
Support and Resources



When to seek support

If you are dealing with mental health challenges, there are many avenues to seeking support. It is up to you to decide which is best for you.

When accessing counselling support at the Student Wellness Centre, you will start with a 30-minute consultation with a counsellor. This will help determine which options are best suited to address the challenges you are facing.

There is no “right” level of distress for seeking support from the Student Wellness Centre or another medical professional to learn about your options for dealing with mental or physical health issues. There is no harm to booking a consultation appointment so a trained professional can offer you personalized recommendations about which resources will address your needs, even if you don’t require counselling.

Regardless of where you are at, a consultation appointment is a good place to start if you are seeking external support.

Support from resources already accessible to you

If you are facing emotional distress that is proportionate to typical life challenges, you may be able to use the resources already present within your life.

These resources include talking to your friends or family about the problems you are facing and potentially problem-solving to address the problem. You may also consider writing about the problem yourself to sort your feelings and thoughts.

Some typical life challenges may include:

- Experiencing stress because of a poorly designed class
- Feeling disappointed and discouraged because of a bad mark
- Being hurt by a negative comment directed at you
- Feeling moderately lonely because of online schooling

Student Wellness Centre (SWC)

Provides medical services, counselling, health promotion programming to McMaster students. Phone line: 905-525-9140 x 27700

Virtual and Telephone Mental Health Support

Real Campus (Undergraduate Students)

Psychological counselling services and legal, financial, nutrition, and career development consultation for McMaster students, roommates, and parents. 1-877-390-7325

Empower Me (Graduate Students)

24/7 accessible counselling services to empower you to thrive, crisis support, mental health and well-being services. 1-844-741-6389

Good2Talk

Professional counselling and information, and referrals for mental health, addictions, and well-being to post-secondary students in Ontario. 1-866-925-5454

Guided Self-Help and Peer Support

If you think that seeking support from friends or family is not sufficient in helping you cope with your stressors, you may choose to look for external resources to guide you in the process. This may involve accessing self-help resources such as books or self-help programming which you can do at home.

Bounceback Ontario

A free skill-building program designed to help adults and youth 15+ manage low mood, mild to moderate depression, anxiety, stress or worry.

List of external self-help resources:

Additionally, peer support may be helpful for you to connect with someone with lived experience of the same thing you are struggling with. Most often, you will be paired with a trained peer who can personally empathize with what you are experiencing.

LGBT Youthline

Youth Line provides service for youth, by youth that affirms the experiences of lesbian, gay, bisexual, transsexual, transgender, 2-spirited, queer and questioning youth in Ontario. Phone line: 1-800-268-9688 Text line: 647-694-4275

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Maccess

Maccess is a peer support, advocacy, and community centre for students who experience disability, chronic illness, mental health concerns, or inaccessibility. Maccess offers one-on-one peer support, weekly peer support groups, and a digital drop-in community space. maccess@msu.mcmaster.ca

Pride Community Centre (PCC)

A peer support service run by 2STLGBQIA+ students which advocates for queer, trans and two-spirit students on campus by offering educational programming, events and social awareness campaigns. The PCC provides peer support, check-ins, weekly community groups and resources of interest to the community. pride@msu.mcmaster.ca

Student Health Education Centre (SHEC)

Student engagement about health-related issues through peer support, events, and campaigns. shec@msu.mcmaster.ca

Women and Gender Equity Network (WGEN)

A peer-support driven service that offers a safe(r) space for womxn, anyone who identifies as trans, folks who identify outside the gender binary, and all survivors of sexual violence. We offer regular drop-in peer support and support groups, free resources such as gender-affirming gear, and educational and social events.

Togetherall

Online mental health and wellbeing service to anyone 16+ in Ontario.

Crisis Support

If you are in severe distress and need to talk to someone immediately, please call a crisis line. They offer free, confidential, anonymous, nonjudgmental support, most of which are available 24/7.

Crisis Outreach and Support Team (COAST)

A partnership between Hamilton Regional Police and St. Joseph's Healthcare. Mobile team, consisting of mental health worker and police officer will respond to crisis calls between the hours of 8 a.m. and 1 a.m. daily. 905-972-8338

Barrett Centre for Crisis Support

Support for anyone 16+ who is experiencing a mental health crisis and does not require a hospital stay. 905-972-8338 Toll-free: 1-844-777-3571

Sexual Assault Centre Hamilton and Area (SACHA)

Support for anyone 16+ who has experienced sexual violence at any point in their lives. 24-hour line: 905-525-4162 Office line: 905-525-4573