

STEP 3: REFER

Algonquin College On-Campus Support • 613-727-4723

Security Services
T Building (T124), 24/7 hours

Emergency support: ext. 5000
Non-emergency inquiries: ext. 5010

Student Distress Line ext. 7300
Get immediately connected with Student Support Services.

AC Hub ext. 5152
Space for student engagement, integration, and volunteering.
2nd Floor, Student Commons (E217)

Health Services ext. 7222
Doctors and nurses providing medical service.
C Building (C141)

Spiritual Centre ext. 6456
Faith-based support and spiritual counselling.
2nd Floor, Student Commons (E211)

Centre for Accessible Learning (CAL) ext. 7200
Disability accommodations.
3rd Floor, Student Commons (E337)

International Education Centre ext. 7031
International student support.
Lower Level, C Building

Student Learning Centre (SLC) ext. 6661
English, Math, Computer, Physiology/Anatomy fundamentals.
2nd Floor, C Building

Counselling Services ext. 7200
Personal, career, and academic needs.
3rd Floor, Student Commons (E337)

Mamidosewin Centre ext. 7186
Aboriginal, Inuit, and Métis cultural, personal, and academic support.
1st Floor, Student Commons (E122)

Students' Association ext. 7711
Student clubs, housing, food bank, and more.
1st Floor, Student Commons (E114)

Co-op & Career Centre ext. 7623
Job coaching and employment advice.
(C226)

Office of the Ombudsman ext. 6835
Independent, impartial, and confidential.
1st Floor, Student Commons (E112)

Student Success Specialists
Academic specialist, coordinators, and advisors.
algonquincollege.com/academic-success/student-success-specialist

Financial Aid & Student Awards 613-727-0002
Financial concerns/program registration.
Lower Level, C Building

Peer Tutoring ext. 6661
Peer-led academic assistance.
2nd Floor, C Building

Welcome Centre ext. 7200
Central point of contact for Counselling Services and Centre for Accessible Learning.
3rd Floor, Student Commons

Residence Life 613-727-7698
On-campus student housing.
Residence Building

Ottawa Community Resources

Family Services Ottawa
613-725-3601

Ottawa Rape Crisis Centre (ORCC)
613-562-2334

Hopewell - Eating Disorders
613-241-3428

Catholic Family Services
613-233-8478

Sexual Assault Support Centre (SASC) 24/7 hours
613-234-2266

Rideauwood Addictions and Family Services
613-724-4881

Jewish Family Services
613-722-2225

Housing Helps
613-563-4532

Helplines and Telephone Support

Crisis Line
613-722-6914 or 1-866-996-0991

CONNEX Ontario
Mental health helpline.
1-866-531-2600

Drugs and Alcohol Helpline
1-800-565-8603

Distress Centre
613-238-3311

Problem Gambling
1-888-230-3505

Telehealth Ontario
8-1-1

Good2Talk
Post-secondary student helpline.
1-866-925-5454 or 211

Mental Health Helpline
1-866-531-2600

Online Resources

SMARTRecovery.org
Self-empowering addiction support group.

bouncebackontario.ca
Support for managing depression, anxiety, and stress.

accessmha.ca
Support for your mental health, substance use health and addictions.

good2talk.ca
Free, confidential support services for post-secondary students

SUPPORTING STUDENTS IN DISTRESS

Recognize, Respond, Refer

STUDENT CONCERN:

WHAT TO DO:

NON-URGENT:
NO IMMINENT DANGER

The student is feeling:

- Frustrated
- Nervous
- Stressed
- Overwhelmed

1. Follow the Recognize, Respond, Refer guidelines.
2. Offer the student resources for support (e.g., cards and pamphlets).

POTENTIALLY URGENT:
REQUIRING FURTHER ASSESSMENT

The student has thoughts of:

- Worthlessness
- Hopelessness
- People being “better off” without them
- People being “against them”

The student has indications of:

- Self-injury
- Disordered eating
- Sexual violence
- Disorganized speech, lack of flow in conversation, delusions

1. Follow the Recognize, Respond, Refer guidelines.
2. Stay with the student and call Algonquin College Student Distress Helpline ext. 7300 to connect with a Mental Health Professional, or walk the student to Counselling Services (3rd Floor, Student Commons, Welcome Centre – during office hours only).
3. If the student refuses support, leaves, or if this occurs after-hours, advise Security Services (if you are worried about the student's safety) at ext. 5000 or call 911.

URGENT:
REQUIRING IMMEDIATE SUPPORT

The student has a plan or thoughts:

- Of suicide
- To harm self or others that is life-threatening
- To cause damage or harm to others, or the institution

1. Stay with the student, unless you are worried about your safety, and:
2. Get help:
 - Security Services at ext. 5000 or 911
 - Call Algonquin College Student Distress Helpline ext. 7300
 - Walk the student to Counselling Services (3rd Floor, Student Commons, Welcome Centre – during office hours only).

STEP 1: RECOGNIZE THE SIGNS OF DISTRESS

Some students may just be having an “off” day; however, any single safety concern, or a combination of any of the other signs, indicates a need to take action to support the student.

SAFETY	PHYSICAL
<ul style="list-style-type: none"> Loss of touch with reality Statements about suicide or death Suspiciousness or paranoia Threats toward others Physical or verbal aggression 	<ul style="list-style-type: none"> Cuts, bruises, or burns Unusual difficulty with eye contact Notable changes in weight, appearance, or hygiene Fatigue, exhaustion, or falling asleep in class Smelling of alcohol, or seeming “high” Disorientation or confusion
BEHAVIOURS & EMOTIONS	ACADEMIC
<ul style="list-style-type: none"> Evident anxiety or irritability Excessively demanding or dependent Unusually withdrawn or animated Feelings of hopelessness or worthlessness Crying or tearfulness Shakiness, tremors, fidgeting, or pacing Difficulty controlling emotions Statements indicating trauma, family problems, loss, or social isolation Lack of response to outreach by staff 	<ul style="list-style-type: none"> Concerning content in assignments Extreme or distressing perfectionism Disproportionate response to evaluations Extreme disorganization, or erratic performance Repeated absences Missed assignments, exams, appointments, or decreased quality of work Multiple requests for special provisions

HOW TO START THE CONVERSATION

“I’m concerned about you, and I wanted to check in to see how you are doing.”

“I’ve noticed lately that you have been absent from class. Would it be okay if we talked a bit about that today?”

“It sounds like things have been really tough for you lately. Is there anything I can do to help?”

“You have shared some things that concern me, such as cutting yourself when you are stressed. Are you thinking of suicide?”

STEP 2: RESPOND

Once you recognize the signs, the next step is to check in with the student. If you are comfortable having this discussion, here is an approach that might assist you:

