

## Service Overview

- **Service Mandate/Mission**

Nightline does not have a specified mandate, but the service objectives are as follows:  
“To provide a confidential and anonymous listening, information and referral service to the McGill community that is completely independent from any religious or political affiliation. McGill Students' Nightline is not a counselling service.”

The link to the Nightline constitution can be found here: [CONSTITUTION](#)

*As Nightline is an anonymous service, they have requested for as few people to see it as possible. Therefore, the constitution should only be looked at when necessary.*

- **Contact Info**

McGill Students' Nightline: (514) 398-6246 | [nightline.ssmu.ca](http://nightline.ssmu.ca)

Chairperson: Emilie Rector

[nightline@ssmu.ca](mailto:nightline@ssmu.ca) | [emily.rector@mail.mcgill.ca](mailto:emily.rector@mail.mcgill.ca)

External Coordinator: Raphael Desroches

[nightlineexternal@gmail.com](mailto:nightlineexternal@gmail.com) | [raphaelresroches@mail.mcgill.ca](mailto:raphaelresroches@mail.mcgill.ca)

Senior Coordinator: Malcolm Cantin

[malcolmcantin@mail.mcgill.ca](mailto:malcolmcantin@mail.mcgill.ca)

*Please note: All names mentioned must remain confidential.*

## Activities & Operations

- **Key Activities this Semester**

- Call/chat service (everynight from 6pm to 3am)
- Training for new recruits each semester

The senior team provides a 40 hour non-professional training program for new recruits each semester, which also acts as an evaluation for whether or not they are accepted.

- Monthly general meetings

**Vice-présidence (Vie étudiante) de l'AÉUM  
SSMU Vice-President (Student Life)**

Située sur les territoires traditionnels des collectivités Haudenosaunee et Anishinaabe.  
Located on Haudenosaunee and Anishinaabe, traditional territories.

[studentlife@ssmu.ca](mailto:studentlife@ssmu.ca) | (514) 398-6800 | [ssmu.ca](http://ssmu.ca) | 3501 rue Peel, Montréal, QC, H3A 1W7



- Monthly executive meetings
- Advisor Tea each semester

A conference to host the [ADVISORS](#), learn more about what they do, ask questions, and get insight into how to better run our service

- Social events for members

There is always a Retreat in the fall, as well as a Banquet at the end of the academic year, but Nightline will also plan various social events in between, depending on the year and volunteer interest.

● **Usage/Participation statistics**

Nightline does not track if individuals call in more than once, and cannot give a concrete usage number as a result. However, Nightline can confirm they receive anywhere between 3-10 calls per night (though some nights busier and some nights quieter). They receive chats/calls from a combination of both McGill students and non-students, but because of the confidential nature of the service, cannot provide an estimation of how many McGill students use the service.

Nightline currently comprises 63 volunteers, and estimates to recruit and train 20-30 new members next semester. Nightline's general members take calls and chats from the community, and are required to volunteer 15-20 hours per month.

Nightline has a total of 12 executives, including the Chairperson who oversees them. Executives are not paid employees, but do receive stipends once a semester. The executive team divides tasks up between each other. Nightline currently has 8 shift leads who are on call every night to handle any emergency situations that may arise. The team, led by the Senior Coordinator, is in charge of training new members and hosting an annual refresher training for existing members.

● **Highlights & Success**

Nightline prides itself on being the first student-run chat line in Montreal, which has run continuously since 1984. It trains 30-60 new members each year, providing them with invaluable training, experience, and community which proves to be useful and applicable to life after McGill. Further, Nightline is a primary mental health support resource for countless members of the McGill community and beyond. Its majority English, non-judgemental, non-advice giving, non-professional nature sets it apart from other services.

Nightline has been used as a reference and consultant for the creation of other similar services, including:

- The Dutch Ministry of Education
- Concordia Students' Nightline
- The British Columbia Institute of Technology

- **Challenges/Barriers Faces**

- Technological issues

In the past, there have been issues with the phones and computers, but the Operations Manager has been able to get them resolved

- Building access issues

Building access has historically been a point of frustration and irregularity, as members need to be able to enter the SSMU building between 6pm and 3am. While Wallace has been a great support for this, the problem seems to have something to do with the McGill server.

- Balancing credit limit with need to spend the surplus

Nightline wishes to decrease its surplus, but one barrier to doing so is that it's difficult to get credit limit increases approved quickly. Perhaps a solution could be allowing Nightline a permanent increase, at least for this academic year.

- Volunteer wellbeing

Due to the nature of the service, volunteers are regularly exposed to and responsible for calls and chats which contain traumatic material and/or require crisis intervention. Nightline prioritizes the wellbeing of their members by appointing specific senior members as support systems, hosting social work advisors at meetings, and creating specialized committees for addressing volunteer wellness.

## **Finances**

- **Budget allocations**

Nightline's budget allocations are outlined in their official [2025-26 BUDGET](#) document

- **Previous year surplus**

Nightline has an outstanding surplus of **\$73,513.53**, most likely from accumulated surpluses due to low usage of funds during Covid years.

**Vice-présidence (Vie étudiante) de l'AÉUM  
SSMU Vice-President (Student Life)**

*Située sur les territoires traditionnels des collectivités Haudenosaunee et Anishinaabe.  
Located on Haudenosaunee and Anishinaabe, traditional territories.*

[studentlife@ssmu.ca](mailto:studentlife@ssmu.ca) | (514) 398-6800 | [ssmu.ca](http://ssmu.ca) | 3501 rue Peel, Montréal, QC, H3A 1W7



They plan to decrease this surplus significantly this year via large, one-time purchases which will benefit the functioning of the service for many years to come. (New mascot, carpet replacement, legal review, etc.)

## Future Plans/Projects

- **Upcoming projects this semester**

- Table an event in November
- Produce and distribute PR materials to increase usage (posters, stickers, etc.)
- Purchase a new mascot costume for next semester's recruitment
- Increase number of nights per week the French chat is available
- Expand/Improve the French service through advertisement and member training
- Establish a volunteer wellness committee to support member's mental health
- Conduct a legal review of the suicide, self-harm, and third-party harm protocols
- Introduce 3-4 new advisors to the advisor team
- Elect and train in two new executive members to replace those leaving (Internal Coordinator, Old Member Representative)
- Replace the carpet in the office

- **Long term goals**

- Expand/Improve the French service
- Increase McGill student usage via PR and advertising projects on campus
- Increase wider Montréal community usage, especially in French-speaking spaces via PR and advertising projects in group homes, hospitals, and community centers
- Establish a professional training program for senior members
- Replace technology (better computers, phones, etc.)
- Replace furniture in the office (desks, chairs, etc.)