

Resources for Students

On-Campus Resources and Support

Campus Safety Services

613-520-3612 carleton.ca/safety

Health and Counselling Services

613-520-6674 carleton.ca/health

Paul Menton Centre for Students with Disabilities

613-520-6608 carleton.ca/pmc

International Student Services Office

613-520-6600 carleton.ca/isso

Awards and Financial Aid

613-520-3600 carleton.ca/awards

Equity Services

613-520-5622 carleton.ca/equity

Academic Advising Centre

613-520-7850 carleton.ca/academicadvising

Centre for Student Academic Support

613-520-3822 carleton.ca/csas

From Intention to Action (FIT: Action)

613-520-1028 carleton.ca/fita

Sexual Assault Support Services

613-520-5622 carleton.ca/equity

Centre for Indigenous Initiatives

613-520-5622 carleton.ca/indigenous

Student Affairs

613-520-2573 carleton.ca/studentaffairs

Ombuds Services

613-520-6617 carleton.ca/ombuds

Off-Campus Support Lines

Good2Talk

1-866-925-5454

Empower Me

1-844-741-6389

Mental Health Crisis Line

613-722-6914

Distress Centre Ottawa and Region

613-238-3311

Ottawa Rape Crisis Centre

613-562-2333

Tel-Aide Outaouais

613-741-6433

Lesbian Gay Bi Trans Youth Line

1-800-268-9688

Native Youth Crisis Hotline

1-877-209-1266

Naseeha Muslim Youth Helpline

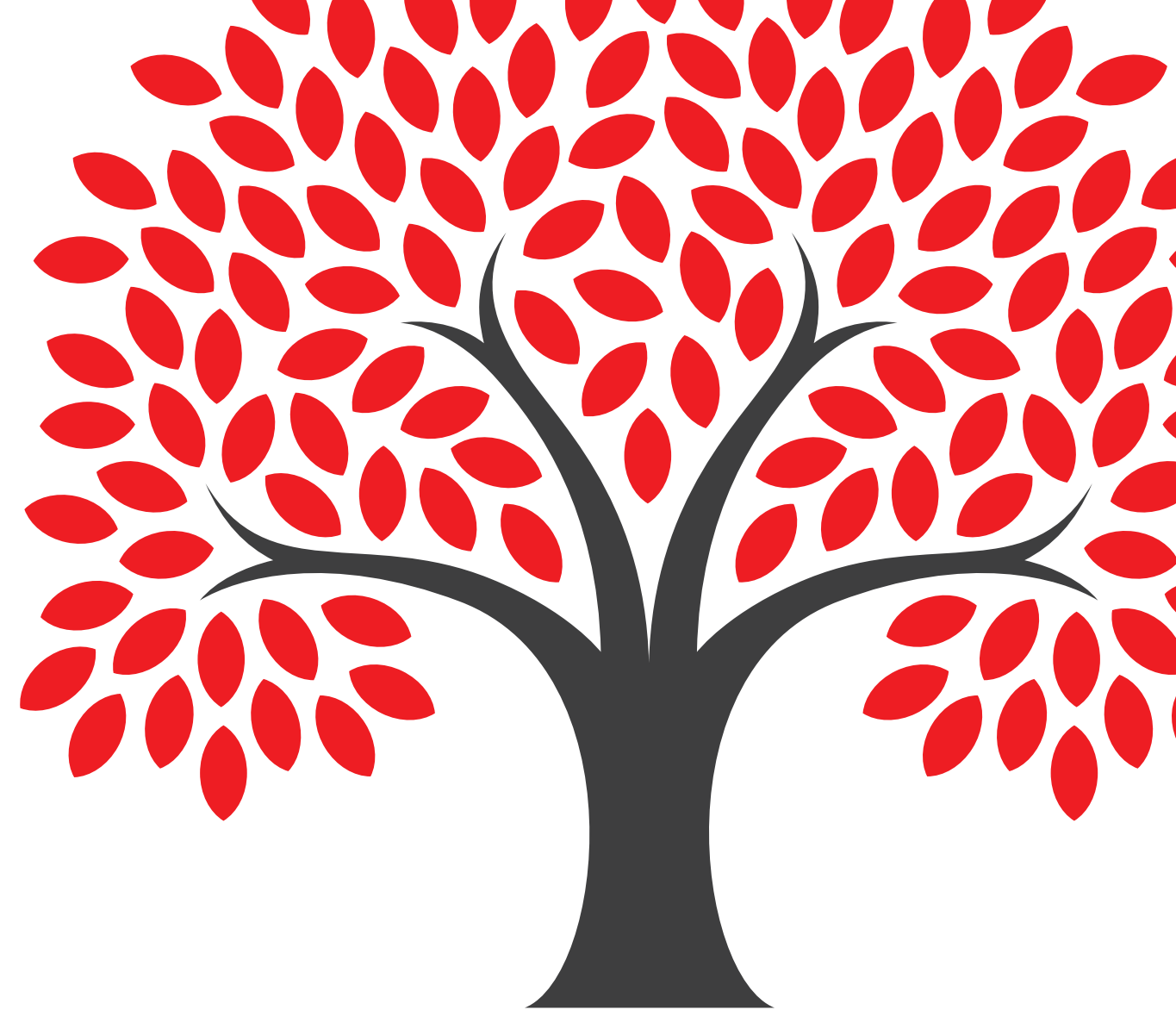
1-866-627-3342

Is the situation an emergency?

On-campus: 613-520-4444
4444 (from any on-campus phone)

Off-campus: 911
(Notify Campus Safety Services)

If uncertain, you can call the Crisis Line at
613-722-6914.



SUPPORTING STUDENTS IN DISTRESS



Carleton
UNIVERSITY

Canada's Capital University

For additional information about supporting students and for a comprehensive list of all resources, please visit our websites.

carleton.ca/studentssupport

carleton.ca/wellness

As members of the Carleton University community, we all have concern for the well-being of our students. This guide outlines how to recognize when a student is in distress and how to respond effectively to a student who approaches you looking for help.

Supporting Students in Distress

1 RECOGNIZE

You may be the first person to recognize that someone is in distress or to notice a change in their typical behaviour.

- Increased absences or sudden drop in grades
- Lack of participation, loss of interest
- Isolation from friends or classmates
- Missed or incomplete assignments

- Repeated requests for accommodations
- Excessive fatigue, difficulty with focus
- Disruptive or unusual behaviour
- Irritability or emotional outbursts

- Appetite or weight fluctuations
- Lack of personal hygiene
- Illogical or confused thinking or writing
- Increased use of substances

2 RESPOND

Talk with the student. Once you have recognized there may be a problem, or if others have expressed significant concern about this student, it is important to respond and to let the student know you are concerned.

Acknowledge

Express concern and be specific about the behaviour that concerns you.

"I've noticed you have been absent from class lately and I am concerned."

"How are things going?"

Listen

Give your full attention and keep an open mind.

"Tell me more about that."

"So, what you're saying is..."

Reassure

Affirm student's thoughts, feelings and experience in a sensitive and compassionate manner.

"It sounds like you are feeling lonely on such a big campus."

"I'm sorry you're going through this."

3 REFER

Encourage the student to get help and make a referral to one of the services on campus. Ask if they are already connected to support on or off campus.

"Is this something you would like help with?"
"I can recommend a few resources that are available to you."

You are encouraged to **follow up** with the student to see if they have connected with support. Students will need time to resolve issues. If warning signs persist, or you would like to identify your concerns, you may **submit a Care Report**. carleton.ca/studentaffairs/care-report

If a student says 'no' to a referral:

A student may say no to a referral or may not follow up with resources. We must respect their decision, except in the case of emergencies. Remind them that your door is always open if they reconsider or need additional help.

How to Refer a Student in Distress

STRESSED

Student is showing some signs of distress and can identify a few coping strategies.

Signs may include: academic, financial, health or personal problems, homesickness, heightened emotions, or lack of support.

Connect student to appropriate resources. (see list on reverse)

Offer support and encouragement.

To follow up:

If appropriate, check in to see if the student has accessed support. Remind the student that your door is always open.

DISTRESSED

Student's coping strategies are no longer effective or needs are complex. No imminent risk of harm to self or others.

Signs may include: significant changes in behaviour or appearance, recent trauma, deteriorating mental health, serious emotional difficulties, isolation/withdrawal, or substance use.

Contact the following to facilitate an appointment or for consultation:

Manager of Student Care and Support 613-520-2600 x1312

Health and Counselling Services 613-520-6674

Sexual Assault Support Services 613-520-5622

To follow up:

Submit a Care Report.

Keep your Chair or Departmental Supervisor informed.

EMERGENCY

Student is actively planning suicide or is at risk of immediate harm to self or others.

Signs may include: direct or indirect reference to suicide, threatening, violent or destructive behaviour, student is incoherent or out of touch with reality, or the situation feels unsafe.

Immediate action is required.

On-campus: 613-520-4444 4444 (from any on-campus phone)

Off-campus: 911 (Notify Campus Safety Services)

If uncertain, you can call the Crisis Line at 613-722-6914.

To follow up:

Submit a Care Report.

Keep your Chair or Departmental Supervisor informed.

Can I share information with other members of Carleton?

You are allowed to share information with other Carleton employees on a "need to know basis". This means that you can contact another department and may disclose only the details necessary to ensure a student's safety and to help them access support.