#### Algonquin College On-Campus Support • 613-735-4700

Security Services ext. 5000 Safety or emergency support.

Counselling Services ext. 2804

Personal, career, and academic needs

Room 138

Centre for Accessible Learning (CAL) ext. 2729

Disability accommodations. Room 137

Co-Op & Employment Support Centre ext. 2736

Job coaching and employment advice.

Room 141

Financial Aid & Student Awards

ext. 2709 or 2760

Financial concerns/program registration.

Room 133 & 134

First Gen ext. 2803

Unique supports for students who are first in their family to attend college.

Room142

Health Services ext. 2748

Doctors and nurses providing medical service.

Room127

Office of the Ombudsman

613-727-4723 ext. 6835

Independent, impartial, and confidential.

Main Campus Ottawa

Peer Tutoring ext. 2665

Peer-led, academic assistance, Student Services

Housing ext. 2877

Housing lists and support Room131

Students' Association ext 2839

Student clubs, housing, food bank, and more.

Room100

Student Success Specialists ext 2803

Academic specialist, coordinators, and advisors.

Room 142

Student Support Services - Student Distress Line

Woodroffe Campus (613) 735-4700 x 7300

#### **Pembroke Community Resources**

Family Services of Renfrew County

613-735-6866/1-800-267-5878

Pheonix Centre for Children and **Families** 

613-735-2374/1-800-4651870

Women's Sexual Assualt Centre 613-735-5551/1-800-461-9018 Bernadette McCann House for Women

613-732-7776/1-800-267-4930 Crisis Support1-800-267-4930 Robbie Dean Family Counselling

Centre

613-635-4715 Ext 4

Addiction Services of Renfrew County

1-800-265-0197

Pathways Addiction Services

1-888-241-1135

**Community Mental Health** 

613-732-8770/01-800-991-7711

#### **Helplines and Telephone Support**

Crisis Line

613-722-6914 or 1-866-996-0991

**Distress Centre** 613-238-3311

Good2Talk

Post-secondary student helpline. 1-866-925-5454 or 211

CONNEX Ontario

Mental health helpline. 1-866-531-2600

**Problem Gambling** 1-888-230-3505

Mental Health Helpline 1-866-531-2600

Drugs and Alcohol Helpline 1-800-565-8603

O.A.A.R.S. Ottawa Addiction Access and Referral Services 613-241-5202

Telehealth Ontario 1-866-797-0000

#### **Online Resources**

WellTrack.com

Interactive self-help therapy. Access Code: ALGONQUINCOLLEGE

SMARTRecovery.org

Self-empowering addiction support group.

CareerCruising.com

Self-exploration and career planning software

Username: algonquin Password: careers

Mental Health Helpline Chat

Mental health information and referral service

mentalhealthhelpline.ca/Home/Chat

### SUPPORTING STUDENTS IN DISTRESS

Recognize, Respond, Refer

#### STUDENT CONCERN:

#### WHAT TO DO:

CONCERN

The student is feeling:

- Frustrated
- Nervous
- Stressed
- Overwhelmed

- Follow the Recognize, Respond. Refer guidelines.
- Offer the student resources for support (e.g., cards and pamphlets).

URGENT

The student has thoughts of:

- Worthlessness
- Hopelessness
- People being "better off" without them
- People being "against them"

The student has indications of:

- Self-iniury
- Disordered eating
- Sexual violence
- Disorganized speech, lack of flow in conversation. delusions

- Follow the Recognize, Respond. Refer auidelines.
- Stay with the student and call Algonquin College Student Distress Helpline ext. 7300 to connect with a Mental Health Professional, or walk the student to Counselling Services (during office hours only).
- If the student refuses support. leaves, or if this occurs afterhours, advise Security Services (if you are worried about the student's safety) at ext. 5000 or call 911.

# **EMERGENCY**

The student has a plan or thoughts:

- Of suicide
- To harm self or others that is life-threatening
- To cause damage or harm to others, or the institution
- Stay with the student, unless you are worried about your safety, and:
- 2. Get help:
  - o Security Services at ext. 5000
  - o or 911
  - o Call Algonquin College Student Distress Helpline ext. 7300
  - Walk the student to Counselling Services (during office hours only).



#### STEP 1:

## **RECOGNIZE THE SIGNS OF DISTRESS**

Some students may just be having an "off" day; however, any single safety concern, or a combination of any of the other signs, indicates a need to take action to support the student.

#### **SAFETY**

- Loss of touch with reality
- Statements about suicide or death
- Suspiciousness or paranoia
- Threats toward others
- Physical or verbal aggression

#### **PHYSICAL**

- Cuts. bruises, or burns
- Unusual difficulty with eye contact
- Notable changes in weight, appearance, or hygiene
- Fatigue, exhaustion, or falling asleep in class
- Smelling of alcohol, or seeming "high"
- · Disorientation or confusion

## BEHAVIOURS & EMOTIONS

- Evident anxiety or irritability
- Excessively demanding or dependent
- Unusually withdrawn or animated
- Feelings of hopelessness or worthlessness
- Crying or tearfulness
- Shakiness, tremors, fidgeting, or pacing
- Difficulty controlling emotions
- Statements indicating trauma, family problems, loss, or social isolation
- Lack of response to outreach by staff

#### **ACADEMIC**

- Concerning content in assignments
- Extreme or distressing perfectionism
- Disproportionate response to evaluations
- Extreme disorganization, or erratic performance
- Repeated absences
- Missed assignments, exams, appointments, or decreased quality of work
- Multiple requests for special provisions

#### **HOW TO START THE CONVERSATION**

"I'm concerned about you, and I wanted to check in to see how you are doing." "I've noticed lately that you have been absent from class. Would it be okay if we talked a bit about that today?"

"It sounds like things have been really tough for you lately. Is there anything I can do to help?" "You have shared some things that concern me, such as cutting yourself when you are stressed. Are you thinking of suicide?"

#### STEP 2:

#### **RESPOND**

Once you recognize the signs, the next step is to check in with the student. If you are comfortable having this discussion, here is an approach that might assist you:

• It is okay to express concern!

- Meet privately, if it is safe to do so, and ask for permission to discuss your concern.
- Share your concerns about a specific behaviour.
- Ask open-ended auestions.

Do not give up if the student is slow to talk.

 Allow the student to tell their story; be supportive and nonjudgmental.

> Summarize what you have heard, and validate how they are feeling.

If there are safety concerns noted, ask the student if

they have been thinking of

of suicide.

4 3

Follow
up with
the student
a few days
after you talk to
them and ask how
things have been going.

- The student may reject your offer of support; however, if there are no safety concerns noted, check in with them in a few days, and/or advise Student Development and Services if you remain concerned.
- If they reject your offer of support, respect their decision, and let them know that your door is open if they change their mind.

PROMIDE STAND

Share
 that support
 is available, but
 that they have
 personal control in
what they choose.

- Know your limits. Get professionals involved, if needed.
- Provide suggestions for places they can receive support, if possible.
- Offer to call and book the appointment while they are there with you.
- Summarize the plan for support, and provide resources.
- Do not promise confidentiality if you have safety concerns.