

Responding to Students in Distress

I Need Help Now

Urgent, Emergency or Immediate Response



Threats of Violence or Immediate Harm



Aggressive or Disruptive Behaviour



Direct Reference to Suicide or Suicide Attempt

Call x 2000 or 519-840-5000 or 911

What is my role?

Each of us plays a critical role on campus in fostering and promoting student mental health and wellness. Students experiencing challenges will often turn to you for help. It is important to express your concern for the student and refer them to the appropriate campus resource. You can make a difference helping students in distress and preventing deterioration of health.



REACH OUT

What Do I Do?

- Take time to listen carefully to the student's thoughts and feelings
- Take the problem seriously; avoid judging, evaluating, or criticizing
- In non-judgmental terms, let the student know that you are concerned about his or her health and well-being
- Give the student personal support but be cautious about giving advice; maintain clear and consistent boundaries

What Do I Say?

I'm concerned about you and I want to support you. I'd like to share some resources that might help

How is everything going?
Are you okay?

I've noticed you've been absent from class lately and I'm concerned about you

What type of support do you need?

I may not have all the answers but I'm here to listen.

What Distress Might Look Like

Academic	Physical	Emotional
<ul style="list-style-type: none">• Discusses problems affecting academic performance• Deterioration in quality of work• Missing assignments or exams• Repeated absences from class without explanation	<ul style="list-style-type: none">• Deterioration in physical appearance and/or hygiene• Falling asleep in class• Significant changes in energy• Dramatic changes in weight• Noticeable cuts, burns or bruises• State of alcohol or drug intoxication	<ul style="list-style-type: none">• Discloses serious problem or losses in relationships• Inappropriate emotional outbursts• More withdrawn or animated than usual• Spending an inordinate amount of time discussing personal problems

For support or guidance with a student in distress, call:

Counselling Services, Student Wellness x 53244

8:15am – 4:15pm, Monday to Friday

Visit wellness.uoguelph.ca for current service hours

I Need Support

SITUATIONS REQUIRING MINIMAL ASSISTANCE

- No risk of harm to self or others
- Distress is limited to one area of a student's life (academics, personal, etc.)

Your Role: Inform student about available resources, express concern and provide personal support by listening carefully to the student.

CONTACT:

Mental Health Care Coordinator for inquiries, consultation, and support with a student who may be struggling.
ext. 53497
8:15am – 4:15pm

SITUATIONS REQUIRING SOME ASSISTANCE

- Unclear if there is a risk of harm to self or others
- Multiple symptoms of distress affecting student's life to some extent

Your Role: Inform student about available resources, consult with Counselling Services or Campus Community Police to determine whether there is a risk of harm and next steps.

CONTACT:

Campus Community Police
ext. 2000 or 519-840-5000

Counselling Services, Student Wellness
ext. 53244

SITUATIONS REQUIRING IMMEDIATE ASSISTANCE

- Threat of violence or harm to self or others
- Direct or indirect reference to suicide
- Acute distress affecting student's ability to function

Your Role: Contact Campus Community Police and express your concern for the student. Campus Community Police will assess the situation to ensure the safety of everyone involved and determine the best course of action.

CONTACT:

Campus Community Police
ext. 2000 or 519-840-5000

Additional Contacts

For Medical Concerns (non-immediate)	Health Services, Student Wellness ext. 52131
For Sexual Violence Concerns (non-immediate)	Student Affairs Case Director ext. 53020
For Disability/Accommodation Related Concerns	Accessibility, Student Wellness Services ext. 56208
For Diversity, Cultural and Human Rights Concerns	Diversity & Human Rights ext. 53000 uoguelph.ca/diversity-human-rights

STUDENT RESOURCES

The following services are available to students free of charge:

Student Wellness:

Health Services

J.T. Powell Building
x52131, Mon. to Fri.: 8:30am - 4:30pm

Counselling Services

Level 3, University Centre
x53244, Mon. to Fri.: 8:15am - 4:15pm

Wellness Education Centre

East Village Residence, Townhall
x53327, Mon. to Fri.: 8:30am - 4:30pm

Student Support Network

Raithby House
Mon. to Fri.: 12pm -10pm

Accessibility Services

Level 3, University Centre
x56208, Mon. to Fri.: 8:15am - 4:15pm

For current information on Student Wellness Services' hours and locations please visit:

wellness.uoguelph.ca

AVAILABLE 24/7

Campus Community Police

Trent Building
x2000 or 519-840-5000
uoguelph.ca/police

Good2Talk

1-866-925-5454

Here 24/7

1-844-437-3247

FOR MORE INFORMATION

Sexual Violence Response and Care
uoguelph.ca/vpacademic/sexual-assault

Mental Wellbeing at Guelph
uoguelph.ca/mentalwellbeing

Mental Health Training
uoguelph.morefeetontheground.ca

Feeling Better Now
feelingbetternow.com/uoguelph

STAFF RESOURCES

Taking care of your own well-being is important.

Employee & Family Assistance Program

The Employee & Family Assistance Program (EFAP) is available to eligible employees and their immediate family members in need of confidential, professional counselling for personal, family, relationship, and wellness issues.

Access 24/7 by calling 1-800-663-1142 or contact the Manager of Occupational Health and Wellness by x52133.