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.

Job coaching and employment

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/academicsuccess/student-success-specialist/

Spiritual Centre ext. 6456

Faith-based support and spiritual

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

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:

The student is feeling:

- Frustrated
- Nervous
- Stressed

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CONCERN

URGENT

Overwhelmed

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

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 guidelines.
- 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).
- 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.

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 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

- 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

suicide.

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

- 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 Support 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.

• 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.