Identifying and responding to students in distress

EMERGENCY SITUATIONS

WEEDAY BUSINESS HOUR EMERGENCIES

Counselling Services
Ext. 78264 (from any campus phone)
613.533.6000 ext. 78264 (from off campus)
Queen’s 24 hr Emergency Report Centre
Ext. 36111 (from any campus phone)
613.533.6111 (from off campus)
911

AFTER HOUR EMERGENCIES

Queen’s 24 hr Emergency Report Centre
Ext. 36111 (from any campus phone)
613.533.6111 (from off campus)
911

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.

Queen’s 24 hr Emergency Report Centre at 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 Health Sciences Centre Sexual Assault and Domestic Violence Program for medical care, STI and pregnancy prevention, and evidence collection.

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

Campus Information and Supports

- Barb Lotan, the Queen’s University Sexual Violence Prevention and Response Coordinator, provides support and information about roles and responsibilities related to disclosures, policy, counselling, reporting, and accommodation options. 613.533.6330
- Counselling Services 613.533.6000 ext. 78246
- Health Services 613.533.2506

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/counselling services

Health Promotion 613.533.6712

Health Services 613.533.2506

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. 75711
Rooms 24 and 36, JDUC

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
8022 Mackintosh Corry Hall – Monday to Friday
613.533.6330
(direct confidential line) bjl@queensu.ca

Sexual Assault Centre Kingston 613.544.6424 – 24/7

Sexual Violence Bystander Intervention Training sbybystander@queensu.ca

ACADEMIC

Accessibility Services
Accommodations for students with disabilities. 613.533.6467
TTY 613.533.6566

Student Academic Success Services (SASS): Learning Strategies The Writing Centre 613.533.6375

OTHER

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

Campus Security and Emergency Services (24/7 Inquiries) 613.533.6733

Equity Office 613.533.2565

Four Directions Indigenous Student Centre 613.533.6970

Human Rights Office 613.533.6886

International Centre (QUIC) 613.533.2604

Faith and Spiritual Life 613.533.2166

University Ombudsman 613.533.6495

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 Counselling Services 613.549.7850

Kingston Health Sciences Centre
Mainline 613.548.3232

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 vdean.sa@queensu.ca.

Last update: July 2018

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 binge 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, 613.533.6866. 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.

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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.

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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.