Identifying and responding to students in distress

EMERGENCY SITUATIONS

Student Wellness Services during weekday business hours 613.533.2506
Queen’s 24 hr Emergency Report Centre 613.533.6111
Blue lights with emergency telephones are located throughout campus

911

Situations Requiring Immediate Referral/Reporting

DIRECT OR INDIRECT REFERENCE TO WANTING TO DIE / SUICIDE
Without the circumstances or context, ANY reference to wanting to die or 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 or shame;
- Expressed desire to die by suicide.

Student Wellness Services 613.533.2506 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.

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

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

Queens’ 24 hr Emergency Report Centre 613.533.6111 or 911

Sexual Violence Prevention and Response Coordinator (SVPRC)
Barb Lotan
By 911, via personal ofﬁces or the emergency lined
613.533.6330 (direct conﬁdential line)

Campus Security and Emergency Services (24/7)
613.533.6733

Equity Ofﬁce
613.533.3950

Four Directions Indigenous Student Centre (4D)
613.533.6970

Human Rights Ofﬁce
613.533.6886

International Centre (QUIC)
613.533.2604

Faith and Spiritual Life
613.533.2186

University Ombudsperson
613.533.6495

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/KGH site Emergency Department and ask for the Sexual Assault/Domestic Violence nurse.

Community Information and Supports
- Barb Lotan, the Queen’s University Sexual Violence Prevention and Response Coordinator (SVPRC), provides support and information about roles and responsibilities related to disclosures, policy, counseling, reporting, and accommodation options. 613.533.6330
- Student Wellness Services 613.533.2506

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

Who to Contact

Physical, Mental and Sexual Health

Student Wellness Services
queensu.ca/studentwellness 613.533.2506
Contact information for all outreach counsellors can be found at queensu.ca/studentwellness/counselling
Health Promotion 613.533.4712
Telehealth Ontario
Free conﬁdential advice from a registered nurse 24/7
TTY 1.866.797.0007
TAO
Self-directed online mental health support 24/7 Sign up at ThePath.ca.TaoConnect.org

Mental Health Training

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

Peer Support

AMTS Peer Support Centre 613.533.6000 ext. 73111
Rooms 24 and 36, JDUC
Graduate Peer Support Centre 613.533.2233
Room 265, JDUC
Rector 613.533.2373
Residence Life and Don’s 613.533.6790
Big White Wall
Safe and anonymous peer support bigwhitewall.ca

Sexual Violence Prevention and Response

Sexual Violence Prevention and Response Coordinator Barb Lotan
By 911, via personal ofﬁces or the emergency lined
613.533.6330 (direct conﬁdential line)

Sexual Assault Centre Kingston
613.549.6404 – 24/7

Sexual Violence Bystander Intervention Training 613.533.6970

Academic

Accessibility Services
613.533.6497
TTY 613.533.6666

Student Academic Success Services (SASS): Learning Strategies and The Writing Centre 613.533.4315

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- Student Wellness Services 613.533.2506

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 2019

Based on a concept from McMaster University with thanks.
Identifying and responding to students in distress

A Situations Requiring Attention

**ACADEMIC AND LEARNING CHALLENGES**
Refer a student to faculty based 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;
- Desire to ‘burn off’ food intake;
- Preoccupation with clean eating;
- 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 to the Human Rights Office regarding concerns about harassment (persistent, unwanted behavior including sexual harassment) or discrimination
- If the situation involves stalking or threat of harm, call Queen’s 24 hr Emergency Report Centre.

Call Student Wellness 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
- Say what you see

**LISTEN**
- Listen non-judgmentally, without bias, 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

**What can I do to support you?**

I’ve noticed you’ve been absent from class lately and I’m concerned about 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 Student Wellness Services for recommendations on how to approach the situation at ext. 32506;
- 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, 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. You can always come back and talk to me.