

Identifying and responding to students in distress

EMERGENCY SITUATIONS

WEEKDAY 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.

BEHAVIOURS 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/
counsellingservices

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. 75111
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
B502 Mackintosh Corry Hall –
Monday to Friday
613.533.6330
(direct confidential line)
bjl7@queensu.ca

**Sexual Assault
Centre Kingston**
613.544.6424 – 24/7

**Sexual Violence Bystander
Intervention Training**
svbystander@queensu.ca

ACADEMIC

Accessibility Services
Academic accommodations
for students with disabilities.
613.533.6467
TTY 613.533.6566

**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)
613.533.6733

Equity Office
613.533.2563

**Four Directions Indigenous
Student Centre**
613.533.6970

Human Rights Office
613.533.6886

International Centre (QUIC)
613.533.2604

Faith and Spiritual Life
613.533.2186

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

Good2Talk
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

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, 613.533.6886. 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

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

LISTEN

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

Is there anything I can do to help you?

SUPPORT

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

It sounds like you're feeling out of place.

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.

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.