If you're Having Trouble:
Places to get Help as a University of Toronto Student

Compiled by: Milan Ilnyckyj — 2018-09-10

Life is stressful, and stressors often combine to create problems that are harder to handle than any single source of stress would be alone. There are many resources available to you as a U of T student and in the City of Toronto, whether you need to learn some practical university skills like research and essay-writing or you need help with a substandard housing situation, experiences of psychological distress or grief, or any other situation which you find it difficult to handle.

As a teaching assistant there is a measure of confidentiality which I naturally accord to any correspondence with a student; nonetheless, I am obligated by a variety of laws and university policies to report some kinds of information which you could tell me to appropriate campus authorities, such as indications of ongoing or imminent harm to yourself or another person.

This guide is designed to help you find support resources without needing to disclose anything sensitive, except directly to the relevant service providers.

1 Help with emergencies

- In the event of an emergency, please contact the appropriate authorities, whether that's the U of T Community Safety Office at 416-978-1485 or perhaps the emergency department at the Centre for Addiction and Mental Health (CAMH), which has an emergency room open 24/7 near the St. George campus at 250 College St, Toronto, ON M5T 1R8.

- There are also emergency rooms at the nearby Mount Sinai, Saint Michael's, and Toronto Western Hospitals, all of which can be easily located via Google Maps or by ambulance by calling 911.

- The Gerstein Crisis Centre is a 24-hour community based mental health crisis service. They are at 1045 Bloor St W, Toronto, ON M6H 1M1 and http://gersteincentre.org/

2 Help with writing

- If you want to improve your scholarly writing ability your U of T tuition includes Writing Centres. More information is available at: http://writing.utoronto.ca/writing-centres/

- Robarts Library also offers an excellent free research consultation service. You can register for an appointment at: https://onesearch.library.utoronto.ca/book-consultation

- I have also written my own set of essay writing tips for undergraduates, available at: http://individual.utoronto.ca/ilnyckyj/teaching/POL203-Hurl-2/essaytips1-4.pdf

3 Help with mental health or addiction

Since June 2018 U of T has had a mandatory leave of absence policy which can be applied involuntarily to students who report psychological distress to on-campus authorities. Toronto has many off-campus options which do not have this conflict of interest.

- Hard Feelings provides inexpensive short-term counselling to those experiencing emotional crises. They are at 848 Bloor Street West, M6G 1M2 and https://www.hardfeelings.org/

- Designed by young adults, their families and professionals, Stella's Place provides comprehensive mental health services for 16 to 29 year olds. They are at 18 Camden St, Toronto, ON M5V 1V1 and `https://stellasplace.ca/`

- The Centre for Addiction and Mental Health (CAMH) provides support to people experiencing mental health crises or struggling with addiction. Their central campus is at 1001 Queen St W, Toronto, ON M6J 1H4 and information on services provided by all their facilities is at `https://www.camh.ca/`

- At Women's College Hospital there is a Rapid Access to Addiction Medicines (RAAM) clinic that can provide help much more rapidly than CAMH normally can. The hospital is at 76 Grenville St, Toronto, ON M5S 1B2 and information about the clinic is at: `https://www.uhn.ca/MCC/PatientsFamilies/Clinics_Tests/Rapid_Access_Addiction_Medicine`

- Ontario Shores Centre for Mental Health Sciences (Ontario Shores) is a public teaching hospital providing a range of specialized assessment and treatment services to those living with complex and serious mental illness: `https://www.ontarioshores.ca/`

4   Help with other health issues

- Downtown Toronto has many drop-in health clinics. Searching Google Maps for "drop in clinic" can help you locate ones that are open at most times of day and early evening.

- The David L. MacIntosh Sport Medicine Clinic is open to all U of T students and provides treatment for sport-related injuries at affordable rates. They are on the 4th floor of the Goldring Centre for High Performance Sport, across the street from the Varsity Centre and adjacent to St. George Subway station and online at: `https://kpe.utoronto.ca/david-l-macintosh-sport-medicine-clinic`

- Confidential and non-judgmental testing for sexually-transmitted infections (STIs) is provided by the Hassle Free Clinic at 66 Gerrard Street East and `http://hasslefreeclinic.org/`

5   Help with sexual harassment, intimate partner violence, and abuse

- The Barbra Schlifer Clinic offers legal representation, professional counselling and multilingual interpretation to women who have experienced abuse. They are at 489 College St, Toronto, ON M6G 1A5 and `https://schliferclinic.com/`

6   Help with material necessities of life

- Many U of T students are eligible for the Ontario Student Assistance Program (OSAP), which offers loans on favourable terms for university students. The program is administered by the provincial government and more information is available at: `https://www.ontario.ca/page/osap-ontario-student-assistance-program`

- The Fort York Food Bank has a storefront at 380 College St, Toronto, ON M5T 1S6 and a website at: `http://www.fyfb.com/`

- You can search for other food banks by location: `https://www.foodbankscanada.ca/utility-pages/find-a-food-bank.aspx`

- Many services are provided by the City of Toronto, including help with wildlife and downed trees, road and transit issues, and free water lead testing for people in old houses: `https://www.toronto.ca/home/311-toronto-at-your-service/`

- Student Services and Support at the University of Toronto may be able to refer you to other helpful resources. They are online at: `https://www.future.utoronto.ca/current-students/student-services-campus-life/stude services-support`