EMERGENCY SITUATIONS

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

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. 613.533.6330
- Counselling Services 613.533.6000 ext. 78246
- Health Services 613.533.2506

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.

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

DRUG AND ALCOHOL ABUSE OR MISUSE

- Potential drug overdose;
- Potential alcohol poisoning.

Queen’s 24 hr Emergency Report Centre at 613.533.6111 or 911

COMMUNITY

Addiction and Mental Health Services – Kingston, Frontenac Lennox & Addington
24/7 Crisis 613.544.4229
Administration 613.544.1556
Good2Talk
Post-secondary student helpline – 24/7 1.866.925.9454
KIC Community Counselling 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

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 613-533-6944 or vpdean.sa@queensu.ca.

Last update: July 2017

Based on a concept from McMaster University with thanks
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 Student Wellness Services for the following reported behaviours:
  - Excessive dieting;
  - Uncontrolled binging eating;
  - Induced vomiting after eating.

### Marked Changes in Mood, Appearance or Behaviour
- Refer a student to Student Wellness Services 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 Student Wellness Services 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.

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**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

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

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**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.

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**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.