Critical Incidents

Some indicators
• Aggressive, threatening or violent behaviour by the employee or towards employees
• Imminent suicidal behaviour
• A medical emergency
• Drug or alcohol poisoning
• Other imminent risks to safety

Respond immediately
Call 9-1-1 for imminent life-threatening situations
Call Campus Security for all other safety concerns: 403.220.5333

Concerning Indicators of Distress

Some indicators
• Visibly upset or behaving in a manner that is unusual
• Expressing a low mood, feelings of heightened worry/anxiety, sadness or pain
• Withdrawing from colleagues, family or friends
• Displaying prolonged irritability or unpredictable outbursts of anger
• Expressing hopelessness or referencing suicide, self-harm or harm to others
• Displaying unusual disregard for work with marked changes in concentration
• Showing signs of relationship violence

Promptly reach out to the employee
Initiate a caring conversation via phone, video conference or in person
• Name your concern (e.g. You seem down lately, is there anything I can do to help?)
• Inform employee that their health and safety is of upmost importance
• Attempt to get employee’s commitment to reach out for resources
• Please refer to the Assisting a Colleague in Distress page for applicable resources available for the employee: ucalgary.ca/hr/assist

If an unexplained absence, please consider if the employee:
• Requested time off, and that request was overlooked, misplaced or forgotten?
• Could have reported their absence to another manager, supervisor or Staff Wellness? Or by undetected voicemail, email or text?
• Is working at another location (e.g. conference, home or other campus location)

Promptly reach out to the employee
If you remain concerned or are unable to reach the employee. They will work with you to determine the next steps for checking the employee’s wellbeing. If it is after hours or on the weekend, please contact Campus Security at 403.220.5333.

If you are unable to contact the employee...
and there are indicators of physical/mental distress or if you remain concerned for their wellbeing.

Unexpected Absences

Contact Staff Wellness at 403.220.2918
Scan QR to find contacts