Identifying and responding to students in distress

2016-2017

EMERGENCY SITUATIONS

Situations Requiring Immediate Referral/Reporting

DIRECT OR INDIRECT REFERENCE TO WANTING TO DIE / SUICIDE
Regardless of the circumstances or context, ANY reference to wanting to die / suicide should be taken seriously and a mental health professional should be contacted.

Warning signs might include:
- Expressed feelings of worthlessness, helplessness, or hopelessness;
- Expressed thoughts that the world, their family and friends would be better off without them;
- Expressed feelings of powerful guilt;
- Expressed desire to die by suicide.

Counselling Services 613.533.6000 ext. 78264 or Queen’s 24 hr Emergency Report Centre 613.533.6111 or 911

THREATS OR DISRUPTIVE BEHAVIOUR
- Any type of physical violence causing bodily harm (self or other);
- Specific threats of violence or harm.

BEHAVIOIRS OF CONCERN
- Incoherent or unintelligible;
- Cannot be calmed.

DRUG AND ALCOHOL ABUSE OR MISUSE
- Potential drug overdose;
- Potential alcohol poisoning.

Counselling Services 613.533.6000 ext. 78264 or Queen’s 24 hr Emergency Report Centre 613.533.6111 or 911

SEXUAL VIOLENCE
Immediate options for safety and medical attention:
- Call 911 or Queen’s 24 hour Emergency Report Centre at 613.533.6111.
- The Kingston General Hospital (KGH) Sexual Assault and Family Violence Program for medical care, STI and pregnancy prevention, and evidence collection.

Phone 613.549.6666 ext. 4880 or go to KGH Emergency Department and ask for the Sexual Assault / Family Violence nurse.

Campus Information and Supports
- Barb Lotan, the Queen’s University Sexual Violence Prevention and Response Coordinator, provides support and information about counselling, reporting, and accommodation options. 613.533.6320.
- Counselling Services 613.533.6000 ext. 78264.
- Health Services 613.533.2306.

Information about behaviours that give rise to a risk of harm to self / others may be forwarded pursuant to university response process / protocols (e.g. student at risk, threat assessment), in the interest of health and safety.

Who to Contact

HEALTH AND COUNSELLING

Student Wellness Services
Queensu.ca/studentwellness

Counselling Services
613.533.6000 ext. 78264

Contact information for all outreach counsellors can be found at queensu.ca/studentwellness/ counsellingservices

Health Promotion
613.533.6720

Health Services
613.533.2306

TeleHealth Ontario
Free confidential advice from a registered nurse 24/7.
1.800.797.0000
TTY 1.866.797.0007

MENTAL HEALTH EDUCATION

Student Wellness Services offers workshops and programming for faculty, staff and students. See queensu.ca/studentwellness

PEER SUPPORT

AMS Peer Support Centre
613.533.6000 ext. 7511

SGPS Student Advisor Program
advisors@sgps.ca

Rector
613.533.2733

Residence Life and Dons
613.533.6790

SEXUAL VIOLENCE PREVENTION AND RESPONSE

Sexual Violence Prevention and Response Coordinator Barb Lotan
613.533.6320

direct confidential line
bjl@queensu.ca

Sexual Assault Centre
Kingston
613.544.6424 – 24/7

ACADEMIC

Accessibility Services
Academic accommodations for students with disabilities.
613.533.6467
TTY 613.533.6556

Student Academic Success Services (SASS):
Learning Strategies
The Writing Centre
613.533.6315

OTHER

Ban Righ Centre
Support for mothers and / or women returning to studies.
613.533.2976

Campus Security and Emergency Services
24/7 Inquiries
613.533.6712

Equity Office
613.533.2563

Four Directions Aboriginal Student Centre
613.533.6670

Human Rights Office
613.533.6886

International Centre (QUIC)
613.533.2604

University Chaplain
613.533.2166

University Ombudsman
613.533.4405

COMMUNITY

Addiction and Mental Health Services – Kingston, Frontenac Lennox & Addington
24/7 Crisis
613.544.4229
Administration
613.544.1356

GoodTalk
Post-secondary student helpline – 24/7.
1.866.925.5454

K3C Community Counseling Services
613.549.7850

Kingston General Hospital
613.548.3323

Mental Health Helpline – Ontario
Help in 170 languages
1.866.531.2600

Telephone Aid Line
Kingston (TALK)
Crisis 7 pm – 3 am
613.544.1771

Based on a concept from McMaster University with thanks.

If you have questions or comments about this folder, or would like additional copies, or alternative formats, please contact the Office of the Vice-Provost and Dean of Student Affairs at 613.533.6344 or vpdstan@queensu.ca.
Identifying and responding to students in distress

Situations Requiring Attention

ACADEMIC AND LEARNING CHALLENGES

Refer a student to faculty or academic advisors for the following reported concerns:
- Serious academic concerns;
- Considering withdrawal;
- In jeopardy of failing;
- Changes in academic performance (deterioration in quality of work, frequently missed assignments and classes, excessive procrastination, avoidance of participation);
- Listlessness or falling asleep in class.

DISORDERED EATING

Refer a student to counselling for the following reported behaviours:
- Excessive dieting;
- Uncontrolled binge eating;
- Induced vomiting after eating.

MARKED CHANGES IN MOOD, APPEARANCE OR BEHAVIOUR

Refer a student to counselling for the following changes in regular behaviour:
- Withdrawal from social interactions or academic work;
- Notable changes in energy levels or appearance;
- Unusual behaviour (unexplained crying, laughing to self, rapid speech, disorganized thinking, suspiciousness);
- High levels of irritability;
- Changes in relationships or social behaviour (withdrawal, isolation or dependency);
- Significant weight loss or gain;
- Physical symptoms (nausea, headaches, problems with eating, excessive or disrupted sleeping);
- Changes in hygiene or dress;

DIFFICULTY IN COMMUNICATING AND/OR DISTORTIONS OF REALITY

Refer a student to counselling for the following reported behaviours:
- Difficulty communicating (difficulty forming thoughts, completing sentences, irrational conversations);
- Distortions of reality;
- Difficulty concentrating or communicating.

HARASSMENT AND DISCRIMINATION

Refer a student with concerns about harassment (persistent, unwanted behavior including sexual harassment) or discrimination to the Human Rights Office, 613.533.6886. If the situation involves stalking or threat of harm call Queen’s 24 hr Emergency Report Centre.

CALL COUNSELLING SERVICES AT 613.533.6000 EXT. 78264 OR STUDENT HEALTH SERVICES AT 613.533.2506 OR QUEEN’S 24 HR EMERGENCY REPORT CENTRE AT 613.533.6111

See reverse for more resources

What To Do and Say

APPROACH
- It is OK to ask and express concern
- Be specific about the behaviour that worries you

LISTEN
- Listen non-judgmentally, having an open world view
- Meet in a private location, be patient and give your undivided attention

SUPPORT
- Acknowledge their thoughts and feelings in a compassionate way
- Offer hope and reassure them you are concerned and want to help

REFER
- Provide student with resources
- Offer to make the call with the student

I’ve noticed you’ve been absent from class lately and I’m concerned about you.

Is there anything I can do to help you?

It sounds like you’re feeling out of place.

If you’d like, I can call and book the appointment for you while you are here with me.

Making a Good Referral

- Point out that help is available and seeking help is a sign of strength and courage rather than weakness. Acknowledge that seeking help can be scary;
- Research resources (see the back of this folder), contact Counselling Services for recommendations on how to approach the situation at ext. 78264;
- If the student appears reluctant, you can help by:
  - Offering to contact the resource on their behalf while they are in your office
  - Offering to sit with the student while they make the initial contact themselves
  - Accompanying the student to the appointment if appropriate and you feel comfortable
- Provide the student with take-away materials and information (contact numbers, locations, etc.);
- Offer to follow-up with the student, but don’t insist on knowing what the student has done.

If a Student Says “No” to a Referral

- Respect their decision. Accepting or refusing assistance must be left up to the student, except in emergencies, when life is in danger;
- Don’t force the issue or trick them into going;
- Try and leave the door open for later reconsideration.

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