

See where experience takes you.

24/7 Community Crisis & Emergency Services
Good2Talk 1-866-925-5454
 Scarborough Hospital
 Mobile Crisis Program (Scarborough, East York) 416-495-2891
 Rouge Valley Health System Adult Crisis Services 2867 Ellesmere Road
 Toronto East General Hospital Mental Health Emergency Services 825 Coxwell Avenue
 Centre for Addiction & Mental Health Psychiatric Emergency Services 250 College Street
 Distress Centres of Toronto 416-408-4357
 Anishnawbe Health Toronto Mental Health Crisis Management Service (Aboriginal) 416-891-8606
 Gerstein Crisis Centre (Downtown) 416-929-5200
 Toronto Rape Crisis Centre 416-597-8808
 Ontario Mental Health Helpline 1-866-531-2600
 Assaulted Women's Helpline 416-863-0511
 Telehealth Ontario 1-866-797-0000
 Toronto Police Services Non-emergency 416-808-2222
 Emergency 911

Key Campus Resources
 Student Relations Office (Complaint Resolution: Academic, Code of Conduct, Harassment & Discrimination) Ext. 2499
 Campus Security General Line Ext. 5240
 Emergency Ext. 2020
 Emergency Helpline 416-439-4357
 Aboriginal Education Services Ext. 3369
 Career Services and Co-operative Education Ext. 5233
 CCSAI (Student Advocacy, Legal) Ashtonbee Ext. 7038
 Progress Ext. 2245
 Financial Aid Ext. 2457
 International Education Centre Ext. 5393
 Residence 416-438-2216
 Wellness Coordinator (Nutrition, Fitness, Health & Wellness Initiatives) Ext. 3502

Academic
 School of Advancement Ext. 2500/2122
 School of Business Ext. 2280
 School of Communications, Media and Design Ext. 5100
 School of Community and Health Studies Ext. 5303
 School of Continuing Education Ext. 5207
 School of Engineering Technology and Applied Science Ext. 8256
 School of Hospitality Tourism and Culture Ext. 2323
 School of Transportation Ext. 7212
 Learning Centre Ashtonbee Ext. 7230
 Morningside Ext. 8600
 Progress Ext. 5430
 Story Arts Centre Ext. 8020
 Centre for Students with Disabilities (CSD) Ashtonbee Ext. 7252
 Morningside Ext. 8025
 Progress Ext. 2627
 Story Arts Centre Ext. 8664

Counselling
 Counselling Centre/Centre for Students with Disabilities (CSD) Ashtonbee Ext. 7252
 Morningside Ext. 8025
 Progress Ext. 2627
 Story Arts Centre Ext. 8664
Peer Support and Tutoring
 Centre for Academic English Ext. 6150
 Learning Centre Ashtonbee Ext. 7230
 Morningside Ext. 8600
 Progress Ext. 5430
 Story Arts Centre Ext. 8020
Peer Mentoring (STAMP) peermentoring@centennialcollege.ca
Student Apprentices with Disabilities (CSD) Ext. 7252
START Smart (CSD) Ext. 2219

Resources for Students

Identifying and Responding to Students in Distress



Faculty and staff are often the first to become aware that a student is in crisis or distress. As an initial point of contact, you can be instrumental in helping connect a student to needed support. This folder is designed to help with this important function. If you have any questions or comments about this folder, or to request this folder in an alternative format, please contact the Dean of Students Office.

Emergency Situations

Immediately call 911 and Campus Security to report any of the following:

Threats or Disruptive Behaviour

- Any type of physical violence causing bodily harm (to self or others)
- Sexual assault
- Specific threats of violence or harm
- Suicide attempt

Drug and Alcohol Misuse

- Potential drug overdose
- Potential alcohol poisoning

Campus Security

Emergency Ext. 2020
 Emergency Helpline
 416-439-4357

(Free call from any campus pay phone or cell phone)

Crisis Situations

Immediately contact the Counselling Centre (during business hours) or Campus Security (24/7):

Direct or Indirect Reference to Wanting to Die/Suicide

Regardless of the circumstances or content, ANY reference to wanting to die/suicide should be taken seriously.

Warning signs might include:

- Expressed feelings of worthlessness, helplessness, hopelessness or excessive guilt
- Expressed thoughts that the world, their family and friends, would be better off without them
- Expressed desire to die by suicide

Behaviours of Concern

The student is:

- Incoherent or unintelligible
- Cannot be calmed

Counselling Centre
 Ashtonbee Ext. 7252
 Morningside Ext. 8025
 Progress Ext. 2627
 Story Arts Centre
 Ext. 8664

Campus Security
 Emergency Ext. 2020
 Emergency Helpline
 416-439-4357

AFTER HOURS
 Campus Security
 Emergency Ext. 2020
 Emergency Helpline
 416-439-4357

Based on a concept by McMaster University, Queen's University and York University, with thanks.

Other Situations Requiring Attention

Contact the resources listed for the following reported behaviours or issues:

Marked Changes in Mood or Behaviour

- Withdrawal from social interactions or academic work
- Notable changes in energy level or appearance
- Pattern of substance abuse/misuse

Counselling Centre

Ashtonbee Ext. 7252
Morningside Ext. 8025
Progress Ext. 2627
Story Arts Centre Ext. 8664

Difficulty in Communicating and/or Distortions of Reality

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

Counselling Centre

Ashtonbee Ext. 7252
Morningside Ext. 8025
Progress Ext. 2627
Story Arts Centre Ext. 8664

Disordered Eating

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

Counselling Centre

Ashtonbee Ext. 7252
Morningside Ext. 8025
Progress Ext. 2627
Story Arts Centre Ext. 8664

Assault and/or Harassment

- Sexual misconduct and/or harassment
- Harassment, bullying, physical and/or emotional abuse
- Stalking
- Discrimination

Student Relations Office

Ext. 2499

Campus Security

General Line Ext. 5240
Emergency Ext. 2020
Emergency Helpline
416-439-4357

Counselling Centre

Ashtonbee Ext. 7252
Morningside Ext. 8025
Progress Ext. 2627
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Learning and Academic Challenges

- Serious academic concerns
- Considering withdrawal
- In jeopardy of failing
- Academic accommodation required

Academic Advisor

(see school listings in Academic section on back of folder)

Centre for Students with Disabilities

Ashtonbee Ext. 7252
Morningside Ext. 8025
Progress Ext. 2627
Story Arts Centre Ext. 8664

Learning Centre

Ashtonbee Ext. 7230
Morningside Ext. 8600
Progress Ext. 5430
Story Arts Centre Ext. 8020

Other Signs of Distress

- Listlessness or falling asleep in class
- Physical symptoms (nausea, headaches, problems with eating, excessive or disrupted sleeping)
- Changes in hygiene or dress
- Significant weight loss or gain
- Difficulty concentrating
- Unusual behaviour (unexplained crying, laughing to self, rapid speech, disorganized thinking, suspiciousness)
- High levels of irritability
- Changes in academic performance (deterioration in quality of work, frequently missed assignments and classes, excessive procrastination, avoidance of participation)
- Changes in relationships or social behaviour (withdrawal, isolation or dependency)

Consult with the **Counselling Centre** or the **Student Relations Office** if you are unsure of how to proceed.

What to Do and Say

Approach

- Meet with the student in private (unless it feels unsafe to do so)
- Express your concern
- Be specific about the behaviour that worries you

I've noticed you've been absent from class lately and I'm concerned about you.

Listen

- Stay calm and listen carefully
- Give your undivided attention
- Try to understand the student's perspective without being judgmental

Can you tell me more? Is there anything I can do to help you?

Support

- Take the student's concerns seriously
- Offer hope and support, but be cautious about giving advice

It sounds like you're feeling out of place. You're not alone; there are resources to help.

Refer

- Know your own limits - get other people involved, if needed
- Refer the student to the appropriate on- or off-campus resources (see back of folder)
- Offer to contact the resource on the student's behalf or be with them while they make the initial contact themselves, if appropriate

If you'd like, I can call and book the appointment for you while you're here with me.

Making a Good Referral

- Research resources to ensure that they are appropriate. Consult with the Counselling Centre or the Student Relations Office if you are unsure of how to proceed
- Provide the student with information to take away (Student Mental Health Resources card, Good2Talk or other resource contact info)
- Offer to follow up with the student, if appropriate

Here's a card with the number of a service that can help you.

If a Student Says "No" to a Referral

- If there are immediate concerns about safety, call 911 and Campus Security
- If it is not an emergency, respect the student's right to refuse help
- Keep the lines of communication open

I respect your decision. I hope you will keep these options in mind. My door is always open.