

ASK



- Trust your instincts
- It's okay to ask and express concern
- Be specific about the behaviour that worries you

"I've noticed you seem distracted and upset lately and I'm concerned about you."

SUPPORT



- Listen with an open mind
- Ask questions to help understand the situation
- Acknowledge thoughts and feelings
- Offer hope and help

"It sounds like you're feeling overwhelmed, can I connect you with a resource for help?"

REFER



- Provide information about resources
- Encourage help-seeking
- Offer to help the student connect with resources

"If you'd like, we can call and book the appointment while you're here with me."

FOLLOW-UP



- Respect the decision to accept or refuse help (except in emergency situations)
- Practice self-care. Seek personal support as needed. *Employee and family assistance is available 24/7 from Homewood Health (homeweb.ca)*

"I respect your decision. I hope you will keep these options in mind. My door is always open."



UNIVERSITY OF
CALGARY

HELPING STUDENTS IN DISTRESS

Quick Reference Guide

This resource will help you recognize a student in distress. Responding with care and concern is a critical factor in supporting a healthy campus community.

ASK



SUPPORT



REFER



FOLLOW-UP



Possible indicators of distress

- Significant changes in mood, behaviour, or appearance
- Appears agitated, sad, worried, or anxious
- Expresses hopelessness or references suicide or self-harm
- Mental health appears to be significantly deteriorating
- Current or past experience of violence or trauma

For more information, visit ucalgary.ca/wellness-services/helping-others

Immediately report the following situations:

- Violent or destructive behaviour
- Immediate safety concern related to suicide thoughts or behaviors
- Medical emergency, including drug or alcohol poisoning
- Aggressive or threatening behaviour with high risk of harm

CAMPUS SECURITY

403.220.5333

CALGARY EMERGENCY SERVICES

911

How to Make a Good Referral

- **Point out that help is available** and seeking help is a sign of strength
- **Consult when needed.** Student Support Advisors at Student Wellness Services can help connect students with the most appropriate resource
- **Provide information** about 24 hour support options

SAFETY*

- Violent or threatening behavior
- Risk of suicide or harm to others

CAMPUS SECURITY & SAFEWALK
403.220.5333
ucalgary.ca/security

Call Campus Security for 24/7 support and immediate response.

STUDENT AT RISK (SAR) TEAM
403.220.4923
ucalgary.ca/wellness-services/student-risk-team

Submit a concern to the SAR team. The team is available to consult and respond to non-urgent concerns.

* If emergency response is required, call 911 and then Campus Security.

WELLNESS

- Mental or physical health concerns
- Emotional distress

STUDENT WELLNESS SERVICES
403.210.9355
ucalgary.ca/wellness-services

Refer students for support with mental or physical health concerns, or contact to request supportive outreach to student.

AFTER HOURS MENTAL HEALTH SUPPORT
403.210.9355
ucalgary.ca/wellness-services

Call to access after-hours phone support, available 24/7.

AFTER HOURS PHYSICAL HEALTH SUPPORT
811

Call to access Alberta Health Services 24/7 health advice.

ACADEMIC

- Drop in GPA or performance
- Difficulty managing academic tasks

THRIVE PRIORITY SUPPORT NETWORK
403.210.7471
ucalgary.ca/ssc/faculty/thrive

Complete a concern form for students to receive specialized outreach from an academic support specialist.

STUDENT SUCCESS CENTRE
403.220.5881
ucalgary.ca/ssc

Encourage students to visit the website or the centre for general advising, learning, writing support and online resources for students.

FACULTY ADVISING
ucalgary.ca/registrar/registration/advising

Students can access faculty-specific advising from their faculty's program advisors.

Resources for other situations

CONCERN	RESOURCE	HOW TO ACCESS
FOOD INSECURITY	SU CAMPUS FOOD BANK 403.220.8599 su.ucalgary.ca/programs-services/student-services/food-bank	Contact for seven-day emergency food support
FINANCIAL INSTABILITY	STUDENT WELLNESS SERVICES 403.210.9355 ucalgary.ca/wellnesscentre	Call to book a case management appointment with a Student Support Advisor.
ISOLATION	PEER SUPPORT ucalgary.ca/wellness-services/peer-support	Visit the Peer Support page to view a full listing of the many peer support programs on campus.
SEXUAL VIOLENCE	SEXUAL VIOLENCE SUPPORT ADVOCATE 403.220.2208 ucalgary.ca/sexualviolencesupport svsa@ucalgary.ca	Email or call for support for issues related to sexual violence. This resource is available to students, faculty and staff.
NON-ACADEMIC MISCONDUCT	STUDENT CONDUCT OFFICE 403.210.3868 ucalgary.ca/conduct	File a report online or contact the office for support and guidance.
GRADUATE STUDENT ISSUE	GRAD ADVISOR 403.220.4932 grad.ucalgary.ca	Contact the Graduate Academic and International Specialist for issues impacting progress or academic success.
PROCEDURAL ISSUE OR CONFLICT	STUDENT OMBUDS OFFICE 403.220.6420 ucalgary.ca/ombuds	Visit the website or call to book an appointment for support with issues of procedural fairness, or academic/non-academic appeals.



Still can't find the resource you're looking for? Contact Student Wellness Services's student support advisors for support and guidance with specific student concerns by calling **403.210.9355**.



For a comprehensive list of on and off campus resources, visit **ucalgary.ca/wellness-services/helping-myself**