College of the Rockies appreciates the concern that faculty and staff have for the wellness of our students and values the role they play in identifying students in difficulty. College of the Rockies provides personal counselling and crisis intervention services.

We hope that this folder will assist in the recognition of students in difficulty and provide some useful contacts for referral and general information.

BEHAVIOURS THAT ARE CAUSE FOR CONCERN:

- Direct or indirect reference to suicide
- Threats or disruptive behaviour
- Drug or alcohol misuse
- Disordered eating
- Assault or harassment
- Marked changes in mood or behaviour
- Difficulty communicating and/or apparent distortions of reality
- Learning and academic problems (refer to Student Services)
- Change in dress/hygiene
- Destruction of property
- Significant weight loss

SHARE THE STRESS
You, the helper, are not alone. Make sure you are supported
If you feel the need, please contact EFAP 1-800-667-0993/www.fseap.bc.ca
## COMMUNITY RESOURCES FOR STUDENTS IN CRISIS  
September 2014

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<tr>
<th>ORGANIZATION</th>
<th>DESCRIPTION OF SERVICES</th>
<th>ADDRESS</th>
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<th>HOURS OF OPERATION</th>
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<td><strong>EMERGENCY</strong></td>
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<td>Crisis Line</td>
<td>Emotional support for people who are experiencing any type of crisis or who are in emotional distress</td>
<td>20 – 23rd Avenue, South Cranbrook, BC V1C 5V1</td>
<td>250-420-2210</td>
<td>Monday to Friday 8:30am to 4:30 pm</td>
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<tr>
<td>Adult Mental Health 19 years of age and over</td>
<td>Confidential clinical services by mental health professionals to adults of all ages. Services include: crisis intervention, individual, and group counselling.</td>
<td>1212 – 2nd Avenue, North Cranbrook, BC V1C 4T6</td>
<td>250-426-1514</td>
<td>Monday to Friday 8:30am to 4:30 pm</td>
</tr>
<tr>
<td>Child and Youth Mental Health Under 19 years of age</td>
<td>Wide range of community-based specialized mental health services to children, youths and their families.</td>
<td>Cranbrook Regional Hospital</td>
<td>250-919-1725</td>
<td>Monday to Friday 1 pm to 4:30 pm</td>
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<tr>
<td>Urgent Response – at hospital after hours</td>
<td>Outreach and assessment services after hours for people with mental health issues.</td>
<td>Cranbrook Regional Hospital</td>
<td>250-919-1725</td>
<td>Monday to Friday 1 pm to 4:30 pm</td>
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<tr>
<td><strong>OTHER HEALTH SERVICES</strong></td>
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<tr>
<td>FINDING A DOCTOR OR MEDICAL SERVICES</td>
<td>Although there is no specific contact number for finding information on doctors who are still taking new patients you can call any of the local health centres for information.</td>
<td>209 16th Avenue North Cranbrook, BC V1C 5S8</td>
<td>250-426-3383</td>
<td>Monday to Thursday 8:30am to 4:30pm</td>
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<tr>
<td>ANKORS</td>
<td>Support for those with concerns including: HIV/AIDS and/or Hep C (HCV), sexual orientation and identity</td>
<td>201-125 – 10th Avenue, South (2nd floor) Cranbrook, BC V1C 2N1</td>
<td>250-489-4074</td>
<td>24/7 Emergency Service 1-877-392-1003 - press 205</td>
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<tr>
<td>AXIS Family Resources Ltd</td>
<td>A variety of Youth Services including counseling, residential and school support</td>
<td>202 – 1617 Baker Street South Cranbrook, BC V1C 1B4</td>
<td>250-489-4344</td>
<td>Monday to Friday 8:30 am to 4:30 pm Closed 12:00 pm to 2:00 pm (lunch)</td>
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<tr>
<td>Kootenay Haven Transition House</td>
<td>Kootenay Haven, under the direction of the Canadian Mental Health Association for the Kootenays, provides services to women and their children who are experiencing an abusive relationship</td>
<td>7472 Mission Road, Cranbrook, BC V1C 7ES</td>
<td>250-489-4563</td>
<td>Monday to Friday 8:30am to 4:30pm</td>
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<tr>
<td>East Kootenay Addiction Services</td>
<td>Self-Referral/Counselling, day programs, support groups and home detox.</td>
<td>104 8th Avenue South Cranbrook, BC V1C 2K5</td>
<td>250-426-7664</td>
<td>Wednesday to Friday 10:00am to 3:00pm</td>
</tr>
<tr>
<td>The Ktunaxa/Kinbasket Child and Family Services (KKCFS)</td>
<td>Family support and child protection services</td>
<td>340 Leadenhall Street, Kimberley, BC V1A 2B1</td>
<td>250-427-5522</td>
<td>Monday Wednesday Friday 10:00am to 3:00pm</td>
</tr>
<tr>
<td><strong>FOOD AND SHELTER</strong></td>
<td></td>
<td>1324 2nd Street North, Cranbrook, BC</td>
<td>250-420-2756</td>
<td>Monday to Sunday 2:00pm to 10:00pm</td>
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</table>
**HOW TO ASSIST A STUDENT IN DIFFICULTY**

COTR offers personal counselling and crisis intervention for students.

Faculty and Staff may find themselves dealing with students who are distressed or in difficulty.

Listed below are some strategies for assisting Students in Difficulty:

- Express concern
- Listen carefully
- Acknowledge the student’s thoughts and feelings
- Be honest and direct but non-judgemental
- Remind student the situation does not need to reach crisis proportions to benefit from counselling or assistance
- Point out that help is available and that seeking help is a sign of strength and courage

**Refer student to Student Services to set up an appointment to see a counsellor (250-489-8243)**

Give the student the counselling brochure or contact Student Services at 250-489-8243 Monday to Friday 8:30am-4:00pm

- Offer to follow up with the student to ensure the referrals were beneficial but do not insist on details
- Provide ongoing support within your professional boundaries and limits
- If the student appears hesitant or reluctant, you can help by:
  - Offering to contact the resources for them while they are still in your office
  - Offering to sit with them while they make the initial contact call themselves
  - Note – if the student emphatically says “no”, then respect that decision. Do communicate that the door is always open if reconsideration is made.

**High Risk** – if a student is actively talking suicide and you are concerned about their safety, call Student Services at 3243 Monday to Friday 8:30am-4:30pm for assistance. After hours, call 9-911 or RCMP at 250-489-3471. Please advise student if the RCMP or security have been contacted.

**REGARDING CONFIDENTIALITY**

Even if the student insists, you cannot promise absolute confidentiality. Some situations require you to inform others.

For example: If you have concerns about their physical safety or the safety of others.

In addition, you are required by law to report any cases when a child is at risk for abuse or neglect.

If you have questions about confidentiality consult with the College’s Registered Clinical Counsellor or the Manager of Student Services

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**TAXI PROTOCOL**

Due to liability issues, we discourage all staff members from transporting students.

If a student needs to be transported to the hospital or Mental Health Services for medical attention and requires transportation, the First Aid Attendant should call 911 for major incidents. Staff should call a taxi (if required) for other incidents and arrangements will be made to bill the College for payment of the fare.

College staff should not transport students nor direct other students to transport a student to the hospital. If a student needing medical attention decides to use other means of transportation that is his/her prerogative.

**TAXI COMPANIES:**

- **STAR TAXI** 250-426-5511 and **KEY CITY CABS LTD.** 250-426-1111

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**COTR EMERGENCY SERVICES**

**FIRST AID AND SECURITY**

To obtain First Aid or Security Assistance  
DIAL 222

DIAL 9-911 from your desk phone or any of the emergency phones on Campus

If you require police, fire or ambulance assistance

**SECURITY**

The Security desk, at the Cranbrook Campus, is located in Kootenay Hall just outside Registration. Security can also be reached anywhere in the building, from a college phone, by dialing 222 during the hours listed below.

- **MONDAY to FRIDAY**
  - 4:00 PM to 10:00 PM
  - 9:00 AM to 4:00 PM
  - 12:00 PM to 4:00 PM

**LOCKDOWN PROCEDURE:** If you discover a situation involving a weapon or that may require an emergency lockdown response, immediately go to an emergency phone nearest you and DIAL 222. Remain calm and provide as much information as possible to the College Receptionist. Please refer to the Lockdown Procedure directions posted in each classroom for more information (yellow paper). Lockdown drills and fire drills will be scheduled each term so familiarize yourself with these procedures.

- There are also 5 IDE: Emergency Defibrillators in the following locations:
  - 1 outside of Finance (Room S216), 1 by entrance doors at the South Main Entrance, 1 inside the South entrance of the Gym, 1 in Pinnacle Hall in the Shops (outside tool crib room) and
  - 1 in Purcell House (Residence)

**STUDENT EMERGENCY FINANCIAL AID:** Students may be eligible for an emergency loan when all other financial aid is exhausted.

The purpose of the short term loan is to cover the cost of food, medication, rent or other expenses that are incurred as a result of an unexpected situation. CONTACT: Lois Murray, Financial Assistance and Awards Advisor/  
**murray@cotr.bc.ca** Ph: 350M/ Rm#218

**COTR FOOD BANK:** The Food Bank is located in the Campus Life Office (Room 200) and is open Monday to Thursday 8:30am to 8:00pm and Fridays 8:30am to 4:00pm. There are no questions asked but it is requested that students take only what they need.

**IF YOU THINK YOU MAY BE DEALING WITH A Harassment CONCERN,** here is a list of trained individuals to contact:

- Jocelyn MacDonald/Advising/Assessment Services  
  - Ph: 348B / rm#426A  
  - jmdonaugh@cotr.bc.ca

- Sheila McDonald/HR Exec Director  
  - rm#218  
  - smcdonald@cotr.bc.ca  
  - Ext 3307

**College Portal link:**  
http://inroot2.cotr.bc.ca/webd_media/6235/.../docManager/docs/4.6.6%20Harassment.pdf

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**IN THE ABSENCE OF THE COLLEGE’S REGISTERED CLINICAL COUNSELLOR**

In very serious cases (eg: student has suicidal or homicidal thoughts, call 9-911 or the RCMP)

In non-emergency situations Employee Family Assistance Programs (EFAP) may be available for students

**PROCESS:**

1. Get contact information from Student (email and phone)

2. Forward student’s name and contact information to Doris Silva and/or Yvonne Nelson by email/phone/in person  
Doris Silva:  
**silva@cotr.bc.ca**  
Ext 3236 Rm#230N

Yvonne Nelson:  
**NELSON@cotr.bc.ca**  
Ext 3233 Rm#2343

3. When EFAP referral has been arranged, Doris and/or Yvonne will inform you and will discuss arrangements for contacting the student

**NOTE:** Crisis counselling is available to all students College wide. It is NOT intended to replace students’ existing supports  
(e.g. physician, counsellor or other supportive health programs)