If your mentee feels as if they have exhausted their options both their TA and professor, they could go to the Ombud's office and discuss their options with them. See McMaster Resources.

My mentee failed a midterm

Sometimes that happens- and it sucks. Try to encourage them to be reflective of the situation (ie. How did they study to prepare for the test?, how were they feeling that day? During the test etc.) Some resources that may be useful form them are: different subject specific help centers, their TAs, their prof, a tutor or seeing the student success center to discuss study strategies or attend workshops. McMaster Science Resources: Academic for a full list.

My mentee failed a course

Sometimes that happens- listen to your mentee and reassure them if you think it is appropriate. They may want to go discuss how to proceed with an Academic advisor in the Science Faculty. See McMaster Science Resources: Academic.

My mentee is thinking about dropping a course

Listen and validate their feelings and concerns. There is nothing wrong with taking less courses, it is best that they do what is right for them and to do University at their own pace. With that being said it is advisable that they talk with an academic advisor in the Science Faculty. See McMaster Science Resources: Academic.

My mentee is thinking about transferring programs

Interests change and it is totally okay to change their mind. With that being said it is advisable that they talk with an academic advisor in the Science Faculty. See McMaster Science Resources: Academic. There are also many other students that have also switched programs that they could talk to.

My mentee is thinking about leaving McMaster

It will be sad to see them go but McMaster isn't for everyone. If you feel comfortable, offer to keep in touch and you can recommend resources as you see fit.

How to stay in contact with my mentee

These are just some ideas of how you and your first year mentee can stay in contact not only throughout the year but even beyond. You can also meet with your mentee in person if you are both comfortable with that.

- Email
 - Facebook
 - Snapchat
 - Instagram
 - Text/ call/ cell phones
 - Mail
- Other mentorship services (first year and beyond!)

McMaster Resources

McMaster University Chaplaincy Centre	905-525-9140 x 24207 chaplain@mcmaster.ca MUSC 231	Open door policy Personal counselling Bereavement support All aspects of human relations Discussion groups
McMaster Student Accessibility Services	905-525-9140 x 24711 MUSC B107	Counselling for academic, personal, and psychological issues Services for students with disabilities
McMaster Student Success Centre	905-525-9140 x 24254 Gilmour Hall 110	Academic support (writing help, peer tutor, etc.) Community Engagement Leadership development Professional development Services continue for up to 10 years after graduation
McMaster Human Rights and Equity Services	905-525-9140 x 27581 University Hall 104 M-F 9-4:30 or by appt.	Confidential resolution of enquiries and complaints concerning any form of harassment or discrimination
McMaster Crime Prevention Office	905-525-9140 x 26060	
Student Wellness Centre	905-525-9140 x 27700 PGCLL Second Floor M-Th 8:30-7:45pm F 8:30-4:30pm, closed 12:30-1:30	Pregnancy testing Counselling Health information Medical care
McMaster Security Services	Dial 88 on any campus phone 905-525-9140 x 24281 E.T. Clarke Centre Rm 201 24/7	Crime investigation Maintain communication with local police, fire, and ambulance services Provide escorts outside of SWHAT hours Monitor campus CCTV cameras

McMaster Ombuds Office	905-525-9140 x 24151 MUSC 210 Open M-F Appointments by arrangement	Free lawyer on campus References to legal services Any complaints about McMaster, academic or non-academic
McMaster Indigenous Studies program	905-525-9140 x 27426 HH 103	Indigenous student guide Student counsellor Elder-in-Residence Writing skills workshops Student library Student Lounge Research librarian Soup days
McMaster Pride Community Centre	905-525-9140 x 27397 MUSC 221	Peer-Support and programing for LGBTQ2+ students
Women Gender Equality Network (WGEN)	905-525-9140 x 20265 MUSC 204	Peer Support and programing for female identifying and non-binary McMaster students
Student Walk Home Attendant Team (SWHAT)	905-525-9140 x 27500 MUSC 226	Services run 7pm- 1am/2am. Students can request a walk up to 30 minutes away from campus by bus or walking.
Student Health Education Centre (SHEC)	905.525.9140 ext. 22041 MUSC 202	Provides Peer support, free safe(r) sex items and menstrual products. Free and anonymous pregnancy testing. Focuses on Mental health, sexual health, addictions awareness, healthy active living. Provides referrals on and off campus. Open 10:25 am-7:25 pm Monday-Thursday, 10:25am-5:25 pm on Friday.
Hagar Akua Prah Sexual Violence Response	prahh@mcmaster.ca (905) 525-9140 Ext. 20909	

Consultant	McMaster University Student Centre (MUSC) Room 212	
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General Health
Emergency

Ambulance	Emerg. 911 Non-emerg. 905-574-1414 24/7	
EFRT	Dial 88 on campus phone McMaster Security Dispatcher: 905-522-4153 MUSC 103 24/7 during school year	Emergency medical care Average response time 2-3 minutes Campus security companies EFRT team

Urgent Care Centre

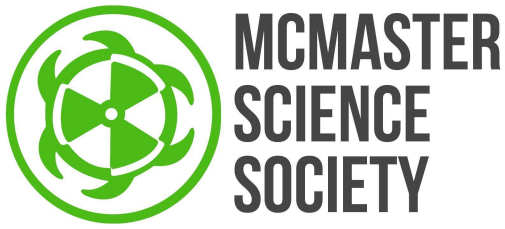
Main Street West Urgent Care Centre Hamilton Health Sciences	690 Main Street W, Hamilton, ON L8S 1A4	Urgent care is required for illnesses and injuries that do not need emergency care, but cannot wait for an appointment with a family doctor. Examples requiring urgent care: <ul style="list-style-type: none"> ● Minor cuts or wounds that may require stitches ● Simple broken bones ● Sprains, strains or deep bruises ● Ear infections ● Fevers, coughs, congestion, and sore throats ● Insect bites, rashes and scrapes <p>If you are uncertain, always call 911</p>
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General Health

McMaster Health and Dental info can be found here:

<https://www.msumcmaster.ca/services-directory/36-health-and-dental-insurance>

Hamilton Public Health Services	905-546-3500 M-F	Connection to other Hamilton Health lines Education/Research Child/Adolescent Alcohol, Drugs, Gambling Nutrition and healthy Lifestyle
Distress Centre of Hamilton	Distress line: 905-525-8611 Bus. line: 905-525-8618 Primary hours: 8am-12am Secondary hours: 8am-12am	Hotline Counselling by trained volunteers Focus on listening anonymous
The Lung Association	905-383-1616 hamilton@on.lung.ca Asthma helpline 1-800-668-7682 1447 Upper Ottawa St, Unit 4 M-F 9-4:30pm	Call centre staffed by certified Asthma educators Info, pamphlets on asthma, air quality COPD info Broncobusters - education and exercise
College of Physicians and Surgeons of Ontario "Find a Doctor Service"	1-800-268-7096 x 626 www.cpsso.on.ca M-F 8-5pm	Can speak with an agent to find physicians who are accepting patients in Ontario
Hamilton Academy of Medicine	905-528-1611 www.hamiltondoctors.ca 1 Young St., Suite 206 Hamilton, ON, L8N 1T8	Send self-addressed envelope to HAM and they will send you a list of doctors' names If there is a critical shortage of doctors then may not have any names to send



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Telehealth Ontario	1-866-797-0000 24/7	Provincial Service Health-related info Connect to necessary experts Recommendations and assessments
Osteoporosis Society	1-800-463-6842 1050 Don Mills Rd Toronto On M4G 3F8 M-F 9-5	Support Groups, Information sessions, information hotline Members receive <u>Osteoblast (newsletter)</u> 3x a year (one yr membership \$20)
Victim Services Branch of Hamilton Police Service	905-546-4904 24/7 Central Police station 155 King William St. Hamilton ON L8N 4C1	Provide emotional and psychological support for victims of crime and circumstance One on one meeting, if referred by police officer Telephone intervention Support for family members of suicide, motor accidents, etc. victims Sexual abuse and domestic disputes, stalking

Hamilton Walk in Clinics

Please try student wellness first located in the basement of MUSC

Medical Arts Walk in Clinic	(905)-777-9779 179 James street S, Hamilton ON, L8P 3A3	
Mountain Medical Walk In Clinic	(905) 575-0808 880 Upper Wentworth Street, Hamilton ON L9A 5H2	
Queenston Walk in Clinic	(905) 578-9255 631 Queenston Rd #103, Hamilton, ON L8K 6R5	
Walk-In Clinic at	(905) 768-4400	

Walmart Hamilton by Jack Nathan Health	675 Upper James Street, Hamilton, ON L9C 2Z5	
Walk-in Clinic and Travel Clinic	(905) 381-9800 260 Nebo Rd, Hamilton ON L8W 3K5	
Hamilton Walk in clinic	(905) 594-1828 500 Centennial Parkway South, Hamilton, ON L8E 0G2	
Stoney Creek Medical Walk-in Clinic	(905)-561-9255 140 Centennial Pkwy N, Hamilton, ON L8E 1H9	
Main West Walk In clinic	(905)-521-2222 1685 Main Street West Hamilton, ON L8S 1G5	
Hunter Medical Walk-In Clinic	(905) 667 0290 77 Hunter Street E, Hamilton, ON L8N 1M4	
Walk-In Clinic at Walmart Stoney Creek by Jack Nathan Health	(905)- 594-1828 500 Centennial Pkwy N, Hamilton, ON LE 0G2	

Pharmacies

University Centre Pharmacy	1280 Main Street West (905) 540-3787	
Shoppers Drugmart (Main street, across from HSC)	1341 Main Street W, Hamilton, ON L8S 1C6	
Shoppers Drugmart (Westdale)	991 King Street W, Hamilton ON L8S 1K9	

NOTE: As of April 2019 changes to OHIP+ have occurred. More information can be found [here](#).

Naloxone kits also available at some pharmacies (must present health card)
Prescriptions (excluding narcotics) can be transferred between pharmacies. Provide information to the pharmacy you are planning to transfer to.

Dentist

Campus Dentist	1280 Main St W, HAMilton, ON L8S 4L8 (905) 562 6020	
Westdale Dental Care	1043 King St W, Hamilton ON L8S 1L6 (905) 534-3084	
Westdale Dental Centre	875 Main St W, Hamilton, ON L8S 4P9	
Dr. Colin M Day	119 Osler Unit 10 Dundas ON L9H 6X4	

Life Labs

Life Labs	25 Charlton Ave E, Hamilton ON L8N 1Y2 (905) 528-3370	
Life Labs	25 Charlton Ave E, Hamilton, ON L8N 1Y2 (905) 528-3370	

Addictions: general

Alcohol, Drug and Gambling services	905-546-3606 21 Hunter St. E, 3rd floor M-F 9-12, 1:30-4:30 Wednesday until 7 pm Drop in M 2-4 or Th 9:30-11:30	Outpatient treatment centre for ages 23 and older Individual and group treatment options *Don't see clients on Fridays
Canadian Centre on Substance Use and Addiction	1-866-531-2600	CCSA does not provide treatment service but offers information of treatment services available.

Substance abuse

Men's Withdrawal Management Centre	905-527-9264 595 Main St. E L8M 1J4	Men aged 16 or older, who are intoxicated, in withdrawal, or are otherwise in crisis due to alcohol or drug use Residential program (on average 4-5 days)
Alternatives for Youth	905-527-4469 38 James St. S Hamilton ON	Counselling for youth 13-22 years old that have issues with substance abuse Community education and consulting
Ontario Drug and Alcohol Helpline	1-800-565-8603	Referrals to services such as withdrawal management and detox centre for all of Ontario Basic education about drug and alcohol problems For users and family and friends of users
Womankind Addiction services	905-545-9100 Treatment inquiries: 905-521-9591 x 237	Self-referral or by family, friends, health care professionals Alcohol and drug withdrawal management services Day and Residential Treatment Supportive housing
Alcoholics Anonymous	905-522-8392 627 Main St. E, Suite 205 Hamilton ON L8M 1J5	AA groups every night of the week Referrals to groups throughout the city Visits to individuals at home Resources for other addictions services (narcotics, gambling, etc.)
Women for sobriety	905-563-1057 421 Whitney Ave Hamilton ON	Self-help program for women with alcohol and substance abuse problems

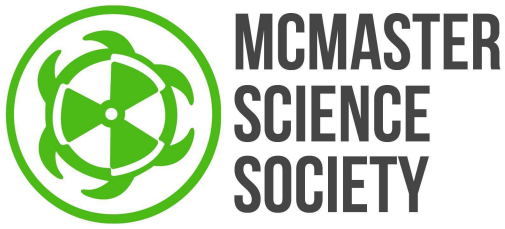
	L8S 2H6 Tue 7pm-8:30pm	Peer-led by a certified moderator
Wayside House	905-528-8969 15 Charlton Ave. W Hamilton ON L8P 2B8	10 week residential program for men age 18+ Any kind of substance abuse Must have ministry assessment first Must be sober and motivated for treatment Provide 2 years aftercare
Pharmacies		Give out Naloxone kits if you use or if you know someone who uses. Must present health card.

Gambling

Ontario Problem Gambling Support Helpline	1-888-230-3505 24/7	Referral service for gamblers, problem gamblers, family members, or anyone affected by gambling
Alcohol, Drug and Gambling services	905-546-3606 21 Hunter St. E, 3rd floor M-F 9-12, 1:30-4:30 Wednesday until 7 pm Drop in M 2-4 or Th 9:30-11:30	Outpatient treatment centre for ages 23 and older Individual and group treatment options *Don't see clients on Fridays

Housing Resources On Campus

Housing and Conference Services	Commons Building Office hours 8:30am-12pm and 1pm-4:30pm (Monday to Friday) https://housing.mcmaster.ca rezlife@mcmaster.ca	
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1280 Main St. West
 Hamilton, ON, L8S 4L8
 905-525-9140 Ext: 23322
 Burke Science Building (BSB), B108

Community Advisor and Residence Manager		
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Off Campus

McMaster Off campus Resource Centre	http://macoffcampus.mcmaster.ca/	A place to start looking for off campus housing.
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Mental Health
 General

Peer support also offered at SHEC, WGEN, Pride Community Centre, and Maces

Good2Talk	1-866-925-5454 Or connect through 211 24/7	Ontario post-secondary student counselling hotline
Kids Help Phone	Call: 1-800-688-6868 Text: text "CONNECT" to 686868 Also a live chat option	More information can be found here: https://kidshelpphone.ca/
Canadian Mental Health Association	416-484-7750 info@cmha.ca 8 King St. E, Suite 810 Toronto ON M5C 1B5	Tools: research information services, sponsored research projects, workshops, seminars Projects: assist with employment, housing, early intervention for youth, peer support and recreation services for people with mental illness, stress reduction workshops and public education campaigns for the community
Canadian Mental Health Association Hamilton Branch	905-521-0090 info@cmhahamilton.ca 131 John St. S	Housing and Community support Social recreation Mental Health Court Support services Primary Health care clinic



Parents for Children's Mental Health	416-220-0742 Hamilton branch: C. Louise hamilton@pcmh.ca First Place Hamilton 350 King St. E	Support groups Link families to support networks within the community Focus on child and youth mental health Provide resources
Centre for Addiction and Mental Health	Hamilton office phone Bus: 905-525-1250 Info-line: 888-857-2876 Phones lines M-F 8:30-5	Clinical services available in Toronto Information and referrals
Distress Centre Oakville	905-859-4541	Confidential Listening service for any type of problem
Distress Centre of Hamilton	905-525-8611 24/7	Listening service Crisis intervention Referrals to counselling in Hamilton
Crisis Outreach and Support team (COAST) crisis line Hamilton	905-972-8338 24/7	Crisis services to individuals with mental health concerns Assessment, treatment, support, and referral Police Officer in civilian clothing will accompany the team. This service may not be right for individuals of minority groups, or groups that are mistreated by the law.
Victim Services Branch of Hamilton Police Service	905-546-4904 24/7 Central Police station 155 King William St. Hamilton ON L8N 4C1	Provide emotional and psychological support for victims of crime and circumstance One on one meeting, if referred by police officer Telephone intervention Support for family members of suicide, motor accidents, etc. victims Sexual abuse and domestic

		disputes, stalking
Student Wellness Centre	https://wellness.mcmaster.ca/resources/	The student wellness centre website also has a large list of resources from peer support, help lines, self help apps etc. SWC also offers in person counselling.

Counselling

SWC also offers in person counselling (group and individual). Information on SWC counselling can be found here: <https://wellness.mcmaster.ca/services/counselling/>

Good2Talk	1-866-925-5454 Or connect through 211 24/7	Ontario post-secondary student counselling hotline
Better Help	https://www.betterhelp.com	Online paid counselling. Matched with a therapist that can help with grief, anxiety, stress relationships and more.
Thrive Counselling	460 Brant Street, Suite 200 Burlington, ON L7R 4B6 905-637-5256 thrivecounselling.org	Professional counselling services any day of the week, on a pay-what-you-can basis (based on income, free for sexual assault/violence victims and their children). Non-profit, independent organization, but based in Burlington so it may not be very accessible
Shalem Mental Health Network	Medical Arts Building (corner of Young and James) 1 Young Street, Suite 512, Hamilton, ON L8N 1T8 905-528-0353 • 1-866-347-0041 office@shalemnetwork.org	Offers individual and family counselling, on a sliding scale fee. Service is Christianity-based.

Kids Help Phone	Call: 1-800-688-6868 Text: text "CONNECT" to 686868 Also a live chat option	More information can be found here: https://kidshelpphone.ca/
Trans lifeline	Call: 877-330-6366	Helpline to provide support for individuals of the trans community.

Eating Disorders

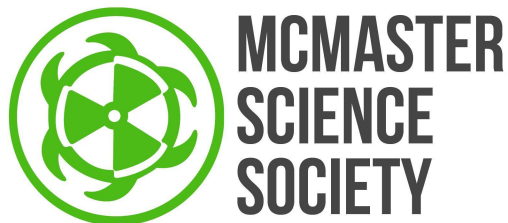
Eating Disorder and Weight Preoccupation program St. Joseph Hospital	Dr. Michelle Laliberte 905-627-2737 50 Charlton Ave. E, 4th floor	Individual counselling on nutrition/eating disorder issues Self-referral There is a fee.
Eating Disorders Program St. Joseph's Hospital	905-522-1155 x 33433 St. Joseph's West 5th Campus, Level 1, Block D 100 West 5th St. Hamilton ON L8N 3K7	Referral by physician only. Ages 16+ only (for <16, try the McMaster Children's Hospital Eating Disorders program) Multidisciplinary care team of clinical psychologists, a psychiatrist, dietitians, a nurse practitioner, as well as students and trainees Note: the referral process and waitlist can be lengthy. In the meantime, Danielle's place may be more accessible
The National Eating Disorder Information Centre	416-340-4156 www.nedic.ca College Wing, 1-211 200 Elizabeth St. Toronto, ON	Information, speakers Provides treatment suggestions
Danielle's Place	905-333-5548 Toll free: 1-866-277-9959 859 Brant St., Unit 3	Group sessions for eating disorder recovery and education Youth group Yoga and meditation

	Burlington ON L7R 2J6	Information and resources
Body Brave	1047 Main St E, Hamilton, ON L8M 1N5 (905) 312-9628 info@bodybrave.ca https://livingbodybrave.com/	Accessible workshops, groups, individual therapy, and community engagement for individuals who struggle with disordered eating or body image.

McMaster Science Resources

Academics

McMaster Science Society tutoring	https://www.mcmastersciencesociety.com/tutoring Or visit BSB B108 for more info	Each Science student qualifies for 3 tutoring tokens per semester which reduces a one hour tutoring session from 15\$ to 5\$. MSS tutors are trained and screened and charge 15\$ per hour. Tutors must have received a 10 in the subject they tutor.
Math Help Centre	Basement of Hamilton Hall (HH 104)	Support from TAs on first year Math courses including Math 1LS3, Math 1LT3, Math 1A03 and Math 1AA3
Chem help centre	ABB 142	Support for students in Chem 1A03 and Chem 1AA3
Psychology help	Psychology complex - front lobby	TAs host office hours to discuss Psych 1X03 and Psych 1XX3 content
Biology Society	Biology Society Facebook page	Host midterm review sessions for Biology 10A3 and Biology 1M03
Physics Help	Basement of BSB (BSB B119)	Physics support for all first year physics courses



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 Burke Science Building (BSB), B108

Faculty of Science Office of the Associate Dean of Science (Academic)	BSB Room 129 Science@mcmaster.ca	Office hours 9am-4pm, Monday-Friday 9am-11:30 am and 1pm-3:30 pm on a first come first serve basis
Faculty of Science: Science Career and Cooperative Education (SCCE)	BSB 127 scce@mcmaster.ca +1 (905) 525-9140 ext.27898	Office hours 9am-4pm. For co-op and experiential education inquiries. Resume and CV critiques available.
Student Success Centre	Gilmour Hall	Open Monday- Thursday 9am-4:30pm, Friday 9am-4pm. Resume and CV critiques. Many academic and professional services and workshops available.
Undergrad Writing Center	Mills Library Second floor L213H and L213D https://studentsuccess.mcmaster.ca/academic-support/writing/#1535560016247-dc4b2246-5c6f	This service can help you improve your writing and help with essays and other written work. Need to book an appointment.

Getting involved

McMaster Science Society	BSB B108 https://www.mcmastersciencesociety.com/involvementhub	Two First year representative positions available early september, students can get involved in the arts committee, Formaldehyde planning team, Quantum Leap and much more!
MSU Clubs	MUSC 2nd floor Club space https://www.msumcmaster.ca/clubs-directory	Over 300+ clubs available

MSU Spark	https://www.msumcmaster.ca/services-directory/45-spark	First year in person mentorship service.
MSU Services	https://www.msumcmaster.ca/services-directory	Many different services to volunteer with, hiring happens at different times for different services. Many services hire first year students early September and January.
MSU First Year Council	https://www.msumcmaster.ca/governance/first-year-council-fyc	Elections occur in September. Many Leadership opportunities to get involved with. FYC hosts events and advocates for first year students.
McMaster Athletics and Recreation: Intramurals	https://rec.mcmaster.ca/programs/intramural-sports-0	Intramurals are a great way to meet people and stay active.

Nutrition and Active Living

General

Public Health Healthy Living Division Nutrition Line	905-546-3630 M-F 8:30-4:30	Talk with Physical Activity Specialist and Nutritionists Community presentations given upon request and throughout the year Mail out info upon request
McMaster Sports Medicine Clinic Manager	Gloria Kiefer-Preston 905-525-9140 x 23575 kieferg@mcmaster.ca	Clinic Manager and Physiotherapist Sports injury inquiries Also offers nutrition counselling for a fee

Hospitality Services Registered Dietician	Registered Dietitian: Liana Bontempo Phone: (905) 525-9140 Ext. 23072 Email: bontempl@mcmaster.ca	Help students living and dining on campus navigate dietary restrictions such as food allergy, celiac disease etc.
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Nutrition

Eat Right Ontario	1-877-510-5102	Registered Dietitian Info on food choices, disease prevention, and popular nutrition topics
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Active Living

Joan Buddle Service Desk Main desk of DBAC	905-525-9140 x 24612 jbsd@mcmaster.ca	General DBAC inquiries
The Pulse	905-525-9140 x 27644 thepulse@mcmaster.ca	General fitness centre inquiries

Sexual Health

General Resources

Hamilton Sexual Health Info-Line	905-528-5894 M-W, F: 8:30-12, 1-4:30 Th: 1-4:30	No call display Confidential health information from public health nurses Clinic service information Referrals and information for other sexual health services
Gay, Lesbian, Bisexual Youth Line	1-800-268-9688	
Sexual Assault Centre	905-525-4162	Confidential/anonymous support



Hamilton and Area (SACHA)	24/7	for rape, sexual abuse, assault, harassment Offer accompaniment to hospital or police station
Ministry of Health and Long-Term care: AIDS and Sexual Health Info line	Toll free: 1-800-668-2437 Office: 416-392-2437 M-F 10am-10:30pm Sat-Sun 11-3 The Mainline: 1-800-686-7544 (info and support on issues related to harm reduction, injection drug use, and needle exchange programs)	Anonymous and non-judgemental counselling related to HIV/AIDS pre-test and post-test options, STIS, safer sex, birth control, pregnancy options, risk assessment, relationships, and sexual orientation Referrals to clinics and community agencies Crisis intervention Speaks multiple languages
Ontario Women's Health Network: Directory of Women's Health and Community Resources	http://owhn.on.ca/en/portal/directory	Searchable database of a wide variety of women's health resources around Ontario (ex. Abortion, addictions, allergies, alzheimer's Disease, Cancer, Counselling, Disability, Employment training, menopause, parenting, etc.)

HIV/AIDS Testing

Anonymous Testing/STI Clinic Hamilton General Hospital - Outpatient Clinic	905-527-4322 extension 46266 237 Barton St. East, North Wing	
Anonymous Testing-Hamilton Sexual Health Clinics	Downtown Clinic (closest to Mac) 905-528-5894 (same as sexual health info line)	Anonymous HIV testing Confidential sexual health from physicians, nurse practitioners, public health nurses



	<p>100 Main Street West, 3rd Floor in the David Braley Health Science Centre Hours: Wednesday 4:30-7pm</p> <p>East End (Stoney Creek) Clinic 905-546-3750 247 Centennial Parkway North, Unit 8 Hours: Mon 12:30-4pm, Thurs 3-6pm</p> <p>Mountain Clinic 905-546-3274 891 Upper James Street, Unit 106A Hours: Mon 3-6pm, Wed 12:30-4pm</p> <p>Waterdown Clinic 905-528-5894 315 Dundas street East, 2nd floor Hours: Tues 3-6pm</p>	<p>Information about birth control options Birth control patch and birth control pill (low cost if eligible) Free emergency contraceptive Pill Free pregnancy test and counselling Free STI testing, including chlamydia, gonorrhea, hepatitis, syphilis, herpes (if a sore is present) and HIV Free treatment for chlamydia, gonorrhea, HPV, and syphilis Anonymous and nominal HIV testing Rapid HIV testing Free condoms Free hepatitis A and B vaccines for persons at risk Free needle exchange and harm reduction supplies</p>
<p>Dundurn Medical Centre walk-in clinic</p>	<p>905-529-4040 50 Dundurn St. S Hamilton ON L8P 4W3 M-F 8am-9pm Sat-Sun 10-6</p>	<p>Non-anonymous testing (health card required) STI and HIV/AIDS testing</p>
<p>Anonymous Testing-the AIDS network</p>	<p>905-973-3748 http://www.aidsnetwork.ca/hiv-testing 140 King St E. Unit 101 - Lower Level Approximately every last Tuesday of the month, 1pm-4pm</p>	



<p>The VAN Delivers clean needles and harm reduction supplies around Hamilton</p>	<p>905-317-9966 M-F 8pm-12am (midnight)</p>	<p>Mobile HIV/AIDS harm-reduction program Needle exchange Free hepatitis B vaccine Free condoms and dental dams Anonymous HIV testing Free pregnancy testing Confidential counselling and referral No caller ID</p>
<p>Mountain Medical Walk-In</p>	<p>905-575-0808 880 Upper Wentworth St, Unit 5A Hamilton ON L9A 5H2</p>	<p>Non-anonymous HIV testing (health card required)</p>
<p>Queenston Walk-in clinic</p>	<p>905-578-9255 631 Queenston Rd. Hamilton ON L8K 6R5 M-F 9-9 Sat 10-6, Sun 10-4</p>	<p>Non-anonymous HIV testing (health card required)</p>
<p>Queen West Central Toronto Community Health Centre</p>	<p>416-703-8480 168 Bathurst Street Toronto ON M5V 2R4 M,W,Th 8-8 T 1:30-5 F 8-5</p>	<p>Anonymous HIV testing Harm reduction supplies/kits Education programs Counselling Dental services Services for homeless, street involved, and youth at risk Youth legal supports (age 24 and under) ID clinic</p>
<p>Birth Control Venereal Disease information Centre</p>	<p>416-789-4541 960 Lawrence Ave. W, Suite 403 Toronto ON M-F 10-5</p>	<p>Pregnancy testing and counselling STD testing (confidential) and treatment Anonymous HIV/AIDS testing Rapid HIV testing Pap tests</p>



		IUD insertions and diaphragm fittings Obstetric and abortion referrals Birth control prescription and sales Free emergency contraceptive pills Free condoms Health educators who speak to local groups about sexual health
Hassle Free clinic (Men/Trans)	416-922-0603 www.hasslefreeclinic.org 66 Gerrard St. E, 2nd floor Toronto ON M5B 1G3 M,W,F 10-3, T,Th 4-8	STI testing and treatment Anonymous HIV testing with counselling (by appointment) Hepatitis A and B vaccinations Bath outreach program: anonymous testing Sexuality and safer sex counselling Needle exchange Presentations for community groups General men's health education & referral STI services, vaccinations, and needle exchange: drop-in basis, all other by appointment
Hassle Free clinic (Women/Trans)	416-922-0566 www.hasslefreeclinic.org 66 Gerrard St. E, 2nd floor Toronto ON M5B 1G3 M,W,F 4-8, T,Th 10-3, F 4-7 Sat 10-2	STI testing and treatment Anonymous HIV testing with counselling (by appointment) Hepatitis A and B vaccinations Birth control information; pill starts/restarts Depo provera counselling and injections Diaphragm and cervical cap fittings Pap tests and breast examinations Pregnancy testing, counselling,



		<p>abortion referrals, and post-abortion check-ups Alternative insemination counselling Fertility awareness methods teaching Sexuality and safer sex counselling Needle exchange Presentations for community groups General men's health education & referral STI services, vaccinations, and needle exchange: drop-in basis, all other by appointment</p>
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STI/AIDS info

<p>AIDS, Hamilton Network</p>	<p>905-528-0864 Toll free: 1-888-563-0563 www.aidsnetwork.ca 140 King St. E, Suite 101 Hamilton ON L8N 1B2</p>	<p>Resource centre Speakers available to comment on HIV/AIDS-related topics Health promotion programs to provide information to communities that may not access broader education info Displays at fairs, community days, festivals Ongoing workshops providing up-to-date, accurate information to care providers and individuals living with HIV/AIDS Partnered with VAN program</p>
<p>Aids committee of Toronto</p>	<p>416-340-2437 543 Yonge St, 4th floor Toronto ON M4Y 1Y5 M-Th 10-9 F 10-5</p>	<p>Services for those infected or affected by HIV/AIDS Community Education Medical Liaison Resource centre with extensive library</p>

		Local, provincial, and national referrals Buddy program and support groups Weekly free lunches for those living with HIV
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Fertility

HART Fertility Centre	905-972-8382 1057 Main St. W Clinic	Fertility treatments, including artificial insemination, in vitro fertilization, etc.
Serena Natural Family Planning	905-549-8526	Teaches fertility-based methods of birth control

Pregnancy options - info

Pregnancy Support Services of Hamilton	905-393-8525 (phone 24/7) 40 Wellington St. N, Unit 102 M-F 11-3 walk-in	Information Peer Counselling Free Pregnancy tests Referrals to community resources Post-abortion support Confidential
Birth Control Hotline Pfizer Canada	1-888-671-3376	Registered nurses Info about birth control, specifically Depo Provera Reminder calls for Depo shots
The Bay Centre for Birth Control	416-351-3700 76 Grenville St. 3rd floor Toronto ON M 9-5 T-Th 9-8 F 9-5	Information, counselling, and assessment for all methods of birth control Pregnancy testing Counselling Pap tests Medical abortion up to 7 weeks, surgical up to 8 weeks

<p>Birth Control Venereal Disease information Centre</p>	<p>416-789-4541 960 Lawrence Ave. W, Suite 403 Toronto ON M-F 10-5</p>	<p>Pregnancy testing and counselling STD testing (confidential) and treatment Anonymous HIV/AIDS testing Rapid HIV testing Pap tests IUD insertions and diaphragm fittings Obstetric and abortion referrals Birth control prescription and sales Free emergency contraceptive pills Free condoms Health educators who speak to local groups about sexual health</p>
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Pregnancy options - Abortion

<p>Canadians for Choice</p>	<p>1-888-642-2725 x 222 616-880 Wellington St. Ottawa ON T-Th 9-5</p>	<p>Non-profit charitable organization with emphasis on education and info Give referrals over phone</p>
<p>Hamilton Health Sciences - Abortion Services</p>	<p>905-389-5068 M-F 8-4</p>	
<p>London Health Sciences: Women's Health Care Centre</p>	<p>519-685-8204 London Health Sciences Centre: Victoria Hospital: 3rd Floor 800 Commissioners Rd. E London ON</p>	<p>Abortion clinic is self-referral; call for an appointment Up to 22 weeks</p>
<p>Mississauga Women's Clinic</p>	<p>905-629-4516 https://mwclinic.com 1420 Burnhamthorpe Rd. E Mississauga, ON M-F 8-5 Sat 8-2</p>	<p>Medical Doctors specialized in pregnancy terminations Strictly confidential (no parental consent required) Run by women Abortion partly-funded</p>



Bay Centre for Birth Control	416-351-3700 http://www.womenscollegehospital.ca/programs-and-services/bcbc/ 76 Grenville St. 3rd floor Toronto ON M 9-5 T-Th 9-8 F 9-5	Information, counselling, and assessment for all methods of birth control Pregnancy testing Counselling Medical abortion up to 7 weeks, surgical up to 8 weeks
CabbageTown Women's Clinic	1-800-399-1592 302 Gerrard St. E Toronto ON	Services provided for women >16yrs Abortion clinic with services for women 16-22 weeks pregnant
Morgentaler Clinic	416-932-0446 1-800-556-6835 727 Hillside Ave. E Toronto ON	Need health card and photo ID Anyone accompanying must also bring photo ID
Women's Care clinic	426-256-4139 Toronto (North York) ON	Up to 20 weeks Only partly funded

Sexual Assault

Community Child Abuse Council of Canada: Alliance for sexual abuse program	905-523-1020 75 Macnab St. S, suite 203 Hamilton ON L8P 3C1	Assist children, youth, adults, and families who have been affected by sexual abuse Brief counselling, professional consultation, and group treatment Multiple support groups ASAP services: specialized service for the caregivers of children ages 5-12 years exhibiting sexual behaviour problems
Catholic Family Services of Hamilton	905-527-3823 www.cfshw.com 447 Main St. E, Unit	Services for voluntary clients who acknowledge that they have been abusive and controlling towards a



	201 Hamilton, ON L8N 1K1	female partner Eight week parenting program for fathers Counselling service for women who are struggling with the impact of a violent /abusive relationship and/or after-effects of having survived childhood sexual abuse Individual and group counselling under very controlled conditions
Community and Family Services, Suicide Prevention (Salvation Army)	Crisis (24/7): 905-522-1477 Bus.: 905-540-1888 80 Bay St. N Hamilton ON L8R 3N3	Assistance for families in "emergency" situations with practical and spiritual help Counselling and referral services upon request Phone counselling on Suicide Prevention Crisis Line Also offer emergency assistance with food, clothing, household necessities, and fire victim, and disaster relief. *Crisis line does have some anti-LGBTQ+ sentiments and may not be a great service for all individuals to access.
Sexual Assault Centre Hamilton and Area (SACHA)	Crisis (24/7): 905-525-4162 Bus: 905-525-4573 www.sacha.ca 75 MacNab St. S, 3rd floor Hamilton ON L8P 3C1	24 hour crisis line Support groups medical/legal accompaniment Public education for men and women Interpreters available for a variety of languages Individual short term counselling Diverse communities (for refugee women) Women helping women

LGBTQ2+

<p>The 519 Community Centre</p>	<p>416-392-6874 info@the519.org www.the519.org 519 Church St. Toronto ON M4Y 2C9</p>	<p>Groups providing community services, and offering self help programmes Free counselling sessions by appointment Free accommodating and non-judgemental space where individuals, organizations, and non-profit groups can meet Leadership training through consulting and workshops, best practice research, and public engagement campaigns</p>
<p>Pride community Centre</p>	<p>MUSC 219</p>	<p>Service focused on peer support and community building through events. PCC offers support groups catered to various members of the community. Peer support can be provided confidentially in their closed space within their office.</p>
<p>Spectrum Hamilton</p>	<p>https://spectrumhamilton.ca/</p>	<p>Hamilton resource which offers both support, resources, and events for members of the community.</p>
<p>Trans lifeline</p>	<p>Call: 877-330-6366</p>	<p>Helpline to provide support for individuals of the trans community.</p>
<p>LGBT Youthline</p>	<p>Call: 1-800-268-9688 Text: 647-694-4275 or live chat https://www.youthline.ca/</p>	<p>Youth line offers confidential and non-judgemental peer support through telephone, text and chat services. Get in touch with a peer support volunteer Sunday to Friday 4pm to 9:30pm</p>