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.

**Resources for Students**

**On-Campus Resources and Support**

- **University Safety**
  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**
  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

- **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.

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

carleton.ca/studentsupport

carleton.ca/wellness

**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."

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.

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.

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
4444 (from any phone on-campus phone)
Off-campus: 911 (North 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.

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

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Carleton.ca/studentaffairs