

RECOGNIZING, RESPONDING AND REFERRING STUDENTS TO SUPPORT

IS THE STUDENT IN DISTRESS?

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- ✓ Has the student reported significant problems to you?
- ✓ Have you recognized signs of distress (e.g. increased anxiety, irritability or sadness; deterioration in quality of classroom attendance; participation or academic work; troubling changes in personal hygiene and appearance) or significant changes in behaviour or mood?
- ✓ Have other students, staff or faculty expressed significant concern to you about this student?

YES

NO

IS THE SITUATION AN EMERGENCY?

Emergency is when there is imminent risk to self or others:

- ✓ Is the student's behaviour threatening?
- ✓ Is the student making serious threats to harm others or themselves?
- ✓ Is the student making reference to imminent suicide?

Offer information about resources and share as appropriate.

Revisit this flowchart if you notice increased distress.

YES

NO

In case of an emergency call
911

and then

Security Services
403.440.5900

IS THE SITUATION A CRISIS?

A crisis situation is non-life threatening but urgent.

- ✓ Is the student a danger to self and/or others; or at high risk of being harmed? I.e. Domestic abuse, suicidal thoughts.
- ✓ Is the student unable to function autonomously, such as:
 - Unable to go to school or work?
 - Severe physical symptoms such as not eating, not sleeping or severe pain?
 - Complete withdrawal from social connections?
- ✓ Is a child or youth at risk?

YES

NO

ACTIONS to take in CRISIS situations requiring consultation:

- ✓ Office hours, phone:
Student Counselling Services 403.440.6362
Security Services 403.440.5900
- ✓ Evenings / Weekends, phone:
After-Hours Peer Support Centre 403.585.2777
Z210 (second floor Wyckham)
- ✓ After hours, phone:
Security Services 403.440.5900

ACTIONS to take in NON-CRISIS situations requiring consultation:

- ✓ Listen, show concern, be non-judgmental.
- ✓ Ask questions to determine the information required or appropriate type of referral.
- ✓ Provide appropriate resources. If student is unwilling to accept a referral, respect the decision. Encourage them to let you know if that changes so that you can support them with other resources.










SELF CARE and REFLECTION

- ✓ Take time to reflect, debrief and consider resources for your own well-being if needed

IN CASE OF LIFE-THREATENING SITUATIONS/CONCERNS FOR ONE'S OWN OR SOMEONE ELSE'S IMMEDIATE SAFETY:

Call 911 and then Security Services 403.440.5900

Finding Help on Campus

EMERGENCY	CRISIS	PERSONAL OR ACADEMIC CONCERN				
Imminent risk to self or others	Non-life threatening but urgent	Non-life threatening but concerning				
<ul style="list-style-type: none"> • Threats of violence • Threats of suicide • Substance overdose • Serious injury • Seizure  <p>ACTION</p> <p>Phone 911</p> <p>and then</p> <p>Security Services 403.440.5900</p> <p>Find this resource online</p> 	<ul style="list-style-type: none"> • Thoughts of suicide or death • Concerns of domestic or sexual violence • Concerns of assault • Child or youth at risk  <p>ACTION</p> <p>Office hours, phone:</p> <p>Student Counselling Services 403.440.6362</p> <p>Security Services 403.440.5900</p> <p>DDSV Services mru.ca/ddsv</p> <p>After hours, phone:</p> <p>Security Services 403.440.5900</p> <p>After-Hours Peer Support Centre 403-585-2777 Z210 (second floor Wyckham)</p>	<p>Behaviour changes:</p> <ul style="list-style-type: none"> • Signs of agitation • Changes in appearance • Disjointed thoughts • Signs of self-injury  <p>ACTION</p> <p>Refer to:</p> <p>Student Counselling Services 403.440.6362</p> <p>Health Services 403.440.6326</p> <p>After-Hours Peer Support Centre 403-585-2777 Z210 (second floor Wyckham)</p>	<p>Concerning situation:</p> <ul style="list-style-type: none"> • Bullying • Harassment • Discrimination • Noticeable decline in academics • Social withdrawal  <p>ACTION</p> <p>Refer to:</p> <p>Early Support mru.ca/EarlySupport</p> <p>Student Community Standards mru.ca/SCS</p> <p>Office of Safe Disclosure mru.ca/SafeDisclosure</p> <p>Security Services 403.440.5900</p>	<p>Academic concern:</p> <ul style="list-style-type: none"> • At risk of failing • Considering withdrawal • Personal event impacting all courses  <p>ACTION</p> <p>Refer to:</p> <p>Early Support mru.ca/EarlySupport</p> <p>Academic Advising 403.440.6222</p> <p>Student Learning Services 403.440.6452</p> <p>Access and Inclusion Services 403.440.6868</p> <p>International Student Advisor 403.440.5155</p>	<p>Basic needs concern:</p> <ul style="list-style-type: none"> • Emergency housing • Food insecurity • Emergency funding  <p>ACTION</p> <p>Refer to:</p> <p>After-Hours Peer Support Centre 403-585-2777 Z210 (second floor Wyckham)</p> <p>Residence Services 403.440.6275</p> <p>Financial Aid mru.ca/financialaid</p> <p>Early Support mru.ca/earlysupport</p>	<p>Accessibility-related concern:</p> <ul style="list-style-type: none"> • Academic accommodation related to protected grounds (e.g., family status, religion) • Other academic concerns related to disability (learning, physical, mental health, or sensory)  <p>ACTION</p> <p>Refer to:</p> <p>Access and Inclusion Services 403.440.6868</p>  <p>MOUNT ROYAL UNIVERSITY 1910</p>