

Reaching out for support

CAMPUS
care

Student Counselling Centre

Professional counselling for UWindsor students, available by appointment.

CAW Student Centre 293

Schedule an Appointment:

scc@uwindsor.ca

www.uwindsor.ca/scc

Student Health Services

Campus-based health care provided by physicians, nurses, dietician, and referrals to staff psychiatrist, available by appointment.

CAW Student Centre 242

Schedule an Appointment:

519-973-7002

www.uwindsor.ca/health

Peer Support Centre

Emotional support by trained University of Windsor student volunteers.

CAW Student Centre 291

No appointment needed.

See website for service updates:

www.uwsa.ca/services/psc

Office of Sexual Violence Prevention, Resistance & Support

Campus-based support for members of the University community who have had an unwanted or non-consensual sexual experience.

Email: svsupport@uwindsor.ca

www.uwindsor.ca/prevent-resist-support

My Student Support Program | 24/7

Professional counselling for UWindsor students worldwide, available by phone or text in 35+ languages. Can request to speak with a counsellor with identity that aligns with yours (e.g., BIPOC, LGBTQ+, language, culture, etc.).

Download the App: "MySSP"

Call: 1-844-451-9700

www.mystudentsupport.com

Wellness Together Canada | 24/7

Mental health & substance use counselling and support for anyone living in Canada.

Call: 1-866-585-0445

Text: WELLNESS to 686868

www.wellnesstogether.ca

Good2Talk | 24/7

Mental health support for Ontario post-secondary students.

Call: 1-866-925-5454

Text: GOOD2TALKON to 686868

www.good2talk.ca

Canada Suicide Prevention Service | 24/7

Support for anyone in Canada concerned about suicide.

Call: 1-833-456-4566 (24/7)

Text: 45645 (4:00 pm-midnight EST)

www.crisisservicescanada.ca

Community Crisis Line | 24/7

Community-based crisis support for anyone in Windsor-Essex.

Call: 519-973-4435

www.hdgh.org/crisis

Sexual Assault Crisis Line | 24/7

Community-based crisis support for anyone in Windsor-Essex with experiences of recent or past sexual violence.

Call: 519-253-9667

www.saccwindsor.net

is always
Strong

Campus Community Police | 24/7

General assistance, emergency response, crime prevention, etc.

2455 Wyandotte St. W

Non-Emergency: 519-253-3000 Ext. 1234

Campus Emergency: 519-253-3000 Ext. 4444

Download the Safe Lancer App: "Safe Lancer"

www.uwindsor.ca/campuspolice

Windsor Regional Hospital

Walk-In Crisis Service | 24/7

Walk-in assessments for mental health emergencies and imminent risk to safety.

Windsor Regional Hospital
Emergency Department
1030 Ouellette Ave.

SAFETY & EMERGENCIES 911

and
Resilient



University
of Windsor

Student Health, Counselling
and Wellness Services

Looking for more resources?
Scan here or visit:
uwindsor.ca/wellness



***Due to the pandemic, service delivery and access may change over time.
Please visit service websites for the most up-to-date information on how to access support***

24HR support

Skills for Responding to Student Mental Health Concerns

ASK

- Trust your instincts.
- It's okay to ask and express concern.
- Don't make assumptions. Stick to observable behaviours.
- Be specific about the observable behaviour that worries you.

Example: "I've noticed you seem distracted and upset lately and I'm concerned about you."

If you notice...



1) Indicators of Safety Concern

- Violent, destructive, or erratic behaviour
- Immediate safety concerns related to suicidal thoughts or behaviours
- A medical emergency, including drugs or alcohol
- Aggressive or threatening behaviour with a high risk of harm

*If the person is on campus call campus police 519 253 3000 ext. 4444. If the person is off-campus dial 911. Then fill out the **Care Alert Form**** and the Assessment and Care Team will follow up within 24 hours.*

2) Possible Indicators of Distress

- Significant changes in mood, behaviour, or appearance
- Appears agitated, sad, worried, or anxious
- Expresses hopelessness or references suicide or self-harm
- Mental health appears to be significantly deteriorating
- Indicate current or past experience of violence or trauma

**File a Care Alert Form here: www.uwindsor.ca/students-of-concern/

SUPPORT

- Listen with an open mind.
- Ask questions to help understand the situation.
- Acknowledge thoughts and feelings.
- Offer hope and help.
- Paraphrase and summarize to reflect your understanding.



Example: "It sounds like you're feeling overwhelmed, can I connect you with a resource for help?"

REFER

- Point out that help is available and seeking help is a sign of strength.
- Provide information about resources including 24-hour support options.
- Offer to help the student connect with resources.
- Consult when needed. Student Counselling Centre can help you connect your student with the most appropriate resource.



Example: "If you would like, we can call and book the appointment while you are here with me."

FOLLOW UP

- Respect the decision to accept or refuse help (except in emergencies).
- If appropriate, check in with the student later to see if they need further assistance.
- Practice self-care and seek personal support as needed.
- Consider incorporating resources within the classroom & on Blackboard. *See below.




Example: "I respect your decision. I hope you will keep these options in mind. My door is always open."

Resources


24 HR SUPPORT

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Call: 1-833-456-4566 (24/7)
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Peer Support Centre 
CAW Student Centre 291
No appointment needed.
See website for service updates:
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Office of Sexual Violence Prevention, Resistance, & Support 
Email: svsupport@uwindsor.ca
www.uwindsor.ca/prevent-resist-support/

UWSA Food Pantry 
CAW Student Centre Rm 233
Email: foodpantry@uwindsor.ca
www.uwsa.ca/campus-food-pantry/


COMMUNITY CARE

Crisis & Mental Wellness Centre 
Walk-in crisis support.
744 Ouellette Ave., Windsor, ON
Mon-Sun 8am-8pm
www.hdgh.org/crisismentalwellnesscentre

Mental Health & Addictions Urgent Care Centre 
744 Ouellette Ave., Windsor, ON
Mon-Fri 11am-7pm
www.hdgh.org/MHAUCC

Canadian Mental Health Association 
Office (Non-Crisis): 519-255-7440
www.windsorsex.cmha.ca

Sexual Assault Crisis Centre 
Office (Non-Crisis): 519-253-3100
www.saccwindsor.net


Downtown Mission 
664 Victoria Ave. Windsor, ON
www.downtownmission.com/


Remember that it's important to take care of yourself too.


Please visit www.uwindsor.ca/humanresources for a list of wellness resources available to UWindsor employees. Reaching out for support is always strong and resilient.

SAFETY & EMERGENCIES

Campus Community Police | 24/7 
2455 Wyandotte St. W
Non-Emergency: 519-253-3000 Ext. 1234
Campus Emergency: 519-253-3000 Ext. 4444
www.uwindsor.ca/campuspolice

WalkSafe (Non-Emergency) 
Student led walk home service
See website for service details:
www.uwsa.ca/walksafe/

Safe Lancer App 
Virtual walk home & emergency alerts by campus police.
Download the app: Safe Lancer

Windsor Regional Hospital Walk-In Crisis Service | 24/7 
Walk-in for mental health crises and emergencies. Windsor Regional Hospital Emergency Dept. 1030 Ouellette Ave.

Off-Campus Emergencies: Call 911 



24/7



In person



Call/Text



Digital



Off Campus



Expect service delivery changes due to pandemic. See service websites for most up-to-date information.

* To access more online resources, training opportunities, and ways to incorporate mental health information into the classroom visit: www.uwindsor.ca/wellness or contact wellness@uwindsor.ca