

Course Objectives

By the end of this workshop, you will have learned:

1. Key concepts of crisis intervention
2. How to identify a student in crisis
3. Listening, empathy and support skills
4. Myths and misinformation regarding suicide
5. Warning signs of risk for suicide and/or harm to others
6. University and community resources for dealing with crisis situations
7. Strategies for helping a student in crisis while waiting for linkages with professional helping resources
8. How to set personal limits

Description of Common Crises:

Situational - caused by outside factor/event
- e.g. abuse, death of loved one, job loss, car accident

Transitional - life changes, affect people to different degree
- e.g. coming to Queen's, birth of child, break-ups

Sociocultural - difficulties encountered via human rights issues, etc.
- e.g. victim of racism, poverty issues

Symptoms of a Person in Crisis (Slaikeu 1990)

Disorganization and disequilibrium

- emotional, behavioural, problem-solving functioning
↳ but far more responsive to suggestions and have reduced defensiveness

Breakdown in problem-solving & coping skills

Vulnerability and reduced defensiveness

easier to work w. crisis work than chronic depression (person is less-receptive to suggestions and always counters with "yes, BUT")

"Psychological First Aid" (Slaikeu 1990)

(First-level intervention)

Goals:

- Re-establishing coping
- Providing support + focus on their strengths.
- Reducing lethality + assess current situation - i.e. eating, sleeping, etc.
- Providing linkage to helping resources - think within 24 hrs - what do they need right now - this is not a counselling session - find out critical needs

First level: develop a plan

Second level: counselling

Lethality Assessment

Assessing the risk of assault or homicide

1. History of previous assaults
2. History of homicidal threats
3. Current homicidal or assault threats and plan
4. Access or possession of lethal weapons
5. Use of alcohol or other drugs – these can be disinhibiting factors that may lead to an assault
6. Conflict in significant relationships such as divorce, infidelity, job loss
7. Availability of potential victims (are they nearby or in another country?)

→ males 18-34 more likely to assault

Lethality Assessment

Assessing the risk of assault or homicide - Con't

Sample questions:

“Have you ever physically assaulted another person?”

“Have you ever been in trouble with the law?”

“How do you feel about what happened? Are you so angry about what happened that you have considered hurting someone else? Yes/No. If yes describe briefly.”

“How do you usually handle problems that are upsetting you?”

“What do you want to do about what happened?” (Hoff 1995)

WHAT TO DO:

- keep them calm
- talk about it, be upfront about it
- don't promise things you can't fulfill
(e.g. confidentiality at all costs)

Pencil and Paper Exercise - Determine the priority for intervention

- 1) Which problem is of most immediate concern?
- 2) Which problem would prove most damaging if not dealt with immediately?
- 3) Which problem can be most quickly resolved?
- 4) What resources for handling problems are available?
- 5) What obstacles may hinder problem solving?

Steps 1 - 5

① Contact

② Explore Problem

③ Solutions

④ Plan

⑤ follow-up

Counselling Resources
in the
Kingston Community

Last updated: April 2002 - Version 4

Community Programs

Abortion Counselling

Kingston General Hospital - Women's Clinic

76 Stuart Street

Tel: 548-2423

Description of service: Provides counselling for women who are considering abortion.

Session limit: None

Fee: Free of charge

Waiting list: 2 weeks, variable

Alcohol and Drug Addiction

Alcohol and Drug Referral Centre of Kingston, Options for Change

303 Bagot Street Suite 300

Tel: 546-1758

Mon-Fri 8:30-4:30pm

Description of service: Provides assessment, referral, day treatment program, treatment planning, case management, outpatient treatment. Open to anyone who is affected by gambling, alcohol or drug-related problems including family members. Self-referral is preferred but can also be by health professional. If clients call they will explain the services in detail.

Fee: free of charge

Session limit: None, negotiated with client

Waiting list: 2 weeks at this point

Kairos

417 Bagot Street

Tel: 542-6559

Description of service: Rehabilitation program for young people with alcohol or other drug and behavioural problems and their families. Counselling, consultation and public education.

Fee: None

Waiting list: under 2 weeks

Dr Raju Hajela

206-797 Princess Street, Tel: 541-3951

Description of service: Mild to severe eating disorders, drug and alcohol addiction. Referral from family physician preferred

Fee: Covered by OHIP

Waiting list: 2-3 months

Bereavement

Community Bereavement Support Program

Deborah Darke, VON, 737 Arlington Park Place

Patrick Whalen-Brown, Hospice Kingston 169 Earl Street

Gill McLean Tel: 544-3411

Tel: 542-5013 (downtown location)

Description of service: Individual supportive counselling as well as closed support groups (6-8 weeks) and public education for individuals and families experiencing bereavement or grief.

Fee: None - this service is funded by the United Way, VON & the Robert Reid Funeral Home

Waiting List: none, 2-3 weeks at most for an appointment

Session Limit: no set limits, worked out individually with each client.

Couples Counselling

**Also look under "private practitioners" description of services*

Kin Family Centre

115 Wiley street

Tel: 549-5777

Description of service: Counselling both short term and long term for couples.

Fee: 10\$-75\$ (sliding scale), bursaries for individuals who can't pay

Waiting list: 1 week

Kingston Community Counselling Centre

417 Bagot street

Tel: 549-7850

Description of service: Couples counselling. Self-referred.

Fee: \$10-35 per session

Session limit: 6-8 sessions, possibilities for extensions.

Waiting list: Generally within a week.

Credit Counselling

Kingston Community Counselling Centre

417 Bagot street

Tel: 549-7850

Description of service: Credit counselling, debt management program. Self-referred.

Fee: \$10-35 per session, (1 free consultation)

Session limit: 6-8 sessions, possibilities for extensions.

Waiting list: Generally within a week.

Crisis Centres

- Queen's Counselling-walk-ins - use Crisis Line.
- Queen's Security

Frontenac Community Mental Health Services (formerly Friendship Homes)

105 Wellington Street

Tel: 544-4229 (crisis), 544-1356 (admin)

Mobile Response Line

Description of service: Crisis line and mobile crisis unit for the community at large.

TALK (Telephone Aid Line Kingston)

Tel: 544-1771 (crisis), 531-8529 (admin)

Daily 7:00pm-3:00am

Description of service: A distress, crisis, befriending, and information line that provides a non-judgmental confidential and anonymous listening service.

- get cards-have aid lines on them

Cross-Cultural Counselling

KDIS - Kingston & District Immigrant Services

322 Brock Street

Tel: 548-3302

Description of service: Assists immigrants and refugees. Offers orientation, information, advocacy and supportive counselling services.

Fee: none

Divorce, Separation, Custody

Family Mediation Kingston

469 Montreal Street

Tel: 548-6795

Description of service: Provides information and mediation with problems related to separation and divorce including custody access, support and division of assets. Open to anyone who is separated, divorced or in the process.

Fee: Sliding scale

Session limit: None, average is 3 joint appointments

Waiting list: None

Eating Disorders

**Also look under "private practitioners" description of services*

Hotel Dieu Hospital - Eating Disorder Clinic

72 Barrie Street

Tel: 548-6121

Description of service: Provide assessment, individual psychotherapy, groups (recovery, self-esteem, psychoeducation). Must be referred through GP.

Fee: Covered by OHIP

Waiting list: 8 weeks on average

General Health

Health Unit (KFLA)

221 Portsmouth Avenue

Tel: 549-1232

Description of service: Public health information and services, healthy living, nutritionists, dieticians, smoking cessation, pre-natal classes, birth control, STD clinics, immunisation.

Fee: 99% of services offered are free of charge. Fees for immunisation/travel clinic. Fees for pre-natal, parenting classes,

Waiting list: depends on program but overall access is very quick

General Counselling

Brian Yealland, Queen's University Chaplain

102 Phys Ed Centre

Tel: 533-2186

Description of service: Supportive counselling, regardless of religious affiliation

Fee: Free of charge for members of Queen's community.

Kin Family Centre

115 Wiley street

Tel: 549-5777

Description of service: Counselling both short term and long term for individuals and couples.

Fee: 10\$-75\$ (sliding scale), bursaries for individuals who can't pay

Waiting list: 1 week

Kingston Community Counselling Centre

417 Bagot street

Tel: 549-7850

Description of service: Individual and couples counselling. Credit counselling (free consultation), debt management program. Self-referred.

Fee: \$10-35 per session

Session limit: 6-8 sessions, possibilities for extensions.

Waiting list: Generally within a week.

HIV/AIDS

HIV/AIDS Regional Services

844a Princess Street

Tel: 545-3698

Description of service: Information, support and counselling are available to people living with HIV/AIDS and those affected by HIV/AIDS. Short-term crisis intervention/advocacy. Practical assistance. Groups from time to time throughout the year - these are advertised.

Fee: No

Session limit: No

Waiting list: No

Psychiatric Services (Depression, anxiety, schizophrenia)

Frontenac Community Mental Health Services (formerly Friendship Homes)

105 Wellington Street

Tel: 544-1356

Crisis number: 544-4229

Description of service: 1) Crisis line, mobile crisis unit for the community at large. 2) Family resource centre - works with families of persons with mental illness. Clients of the agency have a severe and persistent mental illness. Can be self-referred or other

Fee: No

Waiting list: A few weeks

Hotel Dieu Hospital - Adult Outpatient Psychiatry

166 Brock Street

Tel: 548-2372

Fax: 548-6095

Description of service: Psychosis clinic, general psychiatry, mood disorders: all referrals go through Adult Outpatient Psychiatry. If emergency, go through Emergency Department (Hotel Dieu 8am-10pm, KGH 10pm-8am (KGH is open 24 hours a day but they prefer that HDH be used during daytime hours)

Waiting list: Anxiety: a few months, Psychosis/mood: within a month

Providence Continuing Care Centre, Mental Health Services (formerly Kingston Psychiatric Hospital) Mood disorders service

752 King Street

Tel: 546-1101 ext 5402, Fax: 540-6114

Description of service: provides assessment and treatment to people with the diagnosis of severe mood disorders. The team provides consultation services to clinicians and agencies in the community.

Waiting list: 3-4 weeks for an intake appointment

Referral: must be referred by a physician with referral form

Providence Continuing Care Centre, Mental Health Services
(formerly Kingston Psychiatric Hospital) **Chrysalis Program (for personality disorders)**

752 King Street

Tel: 546-1101 ext 5817

Description of service:

Waiting list:

Relationship Abuse/Unhealthy Relationships

Assaulted Women's Helpline

Tel: 1-866-863-0511 TTY: 1-866-863-7868

Description of service: 24 hr toll-free help line. Service available in 154 languages. Offer counselling, referral information to shelters, rape crisis centres, legal services, child-protection agencies, police and hospitals.

The Women's program

Kingston Community Counselling Centre

417 Bagot street

Tel: 549-7850

Description of service: Individual and group counselling to women who have been involved in abusive domestic relationships

Fee: Free of charge

Session limit: Around 6 sessions

Waiting list: Usually around 1 week

Kingston Interval House

Tel: 546-1833, 546-4136

Crisis: 546-1777

Description of service: Shelter for women and children in abusive relationships. For counselling and support and legal information (for non-residents as well), contact Lisa Fox, Outreach Issues Coordinator.

Sexual Assault

Sexual Assault Crisis Centre (SACCK)

Tel: 545-0762

Crisis: 544-6424

Description of service: Confidential services include 24 hour support line and crisis intervention, counselling, short and long term. Open to women survivors of sexual assault, childhood sexual abuse and sexual harassment. Group for childhood sexual assault. Public education, library and other resources.

Fee: none

Session limit: none

Waiting list: Varies according to counsellor

Sleep disorders

Sleep laboratory, KGH

76 Stuart St.

Tel: 548-6052

Description of service: Conducts sleep studies, commonly to investigate the following symptoms: unrefreshing sleep, daytime sleepiness, breath-holding episodes during sleep, loud snoring (to look for evidence of sleep apnea), leg twitching/restless legs at night, abnormal behaviours at night (violent & non-violent behaviours in sleep). Need to be referred by a family physician.

Fee: None

Waiting list: Sleep study is booked within 4-8 weeks of initial clinic appointment.

Dr John Carlisle

235 Brock Street

Tel: 547-9172

Description of service: Sleep apnea, restless legs, snoring. Need to be referred by a family physician

Fee: None. Covered by OHIP

Waiting list: 1-2 weeks

Victim Support Services

Victim Support Line

Tel: 1-888-579-2888

Description of service: Service offered by the Solicitor General of Ontario. Provides assistance to victims of crime. Provides information about provincial offenders and information on the criminal justice system.

Fee: None

Private Practitioners

Psychologists

Name: Altrows, Cotton, Folsom (Drs Irwin Altrows, Dorothy Cotton, Jean Folsom)

Contact info: 305-837 Princess, Tel: 549-2195

Description of service: Assessment & counselling (CBT) for personal and emotional problems, relationship issues, anxiety & depression.

Fee: \$100/hr

Waiting list: None. can be seen within a few weeks

Name: Dr Phillip Carney and associates (Drs Patrick Lynch, Sandra Baxter, Felicity Sapp)

Contact info: 797 Princess (suite 308), Tel: 541-1181

Description of service: General counselling

Fee: \$130/hr

Waiting list: for Dr Carney 2-3 months, for others 1-2 weeks

Name: Kingston West Psychological Services (Drs Sheryl French, Lynn Kelly, Heather Nogrady, Stephen Dukoff)

Contact info: 632 McKay, Tel: 384-3114

Description of service: General psychological services, counselling and assessments, behavioural assessments, time management, stress, anxiety, depression, eating disorders.

Fee: \$125/hour

Waiting list: Response to emergencies within 24 hrs. Generally can get an appointment within a week.

Name: Dr Carol Harris,
Contact info: 676 Johnson St, Tel: 542-3193
Description of service: Depression, anxiety, stress reduction, lesbian, gay, bi-sexual, trans-gender, coming-out and relationship issues, healing from sexual assault and all forms of childhood trauma (neglect, sexual, physical & emotional abuse), eating disorders.
Fee: \$75-120/hour. Sessions only in the evening or on weekends.
Session limit: Flexible
Waiting list: No more than 2 weeks

Name: Dr Debra Kowalik
Contact info: 797 Princess Street, Suite 201, Tel: 544-1065
Description of service: Individual, couple and family therapy. Anxiety, depression.
Fee: \$110/hour
Waiting list: No more than two weeks.

Name: Dr Gisele Pharand
Contact info: 55 SunnyAcres Rd, Tel: 384-1014
Description of service: Psychological services to women and couples (in English or French). Areas of expertise include miscarriage, loss, grief, stress, parenting and career decisions. Also sees clients with anxiety and depression. Dr. Pharand has a special interest in fertility issues and occasionally runs groups for this.
Fee: \$100/hr
Waiting list: None

Name: Dr Sian Phillips
Contact info: 221 King St. East, Tel: 545-3053
Description of service: Counselling and therapy with adults and adolescents. Relationship issues, sexual abuse.
Fee: \$100/hr
Waiting list: Can usually see clients within 2-3 weeks, sooner for emergencies.

Name: Dr Wendy Stewart
Contact info: 275 Ontario street Unit 206, Tel: 531-3477
Description of service: Counselling for individuals and couples. Relationship, anxiety, depression, eating disorders and stress management.

Fee: \$100/hr (also has a sliding scale)
Waiting list: Generally no more than 3 weeks.

Name: Dr Deb Thompson
Contact info: 837 Princess St. Suite 401, Tel: 531-0339
Description of service: Individual counselling & assessments - relationship concerns, self-esteem, stress, changes, mood problems, pain management, adjusting to losses after accidents and illness. Assessment of LD/ADD.
Fee: \$100/hr
Waiting list: 2-3 weeks

Name: Dr Jodie Waisberg
Contact info: 797 Princess, Tel: 544-0789
Description of service: Psychotherapy and counselling for adults. Depression, anxiety, relationship difficulties, health issues, food and weight problems, coping with stress.
Fee: \$100/hour
Waiting list: Generally can get in within 2-3 weeks, sooner if an emergency.

Psychotherapists

Name: Carol Allison-Burra (MSW, CSW), and Associates
Contact info: 620 Princess St. Tel: 544-6871
Description of service: Mon-Fri 9am-5pm
Counselling for individuals, couples and families. Specialisation in stress management, wellness, transitions and change, trauma, eating disorders, gay and lesbian relationship issues.
Fee: \$100/hour
Waiting list: Minimal

Name: Deborah Hudson, (MSW)
Contact info: 221 King E, Tel: 549-1739
Description of service:
Fee: \$75/hour
Session limit:
Waiting list:

Name: Marilyn Kogon (MSW) Registered family & marital therapist
Contact info: 620 Princess, Tel: 531-8305

Description of service: Individual counselling, family & marital,
Fee: \$80/hour

Waiting list: Usually not more than a couple of weeks

Name: Mary Elizabeth Mason, (M.Ed Counselling)

Contact info: 221 King St. East, Tel: 544-5098

Description of service: Individual counselling, dreamwork, spiritual guidance and counselling, writing groups, dream circles.

Fee: \$90/hour

Waiting list: Minimal

Name: Françoise Mathieu, (M.Ed Counselling)

Contact info: 837 Princess Street Suite 401, Tel: 541-1461

Description of service: Individual and couples counselling. Depression, anxiety, stress, mild to moderate eating disorders. Critical incident stress debriefing for individuals and groups.

Fee: \$80/hr for individuals, \$90/hr for couples, 100\$/hr for groups.

Waiting list: 1-2 weeks

Name: Deanna Mayfield, (M.A. Counselling Psych)

Contact info: 556 O' Connor Dr. Tel: 329-3117

Description of service: Individual and couple therapy. Full range of personal counselling services.

Fee:

Name: Jim Rhodes, (MSW)

Contact info: 131 Johnson, 542-4488

Description of service: Individuals and couples, EMDR, sexual abuse, grief work, general counselling

Fee: \$80/hour

Waiting list: a week or less

Name: Sylvia Simonyi-Elmer, Psychotherapist

Contact info: 275 Ontario Street, Suite 207, Tel: 548-0969

Description of service: Psychotherapy & Play therapy services
Provides therapeutic services for emotional traumas, anxiety, stress and depression, physical, emotional or sexual abuse.

Fee:
Session limit:
Waiting list:

Name: Carol White
Contact info: 159 Wellington, Tel: 546-0600
Description of service: Counselling for individuals, couples, occasional group work
Fee: \$80/hour
Waiting list: 3-4 weeks

Name: Jan Worsley, Registered marital and family therapist
Contact info: 186 Victoria St., Tel: 542-2496
Description of service: Stress, anxiety, depression, grief, women's issues
Fee: \$75/hour, negotiable

Name: Mary Anna Zelenka, MSW
Contact info: 98 William St. Tel: 547-6451
Description of service: Single and couple counselling, including lesbian and gay. Sexual abuse counselling
Fee: \$50-75/hour

Psychiatrists and GP Psychotherapists

***Please note that all clients must be referred by a GP or psychiatrist. GP psychotherapists and psychiatrists are covered by OHIP.**

Name: Dr Jane Baldock
Contact info: 225 Bagot St, Tel: 536-5003
Description of service: Psychoanalysis. Willing to do emergency consults.
Fee: Covered by OHIP

Name: Dr E. A. Barnett
Contact info: 464 Princess St, Tel: 544-2272
Description of service: Hypnotherapy, psychotherapy, panic disorders, phobias, chronic pain, anxiety, depression, hypnotherapy in dealing with PTSD, sexual abuse survivors.

Fee: Covered by OHIP
Waiting list: 2-3 months

Name: Dr Jeanine Berry, psychiatrist
Contact info: 75 Princess 549-4555
Description of service: Accepting new female clients.
Fee: Covered by OHIP

Name: Dr Raju Hajela
Contact info: 206-797 Princess Street, Tel: 541-3951
Description of service: Mild to severe eating disorders, drug and alcohol addiction. Referral from family physician preferred
Waiting list: 2-3 months
Fee: Covered by OHIP

Name: Dr J. MacNaughton
Contact info: 221 King E, Tel: 546-4170
Description of service:
Session limit:
Waiting list:
Fee: Covered by OHIP

Name: Dr Robert Oxlade, psychiatrist, EMDR therapist
Contact info: 9 Stuart Street, Tel: 544-9121, Fax: 544-9793
Description of service: General psychiatry by referral only
Waiting list: 1 month
Fee: Covered by OHIP

Name: Dr J-G Roberge, Psychiatrist
Contact info: 275 Bagot, Tel: 547-2922
Description of service: General psychiatry, by referral only
Waiting list: 2-3 months
Fee: Covered by OHIP

Name: Dr Gerald Wagar, Psychiatrist
Contact info: 113 Lower Union, Tel: 546-3116
Description of service: Hypnotherapist, relaxation
Waiting list: About 2 months

The Psychology of the Complainant and the Respondent
Questions for Adjust Your Set Video Clips

1. If this issue were to come to you for resolution, who would likely be the complainant? the respondent?
2. How do you think the complainant is *feeling* at the beginning of the exchange? How does s/he seem to be feeling by the end? How do you think the respondent is *feeling* at the beginning of the exchange? How is s/he feeling by the end?
3. How do you think the complainant would describe the exchange? How would the respondent? If there are differences in interpretation, what might account for these differences?
4. What are the longer term implications for the complainant/respondent relationship?
5. What fears, practical concerns, etc. could inhibit a complainant from bringing this issue forward?
6. What response would you expect from a respondent approached about his/her behaviour in this situation?
7. What key messages about rights and responsibilities would you want to impart to a) the complainant b) the respondent in the end?