

Wellness Guide 2021/2022

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BHSc-Specific Resources

BHSc Buddies: BHSc Buddies Initiative

As an incoming first-year BHSc student or transfer student, you'll be matched with an upper year buddy who is there to support you throughout the year. Whether it's a question about courses or just wanting to chat about what to expect, your buddy is only a message away!

Services: Mentorship, peer support, meet new people

Accessibility: You can indicate what accommodations you might need by emailing the planning committee (bhssinternalcommittee@gmail.com)

How to access BHSc Buddies: Near the end of the summer, you should receive an email to invite you to sign up for the program. Keep an eye out for that if you're interested!

For more information: bhssinternalcommittee@gmail.com

Student Navigator

BHSc Student Navigator: The BHSc Student Navigator's role is to meet with students to offer a listening ear about anything you may be stressed about, school-related or otherwise!

Services: A recent McMaster alumnus is able to help you answer a variety of questions you may be concerned about such as academics, social life, classes, imposter syndrome, mental health, and even taxes! As past students, they can meet with you, 1-to-1, to communicate non-judgmentally to provide a validating, empathetic, listening ear!

bhscnav@mcmaster.ca

BHSc Office

The BHSc Office has academic advising services, support staff, and a number of inquiry facilitators who are always happy to answer questions, or just have a conversation with students. They are all super friendly and helpful.

Services: Academic advising, support services, referrals

How to access the BHSc Office:

- Check out this website for emails and phone numbers of the BHSc Staff:
<https://bhsc.mcmaster.ca/contact/>
- If on campus, you can visit their office in-person located on the third floor of Michael DeGroote Centre for Learning and Discovery Room 3308.
- Don't be afraid to shoot an email to any one of them if you need help!

Inquiry Facilitators

You will have classes with your Facilitator, but you can definitely talk with them outside of class. They are always happy to set up a personal meeting with you where you can ask questions, talk about school, or just chat about how life is going! They are a great resource and can offer a new perspective that pushes you to reflect on your 7Ps inside and outside of the classroom!

BHSc-Affiliated Club Directory:

Directory of BHSc-affiliated clubs. Joining a BHSc-affiliated club is a great way to meet new people and connect with the BHSc community.

Services: Meet new people, volunteer and extracurricular opportunities

How to access the BHSc-Affiliated Club Directory:

- You can check out this website for a directory of all BHSc-affiliated clubs:
<https://www.bhssmcmaster.org/group-directory>.

General BHSc website:

This website is a simple but substantial source of information for BHSc Students. The general FAQs touch upon a wide variety of subjects and provide accurate, relevant, and up-to-date information. Here you can also find additional information regarding financial aid, project courses, registrations, and opportunities during your time as a BHSc student! If you're ever confused about something, the General BHSc website is easy to navigate and a great place to start!
<https://bhsc.mcmaster.ca/current-students/faqs/>

BHSc opportunities Facebook Group:

The BHSc opportunities Facebook Group is a page with a plethora of postings for club, volunteer, research, and employment opportunities!

Services: Meet new people, volunteer, research, employment, and extracurricular opportunities

How to access the BHSc Opportunities Facebook Group:

- Visit the Facebook group <https://www.facebook.com/groups/528352480694502> and request to join. A member will approve your request. Or, ask a current member of the group (a Heartbeat, for example) can invite you to join.

BHSc Lounge: Located in Health Sciences Centre by the east doors, the 'Lounge' is a great place to take a break between classes, have a meal, work together in groups, decompress with peers, and so on. The room is equipped with computers, couches, whiteboards, and even a microwave. It's convenient, filled with resources, and a great perk for Health Scis!

<https://bhsc.mcmaster.ca/bhscene/community/>

McMaster Resources

University-Affiliated Resources

Student Wellness Center (SWC)

The SWC is a place on campus that provides counselling, medical services (minor illnesses, TB skin test, birth control) and wellness programs (origami station, free tea, Seasonal Affective Disorder lightbox). In order to access counselling, you must call the SWC and will be guided through booking an initial 15 minute consultation appointment.

The Marauder's Map is an interactive map created by the SWC that highlights different wellness resources accessible to students on campus and surrounding areas, and can be found at the following link:

<https://www.google.com/maps/d/u/2/viewer?mid=1ZjlYKAD0OnKN3y7-hEqqe2PsPyk&ll=43.26178509194794%2C-79.91916155&z=15>.

Phone: 905-525-9140 ext. 27700

Email: wellness@mcmaster.ca

Website: <https://wellness.mcmaster.ca/>

Facebook: <https://www.facebook.com/McMasterSWC/>

Archway

Archway is a support team at McMaster that works with all incoming first-year students from the day they are accepted and right up until second-year. Over the summer, you should have been connected with an Archway Coach and Mentor who will take the time to understand your goals and what you want out of your McMaster experience.

Archway is here to help you with questions, planning, and decisions, particularly as you begin to navigate your first year in a hybrid format.

Contact form: <https://archway.mcmaster.ca/contact/>

Email: archway@mcmaster.ca

Website: <https://archway.mcmaster.ca/>

Facebook: <https://www.facebook.com/archwaymcmaster>

Instagram: <https://www.instagram.com/archwaymcmaster/>

Student Success Centre (SSC)

The SSC, located in Gilmore Hall 110, offers a multitude of diverse supports and services for all McMaster students from the time they accept their offer to up to 10 years after graduation. The services encompass academic supports, such as academic skills coaching and writing workshops, professional supports, such as career counselling, as well as financial management resources, and global opportunities. International students can access a variety of supports and services through International Student Services, a branch of the SSC.

Email: studentsuccess@mcmaster.ca

Website: <https://studentsuccess.mcmaster.ca/>

Facebook: <http://www.facebook.com/MacSSC>

Instagram: <http://www.instagram.com/MacSSC>

Twitter: <http://www.twitter.com/MacSSC>

Equity and Inclusion Office (EIO)

The Equity and Inclusion Office promotes and supports institution-wide commitments to equity, diversity, inclusion, and accessibility, and principles of inclusive excellence, to foster a campus culture and community that respects the human rights, integrity and dignity of all community members. They provide confidential support and advice for all questions and concerns related to incidents of harassment, discrimination, and sexual violence. They also offer a wide range of inclusion, anti-racism, sexual violence prevention, and accessibility educational programming.

Phone: (905) 525-9140, ext. 27581

Email: equity@mcmaster.ca

Website: <https://equity.mcmaster.ca/>

Facebook: <https://www.facebook.com/EIOMcMaster/>

Twitter: <https://twitter.com/eiomcmaster>

Indigenous Student Services

Indigenous Student Services offers a wide variety of supports and services for all prospective and current Indigenous students at McMaster University, including academic, practical, and culturally appropriate advising. They also offer a wide variety of different facilities, including a student library, student lounge, ceremonial stage, teaching kitchen, medicine garden, and an outdoor classroom and community gathering space. You can visit them in L.R. Wilson Hall, Room 1811.

Phone: (905) 525-9140 ext. 27426

Email: indigenous.counsellor@mcmaster.ca

Website: <https://indigservices.mcmaster.ca/>

Facebook: <https://www.facebook.com/macindigenous>

Instagram: <https://www.instagram.com/macindigenous/>

Twitter: <https://twitter.com/macindigenous>

International Student Services (Student Success Centre)

The Student Success Centre provides services specifically designed for international students. These include one-on-one immigration advising services, success coaching, the international student buddy program and more. To book an appointment or attend an event for international students, log on to OSCARplus using your MacID and password.

Email: iss@mcmaster.ca

Website: <https://studentsuccess.mcmaster.ca/international-students/>

International Student Buddy Program (OSCARplus):

<https://studentsuccess.mcmaster.ca/international-students/peer-support/>

(navigate to Student Success Centre > Volunteer & Experience Building > Program Registrations; you must select a registration time to take part in the program)

Sexual Violence Prevention and Response Office (SVPRO)

The SVPRO provides inclusive and trauma-informed response and support, prevention education and response training, and community referrals to all members of the McMaster community. They also provide several resources to identify and manage traumatic stress.

Email: svpro@mcmaster.ca

Phone: (905) 525-9140 Ext. 20909

Website: <https://svpro.mcmaster.ca/support/getting-support/>

Newsletter: <https://mailchi.mp/30875c35e93b/svpro-mailing-list>

Student Accessibility Services (SAS)

SAS offers academic accommodation support and a wide range of other supports for disabled students, or students who identify as having a disability, at McMaster University. Services include participating in their university transition programming, exploring assistive technologies with SAS Assistive Technologist, contacting their Learning Strategies Coach for one-on-one support and/or taking the online Learn2Learn modules, notetaking services, and library accessibility services.

Get registered with SAS: <https://sas.mcmaster.ca/register/>.

Phone: (905) 525-9140 ext. 28652

Email: sas@mcmaster.ca

Website: <https://sas.mcmaster.ca/>

Facebook: <https://www.facebook.com/sasmacu>

Instagram: <https://www.instagram.com/sasmacu/>

Twitter: <https://twitter.com/sasmacu>

McMaster Student Union (MSU) Resources & Services

Women and Gender Equity Network (WGEN)

WGEN is a peer-support centred service located in MUSC 204 dedicated to providing a safe(r) space on campus for women, trans folks, folks who identify outside of the gender binary, gender non conforming folks, and all survivors of gender-based and sexual violence. Free resources include:

- Menstrual products
- Safe(r) Sex Items
- Gender-affirming gear (bras and breast forms, binders, packers, etc.)
- Peer support
- Resource Library

Email: wgen@msu.mcmaster.ca

Website: <https://msumcmaster.ca/service/wgen/>

Facebook: <https://www.facebook.com/WGEN.MSU/>

Instagram: https://www.instagram.com/msu_wgen/

Twitter: https://twitter.com/msu_wgen

Student Health Education Centre (SHEC)

SHEC is a peer-run health advocacy, information, and resource connection service for students at McMaster University. This is a non-identity based service offering anonymous services such as:

- Peer Support
- Safe(r) Sex Items
- Menstrual Products
- Health Information Library
- Resource Navigation
- Pregnancy Tests

The SHEC space is located at MUSC 202, and normally students can drop-in at any time during their opening hours.

Email: shec@msumcmaster.ca

Website: <https://msumcmaster.ca/service/shec/>

Facebook: <https://www.facebook.com/msuSHEC>

Instagram: https://www.instagram.com/msu_shec/

Twitter: <https://twitter.com/msushec>

Pride Community Centre (PCC)

The PCC is a service that caters to 2STLGBQIA+ folks on campus. It operates through three main pillars: peer support, advocacy, and education/awareness. The PCC also offers the Pride Student Network, a mentorship program to connect incoming 2STLGBQIA+ students with 2STLGBQIA+ upper years.

Email: pride@msu.mcmaster.ca

Website: <https://msumcmaster.ca/service/pcc/>

Facebook: <https://www.facebook.com/msupridecommunitycentre/>

Instagram: https://www.instagram.com/msu_pride/

Maccess

Maccess provides programming and events to establish a sense of community for those who self-identify as having disabilities or as disabled. In addition, Maccess advocates on the behalf of students and provides educational programming and opportunities to learn about critical disability studies. Maccess also offers peer support provided by trained volunteers, with lived experiences.

Email: maccess@msu.mcmaster.ca

Website: <https://msumcmaster.ca/service/maccess/>

Facebook: <https://www.facebook.com/MSUMaccess>

Instagram: https://www.instagram.com/msu_maccess/

Food Collective Centre (FCC)

The FCC is a student run, non-profit service dedicated to building stronger food systems in the community operating out of McMaster University. Through self-service, partners have the opportunity to choose the non-perishable food and hygiene products that they need. Everything in the space comes at no cost by either stopping by the on-campus food bank in the basement of Bridges or through the Lockers of Love program.

Accessibility Note: To get into Bridges without stairs, you need to use the side accessible entrance beside Wallingford Hall. The lift to get down into Bridges is found on the left of the hallway leading to the Phoenix.

Email: fcc@msu.mcmaster.ca

Website: <https://msumcmaster.ca/service/fcc/>

Facebook: <https://www.facebook.com/MSUFoodCollectiveCentre>

Instagram: https://www.instagram.com/msu_fcc/

Spark

Spark is a mentorship program dedicated to connecting first years with upper year mentors, other first year students, and their new community. It does so through weekly sessions covering a wide range of topics relevant to the first year experience that help facilitate community, easier transitioning, and personal development, as well as several exciting events throughout the year.

Email: spark@msu.mcmaster.ca

Website: <https://msumcmaster.ca/service/spark/>

Facebook: <https://www.facebook.com/MSUSpark/>

Instagram: https://www.instagram.com/msu_spark/

Twitter: https://twitter.com/msu_spark

Macademics

Macademics is a service committed to increasing accessibility of academic resources, celebrating excellence in teaching, and bridging the gap between pedagogical research and tangible implementation at McMaster. For example, Macademics' resource hub is a great place to find helpful resources such as "Course Wiki" - insider information and tips on how to succeed on undergraduate courses - and can be found at the following link:

https://issuu.com/msu_mcmaster/docs/macademics_resource_hub_final_2019.

Email: macademics@msu.mcmaster.ca

Website: <https://msumcmaster.ca/service/macademics/>
Facebook: <https://www.facebook.com/MSU.Macademics/>
Instagram: https://www.instagram.com/msu_macademics/
Twitter: https://twitter.com/msu_macademics

Diversity Services

Diversity Services plans, supports, and promotes events that allow McMaster students to fully experience the differences that make our campus unique. Recognizing the state of inequity on campus, Diversity Services advocates for an inclusive environment in which marginalized groups feel welcome and free to embrace their identity.

Email: diversity@msu.mcmaster.ca
Website: <https://msumcmaster.ca/service/diversity-services/>
Facebook: <https://www.facebook.com/MSUDiversityServices/>
Instagram: <https://www.instagram.com/msudiversity/?hl=en>
Twitter: <https://twitter.com/MSUDiversity>

Student Walk Home Attendance Team (SWHAT)

SWHAT is a volunteer-service that will walk/bus with you to your destination during the evening hours, 7 days a week. You can request a walk by calling or by using the McMaster Safety App. More information on how SWHAT will operate in the unique 2021-2022 academic year will be available soon on their website!

Phone: 905-525-9140 x27500
App: <https://apparmor.com/clients/mcmaster.ca/>
Email: swhat@msu.mcmaster.ca
Website: <https://msumcmaster.ca/service/swhat/>
Facebook: <https://www.facebook.com/MSU.SWHAT/>
Instagram: <https://www.instagram.com/msuswhat/>
Twitter: https://twitter.com/msu_swhat/

Emergency First Response Team (EFRT)

EFRT is a team, dispatched through campus security, that responds to medical emergencies on campus. Responders arrive within 2-3 minutes and they provide confidential service. EFRT can be reached by calling 88 on any campus phone, calling 905-522-4135 on any other phone, or using McMaster University Security Service and Transportation (MUSST) app (available for download on your smartphone). You can also visit the EFRT office in MUSC Room 103. To ensure safety of all, upon calling, students will be asked COVID-19 screening questions and responders will be wearing PPE while attending calls.

Phone: 905-522-4135 (or 88 if using a campus phone)

App: <https://apps.apple.com/app/id1447674814>

Email: efrt@msu.mcmaster.ca

Website: <https://msumcmaster.ca/service/efrt/>

Facebook: <https://www.facebook.com/MSUEFRT/>

Instagram: https://www.instagram.com/efrt_msu/

Twitter: <https://twitter.com/mcmasterefirt?lang=en>

Ombuds

The Ombuds Office is available to assist in the resolution of University-related complaints and concerns. Students may visit the office with academic concerns, such as examinations, academic dishonesty or research misconduct, course rules or management, a supervisor or instructor. Students may also visit the office with non-academic concerns, such as behavioural or professional codes of conduct, on-campus employment, residence life, financial matters, and clubs and associations.

Phone: 905-525-9140, ext 24151

Email: ombuds@mcmaster.ca

Website: <https://www.mcmaster.ca/ombuds/>

McMaster Student Union Clubs

The McMaster Student Union has hundreds of clubs categorized as Academic, Cultural, Religious/Spiritual, Recreational or Social Issue-based. As you begin your first-year, you will face many changes from high-school, but the friends you make and the communities you join will help you succeed. Exploring your interests through the clubs that McMaster has to offer may help you focus on your well-being. Clubfest, which generally occurs in September, will give you the chance to learn more about the clubs at McMaster so make sure you look out for more information!

Email: clubsadmin@msu.mcmaster.ca

Website: <https://msumcmaster.ca/clubs/clubs-directory/>

Facebook: <https://www.facebook.com/MSUClubs/>

Instagram: <https://www.instagram.com/msuclubs/?hl=en>

Twitter: <https://twitter.com/msuclubs>

Health and Dental Insurance Plans

Full-time undergraduate students are automatically enrolled in the MSU health and dental insurance plan. The health plan covers birth control, IUDs, insulin supplies, vaccinations and several other medications. International students also receive coverage for services like vision, which are not covered by the University Health Insurance Plan (UHIP). Students can choose to

opt out if they are covered externally; remember to opt-out by September 30th to receive reimbursement! Check out the links below to learn more about the opt-out process, the medications/services covered, and how to submit a claim.

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

Opt-out process:

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

Submit an electronic claim (navigate to the insurance plan portal): <http://wespeakstudent.com/>

Hiking Trails @ Mac

Chegwin Trail

The Chegwin Trail is a 1.6 km hiking trail accessible from two points on campus: the first being between Brandon Hall and Woodstock Hall, and the second being between Hedden Hall and Les Prince Hall. This trail features a lake, and is friendly to all skill levels.

Ravine Road Trail

The Ravine Road Trail is a 3.7 km hiking trail accessible from an entry point between Les Prince Hall and the entrance to the Alpine Tower (there is also a second, off-campus entry point at the end of Marion Avenue North and Churchill Park). This trail features a lake, and is friendly to all skill levels. This trail also branches into other trails along Cootes Paradise, and you can choose to stay on this trail or explore other ones!

Comfort Food & Accessible Eating on Campus

- Bridges
 - Bridges is a cafe on McMaster campus specializing in vegan and vegetarian options to ensure students of all dietary needs can have access to some truly good food! They offer a wide variety of different sandwiches and wraps, noodles and pastas, and many other options, to fit whatever you're craving (the menu can be found [here](#)). It is also home to the Food Collective Centre (described above).
- Williams Fresh Cafe
 - Williams Fresh Cafe, located on the first floor of the Health Sciences Centre (as well as a larger location 2 minutes off-campus), offers delicious breakfast bagels, different types of grilled cheese sandwiches, and a wide variety of different hot and cold beverages. The location off-campus offers an even wider range of options, including freshly-made waffles!
- SMPL @ Centro

- SMPL offers allergy-friendly lunch and dinner options to ensure students with allergies can access safe and delicious options on campus. The menu is rotating, offering a wide variety of different options, including salmon filet and tacos as some of its most popular dishes.

Places on campus to recharge

2nd floor of LR Wilson

- The 2nd floor of LR Wilson is rarely explored by students. It consists of some meeting rooms and small seating areas, which are often a great place to destress.

Health Sciences Library

- The Health Sciences Library has multiple cubicles, several tables, and an amazing pavilion with floor to ceiling windows. This is the place to come if you want comfy seating and lots of sunlight!

DSB cafe

- The DSB cafe is very cozy and offers a great selection of sandwiches, hot and cold beverages, and more. If you need some coffee to recharge, but want to avoid the chaos found in other hospitality areas, make a visit to the DSB cafe!

Mills Library

- As you go up the floors at Mills Library, the study zones will become progressively quieter. The sixth floor, and top floor, is a silent study area and it is a great place to visit if you need a break

Places on campus to “catch a snooze”

Nap lounge on 3rd floor MUSC

- The Refresh Nap Lounge on the third floor of the student centre offers seven loungers and a quiet atmosphere for students looking to take a nap! (This is closed during COVID-19).

Couches on 3rd floor MUSC

- Located across the entrances to CIBC Hall on the third floor of the student centre, you can find many different couches, perfect for catching a quick nap!

BHSc lounge

- The BHSc Lounge, located on the first floor of the Health Sciences Centre and accessible through a swipe of your BHSc student ID, also offers a couple of couches, good for a snooze.

Financial resources

Student Assistance Plan (SAP)

The SAP is available for free to all McMaster students, their roommates, and their family members. It provides 24/7 confidential support in the areas of mental health, nutrition, academic success, legal affairs, life skills and more.

Website: <https://wespeakstudent.com/home/8-mcmaster-university>

General Bursaries

AwardSpring is the platform McMaster uses to accept applications for bursaries and scholarships! Bursaries are based on accomplishments and needs, and are distributed in January. When a bursary or scholarship application opens, the application will appear on the “Dashboard” if you are eligible to apply.

AwardSpring can be accessed by logging into Mosaic (MacID and password) and clicking on the AwardSpring tile! Note that you must complete a common application before you can use this platform.

Website: <https://registrar.mcmaster.ca/aid-awards/scholarships-and-bursaries/>

Facebook: <http://www.facebook.com/mcmasteruniversity>

Instagram: <http://www.instagram.com/macstudentservices>

Twitter: <http://www.twitter.com/mcmasteru>

Emergency Bursary

You can apply for an Emergency Bursary through Award Spring if you do not have money for expenses such as food, rent, utilities, required technology for virtual and online courses, uninsured medical/dental bills, pending eviction from your place of residence, or for negative circumstances outside of your control.

Website: <https://registrar.mcmaster.ca/aid-awards//emergency-financial-support/>

Hamilton-Specific Community Resources

GRIEF SUPPORT

Dr. Bob Kemp Hospice Bereavement Program

This program provides a safe space to explore and normalize grief and reduce isolation by connecting with other bereaved people.



They have group sessions or a 1:1 peer mutual support program that will match you with one of their trained bereavement volunteers, who have experienced a similar loss experience. Clients and volunteers usually meet once a week for approximately 12 sessions. Support is offered to children, adults, and families in grief. In-person support has been temporarily cancelled due to the pandemic, but virtual one-on-one or group support free of charge is available.

Contact Information:

- Address: 277 Stone Church Road East, Hamilton (support group locations closed until further notice)
- Bereavement and Supportive Care Manager Contact: 905-387-2448 ext.2206 or email support@kemphospice.org
- Website: <https://kemphospice.org/grief-and-loss-supports>

Heartache2Hope

Provides healing support to adults who have experienced a suicide loss. Offers 12-week support groups, drop-In group meetings, individual support and community education. These support groups can be open (drop-in) or closed (registration required). Also offers 1:1 grief support where you are connected with another person who has also experienced a death due to suicide. Offers video- and phone-based supports. Open groups continue virtually on the 4th Monday evening of each month from 7:00-8:30PM.



Contact Information:

- Phone: 905-599-4673
- Email: Info@Heartache2Hope.com
- Website: <https://heartache2hope.com/>

GENERAL HEALTH SUPPORT

The urgent care centre should be visited for an illness or injury that isn't an emergency but you also can't wait for a scheduled appointment with a doctor (eg. minor cuts that require stitches, sprains, ear infections). The urgent care centre is open 365 days a year.



Website for more information:

<https://www.hamiltonhealthsciences.ca/areas-of-care/emergency-care/urgent-care-centres/>



SEXUAL HEALTH SUPPORT

Hamilton Sexual Health Clinic – Downtown

Health professionals test for and treat sexually transmitted infections. Family planning services are also provided. No referral required, no health card required, **free of charge**.

Contact Information and Hours

- Sexual Health Information Line: 905-528-5894
- Address: David Braley Health Sciences Centre, 100 Main Street West, 3rd Floor, Hamilton
- Hours: Wednesdays from 4:30PM-7:00PM, you must register 15 minutes before the clinic closes to be seen
- Building is wheelchair accessible
- Website: <https://www.hamilton.ca/public-health/clinics-services/sexual-health-clinics>

The Van Mobile Clinic

The Van Mobile Clinic is a collaborative project with Hamilton Public Health that provides limited clinical services once a week. Staffed by nurses from Hamilton Public Health Services, the Van Mobile Clinic provides the same services as The VAN, and additionally provides free sexual health services such as HIV testing, STI screening, Hepatitis C testing, and some first aid services. General VAN services include: information about safe injection, referral cards for multiple services, safe disposal site for needles.



Contact Information and Hours:

- 905-317-9966 (call or text)
- Hours: Tuesdays from 2:30PM-6:00PM
- Website: <https://aidsnetwork.ca/the-van/>

MENTAL HEALTH SUPPORT

Barret Centre for Mental Health Crisis Support

BCCS provides a safe environment in the Hamilton community for individuals who are experiencing mental health and/or substance use crises and do not require a hospital stay. Services are available to individuals of all genders over the age of 16. Confidential and free services available 24/7/365.



Contact Information:

- 24-hour crisis line: 905-529-7878
- Toll-free: 1.844.777.3571
- Website: <https://www.goodshepherdcentres.ca/barrett-centre-for-crisis-support>

Canadian Mental Health Association – Hamilton Branch

Hamilton Branch of the Canadian Mental Health Association. Non-profit community mental health agency that provides services to adults with serious mental illness. Services offered in both French and English.



**Canadian Mental
Health Association**
Ontario

Contact Information:

- 131 John Street South, Hamilton, ON, L8N 2C3
- Phone: 905-521-0090
- Website: <https://cmhahamilton.ca>

FOOD SECURITY

541 Eatery & Exchange

541 Eatery & Exchange is a non-profit café on Barton Street East. Anyone can use 5 “buttons” from the pay-it-forward jar each day as \$5 towards a fresh, nutritious meal. Visitors may pay-it-forward by volunteering or by turning monetary donations into buttons (one dollar = one button). Proceeds from food sales also go toward hosting community initiatives such as skills training opportunities and youth programming.



Contact Information and Hours:

- 541 Barton Street East, Hamilton, ON, L8L 2Z2
- Phone: 289-389-0541
- Hours: Monday-Saturday, 8am-4pm
- Website: <http://fivefortyone.ca/>

Hamilton Food Banks and Emergency Food Programs

The Hamilton Food Share is a hub of the Emergency Food Network within Hamilton. You can use their website to locate food banks close to your location.



Website for additional information:

- Website: <https://www.hamiltonfoodshare.org/>

SEXUAL HEALTH AND DOMESTIC VIOLENCE SUPPORT

SACHA

SACHA is a feminist, non-profit, community-based organization that provides supports to people who have experienced sexualized violence at any point in their lives.

They work to end violence and oppression through education, advocacy, outreach, coalition building, community partnerships, and activism. They are available to support survivors 24/7 through their support line, counselling, and public education. Staff will be working from home and can be reached by voicemail and email. **Free of charge service.**



Contact Information and Hours:

- Contact: Support Line 905-525-4162.
- Address: 75 MacNab St. South, 3rd Floor, Hamilton (office is closed until further notice)
- Hours: 24/7 support line
- Website: <https://sacha.ca/>

Sexual Assault and Domestic Violence Care Centres

The Sexual Assault/Domestic Violence (SA/DV) Care Centre provides compassionate and confidential health care for children, adolescents, women, transgender persons, and men who have experienced sexual assault and/or domestic violence. Their mission is to ensure that care is provided with sensitivity and privacy for survivors of sexual assault and domestic violence.



They do not report assault cases to police. If you wish to file a police report for sexual assault or domestic violence, they can provide support to you if requested.

Additional Information and Contact Details:

For adults 18+

- Juravinski Hospital & Cancer Centre Emergency Department
 - Address: 699 Concession Street, Hamilton
 - Hours: 8:00AM-6:00PM
- Hamilton General Hospital Emergency Department
 - Address: 237 Barton Street East, Hamilton
 - Hours: Open 24 hours

For children and youth 17 and under

- McMaster Children's Hospital

- Address: 1200 Main Street West, Hamilton
- Hours: Open 24 hours

*All buildings are wheelchair accessible and **free of charge***

LGBTQ2S+ SUPPORT

LGBT Youth Line

LGBT Youth Line is a Queer, Trans, Two-Spirit youth-led organization that affirms and supports the experiences of youth (29 and under) across Ontario via anonymous supports and referrals, training youth to provide support to other youth, and providing resources so youth can make informed decisions.



Provides call or text peer support services for (and by) 2STLGBQIA+ youth (aged 16-29)

Contact Information:

- Support available from from 4:00pm - 9:30pm EST
- <https://www.youthline.ca> (+webchat)
- Email: askus@youthline.ca
- Call: 1-800-268-9688
- Text: 647-694-4275

Spectrum Hamilton

Spectrum aims to support the growth and development of 2STLGBQIA+ youth and their communities through skillsharing and meetups for queer and trans young people (age 19-29) in the Hamilton area.



Contact Information:

- 75 MacNab Street South, Hamilton, ON, L8P 3C1
- Email: info@spectrum.ca
- Information on current programs: <https://www.spectrum.ca/programming>
- Information on Weekly Check-in service: <https://www.spectrum.ca/check-ins>
- Information for open hours peer support: <https://www.spectrum.ca/online-peer-support>

Trans Lifeline

Crisis and peer support line, in English and Spanish, for trans and questioning callers. Operators are located all over the U.S. and Canada, and are all trans-identifying.



Contact Information:

- US: 877-565-8860 / Canada: 877-330-6366
- <https://www.translifeline.org/hotline>

*Trans Lifeline has a policy against engaging in "non-consensual acts of rescue", meaning that they will not call the authorities or police if you call them in crisis, without your explicit permission.

Talk4Healing

A culturally grounded, fully confidential helpline for Indigenous women available in 14 languages all across Ontario.



Contact Information:

- 24/7 support line: 1-855-544-4325
- 24/7 crisis line: 1-888-200-9997
- Website and **live chat**: <http://talk4healing.com/>

BIPOC-SPECIFIC SUPPORT

Hamilton's Centre for Civic Inclusion

HCCI is a charitable organization driven by a mission to mobilize all Hamiltonians to create an inclusive and welcoming city. They offer numerous leadership and training programs, workshops, and other forms of direct community engagement.



Contact Information:

- 423 King Street East, Hamilton, ON, L8N 1C5
- Phone: 905-297-4694
- Website: <https://hcci.ca>

Hamilton Regional Indian Centre

A non-profit organization working with and for the urban Aboriginal population of the Greater Hamilton Area. The centre was created to meet the needs and provide a place where the urban Aboriginal population could get together to access and share their culture and traditions. Individual membership fee: \$3.



Contact Information:

- 34 Ottawa Street N, Hamilton, ON, L8H 3Y7
- Phone: (905) 548-9593
- Website: <http://www.hric.ca/index.php>

Aboriginal Health Centre

The Aboriginal Health Centre aims to improve the health and well-being of Indigenous individuals, families, and communities through holistic Indigenous, Traditional and Western health care. They offer a variety of services ranging from mental health, traditional healing and counseling, as well as advocacy and outreach programs.

Contact Information:

- 678 Main Street East, Hamilton ON, L8M 1K2
- Phone: 905-544-4320
- Website: <https://aboriginalhealthcentre.com>



Native Women's Centre

Provides safe, emergency shelter for all women regardless of age, ancestry, culture, place of origin or sexual orientation with or without children who are experiencing crisis in their lives due to family violence, homelessness, or conflict with the law. Shelter services are available 24/7 and include meals, emergency clothing and personal need items.

Membership price: \$5.

Contact Information:

- 1900 King Street East, Hamilton ON, L8K 1W0
- Phone: 905-664-1114
- Website: <http://www.nativewomenscentre.com>



Ontario Native Women's Association – Hamilton Chapter

Non-profit organization that seeks to empower and support all Indigenous women and their families in the province of Ontario through research, advocacy, policy, development and programs that focus on local, regional and provincial activities



Website: <https://www.onwa.ca/hamilton-services>

Hamilton Centre for Newcomer Health

Barrier-free primary healthcare services for new immigrants, including refugees. Wide range of services provided including routine physical exams, mental health counseling and support, and triage service for urgent issues.



Contact Information:

- 183 Hughson Street, Lower Level, Hamilton ON, L8N 2B6
- Phone: 905-526-0000
- Website: <https://www.newcomerhealth.ca>

SUBSTANCE ABUSE AND ADDICTION SUPPORT

Men's Addiction Service Hamilton (MASH)

The Men's Addiction Service Hamilton (MASH) is a safe place for those struggling with substance abuse. Program services include: 24/7 crisis telephone support, residential withdrawal management, psycho-educational relapse prevention, recovery programming, treatment/next steps/referral planning, transition programs, a community tobacco addiction program and access to psychiatric sessions and a primary care physician through a partnership with the Shelter Health Network.



Contact Information:

- 595 Main Street East, Hamilton, ON, L8M 1J4
- Crisis Support Line: 905 527-9264
- Administrative: 905 522-1155 ext. 35219/35220
- Website:
<https://www.stjoes.ca/hospital-services/mental-health-addiction-services/addiction-services/men's-addiction-service-hamilton-mash>

Womankind Addiction Service (WAS)

Womankind Addiction Service (WAS) offers a safe, caring and supportive place where women are assisted with assessing and defining next steps regarding their substance use and recovery. Program services include: 24/7 crisis telephone support, withdrawal management support, supportive housing programs, recovery programming, treatment/next steps/referral planning, emergency shelter/transitional programming, and access to psychiatric sessions and a primary care physician.



Contact Information:

- 431 Whitney Avenue
- Hamilton, ON L8S 2H6
- Crisis Support Line: (905) 545-9100
- Administrative: 905-521-9591

- Website:
<https://www.stjoes.ca/hospital-services/mental-health-addiction-services/addiction-services/womankind-addiction-service>

Alternatives for Youth (AY)

Alternatives for Youth provides community-based substance use and addiction treatment services that engage and mobilize youth aged 12-25 and their families. An intake worker is available Monday to Friday from 9 am to 5 pm at the main office to provide information, consultation and to schedule an appointment. All services are **free of charge**.



Contact Information

- 38 James Street South, 2nd Floor, Hamilton, ON, L8P 4W6
- Phone: (905) 527-4469
- E-mail: admin@ay.on.ca
- Hours: Monday, Thursday, Friday: 8:30 a.m. – 5:00 p.m. Tuesday, Wednesday: 8:30 a.m. – 8:00 p.m.
- Website: <https://ay.on.ca/>

LOCAL PLACES OF WORSHIP

This is a list of locations in Hamilton for places of worship. This list includes places of worship for many faiths, religions, and cultural backgrounds as well as contact information of those that care for them.

List:

<https://mcmastermultifaithresources.wordpress.com/spiritual-and-religious-resources/places-of-worship-and-spirituality/>

COVID-19 Tips

Hiya fellow Wolfpack members!! Welcome to the COVID-19 Tips and Information section of our Wellness Guide. The pandemic has definitely taken a toll on all of us and because of this, we wanted to share our special COVID-19 tips with you so you stay safe on campus! Below, you will find information on the following: How to stay safe on campus, doctor's offices and vaccination clinics in Hamilton, Where to find more information regarding COVID-19 and what to do if you suspect you have COVID-19. Please remember to be kind to yourself and the Heartbeats are always here to support you during this difficult time!

Receive COVID-19 updates from mac!

[Daily news](#)

Covid-19 specific tips on campus

Regular reminders for lecture halls, residence, and public spaces to stay healthy!

- [Take necessary precautions to mitigate the spread of COVID-19](#)
- [Wear a mask properly](#)
- [Handwash regularly](#)

Important tips during the year!

1. Try to keep your social bubble small!

When arriving on campus you may be compelled to meet as many people as possible. This is totally understandable! First year is an exciting time where you get to make so many new friends! However, please try to keep your social bubble limited to a few people. Be considerate about who you will interact with as everyone who you come into contact with over the course of the year will also be added to your roommate's and friend's bubble.

2. Carry hand sanitizer everywhere you go!

Before you leave the door for your lectures or to travel anywhere, make sure you try to incorporate adding a bottle of hand sanitizer to your list of things to grab before leaving! This is incredibly important as it will help to kill most of the germs present on your hands. For more information regarding the usefulness of hand sanitizer, please visit this [link](#)!

3. Clean and disinfect commonly touched surfaces and items!

On campus, it is likely that you'll probably be visiting a lot of places like lecture halls, cafeteria's, and your residence. Therefore, it is important to regularly disinfect your belongings that you take with you! This may include your cell phone, laptop, keys, notebooks, headphones etc. [Common disinfectants](#) include Clorox and Lysol wipes.

4. Vaccination clinics and Doctor's offices in Hamilton!

We strongly encourage those on campus to receive their COVID-19 vaccinations if possible as it will help to protect against the spread of the virus and will help you from getting seriously ill if you do end up contracting COVID-19. Below, we have provided some helpful centers in Hamilton that offer COVID-19 vaccinations and doctors offices if you feel ill.

If you would like to book a COVID-19 vaccine appointment online, please visit

<https://covid-19.ontario.ca/book-vaccine/>

OR Call **1-888-999-6488**

Vaccination clinics close to McMaster campus:

St. Joseph's Healthcare Hamilton West 5th COVID-19 Vaccine Clinic
[100 west 5th Street, Hamilton](#)

Hamilton Health Sciences (HHS) Vaccine Clinic
[293 Wellington St N Suite 108, Hamilton](#)

FirstOntario Centre Vaccine Clinic
[101 York Boulevard, Hamilton](#)

Walk in clinics if you feel unwell

Main West Walk in Clinic
[1685 Main street West #135, Hamilton](#)

Main Street West Urgent Care Centre- Hamilton Health Sciences
[690 Main Street West, Hamilton](#)

Whitney Medical Clinic
[1827 Main Street West, Hamilton](#)

COVID-19 Testing Centers

Hamilton Health Sciences (1.69 km away)
[690 Main Street West](#)

Shoppers Drug Mart (1.93 km away)
[101 Osler Drive, Unit 102, Dundas, ON, L9H 4H4](#)

St. Joseph's Healthcare Hamilton's Mountain COVID-19 Testing Centre (3.29 km away)
[135 Fennell Avenue West, Hamilton, ON, L9C 0E5](#)

Helpful links for COVID-19 related information

Hamilton Public Health Services for COVID-19 Related Information:

Service: This provides detailed instructions on how to proceed if you demonstrate COVID-19 related symptoms, or have been exposed to COVID-19 (including symptomatic roommate):

How to access this service:

- Hotline: 905-974-9848
- Email: phscovid19@hamilton.ca
- Website:
<https://www.hamilton.ca/coronavirus/covid-19-have-symptoms-or-been-exposed>

McMaster Dailynews

The McMaster Daily News is an outlet for all McMaster-related updates.

Services: COVID-19 information, updates on rules and regulations

How to access McMaster Dailynews: <https://dailynews.mcmaster.ca/>

What to do if you suspect you or a roommate have COVID-19

Taking care of your health:

1. Prioritize your health and stay calm
 2. Complete the [COVID-19 self-assessment](#) to gauge whether you should get tested
 3. Find a COVID-19 to find [testing locations](#) if prompted upon completing the self assessment
 4. Check your [COVID-19 assessment results](#)
- Further links and instructions can be found on:
<https://covid-19.ontario.ca/if-you-think-you-have-covid-19>

Taking care of your academics:

1. Communicate with your professor and teaching assistants regarding your current situation through email
2. Make arrangements with your professor to address any upcoming deadlines ([MSAF](#) submission may be requested by the professor)
3. Follow the steps for “Taking care of your health”

Virtual Wellness/Learning

The Probably Really Cool Comprehensive Guide to Virtual Learning In Each Of Your Courses

HTHSCI 1I06 (Cell Bio)

Lectures Cell bio! A great and unique science course. Every Tuesday and Thursday, there'll be a lecture either on Zoom or on Teams, whichever they decide to use this year. Generally, the slides will be posted beforehand. It's a really great idea to either print them out (if you like to write your notes) or download them onto an app/software that you can take notes on (if you like to do this virtually). Some examples of great apps on tablets include Notability and Goodnotes, where on your laptop, you can use software like Adobe Acrobat or just OneNote on your Microsoft Drive. It's really useful to take notes on the slides during the lecture, as often, the profs will give helpful information or explain concepts better than what is on the slide. For example, sometimes they'll say that a slide or two is irrelevant and that you don't have to focus your studying there!

A great strategy is to find a friend or group to make notes with! This way, you don't have to catch everything the profs say by yourself. Odds are, at least one person in your group will understand and catch the important stuff. You can do this through a shared document on OneNote! Last year, I found people from my inquiry class that were willing to do this and it made the lectures much more productive!

Another smart thing to do is to watch the lecture recording. You can usually find these posted on Avenue. If you ever look back at your notes and wonder what the heck you meant when you wrote down “Chari atropine story”, you can go back to the recording and rewatch that part! This is especially helpful if you feel like you missed something during the live lecture, or when you are studying for a NOCAT and need a concept re-explained.

I missed a lecture! What do I do? Don't worry about it. We miss lectures all the time, for reasons beyond our control. Just make sure you're caught up on what happened! Maybe ask a friend for their notes on the lecture - if you have a note-taking group, your problems are solved already.

TA Groups The lectures do not usually last until 5:20 pm, which is when the allotted time for the course runs until. This is when you will all split up into your TA groups. Here, your TA will guide you through the main concepts taught during the lecture. This is a GREAT time to ask any questions about the material that you didn't understand during the lecture (and don't worry if that's everything).

Modules Cell bio is a course that is constantly changing and evolving, and sometimes it evolves midway through the year! Last year, we started off with weekly modules to watch, but later on in the year, these modules stopped. If the modules are provided to you, this is a blessing! It is highly, highly recommended for you to watch these modules before the lecture. The lectures would then probably go into detail about some main concepts covered in the module.

Evaluations Since cell bio is an evolving course, we are not yet sure what the evaluations will look like exactly this following year. However, it is expected that the traditional NOCAT evaluation will be back, and it has been said that the OCAT evaluation will not. NOCATs are run on Avenue, they are a typed up evaluation (so not multiple-choice), and should be held during a specific time period. This time period will be just enough to cover the NOCAT time, plus a little bit of leeway for technical difficulties. This is subject to change, but last year, these evaluations were non-proctored.

CHEM 1A03 / CHEM 1AA3 (Chemistry)

Modules Your chemistry modules are videos that will be the main source of teaching material! Each week, you'll have a couple of modules to watch! If you'd like, it's a great idea to take some notes on important things that you think that they've said. The profs will usually post a transcript of each module onto Avenue; this is a goldmine if you need to quickly find something in a module, or it can be helpful in writing your notes! They will also post the slides for each module, so this is a great place to write your lecture notes or a source of images for your personal notes.

Lectures The synchronous lectures will tend to be composed of a small bit of review and a majority of sample questions that the class and the prof will go through together. Upon looking at the course outline, CHEM lectures may be using iClicker this year. This is just an app

you can download on your devices, which allows you to answer multiple choice questions in real time during lecture. Also, it does seem like participation in these iClickers will allow you to drop a second quiz mark! Lectures are a great time to ask direct questions to your professors. You can also submit questions for them to answer during lecture beforehand through a survey that they should post onto Avenue. If you miss these lectures, they should always be recorded (this does mean no iClicker points for that lecture though :((

Labs The virtual labs should all be held virtually on HMDL, which is a virtual lab platform. This may be a new experience for a lot of you, it was for us too! For each lab, you'll first read up on some background information on the context of the lab. Then, you'll read through the methodology of the lab. After reading the methodology, you'll then open up the virtual lab simulation. We recommend you to either keep the methodology open in another window as you do the lab, or copy paste it into another document, so you can keep referring back to it.

The post-lab assignment is generally a MC quiz. Highly suggest you take notes on your measurements, qualitative and quantitative observations during the lab, because many of the questions will ask about these.

Evaluations There are usually two midterms (where one can be dropped and reweighted) and a final exam. These will be proctored. There are also quizzes. These have suggested due dates, which means that they are not technically due on those dates (they are all due on one day near the exam), but it is suggested that you finish the quiz by then to stay on track. It is recommended to stay within these suggested due dates, but do not fret if you miss one!

HTHSCI 1G02 (Interdisciplinary Problem Solving in Health)

Tutorials HTHSCI 1G02 runs on group work! You'll be split into groups of 3 or 4 in your tutorial groups, and that will be the group that you work with throughout the semester!

Group work tips A great tip to introduce yourself to your group members is to play a game during your first meeting to get to know each other (a great example is the card game "We're Not Really Strangers"; you can find an online version). If COVID restrictions allow, your group could also go out for lunch, dinner, bubble tea, or whatever!

If all your group members are comfortable, it helps if everyone's camera is on! That way, you can see non-verbal cues and confirmation to what's been said; it really helps! Try and also talk about strengths and "areas they'd like to avoid" for each group member, so when it comes to splitting up the work, you can play to everyone's strengths!

In order to schedule meeting times, a great tool to use is [When2meet](#), or [LettuceMeet - Easy Group Scheduling](#)! This allows you to check your group's availability throughout the week so you can schedule a time that works for everyone!

Make sure to schedule an end time too! Sometimes, group meetings can drag on for long periods of time, because no one is sure if all the work has been completed/wants to end

the meeting. With a set end time to your meetings, you can cut down on unnecessary Zoom fatigue!

HTHSCI 1X03 (Praxis Pathways)

There aren't many "virtual learning" tips that we can give for Praxis! Praxis is generally held once every month, and truly, some classes are like therapy!

HTHSCI 1E03 (Inquiry)

I wish we could tell you more about this, but it's so different across all cores - it's really hard to generalize! If you are comfortable, this is a great class to turn your camera on in, it's a small class of usually under 20 people and you really get to know everyone in your core!

It's also a great idea to create a group chat with everyone in your core!

Tip: If you'd like, you can try and create small study groups or cell bio note taking groups in your inquiry cores!

Who is Respondus, McMaster's so-called Orwellian proctor?

What is Respondus? You may have heard some stories about a thing called Respondus. No, it's not a hacker that tries to steal your bank account information (*at least, we hope not*). Respondus is a proctoring software that you may use in some of your courses this next year. Since Fall 2021 course exams have been confirmed to be virtual, it is quite possible that Respondus will be a part of some of your courses.

How does Respondus work? If you take a course with Respondus, you will be asked to download the Respondus software a week or more before your exam. Once you click the button to open your exam, Respondus will open. It will look like a normal web browser, except everything else on your computer will be locked. Notifications won't come through, and you won't be able to access any other tabs, windows or applications (to prevent cheating). Sounds scarier than it is though, you probably don't want to be distracted by the latest hot gossip while you're trying to figure out how many moles are in 2.34g of magnesium anyway. Respondus will lead you through a quick check of your webcam and microphone to make sure they work. Once you start the exam, it will be monitoring you through your webcam and microphone.

Where can I find Respondus? Last year, the only mandatory first-year courses for BHSc students that used Respondus were CHEM 1A03 and CHEM 1AA3. Once course outlines come out for Fall 2021 and beyond, they should outline whether or not the course will use Respondus/proctoring software.

I'm still a bit uncomfortable with Respondus. Don't worry, we were too. It's totally normal to feel a little bit uncomfortable having your webcam on during an already stressful exam. If it brings any solace, no one will be directly watching you during your exam. In fact, if all goes well, your footage may never be seen by any human ever. The only reason your footage would be examined is if something suspicious was flagged by Respondus (e.g. you

pulled your phone out or someone was clearly verbally giving you answers). But don't worry if your mother comes in to offer you fruit during your exam, or your little brother breaks down your door asking where the iPad charger is, only legitimately suspicious actions will be looked at. And even then, your profs will message you first just to ask what happened. If you don't cheat, you have nothing to be worried about.

In all, if possible, try not to notice that the webcam is on, and if you'd like, you can imagine that green light beside your webcam is just keeping you company, cheering you on until the end of your exam 😊.

What do other courses use instead of Big Brother, I mean, Respondus? If a course does not use Respondus, it may hold unproctored exams. Some unproctored exams run on the honour system, and some courses will allow open-book exams. Sometimes courses will format their exams so it's harder to cheat: some courses had exams where the questions were in randomized order, and split across a couple of pages where you couldn't return to the previous pages. Of course, other electives may have different proctoring methods depending on the prof.

The Vaccine to Online School/Zoom Fatigue

Creating a routine

Creating a routine can really help you have a more structured schedule when it comes to online school. Whether it's morning or night rituals, a daily walk, or blocking every single moment of every day using Google Calendar (like me!), setting routines for yourself is super helpful in adapting to online school, and university as a whole.

Separating school life/work life/social life

When attending school online, it's wayyy too easy to open TikTok 'just for a second' and realize class is already over the next. Here's a few tips we have for making sure your class/work sessions are productive:

- Use do not disturb 🌙✨
- Out of sight, out of mind; put away any distractions!
- Try the Pomodoro technique - 25 mins of work, followed by 5 mins of rest.
- If you have the room, separate your workspace from your living space.
- Another feature that will be coming out on iOS devices soon, if applicable, is something called Focus.

Keeping up social contacts

We know that doing classes online is already tiring enough - to avoid meeting up with friends feeling like yet another part of your Zoom fatigue, here are a few fun social ideas. Whether it be to keep up with friends from high school, or to chat with friends who aren't living in the Hamilton area, there are plenty of fun ideas that'll bring you together despite the distance.

- Have your friends come up with powerpoints on whatever topic they want for a fun powerpoint party.
- Plan a [virtual escape room](#), and compete against your friends for the fastest escape time (and, definitively prove that you have the most brain cells in the friend group).

How do I [bop to the top](#) in online school?

1. Don't overwork yourself. Don't book back-to-back meetings for the entire day just because you *can*, know yourself and your limits.
2. Go outside! Smell the fresh air! Bask in the sunshine, it's good for you!!
3. Keep doing the things that make you, you. Seriously. Whatever it is that brings you joy, keep it up, and make time for it.

The Three Musketeers of Mac Software

MS Teams: *cue we're all in this together* (get it, because it's *teams*)

- What it's used for: sending messages, class meetings, file uploads
- Where to access: we suggest downloading the desktop/mobile apps, but you can also access Teams using your browser
- How to login: use your macID credentials
- Tips and tricks:
 - Use the "hide" function to archive old classes and organize your teams
 - In meetings, use gallery mode if you want to see everyone at once.

Zoom: that video call software!

- What it's used for: attending & scheduling meetings
- Where to access: usually you'll be provided with a meeting ID and passcode and/or link to access a meeting, which will redirect you to the meeting. Otherwise, you can use your browser or the desktop app.
- How to login: Use the SSO login option (for the company name, you just type in "mcmaster"), and then you can sign in using your macID credentials.
- Tips and tricks:
 - For group meetings, use a personal meeting code so that your group only needs to keep track of one link.
 - If your wifi is unstable, you can use the phone number provided in a meeting to "dial in". This means calling in like a normal phone call, and works in a snap when your router decides to act up!

Avenue to Learn: the filing cabinet of classroom softwares

- What it's used for: sending messages, file uploads
- Where to access: through your browser.
- How to login: using your macID credentials.

- Tips and tricks:
 - Use the “pin” function to bring your current/most frequently accessed classes to the top of your list

University Technology Services (UTS)

- Entity responsible for all students’ technology-related needs, including MacMail, MacID, MOSAIC, Avenue to Learn and more.
- Support may be especially pertinent during this time
- [Link to university-issued VPN for international students who may be unable to access McMaster-relevant websites or applications](#)
- [General online resources page](#)

Crisis Support Resources

Crisis Support at the Student Wellness Centre:

Services: Counselling appointments can be arranged with a counsellor directly on campus, based on urgency, and usually within 24 hours

How to access crisis support at the SWC: The centre can be found in PGCLL Level 2 and at 905-525-9140 x27700.

For more information: <https://wellness.mcmaster.ca/crisis-support/>



Good 2 Talk:

If you or someone you know is experiencing something that may impact mental health or wellbeing, you can call Good2Talk 24/7.

Services: Here, students can chat with a professional counsellor or trained volunteer Crisis Responder, respectively, for free and confidential help. This includes information and referrals about services for mental health, addictions and well-being on and off campus.

How to access Good2Talk: Call 1-866-925-5454 or text GOOD2TALKON to 686868.

For more information: <https://good2talk.ca/>



COAST (Crisis Outreach and Support Team):

This partnership between St. Joseph’s mental health workers and specially trained Hamilton police offer a crisis line which answers calls 24 hours 7 days a week.

Services: Clinicians intake and assess your call, then together you are able to develop a plan of action that may include mobile outreach. The COAST mobile team includes a mental health professional and plain-clothes police officer in an unmarked car. The individual may be assisted to a hospital for further assessment or treatment.



Ongoing follow-up is offered via telephone support, and referral to community programs and agencies.

Accessibility: COAST can visit any residence, workplace, school, or other safe space.

How to access COAST: Call 905-972-8338.

For more information: <https://coasthamilton.ca/>

Empower Me:

The Empower Me program is built specifically for students, and provides access to both counsellors and a very resourceful app.

Services: Empower Me includes but is not limited to: academic counselling, addictions counselling, career development, crisis counseling, financial counselling, legal counselling, nutritional counselling, personal and transitional counselling, as well as life coaching. Counsellors at Empower Me are trained professionals who provide services such as face-to-face meetings, e-video, and telephone based sessions. Once again, Empower Me has an iAspiria app that can provide resources in the palm of your hand.

Accessibility: This service is available for both local and overseas students. The MSU offers the full Student Assistance Program (SAP) whether you choose to opt in or out of the health and dental plan. All services are offered multilingually to students and their families

How to access Empower Me: 1-833-628-5589 in Canada or the US, anytime 24 hours 7 days a week.

For more information: <https://aspiria.ca/>



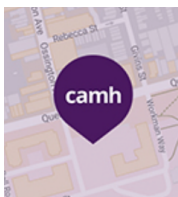
CAMH Distress and Crisis Resources:

A leader in mental health services and resources, CAMH offers crisis resources specific to areas in and around the GTA.

Services: If you are in an emergency situation, mental health crisis, or need someone to talk to, you can access the support of trained professionals at this 24-hour resource.

How to access CAMH and For more information, please visit

<https://www.camh.ca/en/health-info/crisis-resources>



Kids Help Phone

A 24/7 national support service offering professional counselling, information, referrals and text-based support to young people. Kids Help Phone is for all kids, teens and young adults, if you contact them as an adult, they will still help you out and connect you to resources. Kids Help phone does NOT offer legal or medical advice, but they can refer you to resources for this kind of support.



Services: E-mental health services including phone, text message, online chat. There is also a Crisis Text Line.

Accessibility: E-services are offered in English and French, phone service is also available in Arabic.

How to access Kids Help Phone:

- Text CONNECT to 686868 (does not require data, internet connection or an app)
- Phone 1-800-668-6868,
- Facebook Messenger
- Live Chat

For more information: <https://kidshelpphone.ca/>

Assaulted Women's Helpline

The Assaulted Women's Helpline is a 24 hours free, anonymous and confidential telephone and TTY crisis phone line for women across Ontario experiencing or who have experienced abuse.



Services: Crisis counselling, safety planning, emotional support, information, referrals

Accessibility: Service in over 200 languages, deaf, deaf-blind and hard of hearing services provided 24/7

How to access Assaulted Women's Helpline:

- French service (FEM'AIDE): 1-877-336-2433 or 1-866-860-7082 (ATS), more information at www.femaide.ca
- Crisis Line:
 - **GTA** 416-863-0511
 - **GTA TTY** 416-364-8762
 - **TOLL-FREE** 1-866-863-0511
 - **TOLL-FREE TTY** 1-866-863-7868
 - #SAFE (#7233) on your Bell, Rogers, Fido or Telus mobile phone

For more information: <https://www.awhl.org/home>

Barret Centre for Crisis Support

A safe environment in the community for individuals (ages 16 or older) experiencing mental health and/or substance abuse crises who do not require a hospital stay.

Services: telephone crisis assessment, intervention and support, in-person crisis counselling, short-term crisis stabilization bed stay (including police designated Safe Beds), group counselling, peer support drop-in group

Accessibility: Confidential and free services available 24/7, 365 days of the year



How to access Barret Centre for Crisis Support:

- 24-Hour Crisis Line: 905-529-7878
- Toll-free: 1-844-777-3571
- Women's Services Crisis: 905-523-6277

For more information:

<https://www.goodshepherdcentres.ca/services/barrett-centre-for-crisis-support/>

Hope For Wellness Helpline

An online chat and counselling service that offers immediate mental health counselling and crisis intervention for all Indigenous peoples across Canada



Services: toll-free Help Line, online chat with counselling services

Accessibility: experienced and culturally competent counselling, phone and chat counselling available in English and French, available in Cree, Ojibway, Inuktitut upon request

How to access Hope for Wellness Helpline:

- Toll-free 24 hour hotline: 1-855-242-3310
- Online chat

For more information: <https://www.hopeforwellness.ca/>

Crisis Services Canada

A suicide prevention service that connects local distress centre professionals as a virtual national suicide helpline

Services: 24 hour hotline for those thinking about suicide, chat support service

Accessibility: Service available in English and French, hotline available 24/7 365 days of the year, text support available 4 pm - 12 am (midnight) Eastern Time (standard text messaging rates apply)

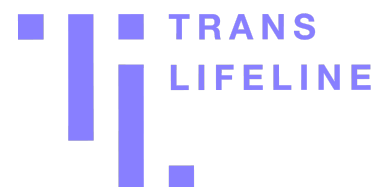
How to access Crisis Services Canada:

- Call: 1-833-456-4566
- Text: 45645
- Quebec residents call: 1-866-277-3553 or 1-866 APPELLE

For more information: <https://www.crisisservicescanada.ca/en/>

**Trans Lifeline**

A peer-support service providing emotional and financial support to trans people or questioning callers in crisis, service is provided by trans-identified individuals and members of the trans community



Services: peer-support hotline for trans people in crisis, Family&Friends line

Accessibility: Full anonymity and confidentiality, no nonconsensual active rescue (no calling 911, emergency services or law enforcement without your consent),

How to access Trans Lifeline:

- Canada hotline: 1-877-330-6366
- Family&Friends line: call the main hotline and ask for the Family&Friends line

For more information: <https://translifeline.org/hotline/>

General Heartbeat Tips

Section 1 - Maintaining Self-Care & Wellness

Scheduling in “Me Time”

As cliché as this sounds, it’s something many, if not all, of us forget to do sometimes. During the school year, it can feel like you have an endless amount of tasks that you have to accomplish before taking a break. But please don’t neglect the importance of taking time to allow yourself to recharge! The same way you might plan for study time in your schedule, planning breaks is a great way to remind yourself to relax your mind and do something you enjoy. Watch a YouTube video, get a snack, listen to some music, chat with friends, or play an instrument. Reward yourself with some well-deserved down time, and don’t feel guilty about it! After all, in doing so, you’re actively maintaining self-care – which IS productive.

Staying Active

You’ve heard this a hundred times before, and you’ll hear it a hundred more – because it’s true! Maintaining a reasonably active lifestyle as a student is incredibly beneficial to your mental health. Even if you’re having a stressful study day, taking ‘body breaks’ can immediately reduce feelings of anxiety and stress, and more generally, put you in a better mood. Go grab some food with a friend, hit the gym, or find a cool trail to explore! We recommend taking advantage of nature in the warmer months; going for a hike with your friends gets your body moving while also providing you with some fresh air and a study break!

Self-Reflection

Here’s a self-care challenge from us to you: Spend just 5 minutes at the end of each day reflecting on how your day went. What made you feel happy? What stressed you out? What are you grateful for? What are you struggling with? As a first year dealing with a new learning environment, you may feel overwhelmed sometimes – but keep in mind that you are a person before you are a student. Taking time to focus on how you are doing mentally and emotionally will benefit you both academically and personally.

Getting Enough Sleep

Whether you're a social butterfly, a diligent studier, or a combination of both, it's common for university students to struggle with getting enough sleep to feel recharged the next day.

Whenever you can, we recommend that you stick to a relatively consistent sleep schedule and avoid staying up late too frequently. Common nighttime self-care practices to improve sleep quality include leaving your phone away from your bed, listening to music, and meditating.

Cleaning Your Space

Decluttering your space declutters your mind – especially if that space is where you do stressful tasks (like your desk). The act of cleaning itself can also reduce stress, whether that's by providing a little bit of exercise, breaking up a monotonous schedule, or serving as a time where you can practice mindfulness.

Section 2 - Coping With Stressors

Reach Out

When you're overwhelmed or stressed, it's okay to ask someone to talk. We've all been there before, and many of us are here to help each other out. Reaching out to an upper year (like your upper year buddy), a facilitator, or a peer can provide you with a different perspective, new ideas that might help you out, or simply a listening ear. Calling a family member or an old friend can also be incredibly comforting, because they are often the people who know you better than anyone else and can provide you with the best advice. It's always okay to turn to someone else for support.

Write It Down

When your mind is racing and you're thinking about everything you have to do all at once, it can help to get out a piece of paper and a pen and write everything you're thinking down. If you enjoy casual writing, this can be a huge stress reliever when you're feeling overwhelmed and just need to release some mental tension! You can even buy a journal to encourage yourself to write down how you're feeling on a regular basis.

Keep a Schedule

Procrastination is a common way of coping in the short term, but it inevitably increases stress in the long term. Whether it's lectures, tests, exercise, study breaks, laundry, or cleaning your room, it helps to have an organized calendar on which you can keep track of your responsibilities. That way, you now have a helpful to-do list! You can check things off as you achieve them one by one, rather than exhausting yourself by constantly worrying that you're forgetting something. It's a really awesome way to reduce procrastination, motivate yourself, and make sure that your work can and will get done on time, ultimately reducing your stress level.

Do Things That Make You Happy

Simple, right? It can be. In first year, your brand new environment can be a little bit overwhelming - in fact, it's not uncommon to feel lost at times. It's completely normal. Because of that, it's crucial to have recurring involvements during which you can shift your focus onto something that makes you truly happy. For example, joining a club or an intramural sports team is an excellent way to pursue non-academic interests and shift your focus a few times a week away from more serious tasks. Make it a priority to Zoom or hang out in-person with your friends, watch a show on Netflix, or practice your favourite hobby. In some buildings in residence, there's a piano and other recreational things in the first-floor common room! Your happiness and well-being should always come first.

Section 3 - Wellness Learning Curves: What I Wish I Knew in First Year

Imposter Syndrome

Many new BHSc students start to feel overwhelmed by the multitude of stereotypes and clichés that are often associated with our program - from both outside and within the program itself. In fact, you'd be hard pressed to find a single upper year BHSc student who didn't feel as though they didn't belong among our cohort at some point. It's very important to understand that although you will meet a ton of new people who might seem like they have it all figured out, *no one actually does*. Your journey won't be the same as *any* of your classmates' journeys, and that's amazing! Stay true to yourself, your own values, and your own internal goals.

Homesickness

It's more common than you think. If you're moving away from home at some point this year, it can either seem really exciting or really daunting. If you're feeling more of the latter, you're certainly not alone! Understand that learning to live in a new place is a huge accomplishment, and comfort doesn't always come naturally or right away. It will take time, but *it does get better*. If you do your best to embrace this new chapter in your life, you will soon be able to find immense comfort, stability, and most of all, freeing independence!

Making Friends

If you're worried about meeting new people and making friends easily, we completely understand. Many of us felt like outcasts entering first year, some of us hit with a sense of loneliness that felt like it was impossible to shake off. Keep in mind that *making friends doesn't always happen overnight*, and you shouldn't feel compelled to stick with the first group of people that you meet during welcome week if the vibe isn't right! Also, try to avoid the tendency to force yourself into clubs or social events with the sole purpose of making friends. Often, you will cross paths with great people in an environment where you're not even consciously trying!

Burnout

Ugh, the ‘B’ word! We dread it, but unfortunately, most of us are prone to experiencing it at some point! In our opinion, burnout goes hand in hand with not taking enough breaks. To avoid it as effectively as possible, *schedule breaks*. Join clubs, go to the gym, hang out with your friends, or practice a hobby before getting back to your study schedule!

How to Erase History of Someone Reaching Out to a Resource

Especially with receiving remote support, there is also the added concern that people whom the student knows can see or access records of them reaching out to certain resources, for example through a phone bill or through tracking computer history.

While unfortunately it can be difficult to absolutely guarantee that everything is untraceable, here are some general guidelines to help maintain your anonymity:

For online supports:

To clear browsing history, you’ll generally want to go into your browser’s settings to clear your 1. cache and 2. your history list. The procedure for making these specific changes differ by browser and device, and can be searched for. Many browsers also have the option of private browsing.

As the SACHA site has wisely noted: “When you clear the cache and the history list, you erase not only the information on where you’ve been, but any other information that had been previously stored there. So, if someone checks and sees that the cache and the history list have been completely emptied, they will not only know that you know how to do this, but they might guess that you’re trying to hide something. One possible way to avoid suspicion is to clear the cache and history once you’re done looking at information you don’t want someone to know about. After they’re cleared, spend some time visiting sites that you think people wouldn’t object to. This way, if someone is tracking your internet habits, the cache and history list start to get filled up and they might be less likely to notice that old information is missing.”

It’s not always an option, but using someone else’s device can also help. This can be at a local library (if one is safe and allowed to go), a workplace, or through a trusted friend.

For email supports or correspondence:

If appropriate, it may be wise to use an email that you don't usually use—especially avoiding work emails, where administrators may have access to your account— and that has no identifying factors like your name, and that isn't linked to other accounts like Facebook.

For phone or texting support:

As well as erasing call or message history, if it is a concern, you may also want to make sure that your phone bill or service provider will not track or display this information. Many services will leave out identifying features themselves on such records or not be a billable contact in general; again, privacy policies on service websites should outline their specific practices.