

MENTAL HEALTH AND WELL-BEING



R E S O U R C E
G U I D E

W I N T E R 2 0 2 1

Mental Health Committee

UNIVERSITY OF OTTAWA,
FACULTY OF LAW,
CIVIL LAW SECTION

Your mental health and well-being are the most important things. There is no shame in asking for help.



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1. For students in need of academic accommodation

To request an exam deferral, assignment extension, or other accommodation, please contact, dcivil@uottawa.ca.

Circumstances that may warrant accommodation include but are not restricted to:

- a **permanent state of affairs** (e.g., a disability, a permanent medical condition),
- an **ongoing situation** (e.g., a personal crisis, pregnancy),
- reasons related to **equity concerns** (e.g., religious obligations, sole parenthood),
- a **one-time event or circumstance** (e.g., a short illness, a temporary injury, a day surgery), or
- **compassionate grounds** (e.g., a death in the family, a sick child or dependant).

For accommodation requests that relate to health issues, the Civil Law Section may require a medical certificate from a physician. In contexts where a student is absent from an exam or submits an assignment past the deadline due to exceptional circumstances, the student must provide a written justification within five (5) days following that absence or late submission. Please note that travel, work, or errors related to misreading an exam schedule do not constitute proper justifications, except in exceptional cases.

For more information, please consult: Academic Regulation I-9 : *Evaluation of Student Learning*. <https://www.uottawa.ca/administration-and-governance/academic-regulation-9-evaluation-of-student-learning>



2. For students in need of learning supports

Students who require accommodation or academic support because of a physical or learning disability, or any ongoing condition which affects their ability to learn, are invited to register with **ACADEMIC ACCOMMODATIONS SERVICE**:

How to contact the academic accommodations services

Office: Desmarais Building, room 3172 (third floor)

Telephone : (613) 562-5976

TTY : (613) 562-5214

E-mail : adapt@uottawa.ca

Online : <https://sass.uottawa.ca/fr/access/>

As part of the registration process, students will meet with a Learning Specialist to identify their individual needs, discuss appropriate strategies, and establish adaptive measures. The Academic Accommodations Service assesses, establishes, and implements appropriate academic accommodations for students who have a disability, while adhering to the University of Ottawa's policies, procedures, and administrative regulations, as well as Human Rights legislation. The Academic Accommodations Service works collaboratively with our faculty to facilitate the academic accommodation process.

Deadlines to request accommodation for final exams:

Fall semester: before November 15 2020

Winter semester : before March 15 2021



3. Academic mentorship, tutoring, and peer-support

A. Mentorship and tutoring program:

The Faculty of Civil Law provides an academic mentorship program to support students throughout their studies. Academic mentors are upper-year civil law students who are available to help their colleagues improve various skills: organization, study habits, exam preparation, and stress-management. Academic mentors also provide tutoring and help integrate first-year students into the civil law program during the fall and winter semesters.

Although academic mentors prioritize assisting first-year students, they also help students in second and third year of the civil law program.

How to get more information:

In person, room 217-A (Fauteux)

Via email, mentorat.droitcivil@uottawa.ca

B. Peer-support program – active listening, emotional support, and other forms of assistance:

The brand-new peer-support program is also an option available to students, offered by the Faculty of Civil Law. Upper-year students with training from the Health Promotion Sector are available to provide active listening to students and help refer them to appropriate university and community resources. The program will launch in early February 2021.

How to contact the peer-support program:

Via the AEEDCO website, <https://www.aeedco.ca/vie-academique>.

4. Information concerning physical and mental health and well-being

A. Counselling Services:

i. Students living in Ontario or in the Outaouais region:

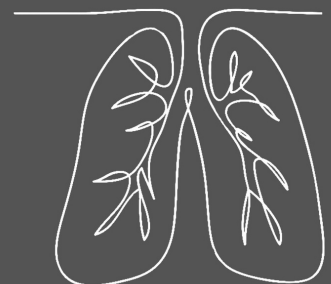
Students who live in Ontario or the Outaouais region have access to the **University of Ottawa's Counselling Services**, which provides a range of mental health services.

These include same day "walk-in" appointments, "single session" appointments, group programs and referrals to short- and long-term counselling services.

To schedule an appointment, please email **couns@uottawa.ca** or telephone **(613) 562-5200**.

***Service delivery during COVID:** Counselling sessions are now offered by teletherapy (audio or videoconference) using your uOttawa Teams account. There are a certain number of appointments reserved per day for "virtual walk-ins" which are scheduled on a first come first serve basis. While this is **not** a 24/7 crisis service, crisis referrals are available.

As a member of the UOSU Health Plan (having paid the insurance fees), you have access to additional support with the *Empower Me* service. You can access the free counseling services offered by *Empower Me* which are available **24 hours a day. 24, 7 days a week, 365 days a year**. See the next page for more details.



4. Information concerning physical and mental health and well-being (cont)

A. Counselling Services:

ii. Students living in Quebec or other provinces:

As a member of the UOSU Health Plan (having paid the insurance fees), you have access to additional support with the *Empower Me* service. Students who live in Quebec or other provinces have access to the *Empower Me* program, which provides **free counselling services 24 hours per day, 7 days a week, 365 per days per year**. The service is offered as part of the UOSU student healthcare plan. Counselling is available through telephone or through videoconferencing, and is available in a variety of languages.

You can access the *Empower Me* program by phoning the **toll free** number: **1(833) 628-5589**.

iii. Member Assistance Program:

Law students who attend University in Ontario have **free access to the MAP program's mental health services** including wellness resources, short term and long-term counselling. While funded by the LSO, it is operated fully independently of the LSO to ensure your confidentiality.

To schedule an appointment call: **1-855-403-8922** or access online <http://www.myassistplan.com/>



4. Information concerning physical and mental health and well-being (cont)

B. University of Ottawa Health Services (UOHS) – Physical and Mental Health:

The UOHS offers physical health services as well as mental health services, such as psychiatric consultations and short-term mental health counselling. The Family Health Team psychiatrists and mental health counsellors are available to students registered with the UOHS Team. uOttawa and St-PaulU students can also access mental health counselling services when referred by a provider at the University of Ottawa Health Services Walk in Clinic (located at 100 Marie Curie Private).

A telephone Intake Assessment appointment with a Mental Health Counsellor will be scheduled upon receipt of your referral from a University of Ottawa Health Services Provider. Patients are to contact our office directly at **613-564-3950** ext **497** or complete the online appointment request form to schedule this appointment; <https://www.uottawa.ca/health/assessment-appointment>.

To register with UOHS, visit this website: <https://www.uottawa.ca/health/register>. The offices are located at **100, rue Marie-Curie, third floor** (613-564-3950). Students can also request a virtual meeting.

C. Just Balance :

A support website aimed at promoting the well-being of law students in Canada: www.justbalance.ca. This service is **free**.



4. Information concerning physical and mental health and well-being (cont)

D. Support Groups and community-specific resources

There are different support groups open to University of Ottawa students. They exist to support and listen to you.

1. Support group for students who are members of racialized communities (available to students residing in Ontario or in the Outaouais region)

This inclusive support group is for University of Ottawa students who are members of racialized communities. It is facilitated by two psychotherapists who are members of racialized communities. Without distinction of any kind, all students who are members of racialized communities are welcome. To participate, send an email to **couns@uOttawa.ca**. The meetings will be held using Microsoft Teams software and will be bilingual.

Meeting schedule : **<https://sass.uottawa.ca/en/counselling/group-programs>**.

2. Support group for students who are members of Black communities (available to students residing in Ontario or in the Outaouais region)

This support group is specifically designed to welcome uOttawa students who are members of Black communities. It is facilitated by two psychotherapists who are members of Black communities. To participate, send an email to **couns@uOttawa.ca**. The meetings will be held using Microsoft Teams software and will be bilingual.

Meeting schedule : **<https://sass.uottawa.ca/en/counselling/group-programs>**.

4. Information concerning physical and mental health and well-being (cont)

D. Support Groups and community-specific resources

There are different support groups open to University of Ottawa students. They exist to support and listen to you.

3. Resources for Indigenous students

A. Indigenous Resource Centre - The University of Ottawa's Indigenous Resource Centre (IRC) offers a variety of services for Indigenous students, including peer-support, counselling, mentoring, individual and group meetings with an Elder in residence to discuss physical, mental, or spiritual wellness. For more information, visit <https://www.uottawa.ca/indigenous/about-us/services>.

B. Mentor for Indigenous Students - Florence Robert, who is a student mentor in the Faculty of Civil Law, is also available to assist Indigenous students within the faculty. She can be reached via email at frobe104@uottawa.ca.

4. Support group for International students

The University of Ottawa also offers an inclusive support group for international students without distinction of any kind. The meetings take place on *Microsoft Teams*. Here is the link to join the Teams group: **<https://bit.ly/3q3SOUL>**.

5. Emergency services, distress lines, and crisis lines:

In cases of emergency, please dial 9-1-1.

If you are in a **state of distress or crisis**, various specialized services are available to students:

i. Students living in Ottawa:

The **Ottawa Crisis Line**: (613) 722-6914 or at 1(866) 996-0991 (**toll-free**) is available to students who live in Ottawa and who are experiencing situational crisis, psychosis or suicidal behaviour, or severe depression or anxiety. The Crisis Line offers phone support and the **service is available 24 hours per day, 7 days per week.**

The **Ottawa Distress Centre**: (613) 238-3311 is available for individuals seeking help with emotional support and encouragement, crisis management and intervention, suicide risk prevention and assessment, and referral to community resources. **The free service is available 24 hours per day, 7 days per week.**

Crisis Text Line: Text "GOOD2TALKON" to 686868. The Crisis Text Line is a **free** and **confidential** texting service for post-secondary students who live in Ontario and connects them with a trained volunteer crisis responder.



5. Emergency services, distress lines, and crisis lines (cont)

ii. Students living in Quebec:

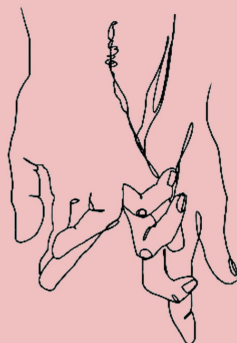
1(866)APPELLE (toll-free) offers **free** and **confidential** services to individuals who live in the province of Quebec and are experiencing distress, worry, or are thinking about suicide. SAM also offers support to individuals who are concerned about suicide or suicidal ideation for other individuals. The service is available **24 hours per day, 7 days per week**.

Suicide Action Montreal (SAM): 1(866) 277-3553 (toll-free) offers **free** and **confidential** support services to individuals who live in Montreal and are experiencing distress, worry, or are thinking about suicide. SAM also offers support to individuals who are concerned about suicide or suicidal ideation for other individuals. The service is available **24 hours per day, 7 days per week**.

Tel-Aide (514) 935-1101: offers active listening services to individuals who are experiencing abuse or discrimination, addiction, emotional distress, loneliness, intimate partner violence, or stress related to employment. This service is **free** and available **24 hours per day, 7 days a week**.

Canada Suicide Prevention Centre: 1(833)456-4566 (toll-free) offers **free** support to individuals who are thinking about suicide or are concerned about a friend or loved one. The service is available **24 hours per day, 7 days per week**.

Outaouais Distress Line: 1 (866) -277-3553 (**toll-free**) offers support to individuals in Gatineau and in the Outaouais region who are having difficulty coping with issues that are affecting their mental health. This **free** service is available **24 hours per day, 7 days per week**.



5. Emergency services, distress lines, and crisis lines (cont)

ii. Students living in Quebec: Chat/text lines

Tel-Jeunes: Talk, text, and chat line. Do you need to talk to someone? Tel-Jeunes offers **24/7** confidential support to students aged 20 and under who reside in Quebec. You can contact them:

- **By telephone toll-free** at 1(800) 263-2266. The phone service is available **24 hours per day, 7 days per week;**
- **By live chat** here: <https://www.teljeunes.com/Tel-jeunes-en> (click on “live chat”). The live chat service is available **every day between 8AM and 10:30PM;**
- **Through text message** at (514) 600-1002. The text message service is available **every day between 8AM and 10:30PM.**

For more information, visit this website: <https://www.teljeunes.com/Tel-jeunes-en>.

iii. Support through live chat available to students in Quebec and in Ontario:

PAE OPTIMA: Chat with a counsellor or consult professionals through videoconferencing. As a member of the UOSU Health Plan (having paid the insurance fees), you have access to additional support provided by the PAE Optima app.

The PAE Optima App is available for download from the **App Store** and **Google Play**. With the app, you can:

- **Chat** with a counsellor
- **Consult** professionals via videoconferencing appointments
- **Call** the 24/7 helpline
- Access other health and wellness resources

To create your account on the app, use this access code: **45295QG35**

For a step-by-step guide to creating an account, visit this website: https://studentcare.ca/RTEContent/Document/EN/Guides/Studentcare_Optima_app_How-to.pdf.



6. Substance Use

Various community organizations offer assistance to those dealing with substance use issues, including their families, friends, and allies.

A. ConnexOntario : The website ConnexOntario offers **free** and confidential information to individuals regarding substance use, mental health issues, and gambling. ConnexOntario also offers a free and confidential telephone line that is available **24 hours per day, 7 days per week**, as well as assistance through an online chat service. The telephone number is: 1(866) 531-2600.

B. Drugs: Help and Referral (DAR) : The DAR organization offers support, information, and referrals to individuals coping with substance use throughout Quebec. The organization also offers a specialized, **free**, and confidential phone service that is available **24 hours per day, 7 days per week**. The telephone number is : (514) 527-2626, or, 1(800)-265-2626.

C. Community Addictions Peer Support Association (CAPSA): The CAPSA organization offers **free** peer-support and weekly meetings to individuals dealing with substance use issues, as well as to their families, friends, and allies. As of mid-January 2021, CAPSA also offers weekly online support meetings via Zoom to students at the University of Ottawa, University of Carleton, and Algonquin College. CAPSA also offers weekly online support meetings via Zoom to staff at these institutions. **All People, All Pathways** is a peer support group facilitated by trained individuals with personal experience of substance use and addiction. The group does a few simple practices together each week and introduces tools that may be of use to attendees. Attendees are encouraged to contribute to the conversation based on their own successes and struggles.



6. Substance Use (cont)

All people, All pathways is inclusive of all individuals in, or seeking recovery from, all forms of addiction. It is an open drop-in group with no weekly commitment or expectations of abstinence and is open to family and friends of those struggling with substance use as well.

All People, All Pathways is meant to create a safe space, free from stigma or discrimination. We ask all attendees to keep everything shared with the group confidential out of respect for the participants and their stories.

There are separate meetings for students and faculty/staff and these meetings will run weekly at the times listed below.

Meetings are offered in both English and French.

English Student Meeting – Thursdays 12:00pm – 1:00pm

<https://zoom.us/join>

Meeting ID: 929 8756 9610 Password: 787302

7. Mourning and bereavement support

Various organizations offer mourning and bereavement support to individuals who are dealing with the loss of a loved one.

1. BFO Ottawa: Bereaved Families Ontario (BFO) offers peer-support programs and weekly meetings to assist individuals who are dealing with the loss of a loved one. BFO can be reached by email (office@bfo-ottawa.org), or by telephone at (613) 467-4278.

2. Maison Monbourquette (Montréal): La Maison Monbourquette offers a list of specialized resources for bereavement support, support groups, helplines and talklines, online guides, and books. You can access this list of resources here: <https://www.maisonmonbourquette.com/deuil-ressources-anglais>.

3. 1(888)-LE-DEUIL: There is also a **free**, confidential, and specialized talkline available for individuals who are dealing with the loss of a loved one. It is **available between 10AM-10PM, 365 days per year**. The talkline provides active listening, support, and referrals to community resources. The telephone number is 1(888) 533-3845.



8. Specialized resources for incidents of sexual violence

The University of Ottawa does not tolerate any form of sexual violence. **Sexual Violence** refers to any act of a sexual nature committed without consent, such as sexual assault (including rape), sexual harassment or online harassment. See University policies **67a** and **66**. To report an incident of sexual violence or to obtain confidential support regarding an incident, the following resources are available to you.

Emergencies: In the case of an imminent threat of sexual violence or sexual violence in progress, on campus call 911 or **Protection Services** 613-562-5411; off campus call 911.

Seeking Support and Decision Making: Some survivors of sexual violence may seek support and/or advice prior to deciding whether to proceed with any form of reporting/file a formal report of any kind including a police report and/or take any other legal or non-legal actions. This support may assist in the decision-making process. Others may choose not to report or take legal steps but will still seek support from professionals who specialize in the area of sexual violence (prevention and supporting survivors). If this is the type of support you are looking for, the following organizations offer confidential services without judgement. The professionals at these organizations will listen to you, offer to direct you to other services you may need, and support you in your choices throughout.



8. Specialized resources for incidents of sexual violence (cont)

On-campus - Counselling and Medical:

- Counselling services : <https://sass.uottawa.ca/en/counselling>, email (couns@uottawa.ca) or telephone (613) 562-5200.
- University of Ottawa Health Services : <https://www.uottawa.ca/health/>

On-campus – Human Rights Office:

The specialized services at this office include individual consultation with a Human Rights Officer to understand your options including mediation and filing a formal complaint in accordance with the University Policies - **(613) 562-5222**

On-campus - Legal:

- University of Ottawa Community Legal Aid Clinic: <https://commonlaw.uottawa.ca/community-legal-clinic/>.



Off-campus - Counselling:

- **Ottawa Rape Crisis Center** (ORCC): This organization provides English-language support for women. Crisis Line 613-562-2333
- **Centre d'aide et de lutte contre les agressions à caractère sexuel** (CALACS) : This organization provides French-language support for women.
- **Sexual Assault Support Centre** : **24h** support line 613 234-2266

Off-campus – No-Cost Legal Information and Legal Advice:

- **Lawyer Referral Service** - 30 minutes **no-cost** legal advice (available only to Ontario residents).
- **Ottawa Legal Information Centre**: 613 842-7462
- **Legal Aid Ontario** – Certificate Program - 4hrs of **no-cost** legal advice (available only to Ontario residents).
- **Juripop** – An organization that offers free and confidential services to persons who have experienced or witnessed sexual violence in the province of Quebec, or, who are allies of a person who has experienced sexual violence in the province of Quebec.
- **Ottawa Police Services Sexual Assault Survivor Guide**:
<https://www.ottawapolice.ca/en/safety-and-crime-prevention/Sexual-Assault-Survivor-Guide.aspx>

9. Specialized resources for incidents of harassment and discrimination




On campus – Human Rights Office (HRO): This service offers services to individuals who have experienced or witnessed harassment or discrimination. The Human Rights Office addresses Human Rights complaints related to harassment or discrimination through both formal and informal processes. The HRO also refers individuals to community resources. Students can meet with a discrimination and harassment prevention officer from the Human Rights Office in order to discuss available options, which include mediation and filing a formal complaint. The HRO can be reached at (613) 562-5222.



Discrimination and harassment related to employment:

Certain organizations provide free legal services to individuals who have experienced discrimination and harassment at work, or, who witness such conduct:



In Québec : *Juripop*, <https://juripop.org/en/i-have-experienced-harassment-at-work-or-sexual-violence/>.

In Ontario : *Discrimination and Harassment Counsel*, <http://www.dhcounsel.on.ca>.

