

QUICK REFERENCE GUIDE:

Assisting students in distress

CAMPUS RESOURCES

Campus Security and Personal Safety Coordinators

250-721-7599 | uvic.ca/security

Office of Student Life

250-472-5617 | uvic.ca/studentlife

International Student Services

250-721-6361 | uvic.ca/international

Centre for Accessible Learning

250-472-4947 | uvic.ca/cal

Office of Indigenous Academic & Community Engagement

250-472-4913 | uvic.ca/services/indigenous

Residence Services

250-721-8395 | uvic.ca/residence

Student Awards and Financial Aid

250-721-8121 | uvic.ca/safa

UVic Student Wellness Centre

Counselling | Health: 250-721-8563

Multifaith: 250-721-8338

uvic.ca/student-wellness-centre

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



University
of Victoria

Student
Wellness Centre

Identify, respond, refer

Where do I start?

As a faculty or staff member you may be the first person to see the signs that a student is in distress or they may have come to you for help. You are a vital link to connect students with resources. Begin by recognizing signs that a student may be in distress.

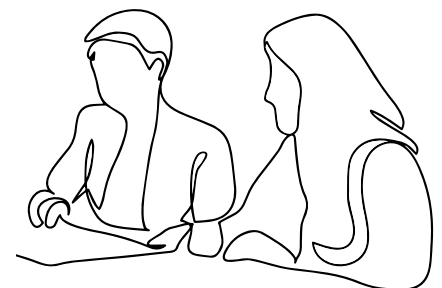
Possible signs of student distress

- **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)
- **signs of excessive substance use**
- **creation or distribution of concerning communications** (e.g., social media, emails or assignments containing harassing 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**

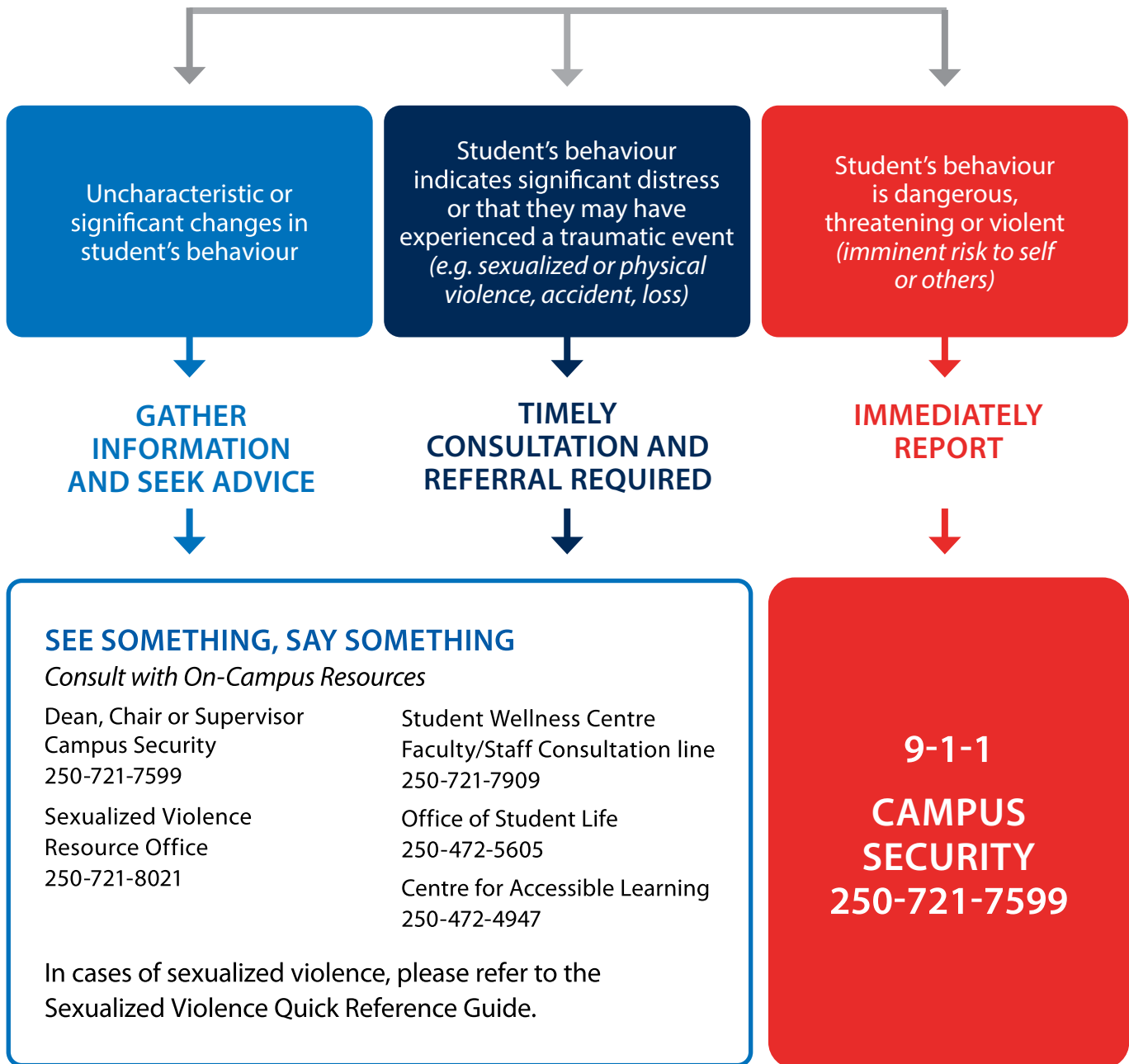
When dealing with a student potentially in distress, always take the time to carefully observe, reflect and identify whether you think there is reason for concern, and respond with calm. The most important information we can convey to a student is that we care and they matter.

Steps to take:

1. Speak with the student directly and in a comfortable, safe setting. Maintain clear professional boundaries.
2. Be specific about the behaviour you have observed, and don't be afraid to express concern. Use objective, nonjudgmental language.
3. Stay calm and listen carefully. Acknowledge how the student is feeling and let them know you want to help. **Take their concerns seriously.**
4. Make a referral—let them know about supports on and off campus and that seeking help is a sign of strength and courage.
5. 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.**
6. 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.**



Connecting students to resources



After hours

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



SUPPORT CONNECT

MENTAL HEALTH SUPPORT. ANYTIME. ANYWHERE.

UVic's SupportConnect is a 24/7 service to support students' mental, emotional, physical, and financial health—from referrals to face-to-face (where available), phone, video or online counselling.

After hours or anytime, faculty and staff can consult with SupportConnect about how to support students who may potentially be in distress.

1-844-773-1427 (toll free) | uvic.ca/supportconnect

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.

FOR ILLNESS OR INJURY

Emergency Medical Situations: 9-1-1

Campus Security: 250-721-7599

IF YOU FEEL UNSAFE

Call 9-1-1 OR 250-721-7599

(Campus Security and Personal Safety)