

Emergency/crisis situations



Campus Security
905-688-5550 x3200
Kenmore Centre



Student Health Services
905-688-5550 x3243
Harrison Hall



24/7 Urgent Support
1-833-BROCK-33 (1-833-276-2533)
or 001-416-382-3257 (Outside NA)

Situations requiring immediate response

This section helps you to quickly identify and contact an appropriate on-campus resource who is trained to deal with emergency/crisis situations involving students.

Direct or indirect reference to suicide/wanting to die

Regardless of the circumstances or context, ANY reference to wanting to die/suicide should be taken seriously and a mental health professional should be contacted.

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 behaviour such as cutting
- Deliberate conversations designed to scare (weapons, killing, etc.)
- Racist or other fixated thoughts



Drug and alcohol abuse or misuse

- Potential drug overdose
- Potential alcohol poisoning



Let's talk. The Student Wellness and Accessibility Centre is here to help.
brocku.ca/swac

Non-emergency/crisis situations



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Student Accessibility Centre (SAS)

905-688-5550 x3240
Schmon Tower — ST400



Human Rights and Equity Services

905-688-5550 x4859
DeCew 212

Situations not requiring an 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



Academic and learning challenges

- Serious academic concerns
- Considering withdrawal
- In jeopardy of failing



Difficulty in communicating and/or distortions of reality

- Difficulty communicating (difficulty forming thoughts, completing sentences, irrational conversations)
- Distortions of reality



Sexual assault disclosure

- For confidential assistance and support around violence, refer the student to the Sexual Violence Response and Education Coordinator at x4387



Discrimination, harassment and bullying

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



Disordered eating

- Excessive dieting
- Uncontrolled binge eating
- Induced vomiting after eating



Other signs of distress

- Changes in academic performance (deterioration in quality of work, frequent absences, missed assignments, difficulty understanding social cues, sensitivity to environmental stimuli)
- Listlessness or falling asleep in class
- Unusual behaviour (unexplained crying, laughing to self, rapid speech, disorganized thinking)
- High levels of irritability
- Significant weight loss or gain
- Physical symptoms (nausea, headaches, excessive or disrupted sleeping)
- Changes in hygiene or dress
- Changes in relationships or social behaviour (withdrawal, isolation or dependency)
- Difficulty concentrating or communicating
- Loss or deterioration of housing
- Significant financial pressures

We're here to help. If you have any questions about the situations mentioned above, contact Darryl Veld at x4041

How to help



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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."

Making a good referral

- Contact Counselling Services (x3240) 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
- Walking 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

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