Figure 1: General protocol for identifying and assisting students in distress

Is the student in distress?
- Has the student reported significant problems to you or is seeking advice?
- Have you noticed signs of distress or significant changes in behaviour or mood?
- Have other students, staff or faculty expressed significant concern to you about this student?

If YES, determine if the situation is URGENT or NON URGENT

It is URGENT if:
- The student’s behaviour is threatening or highly disruptive.
- The student makes serious verbal threats.
- The student is incoherent or uncontrollable.
- The student is making direct or indirect reference to suicide.

For URGENT situations:
- If student is on campus, dial 4444 to connect with University Safety.
- If student is off campus, dial 911 and notify University Safety 4444.
- If unsure if off campus situation warrants a 911 call, consult the Crisis Line at 613-722-6914.
- If student is potentially suicidal and you are comfortable, accompany student to Health and Counselling, M-F, 8:30 a.m. – 4:30 p.m.
- After hours, contact University Safety at 4444. A call may be made to our contracted after hours service provider.
- Inform your department head of the situation.

If NO, no immediate action is required. Monitor the situation.

For NON-URGENT situations:
- Listen, show concern, be non-judgmental.
- Ask questions to determine what kind of information or referral would be appropriate.
- Provide information resources.
- If referral warranted, provide contact information to appropriate service.
- Offer to make referral and/or accompany student, if student is hesitant but willing to access help.
- If student is unwilling, respect student’s decision, encourage student to keep contact with you.
- Consider submitting an Incident Report available at carleton.ca/student affairs if your concerns persist and inform your department head of the situation.
- Refer to communication and documentation guidelines.