Your Employee and Family Assistance Plan

When you or someone you care about needs support, help is available through the Employee and Family Assistance Plan (EFAP) from Homewood Health. Whether you need advice, counselling or treatment, the EFAP can lend a hand. UCalgary faculty and staff can access this valuable resource 24 hours a day at no cost.

Counselling Services

• In-person, over the phone, live-chat or video counselling available
• 24/7 free and confidential crisis support
• Bridging to community resources and specialized referrals and treatment, if needed

Lifestyle and Specialty Coaching

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Online resources

Visit homeweb.ca for online courses, interactive tools, health and wellness assessments and a library of articles.

Connect

homeweb.ca
1.800.663.1142 (Toll-free)
1.886.398.9505 (French)
1.888.384.1152 (TTY/Hearing impaired)
604.689.1717 (International — call collect)

This publication is based on the Helping Students in Distress resource developed by Student Wellness Services. For more information on aiding a student in distress, contact 403.210.9355.

Staff Wellness

Assisting a colleague in distress

Faculty and staff play an important role in promoting a positive mental health culture on campus and in supporting each other's mental health and wellbeing. Learn to recognize common signs of distress and how you can offer assistance to a colleague in distress.

Possible indicators of distress:

• Experiencing a low mood with feelings of heightened worry/anxiety, sadness or pain
• Behaving in a manner that is out of character or unusual
• Withdrawing from colleagues, family or friends
• Prolonged irritability and/or unpredictable outbursts of anger
• Expressing hopelessness or referencing suicide, self-harm or harm to others
• Displaying unusual disinterest in or disregard for work with marked changes in concentration

Call 911 for all imminent life-threatening situations. For all other safety concerns, call Campus Security at 403.220.5333.
Offering support and assistance

**ASK**
- Trust your instincts.
- It’s okay to ask and express concern.
- Be specific about the behavior that worries you.

**SUPPORT**
- Listen with an open mind.
- Ask questions to help understand the situation.
- Acknowledge thoughts and feelings.

**REFER**
- Point out that there are resources and supports available and encourage your colleague to seek help early.
- Offer to help your colleague connect with resources.
- Accept that your role is to be a supportive colleague and if your colleague declines your offer of help, respect their decision (except in emergency situations).

**FOLLOW-UP**
- Continue to check-in with your colleague to see how they are doing.
- Practice self-care and seek personal support as needed.

**Immediately report the following situations:**
- Aggressive, threatening or violent behavior.
- Immediate safety concerns related to suicidal thoughts or behaviors.
- Medical emergencies, including drug or alcohol poisoning.
- Call 911 for all imminent life-threatening situations. For all other safety concerns, call Campus Security at 403.220.5333.

Make the right referral — resources are available

Encourage your colleagues to connect with available resources as soon as possible. Remind them that even though asking for help can be difficult at first, recognizing when and why we need some extra assistance is actually a sign of strength.

**On-campus resources**

**Staff Wellness**
Calling Staff Wellness is a great first step for faculty or staff who are experiencing distress. Staff Wellness offers confidential support and information regarding sexual violence to all members of the university community.

Staff Wellness can connect individuals seeking emotional support and immediate response.

403.220.2998 | staffwellness@ucalgary.ca | ucalgary.ca/staffwellness

**Campus Security**

For all imminent life-threatening situations, call 911. For all other safety and security concerns, call Campus Security at 403.220.5333.

403.220.5333 | ucalgary.ca/security

**Sexual Violence Support Advocate**

The Sexual Violence Support Advocate at UCalgary offers confidential support and information regarding sexual violence to all members of the university community.

403.220.2208 | ucalgary.ca/sexualviolencesupport

**Office of Diversity, Equity and Protected Disclosure**

The Protected Disclosure Advisor is available to all members of the university community and serves as a confidential resource for individuals seeking information and advice on sensitive and diverse matters.

403.220.4086 | ucalgary.ca/odepd

**WellBeing and WorkLife**

WellBeing and WorkLife empowers faculty and staff to achieve a high level of wellbeing through tools and resources that support a proactive approach to managing health and wellness.

ucalgary.ca/wellbeing

**Student Wellness Services**

Faculty and staff can contact Student Wellness Services for information about assisting students or visit for walk-in medical appointments, chiropractic treatments, massage therapy and nutrition services.

403.210.9355 | ucalgary.ca/wellnesscentre

**Off-campus resources**

**Employee and Family Assistance Plan**

The Employee and Family Assistance Plan (EFAP) offers a continuum of supports and services. EFAP provides in-person, online, telephone, and email support at no cost to faculty and staff. EFAP can connect individuals seeking longer-term support to community resources.

1.800.663.1142 | homeweb.ca

**211 Alberta**

211 Alberta connects users to the right community and social services. Dial 211 to speak to an information and referral specialist, search the online resource directory, or chat online daily from noon to 8 p.m. MST.

Dial 211 | ab.211.ca

**Access Mental Health**

Access Mental Health offers information, consultation and referral to individuals with addiction and/or mental health concerns. Clinicians work over the phone to help you navigate the addiction and mental health system.

403.943.1350 | 1.844.943.1350

**Distress Centre Calgary**

Connect to professional counsellors at the Distress Centre Calgary through their 24-hour crisis line, email, or online chat. Face-to-face counselling is also available.

403.266.HELP (4357) | distresscentre.com

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