Identifying and responding to students in distress

2016-2017

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, hopelessness, 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

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 Department and ask for the Sexual Assault/Family Violence nurse.

Counselling Services 613.533.6000 ext. 78264

COMMUNITY

Abortion and Mental Health Services – Kingston, Frontenac
Lennox & Addington
247C crisiss
613.544.4229
Administration
613.544.1335

GoodTalk
Post-secondary student helpline – 24/7
1.866.925.5454

KJC Community Counselling Services
613.549.7850

Kingston General Hospital
613.549.3523

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

Otherwise, call 911 or Queen’s 24 hour Emergency Report Centre at 613.533.6111.

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

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
613.533.2306

Health Services
613.533.6972

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. 7911
SIPS Student Advisor Program
advisors@sips.ca

Rector
613.533.2733

Residence Life and Don’s
613.533.6790

SEXUAL VIOLENCE PREVENTION AND RESPONSE

Sexual Violence Prevention and Response Coordinator
Barb Lotan
1502 Mackintosh Corry Hall – Monday to Friday
8:30 am – 4:30 pm
613.533.6330
(direct confidential line)
bjl@queensu.ca

Sexual Assault Centre Kingston
613.533.6424 – 24/7

ACADEMIC

Accessibility Services
Academic accommodations for students with disabilities.
613.533.6667
TTY 613.533.6556

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)
613.533.6712

Equity Office
613.533.2506

Four Directions Aboriginal Student Centre
613.533.6970

Human Rights Office
613.533.6886

International Centre (QUIC)
613.533.2604

University Chaplain
613.533.2185

University Ombudsmen
613.533.4495

COMMUNITY

Kingston, Ontario
2016-0196 Queen’s University Marketing, July 2016

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 613.533.6446 or vpdean.sa@queensu.ca

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 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 counselling 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 counselling 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 counselling 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.

See reverse for more resources

What To Do and Say

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

APPRAOCH
- 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

Is there anything I can do to help 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 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.