

## Is the Student in Distress?

Have you noticed signs of distress?

- Deterioration in attendance, quality of participation in school/activities or engagement
- Changes in personal hygiene and appearance
- Changes in behaviour or mood (increased anxiety, agitation, withdrawing)
- Direct/indirect reference to suicide or self-harm
- Talks a lot about their problems and feelings
- Have others expressed significant concern about this student?

## TELL SOMEONE

### RESPONSE CAN WAIT 24 HOURS

- No risk of harm to self or others
- Distress is limited to one area of a student's life

#### Your Role:

- Inform student about available resources
- Express concern and provide personal support by listening carefully to the student
- Suggest that you reach out to support resources to help student

#### CONTACT:

Student Wellness Services Ext. 52131 to speak to the Student Wellness Navigator for inquiries & support with a student who may be struggling

### NEED A RESPONSE TODAY

- Unclear if there is a risk of harm to self or others
- No Immediate Risk but Student is currently in distress and it may escalate

#### Your Role:

- Inform student about available resources
- Consult with Mental Health Care Coordinator, Counselling Services, or Campus Community Police to determine whether there is a risk of harm and next steps
- Consult with Here 24/7 after 4:30PM.

#### CONTACT:

- Student Wellness Services Ext. 52131 for the Mental Health Care Coordinator or Counselling Services
- Campus Community Police Ext. 2000 or 519-840-5000

#### After Hours:

- Here 24/7  
1-844 - 437- 3247
- Campus Community Police Ext. 2000 or 519-840-5000

### IMMEDIATE RESPONSE REQUIRED

- Threat of violence or harm to self or others. Safety risk for student or for others.
- Direct or indirect reference to suicide
- Acute distress affecting student's ability to function

#### Your Role:

- Contact Campus Community Police
- Express your concern for the student
- Campus Community Police will assess the situation to ensure the safety of everyone involved and determine the best course of action

#### CONTACT:

Campus Community Police Ext. 2000 or 519-840-5000

OR 9-1-1



## STUDENT RESOURCES

The following services are available to students with no user fees and provide virtual support options:

### Student Wellness Services:

\*All located in the J.T. Powell Building, on the first floor. 8:30am – 4:30pm (check online for individual services and hours)

#### Health Services – x52131

- Drop-In Clinic as well as booked appointments with doctors

#### Counselling Services – x53244

- Drop-in Counselling Mon to Fri 12:30pm-3:30pm - Fall/Winter 2:00 – 3:30 (Summer)

#### Wellness Education & Promotion Centre – x53327

- Email to discuss training options and to book a training [mentalhealth.training@uoguelph.ca](mailto:mentalhealth.training@uoguelph.ca)

#### Student Support Network

- Peer-to-peer support Fall/Winter 2020-21 hours to be announced – check website.

#### Accessibility Services – x56208

- Students requiring academic accommodations because of a disability (temporary or permanent)

\*Current information on Student Wellness Services' hours and locations: [wellness.uoguelph.ca](http://wellness.uoguelph.ca)

## OTHER RESOURCES

**Mental Health Training**  
[morefeetontheground.ca](http://morefeetontheground.ca)

**Feeling Better Now**  
[feelingbetternow.com/uoguelph](http://feelingbetternow.com/uoguelph)

## AVAILABLE AT ALL TIMES

### Campus Community Police

Trent Building on Campus  
x2000 or 519-840-5000; [uoguelph.ca/police](http://uoguelph.ca/police)

### Here 24/7 Crisis Line (Guelph or K-W)

1-844-437-3247 or

**CMHA Crisis Line** (Ontario) 1-833-456-4566

### Text Crisis Line

Text UOFG to 686868

### Good2Talk Crisis Line

1-866-925-5454

## SEXUAL VIOLENCE RESOURCES

### Sexual Violence Support Services on Campus (Non-Urgent)

x53020, Mon. to Fri.: 8:30am – 4:30pm  
[svinfo@uoguelph.ca](mailto:svinfo@uoguelph.ca)

### Women In Crisis - 1-800-265-7233

24-Hour Crisis Support for Sexual or Domestic Violence. All genders welcome.

### Guelph General Hospital Care and Treatment Centre for Sexual and Domestic Violence

153 Delhi Street, 519-837-6440 x2728  
or call x2210 After Hours

### Sexual Violence Support & Information

[wellness.uoguelph.ca/sexual-violence-support](http://wellness.uoguelph.ca/sexual-violence-support)

## STAFF RESOURCES

### Employee & Family Assistance Program (EFAP)

The EFAP is available to eligible employees and their immediate family members in need of confidential, professional counselling for personal, family, relationship, and wellness issues.

Access at any time: 1-800-663-1142 or contact the Manager of Occupational Health and Wellness at x52133

Responding to Students in Distress