

STEP 3: REFER

Algonquin College On-Campus Support • 613-727-4723

Security Services ext. 5000
Safety or emergency support.
T Building (T124), 24/7 hours

AC Hub ext. 5152
Space for student engagement,
integration, and volunteering.
2nd Floor, Student Commons (E217)

Counselling Services ext. 7200
Personal, career, and academic needs.
3rd Floor, Student Commons (E337)

**Centre for Accessible Learning
(CAL)** ext. 7200
Disability accommodations.
3rd Floor, Student Commons (E337)

Employment Support Centre ext. 7200
Job coaching and employment
advice.
3rd Floor, Student Commons (E350)

Financial Aid & Student Awards
613-727-0002
Financial concerns/program
registration.
C Building (C150)

First Gen ext. 2976
Unique supports for students who are
first in their family to attend college.
3rd Floor, Student Commons (E344)

Health Services ext. 7222
Doctors and nurses providing
medical service.
C Building (C142)

International Education Centre
ext. 7031
International students support.
C Building (C429)

Mamidosewin Centre ext. 7186
Aboriginal, Inuit, and Metis cultural
and academic support.
1st Floor, Student Commons (E122)

Office of the Ombudsman ext. 6835
Independent, impartial, and
confidential.
1st Floor, Student Commons (E112)

Peer Tutoring ext. 6661
Peer-led, academic assistance.
A Building (A148)

Residence Life 613-727-7698
On-campus student housing.
Residence Building

Students' Association ext. 7711
Student clubs, housing, food bank,
and more.
1st Floor, Student Commons (E114)

Student Success Specialists
Academic specialist, coordinators,
and advisors.
algonquincollege.com/academic-success/student-success-specialist/

Spiritual Centre ext. 6456
Faith-based support and spiritual
counselling.
2nd Floor, Student Commons (E211)

Student Learning Centre (SLC)
ext. 6661
English, Math, Computer, Physiology/
Anatomy fundamentals.
C Building (C210)

Welcome Centre ext. 7200
Central point of contact for
Counselling, Centre for Accessible
Learning, and Employment Support
Centre.
3rd Floor, Student Commons

Ottawa Community Resources

Family Services Ottawa
613-725-3601

Catholic Family Services
613-233-8478

Jewish Family Services
613-722-2225

Ottawa Rape Crisis Centre (ORCC)
613-562-2334

**Sexual Assault Support Centre
(SASC)** 24/7 hours
613-234-2266

Housing Helps
613-563-4532

Hopewell – Eating Disorders
613-241-3428

**Rideauwood Addictions and
Family Services**
613-724-4881

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:

MODERATE

The student is feeling:

- Frustrated
- Nervous
- Stressed
- Overwhelmed

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

CONCERN

The student has thoughts of:

- Worthlessness
- Hopelessness
- People being “better off” without them
- People being “against them”

The student has indications of:

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

1. Follow the Recognize, Respond, Refer guidelines.
2. 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 (3rd Floor, Student Commons, Welcome Centre – during office hours only).
3. If the student refuses support, leaves, or if this occurs after-hours, advise Security Services (if you are worried about the student's safety) at ext. 5000 or call 911.

URGENT

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

1. Stay with the student, unless you are worried about your safety, and:
2. Get help:
 - Security Services at ext. 5000 or 911
 - Call Algonquin College Student Distress Helpline ext. 7300
 - Walk the student to Counselling Services (3rd Floor, Student Commons, Welcome Centre – 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	PHYSICAL
<ul style="list-style-type: none"> • Loss of touch with reality • Statements about suicide or death • Suspiciousness or paranoia • Threats toward others • Physical or verbal aggression 	<ul style="list-style-type: none"> • 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	ACADEMIC
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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



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:

