Support is available for faculty and staff

In addition to providing direct services to students, Student Wellness Centre professional staff are available during business hours to consult with faculty and staff regarding student wellbeing concerns. Our Faculty/Staff Consultation line is 250-721-7909.

Learn more about the Student Wellness Centre at uvic.ca/student-wellness-centre.

As a faculty or staff member helping a student in distress can affect your personal well-being. It may be important to debrief with supervisors or colleagues or to contact the Employee and Family Assistance Program (1-844-880-9142), which offers confidential counselling and other support services for faculty and staff.

Quick Reference Guide: Assistance students in distress

CAMPUS RESOURCES

UVic Student Wellness Centre
Counselling | Health: 250-721-8563
Multifaith: 250-721-8338
uvic.ca/student-wellness

Sexualized Violence Resource Office
250-721-8021 | uvic.ca/svp

Equity and Human Rights
250-721-8488 | uvic.ca/eqhr

Office of the Ombudsperson
250-721-8357 | uvicombudsperson.ca

Anti-Violence Project
250-721-8080 | antiviolenceproject.org/

Peer Support Centre (UVSS)
uvss.ca/peer-support-centre/

FOR ILLNESS OR INJURY
Emergency Medical Situations: 9-1-1

IF YOU FEEL UNSAFE
Campus Security: 250-721-7599

“SupportConnect provides 24/7 support to students to address mental, emotional, physical, and financial health concerns. Faculty and staff can consult with SupportConnect about how to support students who may be in distress. 1-844-773-1427 (toll free) | uvic.ca/supportconnect”

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Scan the QR code to download this guide.
**Where do I start?**

As a faculty or staff member you may be the first person to see the signs or be approached for help when a student is in distress or engaging in high-risk behaviour. You are a vital link to connect students with resources. Begin by recognizing signs that a student may be in distress.

### Possible signs of student distress ranging from general concerns to imminent risk of harm

- **significant changes in behaviour and performance** (e.g. uncharacteristically poor academic performance, temperament changes, agitation, confusion, outbursts, changes in physical appearance)
- **isolation or social withdrawal** (e.g. previously involved student stops attending classes or is unexpectedly non-responsive to communications or reach-outs)
- **signs of excessive substance use**
- **creation or distribution of concerning communications** (e.g., social media, emails or assignments containing concerning or threatening language)
- **expressed feelings of hopelessness or despair or behaviours that indicate a likelihood of harm to self or others** (e.g. suicidal thoughts, verbal, written or creative work that includes plans to harm self and/or others)
- **preoccupation with/or expressions of violence, or persons who have engaged in violent acts or with weapons**

When dealing with a student potentially in distress, always take the time to carefully observe, reflect and identify whether you think there is reason for concern, and respond with calm. The most important information we can convey to a student is that we care and they matter.

### Steps to take:

1. Consider whether it’s appropriate to engage directly with the student or situation given your role and skills. Consult as needed.
2. Speak with the student directly and in a comfortable, safe setting. Maintain clear professional boundaries.
3. Be specific about the behaviour you have observed, and don’t be afraid to express concern. Use objective, nonjudgmental language.
4. Stay calm and listen carefully. Acknowledge how the student is feeling and let them know you want to help. **Take their concerns seriously.**
5. Make a referral—let them know about supports on and off campus and that seeking help is a sign of strength and courage.
6. If something still doesn’t “feel right” consult with your Supervisor/Chair/Dean, Student Wellness Centre, Campus Security or campus resources. It’s better to ask than not.
7. Know your limits and take care of yourself. Don’t feel it’s your responsibility to solve the student’s problem on your own. **Ask for help.**

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**Connecting students to resources**

| Uncharacteristic or significant changes in student’s behaviour or observation of concerning behaviour | GATHER INFORMATION AND SEEK ADVICE |
| Student’s behaviour indicates significant distress, disruptive behaviour or that they may have experienced a traumatic event (e.g. sexualized or physical violence, accident, loss) | TIMELY CONSULTATION AND REFERRAL REQUIRED |
| Student’s behaviour is dangerous, threatening or violent (imminent risk to self or others) | IMMEDIATELY REPORT |

**SEE SOMETHING, SAY SOMETHING**

Consult with On-Campus Resources
- Dean, Chair or Supervisor
- Campus Security 250-721-7599
- Sexualized Violence Resource Office 250-721-8021

Consult with Off-Campus Resources
- Student Wellness Centre 250-721-8021
- Office of Student Life 250-722-5617
- Centre for Accessible Learning 250-721-8021
- Student Life Office 250-721-7909
- Campus Security 250-721-7599

**In cases of sexualized violence, please refer to the Sexualized Violence Quick Reference Guide.**

**GATHER INFORMATION AND SEEK ADVICE**

**TIMELY CONSULTATION AND REFERRAL REQUIRED**

**IMMEDIATELY REPORT**

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**For Illness or Injury**

- **Emergency Services:** 9-1-1
- **Campus Security (24/7):** 250-721-7599
- **SupportConnect:** 1-844-773-1427
- **Vancouver Island Crisis Line:** 1-888-494-3888
- **HealthLinkBC:** 8-1-1 (Non-Emergency)