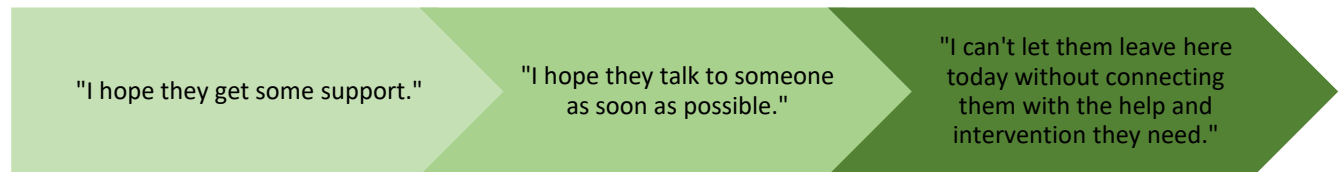


STUDENTS IN DISTRESS OPTIONS

- Use the [Recognize, Respond, and Refer](#) document as a general guideline
- Resources are available on the Pembroke Counselling Services website and outlined in the [Mental Health and Emotional Support Resources](#) document and [Renfrew County Resources](#) list
- Counselling Services is not a crisis response service: for immediate *crisis intervention*, crisis and emergency services are the primary resources to use (see Students in Crisis section below)
- For additional guidance
 - Connect with a colleague also trained in Mental Health First Aid or ASIST
 - Connect with your manager



STUDENTS IN DISTRESS

- Feeling very overwhelmed, stressed, frustrated, stuck
- Feeling hopeless, worthless
- Crying, anxious and panicked, agitated, physically restless
- Indications of self-injury, substance abuse, disordered eating, sexual violence, domestic violence
- Thoughts of suicide (no plan)

SEE IF COUNSELLING SERVICES ARE AVAILABLE

Algonquin College Pembroke Counselling Services 613-735-4700 ex. 2665 (Maria) ex. 2804 (Shannon) Student Services Room 138	1x "Priority" appointment slot reserved daily for distress/urgent needs Some same-day appointments may be available Same-week appointments should be available	Tuesday 8am-4pm (on-campus) Wednesday 12pm-8pm (remote) Thursday 8am-4pm (on-campus)
Algonquin College Student Distress Line 613-727-4723 ex. 7300	Same-day/priority phone appointments with an Ottawa campus counsellor may be available	Monday-Friday 8am-4pm

PROVIDE STUDENT WITH INFORMATION ABOUT IMMEDIATE RESOURCES

Mental Health Crisis Line 1-866-996-0991	Phone support Can connect to the mobile crisis team	24/7
<u>Talk Suicide Canada</u> T: 1-833-456-4566 TEXT: 45645 (4:00pm-midnight)	Phone support specifically for thoughts of suicide	24/7
<u>Good2Talk</u> T: 1-866-925-5454 TEXT: "GOOD2TALKON" to 686868	Phone support	24/7
<u>Hope for Wellness Helpline</u> 1-855-242-3310	Immediate mental health counselling and crisis intervention for all Indigenous peoples across Canada	24/7
<u>Veterans Affairs Canada Crisis Centre</u> 1-800-268-7708	Support for CAF veterans and their families	24/7
LGBTQ+ Helplines	Lesbian Gay Bi Trans Youth Line 1-800-268-9688 Trans Lifeline 1-877-330-6366	24/7
Sexual and Domestic Violence Support Programs and Crisis Lines	Regional Assault Care Program 1-800-363-7222 Women's Sexual Assault Centre of Renfrew County Crisis and Support Line 1-800-663-3060 Bernadette McCann House Crisis and Support Line 1-800-267-4930 Assaulted Women's Helpline 1-866-863-0511	24/7
Shelter Services	Homelessness Prevention Program 613-732-2601 After-Hours Homelessness Line 1-888-888-2491	After-Hours line available Mon-Fri 4pm-10pm
Ontario Provincial Police 1-888-310-1122	Non-emergency services	24/7

STUDENTS IN CRISIS

- Plan of suicide
- Plan or threat to harm others
- Plan to cause damage or harm to others or the institution
- Risk of harm to self or others (i.e., intoxicated and leaving the premises, or becoming increasingly physically aggressive)
- Presenting with disorganized speech, unaware of reality and surroundings, racing thoughts, paranoia, and/or disturbing and threatening behaviour
- Medical emergency

CONNECT THE STUDENT TO CRISIS SERVICES

Mental Health Crisis Line 1-866-996-0991	Phone support Can connect to the mobile crisis team	24/7
Security Ex. 2739 / Security button on phone / Panic button / "RAVEN" system	For security or monitoring services (threat or flight risk) and help connecting with police	7am-10pm
911	Access emergency services, security services (threat or flight risk), and mental health screening and intervention (as part of the police team)	24/7
Local Hospital	Emergency mental health services	<p>Pembroke Regional Hospital (24/7) 705 Mackay St., Pembroke / 613-732-2811</p> <p>The Ottawa Hospital (24/7) 1053 Carling Ave., Ottawa / 613-722-7000 501 Smyth Rd., Ottawa / 613-722-7000</p> <p>Queensway Carleton Hospital (24/7) 3045 Baseline Rd., Ottawa / 613-721-2000</p>