

Assisting Students in Distress

RECOGNIZING SIGNS OF DISTRESS

- No perceived immediate risk or threat
- Concerned about a student's wellbeing

CONCERNING

- Reach out to the student
- Consult as needed
- Refer for counselling or to see a doctor as appropriate

STUDENT COUNSELLING SERVICES
go.usask.ca/studentcounselling
(306) 966-4920

STUDENT HEALTH SERVICES
go.usask.ca/studenthealth
306-966-5768

- Potential risk or threat
- Concerned about a student's **safety** or that of others

URGENT

- Reach out to the student
- Seek timely consultation with on-campus resources

STUDENT COUNSELLING SERVICES
go.usask.ca/studentcounselling
(306) 966-4920

STUDENT AFFAIRS CASE MANAGER
usask.ca/sesd/about/socat.php
(306) 966-5757

PROTECTIVE SERVICES
usask.ca/protectiveservices
(306) 966-5555

- Immediate threat or danger
- **Life-threatening** or **severe** psychological difficulties

EMERGENT

- GET HELP IMMEDIATELY

SASKATOON POLICE SERVICES
9-1-1 (or 9-9-1-1 on campus)

PROTECTIVE SERVICES
(306) 966-5555

ROYAL UNIVERSITY HOSPITAL



URGENT AFTER HOURS ASSISTANCE

- Saskatoon Crisis Intervention Services (306) 933-6200 (24 hour crisis line and consultation)
- Protective Services (306) 966-5555
- Royal University Hospital Emergency Department (306) 655-1362
- Saskatoon Police Services 9-1-1 (or 9-9-1-1 on campus)

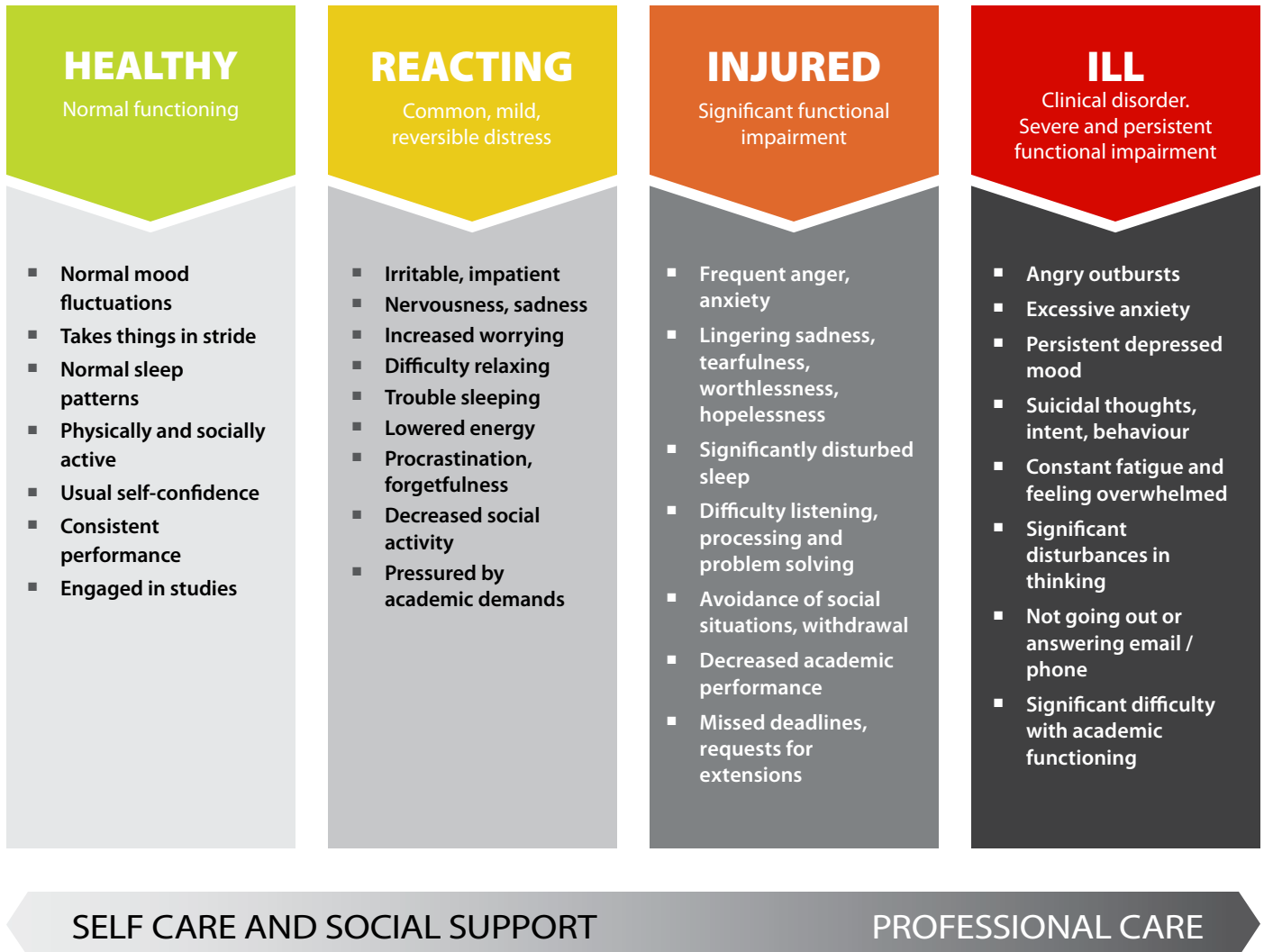
TRUST YOUR INSTINCTS and respond if a student situation leaves you feeling worried, alarmed or threatened. If you are unsure, please consult.



Recognizing Signs of Distress

A common indicator of distress is change—behaving or reacting in ways that are not typical for an individual.

THE MENTAL HEALTH CONTINUUM



Adapted from the Canadian Armed Forces Mental Health Continuum

Recognizing Signs of Disruptive or Threatening Behavior

- Ranting emails
- Disregarding rules
- Disrespecting authority
- Behavior that significantly disrupts the learning environment
- Expressing contempt toward others or wishing to seek revenge
- Engaging in actions or gestures that threaten or intimidate



Responding To A Distressed Student

APPROACH

- It is OK to ask and express concern
- Be specific about the behavior that concerns you

I noticed you were tearful in class today. Is everything OK?

LISTEN

- Listen non-judgmentally
- Be patient and give your undivided attention

Is there something I can do to help you?

SUPPORT

- Acknowledge the student's thoughts and feelings in a compassionate way
- Offer support and reassurance that you want to help

It sounds like you're feeling overwhelmed.

REFER

- Provide students information on support services
- Getting help is voluntary unless the situation is urgent

Would you like me to help you connect with support services on campus?

Adapted from Queens University Green Folder

Consulting

There are people and services on campus to assist you in dealing with distressed students. Common reasons for consulting include determining the seriousness of a situation and how quickly it needs to be addressed, as well as reviewing or developing a plan for responding.

STUDENT COUNSELLING SERVICES

- to assess the seriousness of a situation and how quickly it needs to be addressed
- to help develop a plan for responding and to determine who else needs to be involved
- to consult regarding suicidal ideation and other mental health difficulties
- to determine and provide appropriate therapeutic interventions

(306) 966-4920

STUDENT AFFAIRS CASE MANAGER

- to report an escalating student situation that has the potential to seriously compromise the safety and wellbeing of others
- when a student is likely to require a coordinated response involving multiple supports and interventions

(306) 966-5757

PROTECTIVE SERVICES

- when there is threatening behavior, violence, stalking or immediate danger
- when a student is engaging in behaviour that seriously disrupts the environment and put the safety of others at risk

(306) 966-5555

Student Counselling Services

Location: 3rd Floor Place Riel, University of Saskatchewan

Office hours: 8:30 am–4:30 pm, Monday–Friday

Tel: (306) 966-4920

Website: go.usask.ca/studentcounselling

The University of Saskatchewan understands the importance of mental health and its connection to student success. Student Counselling Services partners with the medical team at Student Health Services to provide comprehensive care on our campus.

Student Counselling Services is staffed by Master's and Doctoral level professionals who provide treatment, training, consultation, collaboration and leadership in addressing the mental health needs of our students.

Quick access to consultation and student assessment is a priority.

MENTAL HEALTH ASSESSMENT AND TREATMENT

Clinicians assess the severity and impact of student difficulties and determine immediate and follow-up needs. Assessment includes evaluation of presenting mental health concerns, risk, and available supports. We work with students to determine priorities and appropriate interventions in the context of their academic situation. Individual, couple and group services are available.

CONSULTATION

Clinicians are available to consult with members of the campus community who are concerned about a student. When you call, please ask to speak with a clinician about your concerns and indicate whether the matter is urgent.

OUTREACH, TRAINING AND COLLABORATION

We provide training to faculty, staff, advisors, Residence, student groups, peer helpers and others in recognizing and assisting distressed students. As well, we advise and collaborate at the college and campus level to develop plans that support student mental health and well-being.

We also provide clinical training to graduate students in psychology.

MAKING A GOOD REFERRAL

If you are referring a student to Student Counselling Services, please call ahead. Providing us with some information about the situation is useful in helping us to triage.



**THANK
YOU**

The University of Saskatchewan's Student Counselling Services wishes to thank Ralph and Gay Young for their very generous donation. This donation, intended to support student mental health, was provided through the Herb and Grace Young Fund.