

Identifying and Responding to Students in Distress: A guide for faculty & staff Residence

Crisis Intervention

If you have a resident or visitor experiencing thoughts of suicide or death, who is incoherent or cannot be calmed, or who is exhibiting other concerning behaviour that requires immediate attention, there are resources available to help.

For Crisis Situations Arising During Business Hours Which Require Urgent Attention:

During business hours, assistance is available through the Counselling Centre and Campus Security

- Contact the Residence Outreach Counsellor, Steven Ruhinda, at Ext 2156. If the Residence Outreach Counsellor is unavailable, contact the Counselling Centre Office Assistant, Christine Li, at Ext 2627
- If you have any concerns for the resident/visitor's safety, contact Campus Security at Ext 2020 or 416-439-4357 (HELP) for immediate assistance

For Crisis Situations Arising After Hours or on Weekends Which Require Urgent Attention:

- Contact Campus Security at Ext 2020 or 416-439-4357 (HELP) for immediate assistance

In an Emergency:

Life threatening situations such as a suicide attempt in progress, alcohol intoxication/poisoning, drug overdose or situations where there is a concern for the immediate safety of the resident or others should be treated as a mental health emergency. Contact Emergency Services **and** Campus Security immediately.

1. Contact Emergency Services by dialing 911
2. Contact Campus Security at Ext 2020 or 416-439-4357 (HELP)

For Non-Crisis Situations:

Situations may arise where a resident is in distress, but there is no immediate safety risk and no immediate attention is required. If you are concerned about a resident, Steven Ruhinda is available on-site at the Residence on Thursdays 4:30-6:30pm for consultation and drop-in appointments. Residents can also be encouraged to call Good2Talk, a free helpline for Ontario postsecondary students: 1-866-925-5454.

Contacts – Residence/Progress Campus

Campus Security Emergency Helpline (24 hours a day, 7 days a week) 416-439-4357 or Ext 2020
Steven Ruhinda, Counselling Coordinator & Residence Outreach Counsellor Ext 2156
Christine Li, Office Assistant, Counselling Centre Ext 2627

Good2Talk Post Secondary Student Helpline (24 hours a day, 7 days a week) 1-866-925-5454