

Identifying and responding to students in distress

The appropriate response to a truly life-threatening situation is to call 911. If the student does not “want assistance,” call 911 anyway and allow EMS to handle the situation.

Students requiring immediate help because of severe psychological difficulties are usually seen within the hour during weekday office hours at:

EMERGENCY SITUATIONS

WEEKDAY BUSINESS HOUR EMERGENCIES

Student Health Services
Counselling Services
Campus Security Services

Harrison Hall
Schmon Tower 400
Kenmore Centre

x3243
x3240
x3200

It's important to identify the crisis situation when calling for assistance

AFTER HOURS EMERGENCIES

Contact Campus Security Services at x3200 for assistance in dealing with after-hours emergencies.

Situations requiring immediate assistance dial x3200 from any campus phone or emergency phone (blue light phone on campus)

SITUATIONS REQUIRING IMMEDIATE ATTENTION

DIRECT OR INDIRECT REFERENCE TO SUICIDE

In the event of an actual suicide attempt, immediately call Brock University Campus Security at x3200 (from any campus phone) and/or 911 (from any phone) to request assistance and/or an ambulance.

Regardless of the circumstances or context, any reference to committing suicide should be taken very seriously and a mental health professional should be consulted. Indirect references should be referred to Personal Counselling at x3240 or Student Health Services at x3243.

Indirect references to suicide may include the following:

- Statements or comments about wanting to die.
- Expressed feelings of worthlessness, hopelessness or helplessness.
- Feelings that the world, family, friends would be better off without them.
- Unreasonable feelings of guilt

THREATS AND DISRUPTIVE BEHAVIOUR

- Intervention varies with the severity of the offending behaviour
- Physical violence causing bodily harm and specific threats to self or others must be reported to Brock University Campus Security at x3200/4300 (from any campus phone)

DRUG AND ALCOHOL MISUSE

- In case of an apparent drug overdose or severe drug reaction, contact Campus Security at x3200/4300 (from any campus phone) or 911 (from any phone) to request assistance and/or an ambulance.
- If a student appears to have a pattern of substance abuse, it is important to attempt to refer the student for counseling

SITUATIONS OF CONCERN

You may consult one of the offices listed on the following page to sort out any relevant issues, explore alternative approaches and identify other resources.

MARKED CHANGES IN MOOD OR BEHAVIOUR

Changes in normal behaviour including withdrawal from social interactions or academic work and notable changes in energy levels or appearance are common signs of psychological distress and professional treatment is recommended x3240/4750/3243/7425.

SEXUAL ASSAULT, HARASSMENT, DISCRIMINATION AND BULLYING

Any issues related to sexual assaults, harassment, physical or emotional abuse, domestic violence, stalking or discrimination may require support. The office of Human Rights and Equity can be reached at x5657 and can provide options for resolution. In the event of an emergency or at the individual's request, Campus Security can also be contacted at x3200 (from any campus phone).

DISORDERED EATING

If a student shares concerns regarding disruptive eating patterns such as excessive dieting, uncontrolled binge eating and/or induced vomiting after eating, it is important that professional treatment be recommended x3243.

DIFFICULTIES COMMUNICATING AND/OR APPARENT DISTORTIONS OF REALITY

Communication troubles such as impaired speech and irrational conversation or distortions of reality such as disturbing material on academic assignments are potentially causes for concern and should be referred to the Manager, Student Conduct x4041.

Faculty and staff may also refer to the Personal Counselling “Information for Faculty and Staff” link for additional resources: www.brocku.ca/personal-counselling/information-for-faculty-and-st