

Identifying and responding to students in distress



EMERGENCY SITUATIONS

Student Wellness Services
613.533.2506
wellness.services@queensu.ca
During weekday business hours

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

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 or shame;
- Expressed desire to die by suicide.

Student Wellness Services 613.533.2506,
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.

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.

Monday to Friday, 8:00am to 4:00pm only phone **613.549.6666 ext. 4880** or go to **KHSC/KGH site Emergency Department** and ask for the Sexual Assault/ Domestic Violence nurse. After hours call **613-548-3232, press "0"** and ask for the SV/DV nurse

CAMPUS 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, counselling, 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/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

PHYSICAL, MENTAL AND SEXUAL HEALTH

Student Wellness Services
queensu.ca/studentwellness

Professional staff providing medical care, mental health, accessibility and health promotion services.

For inquiries email:
wellness.services@queensu.ca

Telehealth Ontario

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

TAO

Self-directed online mental health support 24/7. Sign up at ThePath-ca.TaoConnect.org

Empower ME

24/7 phone service for crisis situations and scheduled sessions that allows students to connect with qualified counsellors, consultants, and life coaches for a variety of issues.
1-844-741-6389

BounceBack Ontario

A free skill building program managed by CMHA
1-866-345-0224

MENTAL HEALTH TRAINING

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

PEER SUPPORT

AMS Peer Support Centre
peersupport@ams.queensu.ca
613.533.6000 ext. 75111
Rooms 24 and 36, JDUC
Hours 10am - 10pm, 7 days a week

Graduate Peer Support Centre
sgps.ca/graduate-peer-support-centre
613.533.2233
Room 205, JDUC

Residence Life and Dons
reslife@queensu.ca
613.533.6790

Togetherall
Safe and anonymous peer support - togetherall.com

SEXUAL VIOLENCE PREVENTION AND RESPONSE

Sexual Violence Prevention and Response Coordinator
Barb Lotan
B502 Mackintosh Corry Hall – Monday to Friday
bjl7@queensu.ca
613.533.6330
(direct confidential line)

Sexual Assault Centre Kingston
24/7 – 613.544.6424

Sexual Violence Bystander Intervention Training
svbystander@queensu.ca

ACADEMIC

Accessibility Services (QSAS)
Academic accommodations for students with disabilities.
accessibility.services@queensu.ca
613.533.6467
TTY 613.533.6566

Student Academic Success Services (SASS)
Learning Strategies and The Writing Centre
academic.success@queensu.ca
613.533.6315

OTHER

Ban Righ Centre

This centre welcomes women of diverse backgrounds and all ages, especially those returning to university after a time away, and offers community, personal, practical and financial support.
brc@queensu.ca
613.533.2976

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

Human Rights and Equity Office
hrights@queensu.ca
613.533.6886
equity@queensu.ca
613.533.2563

Four Directions Indigenous Student Centre (4D)
Academic advising, cultural counselling and support available.
4direct@queensu.ca
613.533.6970

International Centre (QUIC)
QUIC@queensu.ca
613.533.2604

Faith and Spiritual Life
chaplain@queensu.ca
613.533.2186

University Ombudsperson
ombuds@queensu.ca
613.533.6495

CARE Referral Program
Connecting students with resources
supportservices@queensu.ca

COMMUNITY

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

Good2Talk
Post-secondary student helpline
24/7 – 1.866.925.5454
Crisis text line;
text GOOD2TALKON to 686868

Resolve Counselling Services
613.549.7850

Kingston Health Sciences Centre
613.548.3232 (main line)

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

Human Trafficking Hotline
1.833.900.1010

7 cups
24/7 emotional support chat rooms
7cups.com



STUDENT AFFAIRS

Gordon Hall, Room 300
Queen's University
Kingston, Ontario K7L 3N6

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 2020 Based on a concept from McMaster University with thanks

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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 and Equity Office regarding concerns about harassment (persistent, unwanted behavior including sexual harassment) or discrimination. 613.533.6886
- If the situation involves risk or threat of harm, call Queen's 24 hr Emergency Report Centre. 613.533.6111

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

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

What can I do to support 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.