

How to help: Identifying and supporting students in distress

Contact information:

St. Clair College Counsellors

Windsor:
(519) 972-2727 ext. 4226
studentservices@stclaircollege.ca
Room 206

Chatham:
(519) 354-9100 ext. 3306
chathamstudentservices@stclaircollege.ca
Room 133

Downtown Campuses:
(519) 972-2727 ext. 4348
sccastudentservices@stclaircollege.ca
Room 127 (SCCA)

CMHA Mental Health Counsellors

Windsor:
(519) 972-2727 ext. 4484
Room 164 (Health Centre)

Chatham:
(519) 354-9100 ext. 3729
Room 133

EMERGENCY

- needs immediate response
- possibly life-threatening
- imminent safety risk to self or others

URGENT

- needs timely referral
- not life-threatening
- no imminent safety risk to self or others

ESCALATING

- needs intervention
- is impacting the student's well-being
- is disruptive to others at the college

NON-URGENT

- needs connection
- concern for the student success and well-being
- does not impact others at the college

My role: Stay with the student until support arrives and/or report the matter immediately.

My role: Ensure immediate action and/or referral

My role: report the situation to BACT
www.stclaircollege.ca/BACT

My role: help connect the student to the appropriate service(s) and follow up with the student within one week

Situation

- **Threat of self harm**
Actions/thoughts of self harm, thoughts of death, third party report of self harm
- **Threats and/or acts of violence**
Assault or injury, active threat of violence, witness and act of violence
- **Substance abuse**
Overdose, potential overdose, alcohol poisoning, potential alcohol poisoning

Situation

- **Incoherent or unintelligible**
Student is distraught, cannot be calmed
- **Disruptive Behaviour**
Refusal to leave the classroom or area and is creating a disruptive scene that is hindering others
- **Domestic Violence**
Disclosure of domestic violence or suspicion of domestic violence
- **Sexual Assault / Violence**

Situation

- harassment
- bullying
- discrimination
- sexual misconduct / harassment
- stalking
- serious conflict requiring mediation or investigation

Situation

- change in mood, behaviour or appearance
- social isolation
- difficulty communicating
- family issues
- substance misuse that negatively impacts well-being

Situation

- serious academic concerns
- in danger of failing
- considering withdrawal

Situation

- financial concerns
- food insecurity
- housing insecurity

Situation

- academic success is negatively impacted by mental health concern, physical, or other disability
- accommodations could be considered

Situation

- homesickness
- overwhelmed
- difficulty with roommates or classmates
- difficulty with transition to postsecondary education

Self Harm

- Bring student to Campus
 1. Health Centre (CHS) or
 2. Student Services (SS) or
 3. Security
- If student does not want to accompany you call 4911 (Windsor), 3911 (Chatham) 911 Employment Offices

Violence / Substance Abuse

- Windsor - Call 4911
- Chatham - Call 3911
- Employment Offices - Call 911

Incoherent / Disruptive

- Windsor - Call 4911
- Chatham - Call 3911
- Employment Offices - Call 911

Domestic Violence

Disclosure - listen, encourage student to report to Security. Staff are obliged to report.
Suspicion - speak to individual and encourage them report it to Security.

Sexual Assault / Sexual Violence

Listen without judgment, ensure student is in a safe place, advise of resources stclaircollege.ca/svp/experienced-sexual-assault including medical help, inform complainant your obligation to report to the Sexual Violence Lead (R. Demchuk ext. 4686)



Behaviour Assessment & CARE TEAM

Our trained and experienced team members address student behavioural concerns that are not living up to the College's objective of providing a non-threatening environment where everyone feels safe and secure. BACT addresses critical student behavioural through review of situations/incidents, information gathering and sharing, and providing recommendations to ensure the safety and educational success of the student.

www.stclaircollege.ca/BACT

IMPORTANT:

The BACT does not replace other classroom management or disciplinary processes nor does it address student behaviours and concerns that require immediate attention.

Academic and Personal Counselling

Windsor: ext. 4226
Chatham: ext 3306
Downtown: ext 4348
studentservices@stclaircollege.ca

Peer Tutoring, Writing and Math support

Windsor: ext. 5143
tutoringservices@stclaircollege.ca
Chatham: ext 3215
tutoringservicesstham@stclaircollege.ca
or students can request tutoring through their SIS

Financial Aid Department

at 519-972-2718 or financialaid@stclaircollege.ca

Windsor – Windsor/Essex County Food Bank at 519-944-4900 Ext. 105 or uhc@uhc.ca

Chatham-Kent Food Banks www.letstalkfood-ck.com/

Chatham-Kent Homeless Response 519-354-6628 (24/7)

College Residence 519-966-1601 or info@stclairresidence.ca

Career Services:

- Windsor: 519-972-2727 ext. 4215
- Chatham: 519-628-5269

International Education Office:

- Rm. 220 519-972-2727 ext. 2753
international@stclaircollege.ca

First: Assist student with accessing Student Services Counsellors via the contact information listed above.

Then: Work with Counsellors to provide any required accommodations for academic success

Assist student with accessing Student Services or CMHA Mental Health Counsellors via the contact information listed above.

Email or leave a message with Student Services at contacts above and messages will be returned the next business day

For local resources including shelters and food

- Windsor - Dial 311
- Chatham - Dial 311
- Mental Health at 1-866-531-2600
- Telehealth at 1-866-797-0000

Email or leave a message with Student Services at contacts above and messages will be returned the next business day

Good2Talk Helpline 1-866-925-5454

RealCampus 1-877-390-REAL (7325)

www.realcampus.ca

Visit the [SCC Student Services website](http://www.stclaircollege.ca/scc) for off-campus resources

Note: If any of these concerns begin to escalate or affect the College community, please report the situation to BACT