

Responding To Students In Distress

Prepared by Counselling Services

mohawkcollege.ca/distressguide

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References

This guide was adapted by Counselling, Accessible Learning Services, Student Rights and Responsibilities, and Health Services, from one originally created by the Counselling Center staff of the University of Maryland, Counselling Center at College Park. It has been used with permission.

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Quick Reference: Students At Risk

This guide is intended for all Mohawk College staff who are experiencing a student in distress or crisis, and/or those students who may be in immediate risk of harming themselves or others. If the student is in immediate risk and the student is at the college, call campus security 905-575-2003 (dial 55 from a college phone) and 911 to notify of this risk for immediate assistance.

Students In Crisis

A student in crisis requires immediate and decisive intervention, when the student behaviour poses a threat to oneself or others, such as the following:

- Suicidal gestures, intentions or attempts
- Other behaviour posing a threat to the student (e.g. hallucinations, drug abuse)
- Appearing to have a “panic attack”
- Disoriented or psychotic behaviour or thinking (irrational conversations, impaired speech, seeing or hearing things that are not there etc.)
- Threats or aggression directed toward others including violence
- Demonstrated inability to care for oneself
- Appears to have been assaulted
- Any medical emergencies such as cutting with significant bleeding
- For any crisis situation call 911 and Campus Security immediately (Fennell: 905-575-2003 (dial 55 from a college phone); McMaster: 905-525-9140 ext 24281; Stoney Creek: 905-575-5035)

Students In Distress

A student in distress often exhibit a cluster of behaviours that may persist over time or increase in severity. These behaviours may include:

- Poor preparation for class
- Inconsistent behaviour, appearance or performance
- Drop in academic performance
- Frequent absences or tardiness
- Excessive anxiety about class work
- An inability to communicate clearly
- Exaggerated emotional reactions to events
- Depressed or low mood
- Listlessness, lack of energy or falling asleep in class
- Repeated requests for special considerations such as exam deferrals or deadline extensions
- Excessive dependency on faculty or staff for advice and support
- Learning difficulties
- References to suicide which are either direct or indirect
- Handing in assignments with references to extreme hopelessness, despair, anger or isolation

- Inability to make decisions or concentrate
- Changes in interactions with others
- Disruptive behaviour
- Low tolerance for frustration
- Changes in personal hygiene or dress style
- Dramatic weight loss or gain
- Hyperactivity or rapid speech
- Swollen or red eyes
- Disengagement from others

When students are on campus and require support, but are not at immediate risk:

- Support the student to access the Counselling, Accessibility and the Health Centre Triage Officer. The triage desk is covered Monday-Friday 8:30 a.m.- 4:30 p.m. They are located at Fennell and McMaster campuses, in the Square. The direct number for the Triage Officer at Fennell is 905-575-2211.
- The Triage Officer will review the situation and refer to services to ensure that the student receives appropriate support.
- If Counselling or the Health Centre are not available, support the student to access the Security Office. If you cannot bring the student to security you can call security at Fennell and Stoney Creek: 905-575-2003 (dial 55 from a college phone); McMaster: 905-525-9140 ext 24281. Security will call 911 and make sure the student receives the community support through 911.
- If security cannot be reached and no one is in the security office then call 911.
- When calling 911 be prepared to tell them exactly why you are calling, who you are, the student's information such as first and last name, date of birth, etc.
- Please email counselling@mohawkcollege.ca to let the Triage Officer in Counselling Services know of the situation. When emailing the Triage Officer make sure to put in details the circumstances, the date this happened and the students information so that Counselling Services can ensure proper follow up with the student and to provide ongoing support.

After hours or when you and/or the student are not on campus, if the student contacts you and informs you that they are in immediate danger to themselves or others:

- Call 911 and ask for a wellness check. A wellness check is offered by the local police to check in on the wellbeing of an individual, when there are reasons to believe a person is at danger to themselves or others.
- When asking for a wellness check the dispatcher will ask for your information and the student's information. Be sure to give the dispatcher the full detailed circumstances of why you are asking for a wellness check along with the students first and last name, date of birth and an address or suspected location of the student in order to complete a check.
- Once you have made the wellness check please email counselling@mohawkcollege.ca to let the Triage Officer in counselling services know you have made a wellness check so that they can follow up with the student. When emailing the Triage Officer make sure to put in details of why you made the wellness check, the date and time you called along with the student's information. Counselling services will ensure follow up with the student and to provide ongoing support, as needed.

When someone is at harm to themselves or others this permits the disclosure of personal information on that individual.

Introduction: Responding To Students

Faculty and staff have a unique, important and sometimes crucial role in responding to students in crisis or in distress. You may have regular contact with the student and be able to observe changes in behaviour. As well, students often see faculty and staff as the first points of contact for advice, support and mentorship.

Some students will be receptive to your offers of assistance while others may not. Sometimes students will directly approach you with their concerns. How you handle each situation depends on your personal style, comfort and skill level, experience with similar situations and depth of your relationship with the student. Involve yourself to the extent that you are comfortable and your level of expertise.

This guide is intended to further equip you with basic information to assist students in crisis or distress.

- **Section 1** provides you with information on how to recognize and respond to students who may be experiencing a crisis that affects their safety, that of others or their ability to function
- **Section 2** provides both general guidelines for recognizing students in distress and information about specific issues such as suicide, grief, and aggressive students
- **Section 3** provides information about confidentiality to students for Counselling, Health and Accessible Learning Services
- **Section 4** provides community related support by topic area
- **Section 5** provides a link to relevant College policies and procedures that support interventions and assistance to students in crisis or distress

Remember that you do not have to deal with these issues alone. There are many College and community services to assist you and the student.

Section 1: Students In Crisis

Immediate and decisive intervention is needed when student behaviour poses a threat to oneself or others, such as the following:

- Suicidal gestures, intentions or attempts
- Other behaviour posing a threat to the student (e.g. hallucinations, drug abuse)
- Appearing to have a “panic attack”
- Disoriented or psychotic behaviour or thinking (irrational conversations, impaired speech, seeing or hearing things that are not there etc.)
- Threats or aggression directed toward others
- Demonstrated inability to care for oneself
- Appears to have been assaulted
- Any medical emergencies including bleeding from cutting self (with level of blood that does not stop)

College Resources

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security.

- Fennell: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)
- Stoney Creek: 905-575-5035 (if no answer, call Fennell Campus)

Section 2: Students In Distress

Students who are in distress often exhibit a cluster of behaviours that may persist over time or increase in severity. These behaviours may include:

- Poor preparation for class
- Inconsistent behaviour, appearance or performance
- Drop in academic performance
- Frequent absences or tardiness
- Excessive anxiety about class work
- An inability to communicate clearly
- Exaggerated emotional reactions to events
- Depressed or low mood
- Listlessness, lack of energy or falling asleep in class
- Repeated requests for special considerations such as exam deferrals or deadline extensions
- Excessive dependency on faculty or staff for advice and support
- Learning difficulties
- References to suicide which are either direct or indirect
- Handing in assignments with references to extreme hopelessness, despair, anger or isolation
- Inability to make decisions or concentrate

College Resources

Counselling Services

- Fennell Campus and Stoney Creek Campus: The Square C102, 905-575-2211
- McMaster: The Square, 905-575-1212 ext 6107, ext. 26340

Health Centre

- Fennell Campus: Room C109, 289-237-6538

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security.

- Fennell or Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

General Guidelines For Responding To Students In Distress

Listen:

- Carefully to what is distressing the student

Ask:

- To talk to the student privately

- Questions to help clarify his/her needs and issues
- To paraphrase both the content and feelings of what is said
- To refer student to College Counselling Services
- The student what support s/he might need
- If you can follow up with him/her to determine whether s/he has followed through with the referral
- Ask for assistance from your supervisor or colleagues

Avoid:

- Judging the student

Maintain:

- Clear professional boundaries. Be aware of your own abilities and limitations
- Share your observations and express your concerns directly. Be specific about the behaviour you have witnessed
- Hope and let the student know that there are options and resources to help resolve his/her problems

Consider and Refer:

- To assistance you can provide
- To College Counselling Services. Getting help is a positive step forward
- If the student chooses not to seek the help you recommend and you are worried, contact Counselling Services to discuss your concerns with a counsellor
- Let the student know that you will try to respect his/her privacy but absolute confidentiality cannot be promised

Remember:

- Involve yourself only to the extent you are comfortable and in a manner that is appropriate for your role
- Refer to and/or consult with College resources

Responding To Students Who Are Or May Be Suicidal

People who are considering suicide often tell or give clues to others about their feelings. Therefore, direct or indirect references to suicide should always be taken seriously. Factors that increase the risk of suicide are mental health problems, alcohol and drug abuse, a past suicide attempt or a current plan to kill oneself that is specific and lethal.

Warning Signs:

- Sudden dramatic changes in mood or personality
- Impulsive or risk taking behaviour
- Sudden happiness after having been depressed--this may indicate that the person has resolved to kill him/herself
- Apathy and loss of interest in previously interesting activities
- Death or suicidal themes dominating written, artistic or creative work
- Direct verbal statements such as, "I wish I were dead" or "I am going to end it all"
- Indirect verbal statements such as, "No one cares if I live or die" or "I won't be around much longer"
- Pessimistic view of the future
- Intense feeling of hopelessness, worthlessness, and helplessness
- Seeing death as an escape from current distress
- Increased alcohol or drug use
- Disinterest in possessions or giving away possessions
- Social withdrawal
- Disturbed sleep patterns
- Self injurious behaviours such as cutting, burning or scratching

In Person

- Ask Directly: "Are you thinking about suicide?"
- Tell the student you are concerned about him/her and that s/he has done the right thing by confiding in you
- Try to be calm, understanding and non-judgmental
- Do not allow yourself to be sworn to secrecy
- Walk the student to the Health Centre or Counselling Services at Mohawk or call Security services and ask them to meet you

On the Phone

- Ask if s/he has already harmed him/herself. If s/he has done so, ask where s/he is and call 911
- Ask the student to unlock the outside door so that help can come in
- Reassure them that you will stay on the phone while s/he is unlocking the door
- If s/he has not already harmed him/herself but is thinking about it, tell him/her to go to the closest emergency department for assessment and care. If the student refuses, call 911

Via Email

- Acknowledge the student's distress and tell him/her that s/he has done the right thing by emailing you
- Try to call the student by phone if you have contact information. Advise the student to go to the nearest emergency department for assessment and care
- If you cannot reach the student by phone, try emailing the student and ask him/her to call you immediately. If they respond, try to get an address and call 911. If you do not quickly hear from the student by email or phone, call 911

College and Community Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Mohawk College Counselling Services:
 - Fennell Campus, The Square (C102): 905-575-2211
 - McMaster, IAHS: 905-575-1212 ext 6107
- Mohawk College Health Centre at Fennell: 289-237-6538
- Security and/or 911:
 - Fennell and Stoney Creek: 905-575-2003 (dial 55 from a college phone)
 - McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security.

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Community Supports:

- St. Joseph's Emergency Psychiatric unit:
50 Charlton Ave E., Hamilton, ON L8N 4A6,
Main Hospital (in the ER Department): 905-522-1155 ext. 33243
- Good To Talk: 1-866-925-5454
- COAST: 905-972-8338
- Salvation Army Suicide Crisis Line: 905-522-1477
- St. Leonard's Community Services, 24/7 Mental Health Crisis Line (Brant County): 519-759-7188 or 1-866-811-7188

Responding To Students Who Appear Severely Disoriented Or Psychotic

When this occurs, students will seem like they have lost contact with reality and control over their normal behaviours, thinking and feelings. They may have difficulty distinguishing fantasy and reality.

This can occur for a variety of mental-health related reasons (such as medications or environmental stressors or mental health conditions).

Warning Signs:

- Illogical, confused or irrational thinking
- Speech that is disorganized both in content and in manner (rambling, scattered)
- Extremely odd or eccentric behaviour
- Inappropriate emotion or the complete lack of emotion
- Hearing voices that no one else hears
- Seeing things that no one else sees
- Believing that others can control their thoughts or that they can control the thoughts of others
- Feeling that they are being watched or persecuted
- Feeling that their thoughts are sped up or slowed down

Recommendations... DO'S

- Contact the Health Centre or Security immediately
- Respond with kindness and a direct manner
- Remove extra noise and stimulation from the environment (step outside a noisy classroom but within view of others)
- Try to remain in an area where others are nearby
- Tell the student that you can see that s/he needs help and that you will arrange for this immediately
- Acknowledge the student's fears and feelings without supporting their perceptions "I understand that you believe that someone is following you. I can't see them but I believe you are safe."
 - Focus on the present situation. Ask what they are experiencing, thinking and feeling right now
 - Recognize that sometimes, but rarely, a student in this state could be dangerous to him/herself or others

What not to do... DON'TS

- Leave the student alone. If you must leave, have someone else stay with the student until you return
- Argue with the irrationality of their thinking or what they are hearing or seeing
- Play along with their irrational thinking
- Demand, command or order
- Agitate the student
- Assume that the student understands you
- Assume that the student will be able to help him/herself

College Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Mohawk College Counselling Services,
 - Fennell, C102 (in the Square) 905-575-2211
 - McMaster Counselling Services 905-575-1212 ext 6107
- Mohawk College Health Centre at Fennell 289-237-6538
- Mohawk College Security and/or 911:
 - Fennell and Stoney Creek: 905-575-2003 (dial 55 from a college phone)
 - McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security.

Responding To Students Who Appear Depressed

Depression can occur for a variety of reasons and may interfere with a student's ability to function at school, work, home or in social environments.

Warning Signs:

- Tearfulness or being very emotional
- Anxiety
- Irritability or restlessness
- Significant decrease in academic performance
- Direct or indirect references to suicide (indirect references may include comments like “no one cares if I am around or not” “the world would be better off without me”)
- Significant lack of confidence or self esteem
- Problems concentrating or remembering
- Being excessively demanding of your time
- Poor or sporadic attendance
- Reporting difficulty with sleeping
- Reporting extreme feelings of guilt
- Withdrawing from others
- Lack of energy
- Lack of motivation
- Increased test or performance anxiety
- Poor personal hygiene
- Significant weight loss or gain

Recommendations... DO'S

- Tell the student what you are observing and that you are concerned.
- Actively support the student, with consent, to get help from Counselling Services or the Health Centre as appropriate. Reassure them that how they feel can improve with proper assistance
- Encourage the student to seek off campus assistance if they prefer this option (family doctor, spiritual advisor etc.)
- Ask the student directly if s/he feels depressed and is suicidal. See the SafeTalk protocol outlined in the section on assisting students who are suicidal
- Be calm and accepting
- Listen attentively and without judgment
- Consider offering academic accommodations to alleviate stress and create hope
- Seek support afterwards, through resources such as the Health Centre or Employee Assistance Plan (EAP), to talk about your own feelings and reactions

What not to do... DON'TS

- Minimize what the student is feeling (“This is a rough patch for you and you will get better)
- Criticize the student for not completing assignments or handing in poor work
- Avoid being the student’s only source of help as this could lead to role confusion or unrealistic dependence on you

College and Community Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Mohawk College Counselling Services, C102 (in The Square) 905-575-2211
- McMaster Counselling Services 905-575-1212 ext 6107 x26340
- Mohawk College Health Centre at Fennell 289-237-6538

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security:

- Fennell and Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Community Supports:

- Good To Talk: 1-866-925-5454

Responding To Students Who Appear Anxious Or Panicked

Anxiety is fear. It is a reaction to what is perceived to be a threatening situation. It can be a feeling that students experience much of the time or only in certain circumstances such as during tests, while public speaking or in social situations. It can be common to experience both depression and anxiety at the same time. In some cases, students may experience a panic attack. During a panic attack students may feel that they are dying, or cannot regain personal control. The following are guidelines to assist you to respond to students who appear anxious and/or panicked.

Warning signs for anxiety:

- Constantly going over and over the same thoughts and feelings
- Muscle tension
- Tremors
- Agitation
- Irrational fears
- Excessive worry
- Sleep or eating problems
- Feeling on edge
- Poor concentration
- Forgetfulness
- Tearfulness

Recommendations... DO'S

- Tell the student what you are observing and that you are concerned
- Listen calmly and supportively
- Use open ended questions... what's troubling you?
- Be non-judgmental. Their fears and worries are very real to them
- Recommend and/or assist him/her to go to the Health Centre or Counselling Services
- Consider offering academic accommodations to alleviate stress and create hope
- With the student, try to come up with simple clear plans to deal with the issue or his/her distress

What not to do... DON'TS

- Assume that you can make someone feel less anxious
- Offer quick, fix- it solutions
- Tell someone to "just relax" or "calm down" or "don't worry, it will be OK"
- Make things complicated
- Overwhelm the person with too many ideas or information

Possible Warning Signs for a panic attack:

- Heart pounding
- Profuse sweating
- Trembling
- Difficulty breathing
- Chest pain
- Nausea
- Dizziness, light headedness or faintness
- Tingling sensations around the mouth or in the fingers
- Chills or hot flashes
- A desire to escape the situation they are currently in (i.e. the classroom)
- A feeling that they are watching what is happening from the outside

Recommendations... DO'S

- Get medical attention immediately by calling the Health Centre. Only a medical practitioner can determine whether it is a panic attack
- Maintain your own self control
- Try to bring the person into a quiet area, free of distractions or other people
- Tell the person you will stay with them until medical assistance arrives
- Advise them to try to slow or control their breathing

What not to do... DON'TS

- Leave the student alone. If you must leave, have someone else stay with the student

College Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Mohawk College Counselling Services (in The Square) 905-575-2211
- McMaster Counselling Services 905-575-1212 ext 6107
- Mohawk College The Health Centre at Fennell 289-237-6538

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security:

- Fennell or Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Responding To Students Who May Have An Eating Disorder

You may observe or speak with students who report that they restrict their eating, have extreme weight loss, have a fat phobia, self-induce vomiting, misuse laxatives, diuretics or diet pills, excessively exercise or binge and purge. These may be signs of an eating disorder. Eating disorders may affect both women and men. Eating disorders are serious medical and psychological problems.

Warning Signs:

- Low self-esteem
- Social withdrawal
- Claims of feeling fat when weight is normal or low
- Preoccupation with food, weight, counting calories and with what people think
- Denial that there is a problem
- Wanting to be perfect
- Intolerance of others
- Inability to concentrate

Information from Canadian Mental Health Association, [cmha.ca/mental health/facts-about-eating-disorders](http://cmha.ca/mental-health/facts-about-eating-disorders).

Recommendations... DO'S

- Tell the student what you are observing and that you are concerned for his/her health and effective functioning as a student
- Listen without judgment, anger or criticism
- Realize the person will not change until s/he is ready
- Acknowledge that changing these behaviours is difficult but very possible
- Encourage, and if possible, assist the student to the Health Centre and Counselling Services
- If s/he denies that there is a problem or gets angry with you, remain calm and supportive. Let him/her know that you are willing to speak with him/her again in the future

What not to do... DON'TS

- Try not to shame or criticize the student
- Do not make comments about the student's physical appearance
- Do not nag, plead or beg the student to change his/her behaviours
- Don't try to convince them that they are not fat. They will likely not believe you
- Don't say "you are too thin". S/he will secretly celebrate
- Don't say "you have gained weight." S/he may try to lose it
- Don't offer advice or simplistic solutions
- Don't debate with the student

College and Community Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Mohawk College Counselling Services (in The Square) 905-575-2211
- McMaster Counselling Services 905-575-1212 ext 6107
- Mohawk College the Health Centre at Fennell 289-237-6538

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security:

- Fennell or Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Refer to Section 4: College and Community Resources under [“Eating Disorder Community Supports”](#) for list of Community Supports

Responding To Students Who Are Grieving

Grieving is a natural response to loss or anticipated loss. Each person grieves differently and there is no set timetable for grieving.

Grief can be very intense for the individual and can affect school, work and social relationships. Some people who are grieving become depressed. Sometimes it is difficult to distinguish grief and depression and it is therefore advisable for a student to receive counselling.

Potential signs of acute grief:

- Feelings of fatigue or exhaustion
- Trouble sleeping
- Crying or sighing
- Restlessness
- Sadness
- Anger
- Irritability
- Panic or anxiety
- A sense of meaningless, helplessness or emptiness
- Longing for the deceased
- A sense of abandonment or loneliness
- Guilt
- Relief (especially if there has been a prolonged illness)
- Forgetfulness or difficulty concentrating
- Dreams of the deceased
- Socially withdrawing
- Questioning spiritual values or beliefs
- Needing to retell the story of the deceased's death
- Avoiding talking to others so they will not be a burden

Recommendations... DO'S

- Listen compassionately and show genuine concern
- Say that you are sorry for their loss
- Avoid discussing the deceased person with the student
- Listen for signs of depression, suicidal thoughts or the use of drugs or alcohol to cope
- Remember that there may be times (holidays, evenings, weekends, anniversaries) that can be very difficult for the student who is grieving
- Consider the option of offering academic accommodations for assignments, tests and exams

What not to do... DON'TS

- Be afraid of tears. This is a healthy way to express sadness
- Talk openly and directly about the person who died
- Try to cheer up the person or distract them from the intensity of situation
- Make trivial statements such as “time heals all” “at least s/he is no longer in pain”
- Pry into the circumstances of the death

College and Community Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Mohawk College Fennell Counselling Services (in The Square) 905-575-2211
- McMaster 905-575-1212 ext 6107 ext. 26340

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security:

- Fennell or Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Community Supports:

- Bereaved Families of Ontario: <http://www.bfo-hamiltonburlington.on.ca/home>
- Friends in Grief, Inc. 1030 Upper James Street, Suite 201, Tel: 905-318-0059 Fax: 905-318-0059

Responding To Students Who May Be Abusing Drugs And/Or Alcohol

Alcohol and drug use (both prescription and illicit) are common among college students. Habitual drug or alcohol use often indicates that a student is distressed and in need of assistance. The use of drugs or alcohol may also be a symptom of other social or mental health issues.

Possible signs of drug or alcohol abuse include:

- Changes in academic performance, including missed assignments or poor class attendance
- Spaced out behaviour, dishevelled appearance
- Drug and alcohol related smells on clothes
- Irresponsible or unpredictable behaviour
- Socially withdrawing, unmotivated or “I don’t care” attitude
- Drowsiness or lack of coordination
- Puncture marks or long thin lines along the arms or legs (indicates IV drug use such as heroin)
- Carrying around drug related paraphernalia such as pipes, vials, rolling papers, lighters
- Constricted pupils, red or bloodshot eyes

Recommendations... DO’S

- Speak to the student when not under the influence
- Share your observations
- Speak calmly and factual
- Recommend the student seek assistance from the Health Centre or Counselling Services at Mohawk
- Call Security if the student is disruptive or clearly intoxicated

What not to do... DON’TS

- Judge or criticize the student about their suspected substance abuse
- Make allowances for their irresponsible behavior
- Argue with a person who is under the influence or intoxicated

College and Community Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Fennell Campus Counselling Services (in The Square) 905-575-2211
- McMaster Campus Counselling Services 905-575-1212 ext 6107 x 26340
- Mohawk College Health Services at Fennell 289-237-6538

Community Supports:

- Alcohol, Drug, Gambling Services: 905-546-3606 | www.hamilton.ca/adgs
- Drug and Alcohol Helpline 1-800463-6273

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security:

- Fennell and Stoney Creek: 905-575-2003 (dial 55 from a college phone)

- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Responding To Students Who Have Been Sexually Assaulted

Nothing is more important than maintaining the health, safety and well-being of every student, faculty, staff and community member at Mohawk College. We work hard to create an environment that is free of discrimination and harassment, and we strive to foster an atmosphere of healthy attitudes and behaviours towards sexuality, sex and gender roles.

We are also committed to supporting those who experience sexual violence, and we work diligently on campus and with community partners on programs, policies and services to ensure that all campuses remain free from sexual violence. The College will not tolerate behaviour that contributes to a hostile and inequitable learning and working environment.

The College's Sexual Assault and Sexual Violence Policy provides procedures and resources to support individuals and groups who may be directly and indirectly involved in working with persons who have experienced sexual violence or whom have experienced sexual violence personally.

Someone who has been sexually assaulted may experience a range of feelings and reactions including fear, humiliation, guilt, confusion, numbness, anger, depression, a sense of violation and a loss of control. A student who has been sexually assaulted needs to be supported in making their own decisions, and in how they want deal with a given barrier. Sexual assault includes completed or attempted rape, threats of rape, coercion, and unwanted sexual contact with force or the threat of force. This could be a present concern or one of the past in which the student is recalling.

Possible signs of Sexual Assault may include:

- Dissociation - "day dreaming"
- Withdrawal from everyday activities
- Difficulty committing to activities
- Anxiety about working with a specific gender or in a group
- Depression

Recommendations... DO'S

- Listen supportively and without judgment
- Encourage, but do not insist that the student seek medical attention
- Reassure him/her that it is not his/her fault. Remind the student that everyone has a right to be free of attack, threat or harassment
- Encourage and assist the student to go to Counselling Services or The Health Centre

What not to do... DON'TS

- Make the student do something s/he is not comfortable with including reporting the rape to the police. Instead, ask what kind of help is wanted
- Criticize the student for being where s/he was at the time, for not resisting more or having engaged in high risk behaviours

College and Community Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Mohawk College Fennell Counselling Services (in The Square) 905-575-2211
- McMaster Counselling Services 905-575-1212 ext 6107
- Mohawk College Health Centre at Fennell 289-237-6538
- Mohawk College Sexual Assault and Violence web site: mohawkcollege.ca/SVA

Community Supports:

- Sexual Assault Center Hamilton
24 Hour Support Line 905-525-4162 sacha.ca
- Access Sexual Assault/Violence Care Centre services through the Emergency Departments at –
- Hamilton General Hospital, 237 Barton Street East, Hamilton, ON L8L 2X2
- Juravinski Hospital, 711 Concession Street, Hamilton, ON L8V 1C3

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security:

- Fennell and Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Responding To Students In An Abusive Relationship

Abusive relationships can include physical, verbal, and sexual violence among couples who are dating or in any intimate relationship. Abusive relationships are characterized by the use of coercion, threats and intimidation, emotional or economic abuse, controlling and isolating actions, and behaviours by the perpetrator that minimize, deny or blame. Students involved in abusive relationships often experience many complex emotional and situational factors that may make it difficult to end these relationships.

Recommendations... DO'S

- Tell him/her it is not his/her fault. You do not make someone else hurt you
- Listen supportively and without judgment about the range of feelings s/he may have
- Encourage him/her to get support from family and friends to maximize his/her personal safety
- Encourage him/her to get medical attention based on the nature of the injuries
- Be patient

What not to do... DON'TS

- Ignore or minimize the situation
- Force the student to report the abuse to police if s/he is not yet ready to do so
- Blame the abuser as this may cause the student to defend him/her

College and Community Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Mohawk College Fennell Counselling Services (in The Square, C102) 905-575-2211
- McMaster Counselling Services 905-575-1212 ext 6107

Community Supports:

- Sexual Assault Center Hamilton
Crisis line: 905-525-4162 * 24 hours, 7 days a week
- Assaulted Women's Helpline (toll free): 1-866-863-0511
- Sexual Assault and Domestic Violence Services – medical, forensic and counselling services for victims of domestic violence and/or sexual assault: 905 521 2100 x73557

For crisis, access services through:

- Hamilton General Hospital – Emergency Department
Phone: 905-521-2100 ext. 73557 - 237 Barton Street East, Hamilton, ON L8L 2X2
- Juravinski Hospital – Emergency Department
Phone: 905-521-2100 ext. 73557 - 711 Concession Street, Hamilton, ON L8V 1C3

Other Supports:

Women's Emergency Shelters:

- Interval House of Hamilton: crisis line 905-387-8881

Men's Emergency Shelters:

- Good Shepard (905) 528-9109

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security:

- Fennell or Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Responding To Students Who Have Been Sexually Harassed

Sexual harassment is any unwelcome sexual advance, request for sexual favours and other verbal or physical conduct of a sexual nature that contributes to an intimidating, hostile or offensive learning environment. It is both against the law and College policies. Students who experience sexual harassment may be self-doubting, feel powerless, embarrassed, fearful, and concerned that their situation may not be taken seriously.

Behaviours that could be considered sexual harassment include:

- Directly or indirectly bribing or threatening someone for sexual favours
- Writing letters, emails, notes etc. of a sexual nature
- Unwanted touching, tickling, stroking or brushing up against a student
- Using crude, sexually oriented language
- Telling jokes of a sexual nature
- Comments about one's body or clothing
- Questions about one's sexual behaviour
- Demeaning references to one's gender
- Repeated non-reciprocated demands for dates or sex
- Actual or attempted rape or sexual assault
- Being the victim of sexual rumours
- Having one's clothes pulled off or down

Refer to Human Rights Policy & Procedures: www.mohawkcollege.ca/dept/stactiv/affairs/vp/codes.html

Recommendations... DO'S

- Supportively acknowledge the student's distress
- Encourage the student to contact campus Security and assist as needed
- Encourage the student to contact Student Rights and Responsibilities
- Recommend that the student document the harassment
- Suggest that the student go to Counselling Services for support

What not to do... DON'TS

- Minimize or ignore the situation
- Try to deal with the situation alone
- Confront or accuse the suspected perpetrator if s/he is a college student or staff

College Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Mohawk College Fennell Counselling Services (in The Square) 905-575-2211
- McMaster Counselling Services 905-575-1212 ext 6107
- Mohawk College, Manager Student Rights and Responsibilities 905-575-2318

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security:

- Fennell or Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Responding To Aggressive Or Potentially Violent Students

Aggressive or violent behaviour can take many forms and can include explosive outbursts, threats, belligerent, dominating, bullying and defiant behaviour and verbal and physical abuse.

Actions that can fuel anger:

- Interrupting
- Being rushed for time
- Not looking at the person
- Acting bored or uninterested
- Acting indifferent or distant
- Finishing sentences
- Not giving someone a chance to talk
- Sarcasm
- Paraphrasing what was said in a negative way
- Pacing, showing impatience, rolling eyes
- Using phrases such as “it’s the policy”

Recommendations... DO’S

- Keep yourself and your students safe
- Call 911 and Security if you feel unsafe
- Open office door and keep a calm voice and demeanour
- Listen non judgmentally and do not interrupt
- Be aware of the verbal cues (cursing or threats), paraverbal cues (a louder voice and speaking more quickly) and body language (pointing fingers, leaning forward to attack, tenseness)
- Keep a safe distance between you and the student
- Have access to a door or keep furniture between you and the student
- Acknowledge the anger or frustration. (“I can see how angry you are”)
- Be firm and directive. Give choices and consequences which are clear, concise and enforceable. For example, you can say, “If you stop yelling we can discuss your concerns. Otherwise this conversation is over.”
- Paraphrase -“You are angry because of your mark and feel this is unfair”
- Maintain a less threatening stance by remaining open
- Consider asking the student to leave the situation and return once he/she has calmed down

What not to do... DON’TS

- Get into a shouting match or argument with the student
- Become hostile or punitive
- Interrupt especially during the first 20-30 seconds of peak anger as this will likely prolong the outburst
- Ignore the signs that a student’s anger is escalating (clenched fists, yelling)

- Do not cross your arms or point your finger
- Touch or crowd the student
- Minimize the situation
- Blame, ridicule or use sarcasm
- Be cute or humorous

Refer to Emergency Response Policy and Incidents of Critical Behaviour procedure: www.mohawkcollege.ca/corporate-policies-procedures.html

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security.:

- Fennell or Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Responding To Students Who Have Experienced A Hate Incident Or Crime

Students may experience a hate incident or crime because of their actual or perceived race, colour, religion, nationality, disability, gender or sexual orientation. This can be directed at them directly or at their property. Vulnerability, powerlessness, anger or fearfulness are common reactions by those who have experienced a hate incident or crime.

Recommendations... DO'S

- Talk privately with the student to make him/her feel more at ease and secure
- Remind him/her that it is not his/her fault
- Listen supportively and accept the perceptions and feelings of the student
- Past history and culture will play a part in how they "show" their feelings
- Encourage the student to receive assistance from Student Rights and Responsibilities

What not to do... DON'TS

- Force the student to report the incident to police or security. Past trauma experiences may be linked to the police or military. Instead simply explain the importance of notifying police or security. Indicate that College staff can assist with this
- Downplay the situation
- Express personal biases
- Comment on the legalities of the situation
- Refer to Human Rights Policy & Procedures:
<http://www.mohawkcollege.ca/Assets/Policies/Reporting+and+Responding+to+Violence+Procedure.pdf>

College and Community Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Mohawk College Fennell Counselling Services (in The Square) 905-575-2211
- McMaster Counselling Services 905-575-1212 ext 6107

Community Supports:

- Hamilton Police Hate Crimes Unit: 905-546-5678
Central Police Station, 155 King William St, Hamilton, ON L8N 4C1

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security:

- Fennell or Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Responding To Students Who Are Being Stalked

Stalking occurs when one person scares and harasses another person with repeated, unwanted contact or actions. It may include being followed and called, using technology like spyware to track a person, damaging one's home or other property, sending unwanted gifts, letters or emails or any other action which attempts to control, track or frighten someone. Stalkers may be known or unknown to the student.

Recommendations... DO'S

- Consult immediately with campus Security about the situation
- Acknowledge the student's distress
- Encourage, and assist as appropriate, the student to contact campus security, the police and student residence staff. Advise the student that Security can escort them, arrange secure parking and provide cell phones and/or emergency contact numbers
- Encourage the student to trust his/her instincts. If s/he feels danger, then it exists.
- Encourage the student to record what is happening, including emails, chat room scripts, web pages, letters and voice messages etc. Encourage the student to tell family, friends and roommates to help watch out for the student's safety
- Advise the student to take safety precautions (unlisted phone numbers, change email addresses, clearing computers of spyware, changing locks, taking different routes to and from school etc.)
- Advise the student to use the Walksafe program (campus escorts)

What not to do... DON'TS

- Minimize or ignore the situation. Stalking is unpredictable and dangerous
- Suggest that the student is responsible for the unwanted attention, particularly if the stalker is previously known to the student

College Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- Mohawk College Security:
 - Fennell or Stoney Creek: 905-575-2003 (dial 55 from a college phone)
 - McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)
- Mohawk College Counselling Services:
 - Fennell or Stoney Creek, The Square, C102: 905-575-2211
 - McMaster IAHS: 905-575-1212 ext 6107
- 911 – if the student or staff member is fearful of their safety on campus

Refer to Emergency Response Policy and Incidents of Critical Behaviour procedure: mohawkcollege.ca/policies

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security:

- Fennell or Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Responding To Students Who Are Self Injurious

Self injurious behaviour is the deliberate, repetitive, impulsive and non-lethal way of harming one's body. Self injury is a way to cope with or relieve painful or hard to express feelings.

Self injurious behaviour may include/or:

- Cutting
- Scratching
- Self bruising
- hair or skin
- Head banging
- Biting
- Breaking Bones
- Burning
- Inserting objects into body openings
- Infecting oneself
- Punching oneself or objects
- Picking scabs or interfering with wound healing

Recommendations... DO'S

- Listen compassionately and show genuine concern
- Encourage, and if possible, assist the student to get assistance from Counselling Services or the Health Centre
- Remember self injurious behaviour is not an attention seeking activity. It is a way to soothe emotional pain

What not to do... DON'TS

- Tell the person to stop. It is not that easy. S/he needs to learn new coping skills
- Ask for details of methods or injuries. They are often embarrassed about this behaviour
- Judge or react with criticism or horror
- Ask him/her not to self-harm again. They likely will.

College Resources

Fennell Campus, McMaster Campus and Stoney Creek Campus Immediate Supports:

- If student is in danger, call 911 and/or Mohawk College Security:
 - Fennell, The Square, C102: 905-575-2211
 - McMaster, IAHS:: 905-575-1212 ext 6107
- Mohawk College Counselling Services 905-575-2211, Student Services Square

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security.

Responding To Students Experiencing Academic Problems

Academic problems may be evident in students' grades, participation in class, attendance, and behaviour in testing situations and in their learning, study skills and life management skills. Academic problems can also be a symptom of other social or mental health issues.

Recommendations... DO'S

- Acknowledge the difficulties the student is having
- Ask the student what his/her perception is of the problem
- Provide clarification of course content if needed and if possible
- Ask what support or resources s/he may have utilized already and if it has been effective

What not to do... DON'TS

- Assume the student is lazy or not bright
- Shame or criticize the student
- Minimize the situation
- Assume that the student is wanting special accommodations
- Assume that the student should have good study skills to manage college level content

College and Community Resources

Support:

- Student Success Advisor
- Counselling Services for information about academic and life management strategies
- Accessible Learning Services if the Student has a Confidential Accommodation Plan, indicates past academic accommodations or has or suspects the presence of a disability.
- Refer to other College resources such as the Peer Tutor Program, the Communication Centre, the Math Resource Centre, OnTRAK, Partners in Success Guide

If in doubt, and after hours & holidays, call 911 and/or Mohawk College security:

- Fennell or Stoney Creek: 905-575-2003 (dial 55 from a college phone)
- McMaster: 905-525-9140 ext 24281 (dial 88 from a university phone)

Section 3: Confidentiality

The Health Centre, Counselling Services and Accessible Learning Services provide confidential assistance to students. This means that each department cannot disclose information to you or anyone without the student's consent. It also means that each department cannot tell you if the student has come to the Health Centre, Counselling Services or Accessible Learning Services for assistance. If you would like to receive this information, ask the student if you can follow up with him/her regarding the referral, and/or acquire written consent from the student. Both you and the student need to know that there are a few exceptions to confidentiality. Counsellors, Health Centre staff and Accessible Learning Services may have to disclose relevant information about the student if there is a danger that a student may harm him/herself or another person. Counsellors, the Health Centre and Accessible Learning Services staff must also report suspected cases of abuse or neglect of children under the age of sixteen. Records may also have to be released if they are subpoenaed by a court of law. The Health Centre may report to the Public Health Department health conditions that are related to communicable diseases.

General Guiding Principles:

Mohawk staff abide by the knowledge that confidentiality is important in establishing and maintaining trusting and lasting relationships, and acknowledges respect for individual's right to privacy; however faculty and staff will act in the best interest and safety of the student - this means they may report incidents and information as required. Absolute confidentiality cannot be promised.

Section 4: College And Community Resources

Food Banks

Hamilton

MSA Food Bank: 905-575-2393

Locations:

- Fennell Campus, Room G109;
- McMaster Campus, Room 112;
- Stoney Creek Campus, Room A125

Living Rock Ministries: 905-528-7625

30 Wilson St. Hamilton

(ages 13-25 only)

Good Shepherd Venture Centre: 905-972-9485

155 Cannon St E, Hamilton, ON L8L 0A2

(proof of address and proof of income)

Neighbour to Neighbour Centre: 905-574-1334

28 Athens St. Hamilton –

(for Hamilton Mountain, Stoney Creek Mountain, Ancaster, Mount Hope, Binbrook residents only)

Stoney Creek Food Bank: 905-643-2090

605 Queenston Rd. Highway #8, Stoney Creek

(for Stoney Creek Residents only)

Brantford

Salvation Army, Brantford: 519-752-7814

33 Diana Ave., Brantford –

Housing Services / Emergency Housing

Hamilton

Mohawk College Off-Campus Housing Listings:

<http://offcampushousing.mohawkcollege.ca/>

905-575-2081 Visit Student Engagement, C110 Fennell Campus

Housing Websites:

- <http://www.viewit.ca/>
- www.gottarent.com

Emergency Shelters:

Good Shepherd Centre (For Men): 135 Mary St, Hamilton – 905-528-9109

Good Shepherd Centre Martha House (For Women): 30 Pearl St. North, Hamilton – 905-523-8895
www.housinghelpcentre.ca

Brantford

Housing Resource Centre: 519-759-3330

Salvation Army Booth Centre (For Men): 519-753-4193

Nova Vita Women’s Shelter (For Women): 519-752-4357 (24 hour crisis line)

Financial

Hamilton

Financial Assistance Office (OSAP, Bursaries, Grants, General Help Fund): 1-844-767-6871 or visit The Square (C102)

MSA Emergency Loan: 905-575-2393

Locations:

- Fennell Campus, G109
- McMaster Campus, Room 112
- Stoney Creek Campus, A121

Mo’Money Resource Centre: 905-575-1212 ext 3096

[Fennell Campus](#) - MCACES - Room F114A
(One-on-one support with a Money Coach)

Credit Counselling

Hamilton

Catholic Family Services Financial Fitness Services:

905-527-3823

447 Main Street East, Suite 201

(includes credit counselling, financial coaching, money management and education)

Ontario Disability Support Program: Ministry of Community and Social Services, Hamilton Office

905-521-7280 | 1-800-561-0369

119 King St. West, 3rd Floor

Ontario Works: Central Hamilton Office

905-546-4800

250 Main St. East, Hamilton

Brantford

Ontario Works: Brantford Office, 220 Colborne St. East, Brantford 519-759-3330

Ministry of Community and Social Services: Brantford Office 195 Henry Street, Building 4, Unit 2

519-756-5790 | 1-888-814-7005

Legal

Legal Counselling, MSA Thursdays @ Fennell Campus G109: 905-575-2393

Legal Aid Ontario: 1-800-668-8258 toll-free

Employment Support

MCACES Resource Centre: 905-575-2176

Career Ready Portal: <https://www.mohawkcollege.ca/student-life/employment/careerready-at-mohawk>

Locations:

Fennell, F114

IAHS, Room 144 (Student Engagement Office)

Stoney Creek, Room A125 (Student Engagement Office)

Coop Services: Room J137, Fennell Campus, 905-575-2167

Employment Hamilton: 905-522-4902, employmenthamilton.com

Counselling Supports Within The Community (Low Cost Or Free Of Charge):

Family/Couples Counselling: Catholic Family Services of Hamilton Intake Coordinator: 905-527-3823, ext. 279

Family Counselling Centre of Brant: 519-753-4173

Thrive Counselling (Halton Region): 905-845-3811

Mental Health Supports: Mental Health Association

COAST (Hamilton): 905-972-8338

St. Leonard's Community Services, 24/7 Mental Health Crisis Line (Brant County): 519-759-7188 or 1-866-811-7188

St. Joseph's Youth Wellness Centre (students age 17-24) 905-522-1155, ext. 31725

Children's Aid

Catholic Children's Aid Society of Hamilton 735 King St E Ste 1 Hamilton, ON L8M 1A1 Bus: (905) 525-2012 Fax: (905) 525-5606

Children's Aid Society of Hamilton 26 Arrowsmith Rd. POB 1170 Depot 1, Hamilton, ON L8N 4B9 Bus: (905) 522-1121 Admin Fax: (905) 572-9733 or Main Fax: (905) 572-6465

Children's Aid Society of Brantford 70 Chatham Street, P.O. Box 774, Brantford, Ontario, N3T 5R7 Telephone: 519-753-8681 | TTY: 519-753-8323 Toll Free: 1-888-753-8681 | Facsimile: 519-753-6090 Office Hours are 8:30 a.m. to 4:30 p.m. Monday to Friday

Native Services Branch P.O. Box 39, Ohsweken, Ontario N0A 1M0 Telephone: 519-445-2247 Fax: 519-445-4524

Eating Disorder Community Supports (Counselling Services Can Make Referrals)

Danielleon:Place (Burlington)

- Over 17 years old, Self-referral
- 895 Brant St, suite #3, Burlington (large catchment area)
- 905-333- 5548

Body Brave (Hamilton)

- Self-referral
- Low cost, sliding scale, some programs partially covered by OHIP
- 1047 Main Street East
- <https://www.livingbodybrave.com>

Nedic.ca National Eating Disorder Info Centre (Canadian website with resources)

- Help for the individuals, family friends (including service info)
- Helpline 1-866-633-420 (outside of GTA) or 416-340-4156, M-F 9am-9pm

Eating Disorder Programs:

St. Joseph's Eating Disorder Program: 905-522-1155 ext 33433

- Homewood In-Patient Program (Guelph):
- Intake: - 18668392594
- No catchment area
- With insurance 1-8 month wait (13 beds); OHIP only=4 year wait (1 bed)

Credit Valley Hospital, Eating Disorders Program (Mississauga)

- Doctor or Nurse Practitioner referral required
- 905-813-4505

Drug and Alcohol Community Supports

Alternatives For Youth*:

- Free services, ages 12-22
- Alcohol and all other substances
- Individual/group – Parent or youth may refer
- 38 James Street South, 2nd Floor, Hamilton, ON L8N 4W6
- Phone: 905-527-4469 (several other locations)

Alcohol, Drug and Gambling Services (Hamilton Public Health)

- Free service
- 21 Hunter St. East, 3rd Floor, Hamilton ON
- Phone: 905-546-3606 www.hamilton.ca/adgs

Edgewood Health Network, Opiate treatment

- 416-495-0925 or 1-800-387-6198

AA 24/7 Help line

- 905-522-8392 (or check online for local meetings www.aahamilton.com/)

For Women:

Womankind, St. Josephs Hospital: Withdrawal Management:

- Telephone Support: 905-545-9100
- Self-Referral for 5-week Treatment: 905-521-9591 ext. 237
- Residential Treatment, Free (OHIP): Ages 16 and older
- Detox/withdrawal Treatment: 5 week residential program and 4 out- patient spots (wait up to 1 month)

New Choices Program, Salvation Army Grace Haven:

- For moms and pregnant women
- Moms can seek drug and alcohol counselling
- Daycare is provided for children up to 6 years old.
- 905-533-7336
- <http://www.salvationarmy.ca/>

For Men:

Men MeDetox/Withdrawal (short term)

- 595 Main Street Easton, Hamilton
- Phone: 24/7 Access 905-527-9264 Drug and alcohol withdrawal only. No in-patient treatment: Will refer students under 23 years to Alternatives for Youth for treatment (see above for contact information)

In-Patient Programs:

- Wayside House: 15 Charleton Street W., Phone: 905-528-8969 – OHIP funded. Waysidehouse.ca
- Discovery Place (Mission Services) Phone: 905-528-7635

Out-patient Programs:

- SunTrak, Mission Services:
 - Recovery group on Thursday nights
 - 196 Wentworth Street North
 - 905-528-4211
 - <http://mission-services.com/about-our-work/addiction/>
- Narcotics Anonymous Help-line: 1-888-8113887 (Or check online for local meetings <https://na.org/>)
- Homewood (Private): Catchment=Canada
 - Age 19 and over
 - Referral by health care professional (check online for the referral)

- Inpatient: 30-35 days
- Private insurance (private or semi).
- All substances except heroin/pain management.
- Phone: 519-767-3550

Brantford Community Supports:

St. Leonards: Community Services, Addictions and Mental Health Services:

- 1-225 Fairview Dr., Brantford , ON
- (519) 754-0253
- <https://www.st-leonards.com/>
- 24 Hour Crisis Line: 519-759-7188 or 1-866-811-7188

Alcoholics Anonymous and AI Anon:

- 519-752- 5981 (24 hour)
- www.branterieaa.org

Abusive Relationship Community Supports:

Phoenix Place Hamilton:

- Transitional support worker legal advocate program. Phone: 905-527-2238

Catholic Family Services of Hamilton

- Services include: Individual and Family Counselling and a men’s anti-violence program
- 447 Main St E, Unit 201, Hamilton
- 905-527-3823 ext. 278.

Sexual Assault Center Hamilton

- 24 hour support line 905-525-4162
- 905-525-4573

Assaulted Women’s Helpline (toll free)

- 1-866-863-0511

Sexual Assault and Victim Services

- 905-521-2100 ext. 73557

In Crisis: Present to Emergency Department

- Hamilton General Hospital, 237 Barton Street East, Hamilton, ON L8L 2X2
- Juravinski Hospital, 711 Concession Street, Hamilton, ON L8V 1C3

Section 5: Other Useful Resources

Aboriginal Student Services: Room A114 (Fennell) | 905-575-1212 ext. 3428

- Email: native@mohawkcollege.ca
- mohawkcollege.ca/aboriginal-education.html

Social Inc. (a positive space on campus): Room G112 (Fennell) | 905-575-3812

- Email: socialinc@mohawkcollege.ca
- www.mohawkcollege.ca/student-services/diversity/events-clubs-services.html

International Education: Room J107 (Fennell) | 905-575-2254

- intered@mohawkcollege.ca
- www.mohawkcollege.ca/international.html

Counselling Services:

- Email: counselling@mohawkcollege.ca
- mohawkcollege.ca/student-services/counselling.html
- Room C102 (Fennell Campus)
905-575-2211
- Room 133 (McMaster Campus)
905-525-9140 ext. 26340
- Room A111 (Stoney Creek Campus)
905-575-1212 ext. 5062 or 905-575-2211

Health Centre Wellness4U: Room C109 (Fennell Campus) | 289-237-6538

Student clubs through MSA (these change yearly)

Multicultural Club, Muslim Mohawk Students' Association: mohawkstudents.ca/1/73

- Room G109 (Fennell Campus) | 905-575-2393
- Room 105 (McMaster Campus) | 905-525-9140 ext.26710
- Room A121 (Stoney Creek Campus) | 905-575-2537

Non-Denominational Place of Pause and Reflection: Room A05 (Fennell)

Section 6: Mohawk College Policies

Mohawk College has a number of policies and procedures that are designed to protect and respect the rights of all members of the College community. The following link provides detailed information about policies and procedures relevant to assisting students who are experiencing distress. Please refer to these policies periodically as they are subject to change.

Policies can be found: www.mohawkcollege.ca/corporate-policies-procedures.html