

## APPROACH & ASK

- It's ok to tell them what you've observed and ask open questions
- Be specific about your concerns and your desire to help

"I've noticed you've been crying often in class and I'm concerned about you. How can I help?"

## LISTEN

- Set aside your own need to talk and let them tell you what is going on
- Keep an open, non-judgmental attitude

"Tell me more about that."

"Is there anything I can do to help you?"

## SUPPORT

- Acknowledge the person's feelings, even if you don't understand the situation
- Reassure that you want to help and ask if they'd like help getting connected to Student Wellness & Accessibility Services

"It sounds like all this has been exhausting for you. I'd like to help you."

## REFER

- Provide them with resource and referral information
- If you don't know, call someone who might know together

"Here is a number of someone who might be able to help more. Would you like to use my phone to call?"

"Do you want to walk down together now?"

"Do you want to call now and leave a message?"

## SEEK HELP YOURSELF

Helping someone else or listening to someone's distressing story can be difficult emotionally for those providing support. Talk to someone about it.

## RESOURCES

Good2Talk, a 24/7 phone line for Ontario post-secondary students: 1-866-925-5454

SLC Behavioural Intervention Team:  
stlawrencecollege.ca/services/campus-services/  
report-a-concern

### KINGSTON

#### SLC Student Wellness & Accessibility

Kingston Campus – Room 01230  
613-544-5400, ext. 5504; wellness@sl.on.ca

#### SLC Spiritual Care Services

613-544-5400, ext. 1522; spiritualcare@sl.on.ca

#### Walk-In Crisis Support Centre

552 Princess St, Kingston  
M-F, 8:30 am – 4:00 pm

#### Addiction & Mental Health Services 24-Hr Hotline:

613-544-4229 or 1-866-616-6005

### BROCKVILLE

#### SLC Student Wellness & Accessibility

Brockville Campus – Room 250  
613-345-0660, ext. 3154 or ext. 3111; wellness@sl.on.ca

#### Crisis Services 24-Hr Hotline

(Brockville General Hospital): 1-866-281-2911,  
or 613-345-4600

#### Mental Health & Addictions:

1-866-499-8445

### CORNWALL

#### SLC Student Wellness & Accessibility

Cornwall Campus – Room M1461  
613-933-6080, ext. 2709; wellness@sl.on.ca

#### Crisis Support Centre Cornwall Community Hospital

850 McConnell Ave. M – Th, 8:00-5:30; Fri 8:00-4:00  
1-844-361-6363

#### Mental Health Crisis Line:

1-866-996-0991

Based on a resource created by Medicine Hat College



Student Wellness  
& Accessibility



St. Lawrence  
College

# HELPING SOMEONE IN DISTRESS

Know the signs.  
Know what to do.



## MILD

### Distressing responses that are in the normal range of emotion and behaviour

- Normal changes in mood and behaviour in response to a change in person's life
- Appears sad, worried, agitated or anxious
- Expresses frustration and possible solutions to problem
- Alcohol or drug use is under person's control and is used in a safe way with least amount of harm
- Person is crying when faced with a difficult situation
- Expresses feelings of being overwhelmed, has maybe had one panic attack and has made life changes in response to it
- Minimal risk-taking behaviour, or risks are controlled and do not impact functioning
- Person has a history of trauma and has found ways to function successfully

### WHAT TO DO

#### Approach & Ask. Listen. Support. Refer.

- (See reverse)
- Refer the students to a helpful friend, self-help resources or campus resources.

## MODERATE

### Possible indicators of distress; counselling or professional help may be warranted

- Significant changes in mood, behaviour or appearance that seem to be negatively affecting their functioning
- Agitation, worries or sadness is disrupting their ability to function
- Expresses hopelessness or talks about self-harm or thoughts of suicide
- Alcohol or drug use while not on campus is getting in the way of social life, leading to financial distress, or is disrupting academic functioning
- Person does not seem able to regulate their emotions even after expressing them for a time
- Has experienced multiple panic attacks that seem to be out of proportion to the situation
- Risk-taking behaviour has increased, including high risk physical or sexual behaviour
- Person has a history of victimization or trauma that is currently affecting their ability to succeed

### WHAT TO DO

#### Access counselling and resources

- Approach & Ask. Listen. Support. Refer. (see reverse)
- To make an intake appointment for **Student Counselling**, call Student Wellness & Accessibility on local campus (see reverse). Same-day appointments are available daily, but the student may need to wait for a regular appointment. Encourage the student to access self-help resources (see reverse)
- For faculty and staff, encourage them to speak with **Human Resources** or contact the **E.A.P. program**.

## SEVERE

### Immediate intervention is required to keep someone from harm

- Medical emergency
- Violent or destructive behaviour
- Person has a plan to commit suicide and the means to carry out the plan immediately
- Person is unconscious or seriously intoxicated on campus
- Threats are made to campus or someone else's safety
- Person seems to be unaware of reality, is not aware of their actions or behaviour
- Person is currently taking a risk that threatens their safety or the safety of someone else
- Person has been recently assaulted, either on or off campus

### WHAT TO DO

#### Call for immediate help!

- Call Campus Security, ext. 5555
- Go to the Emergency Room at your local hospital
- Call 9-1-1
- More crisis resources on reverse