

Situations requiring immediate response



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 other)
- 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



Campus Security

905-688-5550
ext. 3200
Kenmore Centre



Student Health Services

905-688-5550
ext. 3243
Harrison Hall



Personal Counselling

1-833-276-2544
Schmon Tower - ST400



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 OF REALITY

- Distortions of reality

DISCRIMINATION, HARRASMENT & BULLYING

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

OTHER SIGNS OF DISTRESS

- Listlessness or falling asleep in class
- Unusual behaviour (unexplained crying, laughing to self, rapid speech, disorganized thinking)
- High levels of irritability
- Physical symptoms (nausea, headaches, excessive or disrupted sleeping)
- Difficulty concentrating or communicating
- Loss or deterioration of housing
- Significant financial pressures



Campus Security

905-688-5550 x3200
Kenmore Centre



Student Health Services

905-688-5550 x3243
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



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.
- Meet in a private location, 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"



REFER

- Provide the student with resources.
- Offer to make the call with the student
- "If you'd like, I can call and book the appointment while you are here with me"
1-833-BROCK33 OR brocku.ca/swac

Making a good referral

- Contact Counselling Services or Student Affairs (x4041) for recommendations on how to approach the situation
- Provide the student with take-away resources (e.g., contact numbers, locations, etc.)

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
- Try and leave the door open for future reconsideration

If a student appears reluctant, you can help by:

- Offering to contact the resource on their behalf while they are in your office
- Offering to sit with the student while they make the initial contact themselves
- Accompanying with them to Personal Counselling or Health Services when appropriate

24/7 resources

- Crisis Outreach and Support Team (COAST)
1-800-263-4944
- Good2Talk 1-866-925-5454
- **1-833-BROCK33**



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