

# Garnet Guide: Identifying and Responding to Students in Distress

## EMERGENCY SITUATIONS

### WEEKDAY BUSINESS HOUR EMERGENCIES

#### ON CAMPUS

- Sexual Violence (SHARE) - **540-7427 (SHAR)**
- Security Services - **506-364-2228**

#### COMMUNITY

- CHIMO Helpline (24/7) - **1-800-667-5005**
- Kids Help Phone - **1-800-668-6868**
- Mental Health Mobile Crisis Team (12PM-10PM) **1-866-771-7760**
- Emergency - **911**
- Mental Wellness Helpline for Indigenous Peoples - **1-855-242-3310** (24/7)

### AFTER HOUR EMERGENCIES

- CHIMO Helpline (24/7) - **1-800-667-5005**
- Kids Help Phone - **1-800-668-6868**
- Mental Health Mobile Crisis Team (12PM-10PM) **1-866-771-7760**
- Sexual Violence (SHARE) - **506-540-7427 (SHAR)**
- Security Services - **506-364-2228**
- Emergency - **911**
- Mental Wellness Helpline for Indigenous Peoples - **1-855-242-3310** (24/7)
- Crisis Text Line **741741** Enter “START” to begin a text conversation (3:00 PM-3:30 AM, 7 days a week)

## Situations Requiring Immediate Referral/Reporting

### IMMINENT SUICIDE IDEATION/SUICIDE ACTIVITY

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. Please inform Counselling Services (counsellor@mta.ca) whenever possible after a suicide intervention has taken place.

If you believe there is ANY risk for suicide present, ASK about it (e.g. “Have you been thinking about suicide?”).

If student has already engaged in suicide activity (e.g. taken more than a regular dosage of pills), contact:

- **Emergency (911)**

If student is thinking about suicide and planning to carry it out soon, contact:

- **Mental Health Mobile Crisis Team (12PM-10PM) 1-866-771-7760, 7 days/week**
- **Emergency - 911 (get student to hospital safely without risking harm to yourself)**

If student thinks about suicide and/or death, but does NOT plan to carry it out, refer to:

- **Resource List (refer to reverse page)**
- **CHIMO Helpline (24/7) - 1-800-667-5005**
- **Counselling Services (counsellor@mta.ca)**

### THREATS OR DISRUPTIVE BEHAVIOUR

Immediately report any of the following:

- Any type of physical violence causing bodily harm (self or others);
- Specific threats of violence or harm.
- **Call 911**
- **Call Security: 506-364-2228**

### BEHAVIOURS OF CONCERN

Student is:

- Incoherent or unintelligible;
- Experiencing paranoia, hallucinations or delusions.
- **CHIMO Helpline (24/7) - 1-800-667-5005**
- **Mental Health Mobile Crisis Team (12PM-10PM) 1-866-771-7760**
- **Tele-Care - 811**
- **Sackville Memorial Hospital - 506-364-4100**  
8 Main Street

### DRUG AND ALCOHOL ABUSE OR MISUSE

Immediately report any of the following:

- Potential drug overdose;
- Potential alcohol poisoning.
- **Call 911**

If a student appears to have a pattern of substance abuse, try to refer them to counselling when they are sober.

#### Community

- Addiction Services  
**Moncton - 506-856-2333**  
**Amherst - 902-667-7094**
- Alcoholics Anonymous - **1-506-388-7010**
- Narcotics Anonymous - **1-888-436-2929**
- Addictions Counsellor (Sackville Memorial Hospital) by appointment only  
**1-506-856-2444**

## Resources

### MENTAL HEALTH AND COUNSELLING

#### ON CAMPUS

www.mta.ca/mentalhealth  
**Wellness Centre**  
Counselling Service  
506-364-2163, welliness@mta.ca  
www.mta.ca/wellness

**Psychologists: Emmys, Dawe,**  
506-364-2163, mbaxter@mta.ca

**Parlee & Group**  
506-855-5515, ww.emmys.ca

**CHIMO HELPLINE (24/7)**  
1-800-667-5005

**Mobile Mental Health Crisis**  
Team (12pm - 10pm)  
1-866-771-7760

**Atlantic Wellness Community**  
Centre  
506-382-0298

**info@atlanticwellness.org**  
**Kids Help Phone**

1-800-668-6868  
**Touchstone Counselling**

506-857-3007  
**Community Mental Health**

**Centre (Moncton & Sackville)**  
506-856-2444

## MountAllison UNIVERSITY

#### Wellness Center

62 York Street  
Sackville, NB  
Tel: 506-364-2163 Fax: 506-364-2172  
Email: welliness@mta.ca

### GENERAL HEALTH

#### ON CAMPUS

**Wellness Centre**  
(Nurse, Physician, Massage, Reflexology)  
364-2163, counsellor@mta.ca  
www.mta.ca/wellness

**COMMUNITY**  
**Sackville Memorial Hospital**

506-364-4100  
**The Moncton Hospital**

506-857-5111  
**Dr. Georges L. Dumont**

506-862-4000  
**University Hospital**

506-862-4000  
**Cumberland Regional**

**Health Care Centre (Amherst**

**Hospital)**  
902-667-3361

**Tele-Care**

811

**EMERGENCY**

911

### PEER SUPPORT

#### Academic Mentors (in residence)

**Mount Allison Students' Union (MASU)**  
masu@mta.ca  
Mindshift  
www.anxietybc.com

**Residence Assistants (in residence)**

**CLUBS & SOCIETIES**

**SELF HELP**

**Workbooks**

**Mood Gym**

www.moodgym.ann.edu.au/

### ACADEMIC SUPPORT

#### Academic Advising

adviser@mta.ca  
**Academic Deans**  
deans@mta.ca  
**Academic Mentors in Residence**

**Academic Support Services**

**Math Resource Centre**

**Writing Resource Centre**

**Registrar's Office**

**Student Life Office**

**Sexual Harassment Assault Response and Education (SHARE)**

**Indigenous Affairs**

**Indigenous Support Services**

### OTHER

#### Accessibility Services

364-2527  
acomfort@mta.ca  
**Career Services**  
careers@mta.ca  
**Chaplain's Office**  
chapel@mta.ca

**Financial Aid**

**International Centre**

**Residence Dons (in residence)**

**Sexual Harassment Assault Response and Education (SHARE)**

**Indigenous Affairs**

**Mental Health First Aid Training**

506-364-2604.  
E-mail: mkalichuk@mta.ca  
Contact Matthew Kalichuk -

# Identifying and responding to students in distress



## Other Situations Requiring Attention

### SHARE SEXUAL VIOLENCE RESPONSE SERVICES

- Sexual harassment, sexual assault, intimate partner violence (abuse), discrimination, aggression or antagonism based on sex, gender or sexual orientation

SHARE - **506-540-7427**  
[share@mta.ca](mailto:share@mta.ca)  
[www.mta.ca/share](http://www.mta.ca/share)

Provincial sexual assault crisis line -  
**506-454-0437**  
Call Collect

Beausejour Family Crisis Resource Centre (suicide, intimate partner violence)  
**506-533-9100**

PFLAG Canada (LGBTQ+ support)  
**1-888-530-6777 ext 226**  
[inquiries@pflagcanada.ca](mailto:inquiries@pflagcanada.ca)

Trans Life Line - **877-330-6366**

RCMP - Daytime **506-364-5023**  
After hours & weekends  
**1-888-506-6728**

### CHRONIC MENTAL HEALTH CONCERNS

If student already has/is seeking diagnosis or desires long term therapy for issues such as:

- Post Traumatic Stress (PTSD)
- Severe depression
- Severe anxiety/OCD
- Bipolar disorder
- Personality Disorders
- Eating Disorders

**See "Mental Health & Counselling" on reverse**

\*Private services may be covered by health plans or may be user-pay

### DIFFICULTY IN COMMUNICATING AND/OR DISTORTION OF REALITY

Refer a student to physician/hospital for the following reported behaviours:

- Difficulty communicating (difficulty forming thoughts, completing sentences, irrational conversations);
- Distortions of reality;
- Hallucinations;
- Delusions.

**• Refer to Sackville Memorial Hospital (8 Main Street) or Physician on campus 506-364-2163**

**• Mental Health Mobile Crisis Team (12pm-10pm) 1-866-771-7760**

### LEARNING AND ACADEMIC CHALLENGES

Refer a student to Student Life **[studentlife@mta.ca](mailto:studentlife@mta.ca)** for the following reported concerns:

- Serious academic concerns;
- Considering withdrawal;
- In jeopardy of failing.

For academic support incl. study skills, time management, student success advising:

• Academic Support Services  
**[scolette@mta.ca](mailto:scolette@mta.ca)**

For learning challenges and/or learning disorders:

• Meighen Centre  
**506-364-2527, [acomfort@mta.ca](mailto:acomfort@mta.ca)**

**See reverse for more Resources**

## Other Signs of Distress

- 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;
- Unusual behaviour (unexplained crying, laughing to self, rapid speech, disorganized thinking, suspiciousness);
- High levels of irritability;

- Significant weight loss or gain;
- Physical symptoms (nausea, headaches, problems with eating, excessive or disrupted sleeping);
- Changes in hygiene or dress;

- Changes in relationships or social behaviour (withdrawal, isolation or dependency);
- Difficulty concentrating or communicating
- Self Harm (e.g. cutting)

## What To Do and Say

### APPROACH

- It is OK to ask and express concern
- Be specific about the behaviour that worries you

I've noticed you've been absent from class lately and I'm concerned about you.

### LISTEN

- Listen non-judgmentally, having an open world view
- Meet in a private location, be patient and give your undivided attention

Is there anything I can do to help you?

### SUPPORT

- Acknowledge their thoughts and feelings in a compassionate way
- Offer hope and reassure them you are concerned and want to help

It sounds like you're feeling out of place.

### REFER

- Provide support with resources
- Offer to make the call with the student

If you'd like, I can call and book the appointment for you while you are here with me.

## Student of Concern Case Team (SOCCT)

**[studentofconcern@mta.ca](mailto:studentofconcern@mta.ca)**

The SOCCT's role is to institute and provide a supportive, collaborative campus-wide approach for responding to students of concern by working closely with academic and administrative and support units, student groups and other key stakeholders.

The SOCCT team strives to prevent students from harming themselves, and to support and assist students in need. We provide supportive interventions for behaviours that place the student at risk. We gather information from and consult with the appropriate stakeholders, and develop strategies and interventions to address individual incidents and cases. The interventions will be designed to promote continued student engagement and student success.

The SOCCT will be used to provide a coordinated response and support plan for the student-of-concern. Protocol for dealing with a student-of-concern may differ depending on the needs of the student-of-concern. In addition, the SOCCT will meet on a regular basis as a working group on campus to support each other and to continue to develop and deliver a coordinated response to the students-of-concern at Mount Allison University.

## 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 Counselling Services for guidance - **364-2163** or **[wellness@mta.ca](mailto:wellness@mta.ca)**
- 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 to the appointment 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; Call **911**
- Don't force the issue or trick them into going;
- Try to leave the door open for later consideration.

I respect your decision. I hope you will keep these options in mind. My door is always open.