

# Identifying and responding to students in distress



## EMERGENCY SITUATIONS

**Student Wellness Services**  
613-533-2506  
[wellness.services@queensu.ca](mailto: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

- 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 hr 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

Professional staff providing medical care, mental health, accessibility and health promotion services. For inquiries email: [wellness.services@queensu.ca](mailto:wellness.services@queensu.ca) [queensu.ca/studentwellness](http://queensu.ca/studentwellness)

#### 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. Services available in multiple languages. 1-833-628-5589

#### Health Connect Ontario

Connect with a Registered Nurse to discuss your health 24/7. Call 811 TTY 1-866-797-0007

#### TAO

Self-directed online mental health support 24/7. Sign up at [ca.taoconnect.org](http://ca.taoconnect.org)

#### BounceBack Ontario

A free skill building program managed by the Canadian Mental Health Association. 1-866-345-0224

### Sexual Violence Prevention and Response

#### Sexual Violence Prevention and Response Coordinator

Barb Lotan  
B502 Mackintosh Corry Hall  
Monday to Friday  
[bjl7@queensu.ca](mailto: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](mailto:svbystander@queensu.ca)

### Academic

#### Accessibility Services (QSAS)

Academic accommodations for students with disabilities. [qsas.intake@queensu.ca](mailto:qsas.intake@queensu.ca) 613-533-6467

#### Student Academic Success Services (SASS)

Professional writing and learning support for all Queen's students. [academic.success@queensu.ca](mailto:academic.success@queensu.ca) 613-533-6315 [sass.queensu.ca](http://sass.queensu.ca)

### Mental Health Training

#### Student Wellness Services

Offers workshops and training for faculty, staff and students. [queensu.ca/studentwellness](http://queensu.ca/studentwellness)

### Peer Support

**AMS Peer Support Centre**  
[peersupport@ams.queensu.ca](mailto:peersupport@ams.queensu.ca)  
613-533-6000 ext. 75111

#### SGPS Student Advisors

[advisors@sgps.ca](mailto:advisors@sgps.ca)  
[sgps.ca/advisors](http://sgps.ca/advisors)

#### Residence Life and Dons

[reslife@queensu.ca](mailto:reslife@queensu.ca)  
613-533-6790

### Employee Support

#### LifeWorks

24/7 Employee and Family Assistance Program. 1-877-789-7572

#### Support Services and Community Engagement

Assistance for staff and faculty managing difficult student behaviours. [supportservices@queensu.ca](mailto:supportservices@queensu.ca)

### Human Rights and Equity

#### Harassment and Discrimination

[queensu.ca/secretariat/harassment-discrimination/overview](http://queensu.ca/secretariat/harassment-discrimination/overview)

### Other

#### CARE Referral Program

Connecting students with resources. [supportservices@queensu.ca](mailto:supportservices@queensu.ca) [queensu.ca/carereferral](http://queensu.ca/carereferral)

#### Ban Righ Centre

Welcoming women of diverse backgrounds and ages, especially mature women returning to studies. Offering community, personal, practical and financial support. [brc@queensu.ca](http://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](mailto:hrights@queensu.ca) 613-533-6886  
[equity@queensu.ca](mailto:equity@queensu.ca) 613-533-2563

#### Four Directions Indigenous Student Centre (4D)

Academic advising, cultural counselling and support available. [4direct@queensu.ca](mailto:4direct@queensu.ca) 613-533-6970

#### International Centre (QUIC)

[QUIC@queensu.ca](mailto:QUIC@queensu.ca) 613-533-2604

#### Faith and Spiritual Life

[chaplain@queensu.ca](mailto:chaplain@queensu.ca) 613-533-2186

#### University Ombudsperson

[ombuds@queensu.ca](mailto:ombuds@queensu.ca)  
613-533-6495

### Community

#### Addiction and Mental Health Services - Kingston

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 6pm - 2am 613-544-1771

#### Human Trafficking Hotline

1-833-900-1010

#### 7 cups

24/7 emotional support and chat rooms. [7cups.com](http://7cups.com)



# Identifying and responding to students in distress

## 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.