

# Resources for Students

## On-Campus Resources and Support

- University Safety**  
613-520-3612 [carleton.ca/safety](http://carleton.ca/safety)
- Health and Counselling Services**  
613-520-6674 [carleton.ca/health](http://carleton.ca/health)
- Paul Menton Centre for Students with Disabilities**  
613-520-6608 [carleton.ca/pmc](http://carleton.ca/pmc)
- International Student Services Office**  
613-520-6600 [carleton.ca/isso](http://carleton.ca/isso)
- Awards and Financial Aid**  
613-520-3600 [carleton.ca/awards](http://carleton.ca/awards)
- Equity Services**  
613-520-5622 [carleton.ca/equity](http://carleton.ca/equity)
- Academic Advising Centre**  
613-520-7850 [carleton.ca/academicadvising](http://carleton.ca/academicadvising)
- Centre for Student Academic Support**  
613-520-3822 [carleton.ca/csas](http://carleton.ca/csas)
- From Intention to Action**  
613-520-1028 [carleton.ca/fita](http://carleton.ca/fita)
- Sexual Assault Support Services**  
613-520-5622 [carleton.ca/equity](http://carleton.ca/equity)
- Centre for Indigenous Initiatives**  
613-520-5622 [carleton.ca/indigenous](http://carleton.ca/indigenous)
- Student Affairs**  
613-520-2573 [carleton.ca/studentaffairs](http://carleton.ca/studentaffairs)
- Ombuds Services**  
613-520-6617 [carleton.ca/ombuds](http://carleton.ca/ombuds)

For additional information about supporting students and for a comprehensive list of all resources, please visit our websites.  
[carleton.ca/studentssupport](http://carleton.ca/studentssupport)  
[carleton.ca/wellness](http://carleton.ca/wellness)

## Off-Campus Support Lines

- Good2Talk**  
1-866-925-5454
- 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 University Safety)

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



# SUPPORTING STUDENTS IN DISTRESS



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](https://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

University Safety 613-520-3612

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 (from any phone on-campus phone)

Off-campus: 911 (Notify University Safety)

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.