

TALKING TO A STUDENT IN DISTRESS

1. ACKNOWLEDGE

- Be specific about the behaviour that you've noticed
- Express your concern

I've noticed you've been absent from class lately and I'm concerned about you.

2. INQUIRE AND LISTEN

- Ask open-ended questions
- Be patient and give your full attention

How is everything going? Are you okay?

3. PROVIDE INFORMATION AND ENCOURAGEMENT

- Provide the student with information about resources
- Encourage the student to contact one of the resources provided

I'm concerned about you and I want to support you. I'd like to share a few resources with you that might help.

4. FOLLOW UP

- Enter an Early Alert concern
- If feasible, follow up with the student but don't insist on knowing what the student has done

How are things since our talk last week?

WHERE STUDENTS CAN GO FOR HELP

- Follow the process on page 2 and 3 of this document
- Tell students that resources are available on the Student Services website: students.ubc.ca

ONLINE INFORMATION

View the latest version of this folder online and learn more about helping students in distress. Visit:

facultystaff.students.ubc.ca

ENCOURAGING A STUDENT TO SEEK SUPPORT

- Point out that help is available and seeking help is a sign of strength
- Acknowledge that seeking help can feel difficult at first

IF A STUDENT DOESN'T WANT HELP

- Respect their decision. Accepting or refusing assistance must be left up to the student, except in emergencies
- Don't force the issue or trick them into going to a referred resource
- Try to leave room for reconsideration later on

TAKE CARE OF YOUR WELLBEING

Taking care of your own wellbeing is important.

HEALTHY UBC INITIATIVES

Healthy UBC Initiatives are free, ongoing, university-wide programs, trainings, and educational opportunities that focus on promoting positive mental health and physical wellbeing for staff, faculty, and departments:

hr.ubc.ca/health/health-and-wellbeing

EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

Faculty, staff, and their family members can find support through the confidential UBC Employee and Family Assistance Program (EFAP):

1.800.387.4765

hr.ubc.ca/benefits/efap

MENTAL HEALTH AND WELLBEING

ASSISTING STUDENTS IN DISTRESS

Everyone plays an important role in supporting student wellbeing



Pay attention to warning signs

You may be the first person to see signs that a student is in distress, and it's important to pay attention to warning signs. Mental health concerns can have a significant impact on everyday life, including academics.



Trust your instincts

Say something if you're worried about a student or if they leave you feeling concerned. It's okay to share your concerns about a student with someone else at the University in order to provide the student with the support they need.



Reach out and help

A student may not know help is available or may hesitate to ask for it. Connect the student with resources and identify your concerns using Early Alert.

▶ Use this document as a guide to help you know what to look for, say, and do.

QUESTIONS, COMMENTS, OR REQUESTS FOR COPIES OF THIS DOCUMENT CAN BE DIRECTED TO:

Student Development and Services

UBC Vancouver Campus

604.827.2565

urgent.vps@ubc.ca

Original concept for this document courtesy of Queen's University and McMaster University.

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HOW TO HELP A STUDENT IN DISTRESS



1 OBSERVE

Take a moment to reflect on what you've seen and heard. Write down your answers to the following questions:

What did I **see**?

What did I **hear**?

How many similar incidents involving the student have I witnessed?

For unusual or particularly complex student concerns that are not addressed in this document, or for questions about student conduct, contact:

Student Development and Services, Office of the Vice-President, Students:
604.827.2565
urgent.vps@ubc.ca

2 REFLECT

Think about what you have seen and heard, and then use the examples below to help determine next steps. It's OK to feel unsure about how to respond and you don't need to have all the answers. Choosing any response over remaining silent is always the best option.

I AM CONCERNED ABOUT THE STUDENT'S IMMEDIATE SAFETY: THERE MAY BE IMMINENT RISK OF HARM TO SELF OR OTHERS

- Behaviour that is violent, destructive, harmful, aggressive, or threatening to self or others
- Self-harming behaviour such as cutting, hitting, or restricted eating
- Expresses hopelessness or references suicide
- Current or past experience of violence or sexual abuse
- Sexual assault (more information is available in the *Sexual assault: Assisting student survivors* insert and at facultystaff.students.ubc.ca)
- Traumatic event such as loss of a loved one
- Mental health appears to be significantly deteriorating

- Student may be experiencing relationship problems, homesickness, a traumatic event, lack of social support, or physical health problems
- Student may be experiencing difficulties such as depression, anxiety, agitation, grief, or anger
- Marked deterioration in appearance or hygiene
- Substance use concerns
- Academic concerns

I AM CONCERNED ABOUT THE STUDENT'S GENERAL WELLBEING: RISK OF HARM TO SELF OR OTHERS IS LIKELY LOW

3 RESPOND

Respond as you feel appropriate. Remember that it's OK to feel unsure about how to respond and you don't need to have all the answers. Choosing any response over remaining silent is always the best option.

CALL 9.11 AND CAMPUS SECURITY

First, call Emergency Services: 9.11
Then, call Campus Security: 604.822.2222

CONTACT COUNSELLING SERVICES

First, call Counselling Services and request a same-day urgent appointment for the student, and/or request to consult with a counsellor: 604.822.3811
Then, encourage the student to go directly to Counselling Services:
Room 1040, Brock Hall, 1874 East Mall, or Room 358, Lower Mall Research Station, 2259 Lower Mall

AFTER-HOURS Call Campus Security: 604.822.2222 **and/ or** Contact Crisis Centre: 604.872.3311 crisiscentre.bc.ca

CONNECT THE STUDENT TO SUPPORT

Mental health concerns and/or difficulties coping
Counselling Services: students.ubc.ca/counselling
Primary health concerns (family doctor care)
Student Health Service: students.ubc.ca/student-health-service
Accommodations for disabilities, including chronic mental health conditions
Access and Diversity: students.ubc.ca/access
Academic, financial, or other concerns
Academic Advising Office, Enrolment Services Professional, or the Student Services website: students.ubc.ca

4 USE EARLY ALERT

Always submit an Early Alert concern as part of your response, regardless of the perceived severity.

Early Alert allows faculty, staff, and TAs to identify their concerns about students sooner and in a more coordinated way.

EARLY ALERT:

- Provides support for all students
- Allows for earlier support before difficulties become overwhelming
- Results in less time and fewer resources needed for students to recover
- Collects concerns from different sources across campus, allowing for a better understanding of individual student needs and how to provide appropriate support in a coordinated way
- Protects student privacy using a secure system
- Is not connected to the student's academic record

SUBMIT AN EARLY ALERT CONCERN

earlyalert.ubc.ca

HOW DOES EARLY ALERT WORK?

- Faculty and staff notice a student is facing difficulties and identify their concerns using Early Alert
- Early Alert Case Managers review all concerns submitted and identify the most appropriate resources for students in need of support
- Advisors then reach out to students and offer to connect them with resources and support

✓ **92%** of students respond positively to the invitation to meet with an advisor

EARLY ALERT TRAINING:

earlyalert.ubc.ca

SEXUAL ASSAULT | ASSISTING STUDENT SURVIVORS

A resource for faculty and staff responding to students who disclose that they have been sexually assaulted

WHAT IS SEXUAL ASSAULT?

- ✓ Sexual assault is any unwanted sexual contact within or outside a relationship
- ✓ Sexual assault is a crime and is never the fault of the survivor
- ✓ Sexual assault happens to people of all ages, genders, and sexualities

WHAT TO EXPECT WHEN SOMEONE DISCLOSES A SEXUAL ASSAULT

Survivors of sexual assault will express a range of emotional and physical symptoms. Sexual assault is never the fault of the survivor and each may react differently. Survivors are the experts in determining what steps and supports are best for them.

YOUR ROLE

Responding to and supporting someone who has been sexually assaulted can be complex but chances are they have come to you because they trust you. Be compassionate, respectful, and supportive. Ensure they can access resources.

HOW TO ASSIST

1 ATTEND TO SAFETY

! If someone is in immediate danger or needs urgent medical attention, call **Emergency Services: 9.1.1**

Encourage the student to seek medical care and confirm they have somewhere safe to stay.

📍 VANCOUVER GENERAL HOSPITAL

SEXUAL ASSAULT SERVICE (24-HOUR SERVICE)

Assessment and treatment of injuries, sexually transmitted infections, and pregnancy prevention as well as forensic evidence collection and emotional support. Campus Security or Student Health Service will arrange and provide a coupon for taxi service to VGH.
Vancouver General Hospital - Jim Pattison Pavilion
899 West 12th Avenue
604.875.2881

📍 STUDENT HEALTH SERVICE

Provides medical services (not including forensic exams) in a caring, safe, and confidential space.
UBC Hospital
2211 Wesbrook Mall, Room M334
604.822.7011
students.ubc.ca/student-health-service

📍 EMERGENCY UBC STUDENT HOUSING

On-campus emergency housing is available through the Commuter Student Hostel.
Assistant Director, Residence Life
604.827.5724 or 604.822.5412
Director, Residence Life and Administration
604.822.5779
After hours: Campus Security 604.822.2222

2 LISTEN AND SHOW YOUR SUPPORT

- ✓ Allow the survivor to lead the conversation.
- ✓ Listen without interrupting. Encourage the survivor to take their time if necessary.
- ✓ Respect the words they use to describe what's happened to them.
- ✓ Believe and support the survivor. Remind them they are not at fault.
- ✓ Encourage the survivor to seek the support they need and allow them to make their own decisions.
- ✓ Ask what you can do to be supportive. Ease any concerns the student might have about academic considerations in the moment.

I'm here to listen and can help connect you to any supports you feel you need.

UBC has places you can go to get information or support confidentially.

Even if you don't know what you want to do right now, it can be helpful to talk to someone about your options.

3 PROVIDE INFORMATION ON RESOURCES BY COPYING THE BACK PAGE

Be sure the student is aware of UBC and community support services listed on the back page.

You don't need to know or recommend which service the student might want to follow up with. Simply providing the options supports the student.



Taking care of your own wellbeing is important. You can get support through UBC EFAP: 1.800.387.4765

If you'd like to speak with someone about how to refer a student to specific support services or to put the appropriate accommodations in place, please call Student Development & Services in the Vice-President, Students office at 604.827.2565 or email urgent.vps@ubc.ca.



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SEXUAL ASSAULT | SUPPORT FOR STUDENT SURVIVORS

RESOURCES FOR STUDENTS

📍 AMS SEXUAL ASSAULT SUPPORT CENTRE (SASC)

Provides information, advocacy, and support with reporting and connection to services.

Nest 3127
6133 University Blvd.
604.827.5180
sasc@ams.ubc.ca
amssasc.ca

📍 COUNSELLING SERVICES

Provides free one-on-one counselling to support students who have been sexually assaulted and/or impacted by sexual abuse and other forms of sexualized violence.

Brock Hall
1874 East Mall, Room 1040

Lower Mall Research Station
2259 Lower Mall, Room 358

604.822.3811
students.ubc.ca/counselling

📍 STUDENT HEALTH SERVICE

Provides medical services (not including forensic exams) in a caring, safe, and confidential space.

UBC Hospital
2211 Wesbrook Mall, Room M334
604.822.7011
students.ubc.ca/student-health-service

🕒 24-HOUR CONTACTS

📍 VANCOUVER GENERAL HOSPITAL SEXUAL ASSAULT SERVICE (24-HOUR SERVICE)

Assessment and treatment of injuries, sexually transmitted infections, and pregnancy prevention as well as forensic evidence collection and emotional support. Campus Security or Student Health Service will arrange and provide a coupon for taxi service to VGH.

Vancouver General Hospital -
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899 West 12th Avenue
604.875.2881

📍 EMERGENCY UBC STUDENT HOUSING

On-campus emergency housing is available through the Commuter Student Hostel.

Daytime contact:
604.822.5412
604.827.5724
604.822.5779
After hours: Campus Security
604.822.2222
vancouver.housing.ubc.ca/
other-housing/commuter-student-hostel

📞 UBC CAMPUS SECURITY

Provides 24/7 response and assistance with safety planning. Also keeps records of each sexual assault reported to Campus Security.

604.822.2222
security.ubc.ca

📞 VICTIMLINK

24-hour, multilingual service.

1.800.563.0808
TTY: 604.875.0885
Text: 604.836.6381
victimlinkbc.ca

📞 WOMEN AGAINST VIOLENCE AGAINST WOMEN (WAWAW)

24-hour service including hospital accompaniment.

604.255.6344
1.877.392.7583

💻 STUDENT SERVICES WEBSITE

The sexual assault page on the Student Services website provides more information and resources for survivors.

students.ubc.ca/sexual-assault

REPORTING OPTIONS

A survivor can report an assault to local law enforcement, the University, neither or both. UBC does not require a survivor to report an assault, and will provide support services and necessary accommodations.

LAW ENFORCEMENT

ROYAL CANADIAN MOUNTED POLICE (RCMP) UBC DETACHMENT

If the assault took place on campus.

604.224.1322
rcmp-grc.gc.ca/detach/en/d/256

LOCAL POLICE DEPARTMENT

If the assault took place off campus, it can be reported to the police department or law enforcement agency for the district where the assault occurred.

UNIVERSITY PROCESSES

STUDENT CODE OF CONDUCT

If the assault took place on campus or, in certain circumstances, off campus, and the assault was committed by a UBC student, it can be reported to the Student Conduct Manager or Campus Security under the Student Code of Conduct.

604.822.1602
students.ubc.ca/campus/student-code-conduct

EQUITY AND INCLUSION OFFICE

If the assault was committed by any UBC employee, and it occurred on or, in certain circumstances, off campus, the assault can be brought to the Equity and Inclusion Office, which will work with Human Resources or Faculty Relations and the unit involved on support, reporting, and investigation.

604.822.6353
equity.ubc.ca

ASSISTANCE WITH REPORTING

Student support professionals in the Vice-President, Students office can work with students to put the appropriate supports and accommodations in place, provide information on reporting options, and facilitate the reporting process should a student choose to make a report. Please contact the Vice-President, Students office at 604.827.2565 or email urgent.vps@ubc.ca

