

Guide to CARE & Connect



Any concern. Any student. Any time.

The CARE and Connect team is here to connect with our students around their academic success, mental health and general well-being. If you have a concern for a student, please submit a referral using the appropriate form below.



Step 1: Refer

- Any student.
Any concern.
Any time.
- Visit: brocku.ca/care.



Step 2: Connect

- A Case Coordinator will reach out to the student with personalized resources or to schedule a one-to-one meeting to create a support plan.



Step 3: Follow-up

- After connecting with a student, an overview of the support plan created and resources available will be provided to them.
- Students will have the option to have ongoing support and guidance through the immediate issue or throughout their studies at Brock.

Are you concerned about a fellow student?



Is there a potential for risk of harm to self or others?

Refer to:

CARE



Other concerns about a student?

Refer to:

Connect

If this is an **EMERGENCY** or **CRISIS SITUATION** call Campus Safety at:

905-688-5550 x3200 or 911

We're here to help. If you have any questions, contact studentaffairs@brocku.ca

What to do and say



There are many ways to help a student who may require extra support. The guide below offers some quick tips to help initiate the process.

Start the conversation

- It's okay to ask and express concern
- Be specific about the behaviour that concerns you
- "I've noticed you've missed the last three seminars and I'm concerned about you"

Listen

- Listen without judging, be patient and give your undivided attention
- "Is there anything I can do to help?"

Support

- Acknowledge their thoughts and feelings in a compassionate way
- Offer hope and let them know you want to help
- "It sounds like you're feeling out of place, can we reach out to someone together"

Refer

- Provide the student with take-away resources (contact numbers, locations, etc)
- Offer to make the call with the student or submit a CARE & Connect form
- If a student says no to a referral, respect their decision- accepting or refusing help must be left up to the student, except in emergencies when life is in danger



Campus Safety

905-688-5550 ext. 3200

Kenmore Centre



Student Health Services

905-688-5550 ext. 3243

Harrison Hall



Personal Counselling

1-833-276-2533

Schmon Tower - ST400



Student Accessibility Centre (SAS)

905-688-5550 x3240

Schmon Tower - ST400



Human Rights and Equity Services

905-688-5550 x4859

Mackenzie Chown E

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24/7 Services:

COAST 1-800-263-4944 | Good2Talk 1-866-925-5454 | 1-833-BROCK33 (1-833-276-2533)

Situations not requiring immediate response



These are common indications of a student that may require support.

Marked changes in mood or behaviour

- Withdrawal from social interactions or academic work
- Notable changes in energy level or appearance
- Difficulty in communicating and/or distortions in reality

Academic and learning challenges

- Withdrawal from academic work
- Changes in academic performance such as deterioration in quality of work, missed assignments or exams
- At risk of being adjudicated out of their preferred program, being placed on academic probation or academic suspension

Other signs of distress

- Changes in hygiene
- Loss or deterioration of housing
- Significant financial pressures

Gender & Sexual Violence Support

- For confidential support & advising from the Gender & Sexual Violence Intake Support Coordinator, refer the student to contact svsec@brocku.ca

Discrimination, harassment & bullying

- For confidential advising from the Office of Human Rights and Equity Services, refer the student to 905-688-5550 x4859



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Situations requiring immediate response



Identify a student in need and contact appropriate on-campus resources who are trained to deal with emergencies

Direct or indirect reference to suicide/wanting to die

Examples include:

- Expressed desire to die by suicide
- Expressed thoughts that the world, their family, friends would be better off without them
- Expressed feelings of worthlessness, hopelessness, helplessness
- Expressed feelings of powerful guilt

Violent or disruptive behaviour

- Any type of physical violence causing bodily harm to self or others
- Self-injurious behaviours
- Deliberate conversations designed to scare (weapons, killing, etc.)
- Expressions of discrimination

Drug and alcohol abuse or misuse

- Potential drug overdose
- Potential alcohol poisoning



Is there a potential for risk of harm to self or others?

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