SUPPORTING STUDENTS IN DISTRESS

Employee Reference Guide

If you feel unsafe call: Campus Security: 250-370-3075 POLICE: 9-1-1 (after hours)
Quick Reference Guide
Observing the signs

COMMON SIGNS OF STUDENT DISTRESS

Noticeable changes in academic performance
For example: missing classes, assignments done poorly or handed in late, decrease in participation in class activities, confusing written assignments.

Noticeable changes in appearance or behaviour
For example: poor hygiene, confusion, emotional upset, lack of emotion, difficulty focusing, agitation, verbal disruption, social isolation.

Signs of excessive substance use

Observation of concerning communications
For example: indications in written communication (emails, texts, assignments) of confusion, conflict, concerns for personal safety, or possible threats to others.

Expressed thoughts or feelings indicating potential harm to self or others
For example: written or verbal suicidal ideation, intention or threats to harm to self or other, use of language indicating deep confusion, desperation, isolation, expressions of violence or self-harm.

When we work together to identify and support students in distress, everyone benefits. Your timely engagement with the student can make a significant difference and connect them with the support they need when they need it!

TIPS FOR ASSISTING A STUDENT IN DISTRESS

1. Approach the student and offer to share your observations of concern in a comfortable, safe setting.

2. Listen openly to what they are saying, acknowledge their thoughts and feelings with compassion — convey your understanding and concern.

3. Remind the student that there are support services here to assist them (for example: Counselling, Office of Student Support). Encourage them to connect with the appropriate service.

4. Inform and consult with your chair or supervisor and the appropriate campus service such as the Office of Student Support. Remember...student safety is a priority!

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Report & Consult

Student behaviour of concern

LEVEL OF CONCERN

NOTABLE

Student’s behaviour has changed and is concerning to you

RECORD & ADVISE

CONSULT A.S.A.P.

CONSULT APPROPRIATE CAMPUS SERVICES

Office of Student Support
Campus Security
Counselling Department
Eyé Sqálewen Center for Indigenous Education & Community Connections

URGENT

HIGHER

Student’s behaviour is distressing, they have disclosed being victim of sexual misconduct or violence, or their behaviour is disruptive

IMMINENT RISK TO SELF OR OTHERS

REPORT IMMEDIATELY

CAMPUS SECURITY
250-370-3075

AFTER HOURS
POLICE 9-1-1
Vancouver Island Crisis Line
1-888-494-3888
HealthLinkBC
8-1-1
Student Mental Health and Well-Being Initiative
We all have a role to play in support of student mental health. Always report your concerns about a student’s mental health or worrisome behaviour!

Support is available for you as well!
As a faculty or staff member, assisting a student in distress can have an impact on your own stress and well-being. It is important that you don’t think that you need to shoulder this concern alone. Remember to confidentially debrief with your supervisor or chair and consult as needed with the Office of Student Support.

Contact the Employee and Family Assistance Program at 1-800-663-1142 for confidential counselling and other support services. Visit their website: homewoodhealth.com

If you feel unsafe at any time...
Call Campus Security: 250-370-3075