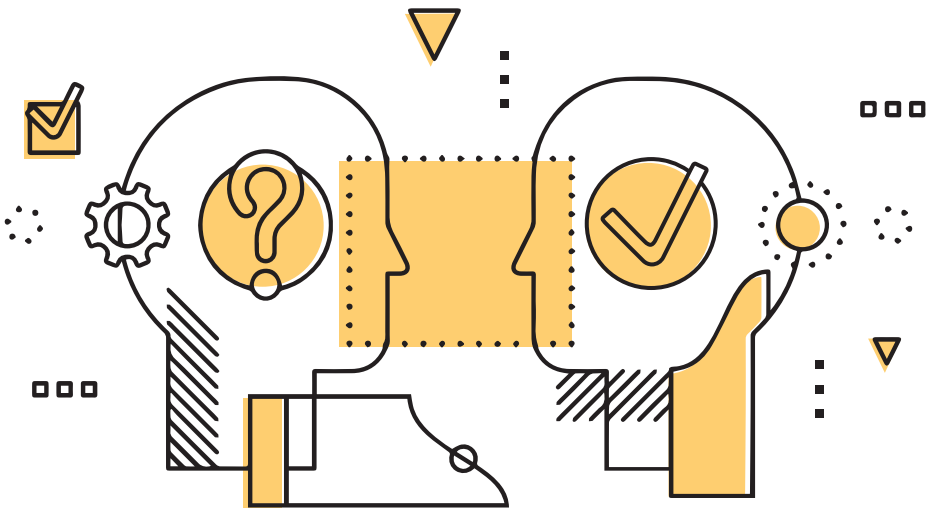


# SUPPORTING STUDENTS IN DISTRESS

## Employee Reference Guide



# 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.

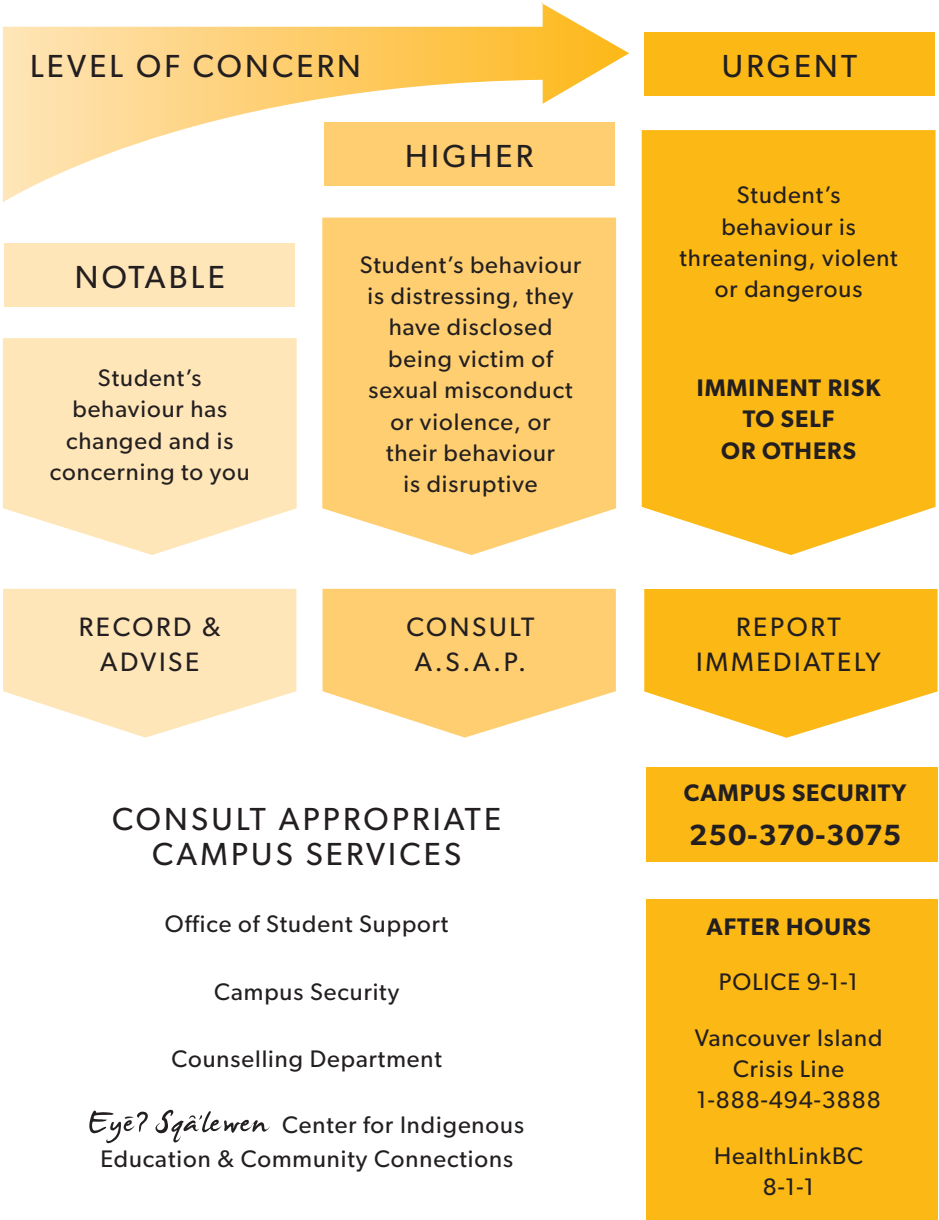
When we work together to identify and support students in distress, everyone benefits. Your timely engagement with the student can make a significant difference and connect them with the support they need when they need it!

### ▶ 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!

# Report & Consult

## Student behaviour of concern





### **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**

## ▶ URGENT AFTER-HOURS COMMUNITY SERVICES

**Vancouver Island Crisis Line**  
**1-888-494 3888**

24 hour phone support

**1-800-SUICIDE**  
**or 1-800-784-2433**

24 hour phone support

**Youthspace.ca**  
**or text 778-783-0177**

Online chat and e-counselling up to 30 yrs of age, accessible 6 PM – midnight

**Jubilee Hospital Emergency**  
**Department: 250-370-8000**

1952 Bay Street, Victoria, V8R 1J8

## ▶ CAMPUS SUPPORT SERVICES

### **Office of Student Support**

Lansdowne: 250 370 3046

Interurban: 250 370 3841

### **Campus Security**

EMERGENCIES: 250-370-3075

Non-Emergency: 250-370-4567

### **Counselling Department**

Lansdowne: 250-370-3571

Interurban: 250-370-4925

### **Camosun International**

Lansdowne: 250-370-3681

Interurban: 250-370-4812

*Eyē? Sq̓á'lewen*

### **Center for Indigenous Education & Community Connections**

Lansdowne: 250-370-3299

Interurban: 250-370-4870

### **Centre for Accessible Learning**

Lansdowne: 250-370-3312

Interurban: 250-370-4049

### **Ombudsperson**

Lansdowne: 250-370-3405

Interurban: 250-370-4444