

QUICK REFERENCE GUIDE:

Assisting faculty & librarians in distress

CAMPUS RESOURCES

Campus Security and Personal Safety Coordinators

250-721-7599 | uvic.ca/security

Faculty Relations and Academic Administration

250-721-7114 | uvic.ca/vpacademic

Employee and family assistance program (by Lifeworks)

250-721-6361 | uvic.ca/hr/health-wellness/employee-family-assistance/

UVic Faculty Association

250-721-7208 | uvicfa.ca

Sexualized Violence Resource Office

250-721-8021 | uvic.ca/svp

Equity and Human Rights

250-721-8488 | uvic.ca/eqhr

WorkSafeBC Crisis Support

1.800.624.2928

UVic Work Life Consulting

250-472-5228 | uvic.ca/hr/health-wellness

Office of Indigenous Academic & Community Engagement

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

Occupational Health, Safety & Environment

250-721-8395 | uvic.ca/ohse/



University
of Victoria

Identify, respond, refer

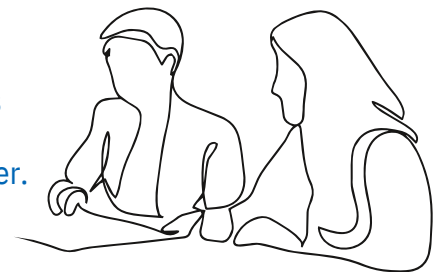
Where do I start?

As a faculty member/librarian or academic leader you may be the first person to see the signs that a colleague is in distress or they may have come to you for help. You are a vital link to connect them with resources. Begin by recognizing signs that they may be in distress.

Possible signs of distress

- **significant changes in behaviour and performance** (e.g. uncharacteristically poor work performance)
- **temperament changes, agitation, confusion, outbursts, changes in physical appearance**
- **isolation or social withdrawal** (e.g., previously engaged faculty member stops attending faculty or committee meetings)
- **signs of excessive substance use**
- **creation or distribution of concerning communications** (e.g., social media, emails or messages containing harassing language, threats, farewells or other unusual content)
- **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**

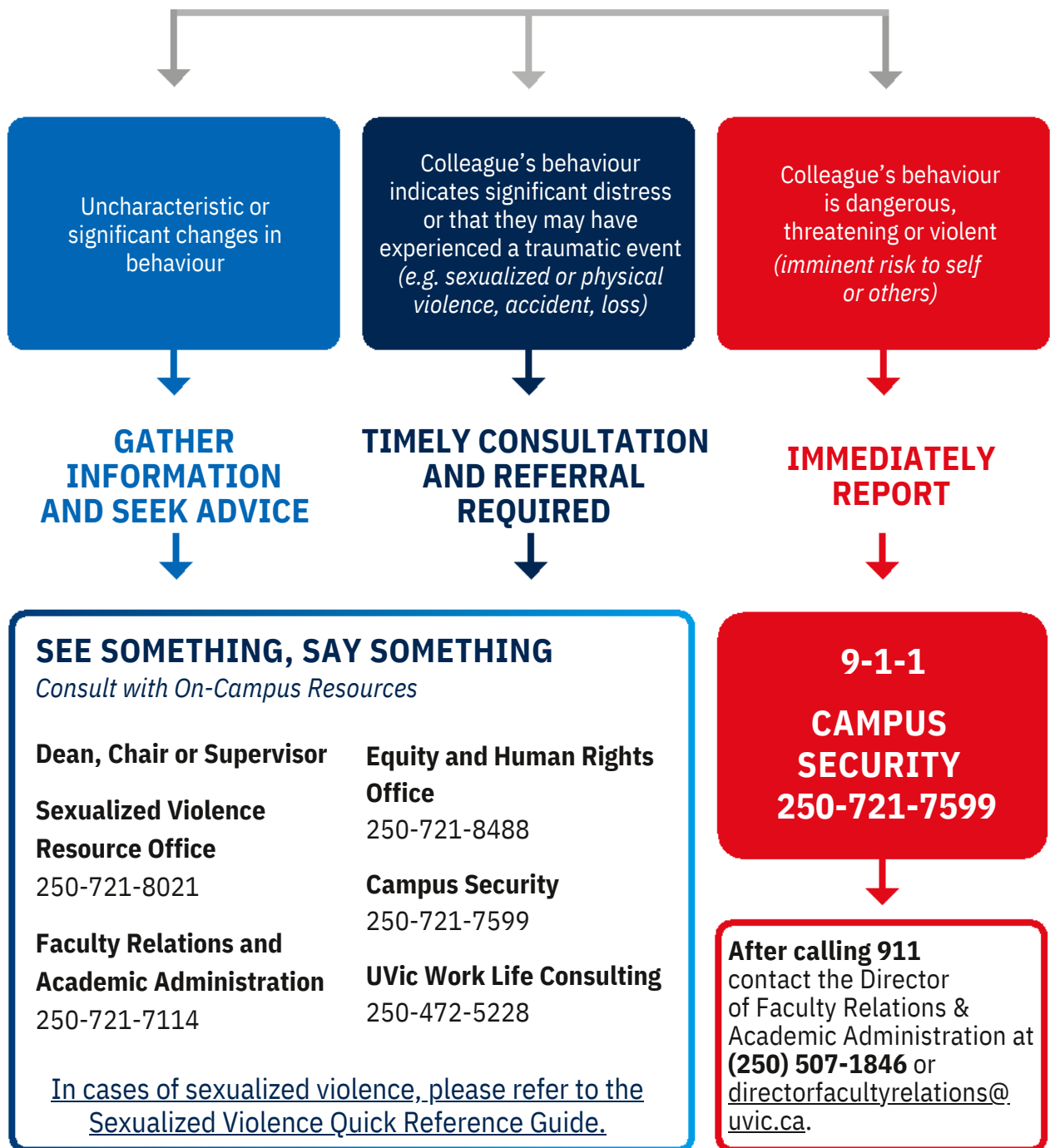
When dealing with a colleague potentially in distress, always take the time to carefully observe, reflect and identify whether you think there is reason for concern, and respond with calm. The most important information we can convey to a colleague is that we care and they matter.



Steps to take:

1. Assess if it is appropriate for you to approach the individual directly. Ask yourself, is direct engagement appropriate within the scope of my role and skills? Is additional consultation, support or resource required to best determine an appropriate approach?
2. If appropriate to engage directly, speak with them 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 they are feeling and let them know you want to help. **Take their concerns seriously.**
5. Make a referral—let them know about confidential 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 Faculty Relations, Work Life Consultants, 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 colleague's problem on your own. **Ask for help.**

Connecting colleagues to resources



After hours

Emergency Services	9-1-1
Campus Security	250-721-7599
Employee Assistance Plan	1-844-880-9142
Vancouver Island Crisis	1-888-494-3888
Line HealthLinkBC	8-1-1 (Non-Emergency)



Employee and Family Assistance Program

UVic's Employee and Family Assistance Program (EFAP) is designed to provide information, advice and support to UVic's employees as they navigate many of life's challenges and milestones. EFAP is a confidential program that includes professional counselling, information and referral services. UVic's EFAP provider, LifeWorks, is committed to equity, dignity and inclusion.

1-844-880-9142 (toll free) | uvic.lifeworks.com

Support is available for faculty, librarians, and academic leaders

As an academic leader, helping a colleague 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 **24/7** confidential counselling and other support services for faculty and staff.

If the matter impacts or relates to students, the Student Wellness Centre professional staff are available to consult with faculty and staff regarding student wellbeing concerns. Their Faculty/Staff Consultation line is **250-721-7909**. You can also contact or direct students to SupportConnect, which can be reached **24/7** at **1-844-773-1427** or uvic.ca/supportconnect.

For more information regarding students:

Quick Reference Guide:

[Assisting Students in Distress](#)

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)