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| |  | | --- | | Student Success ServicesHow counsellors can help Georgian College’s counsellors can assist and support students through free, confidential services, including:   * Crisis counselling * Personal counselling * Information on college programs * Information regarding college application and admission procedures * Educational planning   Counsellor records are strictly confidential and can only be shared with appropriate individuals with the signed consent of the student.  For students who are in crisis or who are dealing with time-sensitive issues, on-call counsellors are available either in person or by telephone Monday to Friday, 8:00 a.m. to 4:30 p.m. with extended evening hours Monday to Thursday to 7:00 p.m.  *\*Note: hours adjusted during holidays and Summer semester*  Student Success  Barrie 705-722-1523  Orillia/ Muskoka 705.325.2740 ext. 3113 or 705.329.3113  Owen Sound 519.376.0840 ext. 2099  Midland South Georgian Bay 705-722-1523 *to book an appointment* Orangeville  **Ask A Counsellor** (e-mail for help) [counsellor@georgiancollege.ca](mailto:counsellor@georgiancollege.ca) | | |  |  | | --- | --- | |  |  | | |  |  | https://my.georgiancollege.ca/sites/Photos/Digital%20Images/Barrie%20Campus%20scenic.jpg  **Identifying and Responding to Students in Distress** |

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| **Faculty and staff are often the first to become aware that a student is in crisis or distress. As an initial point of contact, faculty and staff can be instrumental in helping connect a student to needed support. This folder is designed to help with this important function.**  **emergency situations  Immediately call 911 *and* Campus Safety & Security to report any of the following:**   |  |  |  | | --- | --- | --- | | **THREATS OR DISRUPTIVE BEHAVIOUR** | **drug and alcohol misuse** | **Campus Security**  **Ext 5100 or**  **705-722-5100 24 hours a day; 7 days a week**  **911 (Police, Fire, Ambulance)** | | * **Any type of physical violence causing bodily harm (to self or others)** * **Specific threats of violence or harm** * **Suicide attempt** | * **Potential drug overdose** * **Potential alcohol poisoning** |   **crisis Situations**  **Student Success (during business hours only) *or* Campus Safety & Security (24/7)**   |  |  |  | | --- | --- | --- | | **Direct or Indirect Reference to wanting to die/suicide** | BEHAVIOURs of concern | **Student Success**  **Barrie**  **705-722-1523**  **Orillia/Muskoka 705.325.2740 ext. 3113 *or* 705.329.3113**  **Owen Sound**  **519.376.0840 ext. 2099**  **Midland/ South Georgian Bay/ Orangeville**  **705-722-1523 *to book an appointment***  **Campus Security**  **Ext 5100 or  705-722-5100**  **AFTER HOURS**  **Campus Security**  **Ext 5100 or  705-722-5100** | | **Regardless of the circumstances or content, ANY reference to wanting to die/suicide should be taken seriously.**  **Warning signs might include:** | The student is:   * Incoherent or unintelligible * Cannot be calmed | | * **Expressed feelings of worthlessness, helplessness, or hopelessness** * **Expressed thoughts that the world, their family and friends, would be better off without them** * **Expressed feelings of powerful guilt** * **Expressed desire to die by suicide** |  | | | |  |  | [http://www.good2talk.ca/wp-content/themes/good2talk/img/logo.png](http://www.good2talk.ca/)[Image 2](tel:1-966-925-5454)Image 3 | | | | | |
| **Who to Call**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **EMERGENCY**  Life threatening  Imminent safety risk to self or others | **CRISIS**  Urgent  Not life threatening  No imminent safety risk to self or others | **DISTRESS**  Not urgent  Not life threatening  No imminent safety risk to self or others | | | | | **Assault or injury**  **Threat of violence or injury**  **Suicide attempt**  **Intoxication/ Overdose** | **Thoughts of suicide**  **Thoughts of death**  **Unable to be calmed**  **Incoherent or unintelligible** | **Marked change in mood or behaviour**  **Social withdrawal**  **Difficulty with concentration**  **Difficulty communicating**  **Deterioration in physical health, appearance or hygiene** | **Harassment**  **Bullying**  **Discrimination** | **Serious academic concerns**  **In danger of failing**  **Considering withdrawal** | **Known or suspected disability** |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **911**  **and**  **Campus Security** | **Student Success Services**  ***or***  **Campus Security**  **AFTER HOURS**  **Campus Security**  **and/or**  **Royal Victoria Hospital Mobile Crisis Program**  **CMHA Mobile Crises Services** | **Student Success Services** | **Campus Security**  **and/or**  **Student Success Services** | **Faculty Coordinator** | **Centre for Access** |   *Consult with the Student Success Services if you are unsure of how to proceed* | | | | | |  |  | **OTHER SITUATIONS REQUIRING ATTENTION  Contact the resources listed for the following reported behaviours or issues:**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Marked changes in mood or behaviour** | **Difficulty in Communicating and/or distortions of reality** | **Disordered eating** | **Assault and/or Harassment** | **learning and academic challenges** | | * **Withdrawal from social interactions or academic work** * **Notable changes in energy level or appearance** | * **Difficulty communicating (difficulty forming thoughts, completing sentences, irrational conversations)** * **Distortions of reality** | * **Excessive dieting** * **Uncontrolled binge eating** * **Induced vomiting after eating** | * **Sexual assault** * **Harassment, bullying, physical and/or emotional abuse** * **Stalking** * **Discrimination** | * **Serious academic concerns** * **Considering withdrawal** * **In jeopardy of failing** * **Academic accommodation required** | | **Student Success**  **Barrie 705-722-1523**  **Orillia/Muskoka   705.325.2740 ext. 3113 or 705.329.3113**  **Owen Sound   519.376.0840 ext. 2099  Midland/ South Georgian Bay/ Orangeville  705-722-1523 *to book an appointment*** | | | **Campus Safety & Security**  **Ext 5100 or**  **705-722-5100** | **Faculty Coordinators**  **Associate Deans**  **Student Success** |   **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)** | | |
|  | | | | |  |  |  | |
| **What to Do and Say**   |  |  | | --- | --- | | Approach | * Meet in private (unless it feels unsafe to do so) * Express your concern for the student * 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 * Give your undivided attention * Try to understand the student’s perspective without being judgemental   ***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 * Refer the student to the appropriate on- or off-campus resources * 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 a counsellor if you are unsure of how to proceed** * **Provide the student with information to take away (Good2Talk Card, referral contact information, etc.)** * **Offer to follow up with the student, if appropriate** | | | **If a Student Says “No” to a Referral** | | | * **If there are immediate concerns about safety, call 911 and Campus Security ext. 5100** * **If it is not an emergency, respect their 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.*** | |  |  | | | **Resources**   |  |  |  |  | | --- | --- | --- | --- | | COUNSELLING and WELLNESS | Other Campus Resources | Academic | Community (24/7 services) | | **Student Success**  **Barrie *B110*** 705-722-1523  **Orillia/ Muskoka *A200*** 705.325.2740 ext. 3113 or 705.329.3113  **Owen Sound *C607*** 519.376.0840 ext. 2099  **Midland/ South Georgian Bay/ Orangeville** 705-722-1523 *to book an appointment* | **Campus Safety & Security** Ext. 5100  **Aboriginal Resource Centres** 705.728.1986, ext. 1318  **Co-op and Career Services**  **Barrie** 705.728.1968 ext 1340  **Orillia**  705.325.2740  **Owen Sound**  519.376.0840 ext. 2043  **Financial Aid**  Ext 2457  705.728.1968, ext. 5267  **International Students**  **Academic Counsellor**  705.728.1968, ext. 1229  **Residence  Campus Living Centres (CLC)**  705.730.5600  **Food Locker Program**  **Pride@Georgian** | Centre for Access and Disability Services  Barrie 705.728.1968 ext. 1523  Orillia 705.325.2740 ext. 3113  Owen Sound 519.376.0840 ext. 251  Orangeville, South Georgian Bay, Muskoka, and Midland campuses 705.526.3666 ext. 3720  School of Business, Automotive and Hospitality  Ext. 1269  School of Liberal Arts and Access Programs  Ext. 1315  School of Technology and Visual Arts  Ext. 5237  School of Human Services and Community Safety  Ext. 3061  School of Health and Wellness Ext. 1163 | Canadian Mental Health Association, Simcoe Crisis Services  705-726-5033  Royal Victoria Hospital  705-728-9802  Ontario Mental Health Helpline  1-866-531-2600  Telehealth Ontario  1-866-797-0000  TTY-1-866-797-0000  Barrie Police Services  705-725-7025 (non-emergency)  911 (Police, Fire, Ambulance)  Good2Talk 1-866-925-5454  Athena's Sexual Assault Counselling and Advocacy Centre  705-737-2008 | | PEER SUPPORT AND TUTORING  **Peer Services**  **Barrie** 705.728.1968 ext. 1046  **Orillia** 705.325.2740 ext. 3036  **Owen Sound** 519.376.0840 ext. 2051  **Academic Success Centre**  **Learning Strategists** **Barrie** K112 or call  705-728-1968 ext. 1307  **Orillia** A200 or call  705-325-2740 ext. 3113  **Owen Sound**  Rm. 607 or call  519-376-0840 ext. 2099 | | | |