



SUPPORT CONNECT

MENTAL HEALTH SUPPORT. ANYTIME. ANYWHERE.

UVic's SupportConnect is a 24/7 service to support students' mental, emotional, physical, and financial health—from referrals to face-to-face (where available), phone, video or online counselling.

After hours or anytime, faculty and staff can consult with SupportConnect about how to support students who may potentially be in distress.

1-844-773-1427 (toll free) | uvic.ca/supportconnect

Support is available for faculty and staff

In addition to providing direct services to students, Student Wellness Centre professional staff are available during business hours to consult with faculty and staff regarding student wellbeing concerns.

Our Faculty/Staff Consultation line is **250-721-7909**.

Learn more about the Student Wellness Centre at uvic.ca/student-wellness-centre.

As a faculty or staff member, helping a student in distress can affect your personal well-being. It may be important to debrief with supervisors or colleagues or to contact the Employee and Family Assistance Program (**1-844-880-9142**), which offers confidential counselling and other support services for faculty and staff.



QUICK REFERENCE GUIDE:

Assisting students in distress

CAMPUS RESOURCES

Campus Security and Personal Safety Coordinators
250-721-7599 | uvic.ca/security

Office of Student Life
250-472-5617 | uvic.ca/studentlife

International Centre for Students
250-721-6361 | uvic.ca/international

Centre for Accessible Learning
250-472-4947 | uvic.ca/cal

Office of Indigenous Academic & Community Engagement
250-472-4913 | uvic.ca/services/indigenous

Residence Services
250-721-8395 | uvic.ca/residence

Student Awards and Financial Aid
250-721-8121 | uvic.ca/safa

UVic Student Wellness Centre
Counselling | Health: 250-721-8563
Multifaith: 250-721-8338
uvic.ca/student-wellness

Sexualized Violence Resource Office
250-721-8021 | uvic.ca/svp

Equity and Human Rights
250-721-8488 | uvic.ca/eqhr

Office of the Ombudsperson
250-721-8357 | uvicombudsperson.ca

Anti-Violence Project
250-721-8080 | antiviolenceproject.org/

Peer Support Centre (UVSS)
uvss.ca/peer-support-centre/

Identify, respond, refer

Where do I start?

As a faculty or staff member you may be the first person to see the signs or be approached for help when a student is in distress or engaging in high-risk behaviour. You are a vital link to connect students with resources. Begin by recognizing signs that a student may be in distress.

Possible signs of student distress ranging from general concerns to imminent risk of harm

- **significant changes in behaviour and performance** (e.g. uncharacteristically poor academic performance, temperament changes, agitation, confusion, outbursts, changes in physical appearance)
- **isolation or social withdrawal** (e.g., previously involved student stops attending classes or is unexpectedly non-responsive to communications or reach-outs)
- **signs of excessive substance use**
- **creation or distribution of concerning communications** (e.g., social media, emails or assignments containing concerning or threatening language)
- **expressed feelings of hopelessness or despair or behaviours that indicate a likelihood of harm to self or others** (e.g. suicidal thoughts, verbal, written or creative work that includes plans to harm self and/or others)
- **preoccupation with/or expressions of violence, or persons who have engaged in violent acts or with weapons**

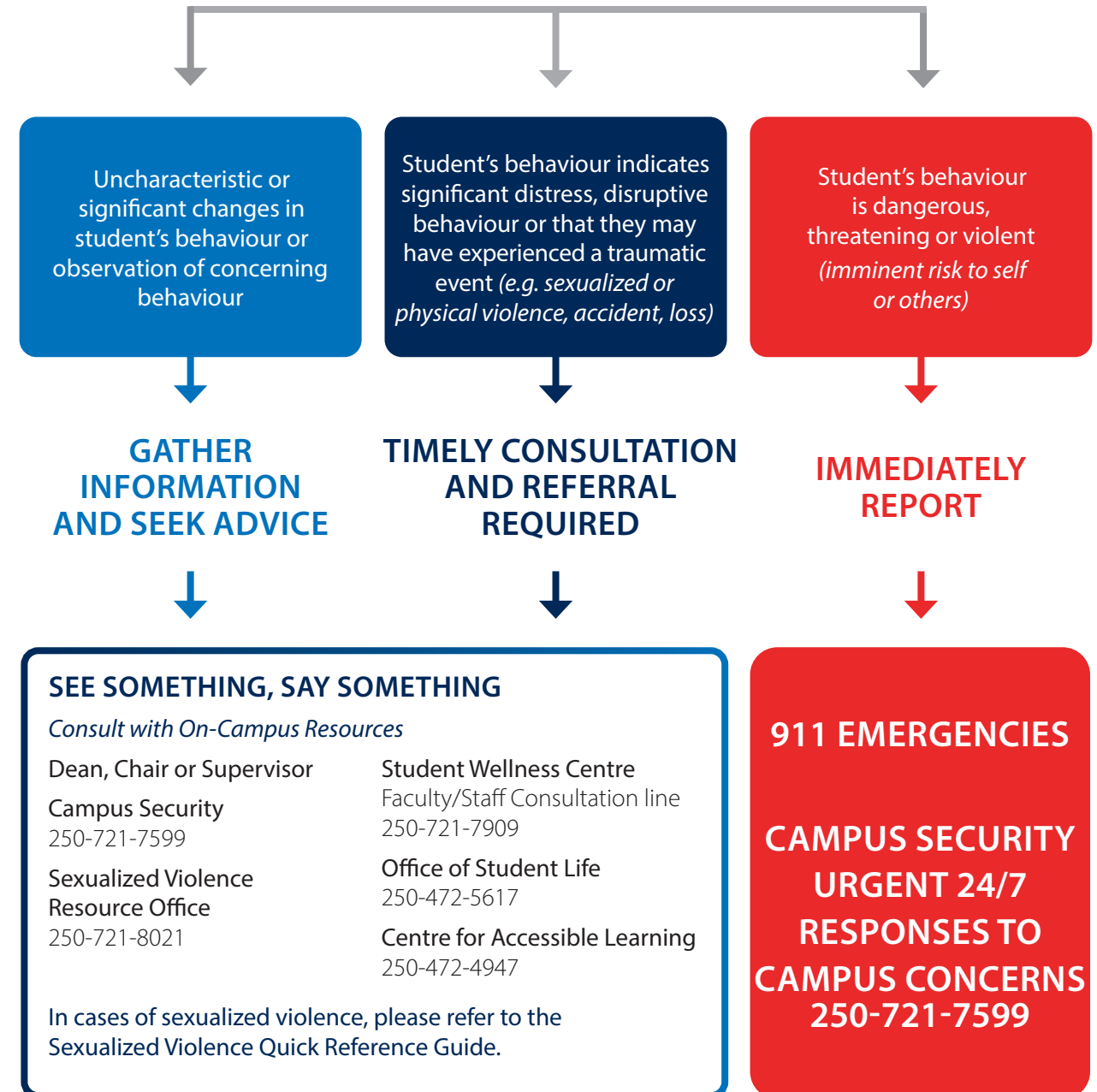
When dealing with a student potentially in distress, always take the time to carefully observe, reflect and identify whether you think there is reason for concern, and respond with calm. The most important information we can convey to a student is that we care and they matter.

Steps to take:

1. Consider whether it's appropriate to engage directly with the student or situation given your role and skills. Consult as needed.
2. Speak with the student directly and in a comfortable, safe setting. Maintain clear professional boundaries.
3. Be specific about the behaviour you have observed, and don't be afraid to express concern. Use objective, nonjudgmental language.
4. Stay calm and listen carefully. Acknowledge how the student is feeling and let them know you want to help. **Take their concerns seriously.**
5. Make a referral—let them know about supports on and off campus and that seeking help is a sign of strength and courage.
6. If something still doesn't "feel right" consult with your Supervisor/Chair/Dean, Student Wellness Centre, Campus Security or campus resources. **It's better to ask than not.**
7. Know your limits and take care of yourself. Don't feel it's your responsibility to solve the student's problem on your own. **Ask for help.**



Connecting students to resources



After hours

Emergency Services	9-1-1
Campus Security (24/7)	250-721-7599
SupportConnect	1-844-773-1427
Vancouver Island Crisis Line	1-888-494-3888
HealthLinkBC	8-1-1 (Non-Emergency)