

STEP 3: REFER

Algonquin College On-Campus Support • 613-735-4700

Security Services ext. 5000
Safety or emergency support.

Counselling Services ext. 2804
Personal, career, and academic needs.
Room 138

Centre for Accessible Learning (CAL) ext. 2729
Disability accommodations.
Room 137

Co-Op & Employment Support Centre ext. 2736
Job coaching and employment advice.
Room 141

Financial Aid & Student Awards ext. 2709 or 2760
Financial concerns/program registration.
Room 133 & 134

First Gen ext. 2803
Unique supports for students who are first in their family to attend college.
Room142

Health Services ext. 2748
Doctors and nurses providing medical service.
Room127

Office of the Ombudsman
613-727-4723 ext. 6835
Independent, impartial, and confidential.
Main Campus Ottawa

Peer Tutoring ext. 2665
Peer-led, academic assistance.
Student Services

Housing ext. 2877
Housing lists and support Room131

Students' Association ext. 2839
Student clubs, housing, food bank, and more.
Room100

Student Success Specialists ext 2803
Academic specialist, coordinators, and advisors.
Room 142

Student Support Services - Student Distress Line
Woodroffe Campus
(613) 735-4700 x 7300

Pembroke Community Resources

Family Services of Renfrew County
613-735-6866/1-800-267-5878

Pheonix Centre for Children and Families
613-735-2374/1-800-4651870

Women's Sexual Assault Centre
613-735-5551/1-800-461-9018
Bernadette McCann House for Women
613-732-7776/1-800-267-4930
Crisis Support1-800-267-4930
Robbie Dean Family Counselling Centre
613-635-4715 Ext 4

Addiction Services of Renfrew County
1-800-265-0197
Pathways Addiction Services
1-888-241-1135
Community Mental Health
613-732-8770/01-800-991-7711

Helplines and Telephone Support

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

Distress Centre
613-238-3311

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

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

Problem Gambling
1-888-230-3505

Mental Health Helpline
1-866-531-2600

Drugs and Alcohol Helpline
1-800-565-8603

O.A.A.R.S. Ottawa Addiction Access and Referral Services
613-241-5202

Telehealth Ontario
1-866-797-0000

Online Resources

WellTrack.com
Interactive self-help therapy.
Access Code: ALGONQUINCOLLEGE

SMARTRecovery.org
Self-empowering addiction support group.

CareerCruising.com
Self-exploration and career planning software.
Username: algonquin
Password: careers

Mental Health Helpline Chat
Mental health information and referral service.
mentalhealthhelpline.ca/Home/Chat

SUPPORTING STUDENTS IN DISTRESS

Recognize, Respond, Refer

STUDENT CONCERN:

WHAT TO DO:

CONCERN

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).

URGENT

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 (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.

EMERGENCY

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 (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



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:

