



the mental HELP folder

Resources

U of L Health and Counselling

Health Centre
uleth.ca/hr/health-centre/
403.329.2484
SU020

Counselling Services
uleth.ca/counselling/
403.317.2845
TH218

Peer support

Residence Assistant (RA)
uleth.ca/housing/
If student lives in U of L Residence, invite student to connect with their Residence Advisor.

Women's Centre
campuswomenscentre.com/
403.329.2094
SU150

Security Services if risk of harm to self and/or others 403.329.2345

Community

24 Hour Distress Line
lethbridge.cmha.ca/
403.327.7905 or 1.888.787.2880

Health Link
myhealth.alberta.ca/
811
(free advice from a registered nurse)

Suicide Crisis Line
1.800.667.8089

Chinook Regional Hospital
albertahealthservices.ca
403.388.6111

Poison Control
1.800.332.1414

More campus resources

Security Services
uleth.ca/security/
403.329.2345

Counselling Services
uleth.ca/counselling/
403.317.2845

More campus resources cont'd

Health Centre
uleth.ca/hr/health-centre/
403.329.2484

Chaplain's Office
403.382.0294
M4054

Scholarship & Student Finance
uleth.ca/ross/student-finance/
403.329.2585

Career Resources Centre
uleth.ca/ccs/
403.329.2000

Housing Services
uleth.ca/housing/
403.329.2584

International Centre for Students
uleth.ca/international/
403.329.2053

iikaisskini Gathering Place
First Nation, Metis and Inuit Student Services
uleth.ca/ross/native-student-advising
403.394.3902

Academic

Accommodated Learning Centre
uleth.ca/ross/accommodated-learning-centre/
403.329.2766

Advising
uleth.ca/ross/academic-advising
Arts & Science 403.329.5106
Education 403.329.2254
Fine Arts 403.329.2691
Health Sciences
Nursing 403.329.2220
Aboriginal Health, Addictions Counselling and Public Health 403.329.2649
Management 403.329.2153
School of Graduate Studies 403.329.2742

Tutoring Services
uleth.ca/tutoring-services/
403.332.4668

Study Skills Services
uleth.ca/study-skills-services/
403.332.4667

Writing Centre
uleth.ca/artsci/academic-writing/writing-centre
403.394.3963

The design of this folder is based partially on resources from Mount Royal University, Queen's University and from the University of South Carolina.

IDENTIFYING AND RESPONDING TO STUDENTS IN DISTRESS

EMERGENCY

Immediate danger to the safety or health of a person or persons

Call 911
and state your location

Examples

- Possession of weapon on campus
- Suicidal actions, threats or serious plans
- Acts or threats of violence to themselves or others

**If on campus, after calling 911, call
U of L Security Services 403.329.2345**

NON-EMERGENCY

Use the information inside this folder to respond to situations such as:

- Expression of suicidal thoughts
- Erratic behaviour that disrupts the normal proceedings of University students, faculty or staff
- Any pattern of odd behaviours that may pose a (non-emergency) threat to safety of that person and/or others

Call Security Services 403.329.2345

Security Services are available 24/7.

IDENTIFYING AND RESPONDING TO STUDENTS IN DISTRESS

What to do and say

The most important information we can convey to another human being is that we care and they matter. A safe campus is a caring campus!

APPROACH

- It's OK to ask during a one-on-one conversation and express concern
- Be specific about the behaviour that concerns you

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

LISTEN

- Listen openly and non-judgmentally

Sample:
Can you tell me more? Is there anything I can do to help you?

SUPPORT

- Acknowledge the student's thoughts and feelings in a compassionate way
- Offer hope and reassure the student you are concerned and want to help

Sample:
It sounds like you are feeling out of place. You're not alone and we have resources to help.

REFER

- Provide student with campus resources they can access
- See below for tips on making referrals
- Offer to make the call with the student
- If comfortable, walk with student to the resource

Sample:
Seeking help can feel scary but it's a sign of strength. If you'd like, I can call and book the appointment for you while you are here with me.

Making a good referral

- Point out that help is available and that seeking help is a sign of strength and courage, not weakness. Acknowledge that seeking help can be scary.
- See the final page of this folder for possible resources or contact the Health Centre Mental Health Team at 403.329.2484 or Counselling Services at 403.317.2845 for recommendations on how to approach the situation. If the student is reluctant, you can help by:
 - offering to contact the resource on their behalf while the student is in your office.
 - offering to sit with the student while they make the initial contact themselves.
 - accompanying the student to the appointment if appropriate and you feel comfortable.
- Tell the student about the web page www.uleth.ca/hr/health-centre where they can find resources such as contact numbers, locations, etc.
- Offer to follow up with the student, but don't insist on knowing what has occurred.

If a student says 'No' to a referral

- Respect the student's decision. Accepting or refusing assistance must be left up to the student, except in emergency situations where the life of the student (or others) is in danger.
- Know the student's response to you is not personal.
- Don't force the issue or trick the student into getting help.
- Try to leave the door open for later consideration.
- If you need personal support contact the Wellness Coordinator at 403.332.5217. In addition, your employee and family assistance program can offer you support. This is a personal confidential service for employees and their families provided by Homewood Human Solutions. Homewood services can be accessed at 1.800.663.1142 seven days a week.

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

Identifying and responding to additional situations requiring attention

Assault and/or harassment

The following issues may require the attention of U of L Security Services for safety reasons, and counselling for the students involved:

- sexual assault
- harassment, bullying, physical or emotional abuse
- stalking

Counselling Services
403.317.2845
OR counselling.services@uleth.ca

Security Services
403.329.2345

Difficulty in communicating and/or distortions of reality

Refer a student to help if you see or are alerted to the following behaviours:

- difficulty communicating (difficulty forming thoughts, completing sentences, irrational conversations)
- distortions of reality

Health Centre Mental Health Team
403.329.2484

Counselling Services
403.317.2845

Security Services
If risk of harm to self and/or others
403.329.2345

Learning and academic challenges

Refer a student to Student Success Centre, Academic Advising, or, with appropriate documentation of a diagnoses of disability, to Accommodated Learning Centre if you see or are alerted to the following concerns:

- serious academic concerns
- considering withdrawal
- in jeopardy of failing
- disclosure that the student requires academic accommodation

Academic Advising
403.329.2762

Student Success Centre - Study Skills & Tutoring Programs
403.332.4667 & 403.332.4668

Accomodated Learning Centre
403.329.2766

Signs of distress

- changes in academic performance (deterioration in quality of work, frequently missed assignments and classes, excessive procrastination, avoidance of participation)
- listlessness or falling asleep in class
- unusual behaviour (unexplained crying, laughing to self, rapid speech, disorganized thinking, suspiciousness)
- high levels of irritability
- significant weight loss or gain
- excessive dieting
- uncontrolled binge eating
- induced vomiting

- physical symptoms (nausea, headaches, problems with eating, excessive or disrupted sleeping)
- excessive exercise
- changes in hygiene or dress
- changes in relationships or social behaviour (withdrawal, isolation or dependency)
- difficulty concentrating or communicating
- signs of substance abuse (memory problems, slurred speech, drowsiness, confusion, lack of coordination)
- expressing negative self worth
- looking sad, dejected or anxious

Not sure? Something doesn't 'feel right?'

When in doubt, reach out. Resources are here to assist and it's better to ask than not.

The Behavioural Intervention Committee was developed by the University of Lethbridge to respond to the early detection of and intervention of worrisome or potentially harmful behaviour and prevent campus violence. The Behavioural Intervention Committee provides a centralized point to which concerned members of the university community can report instances of worrisome or potentially harmful behaviour, to a multidisciplinary assessment team who are trained in threat assessment procedures and best practices for behavioural intervention strategies. See the link below that you can access to report a concern confidentially. Alternatively you may report your concerns in person or via telephone to Security Services. Security Services are available 24 hours a day, 365 days a year.

uleth.ca/security/content/behavioural-intervention-report