

## 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). 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 or video counselling available
- 24/7 free and confidential crisis support
- Bridging to community resources and specialized referrals and treatment, if needed

### Services

#### Achieve wellbeing

- Stress
- Mental health concerns
- Grief and loss
- Crisis situations

#### Manage relationships and family

- Communication
- Separation/divorce
- Parenting

#### Deal with workplace challenges

- Stress
- Performance
- Work-life balance

#### Tackle addictions

- Alcohol
- Drugs
- Tobacco/Nicotine
- Gambling

#### Find child/elder care resources

- Child care
- Schooling
- Nursing/retirement homes

#### Get legal advice

- Family law
- Separation/divorce
- Custody

#### Receive financial guidance

- Debt management
- Bankruptcy
- Retirement

### Connect

UCalgary EFAP

1.866.424.0699

1.877.338.0275 (TTY/Hearing impaired)

1.905.886.3605 (International - outside of North America)

*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



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.

ASK



SUPPORT



REFER



FOLLOW-UP



### 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 behaviour 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.

"Are you okay? I've noticed you seem down lately — is there anything I can do to help?"

"It sounds like you have a lot on your plate right now. I am here to listen."

"Is there anything I can do to help you connect with resources?"

"I respect your decision, and I'm here if you'd like to talk."

How are you doing?  
I'm here if you'd like to talk.

## 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 or post-doctoral scholars experiencing distress. The Mental Health Consultant and Ability Management Advisors can provide advice about appropriate on and off-campus support resources.

403.220.2918 | [staffwellness@ucalgary.ca](mailto:staffwellness@ucalgary.ca) | [ucalgary.ca/staffwellness](http://ucalgary.ca/staffwellness)

#### Campus Security

For all imminent life-threatening situations, call 911. For all other safety and security concerns, call Campus Security for 24/7 support and immediate response.

403.220.5333 | [ucalgary.ca/security](http://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](http://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/pdri](http://ucalgary.ca/pdri)

#### 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, and massage therapy.

403.210.9355 | [ucalgary.ca/wellnesscentre](http://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.

1.866.424.0699 | [ucalgary.ca/hr/efap](http://ucalgary.ca/hr/efap)

#### 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](http://ab.211.ca)

#### Access Mental Health

Access Mental Health provides 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.

403.943.1500 | 1.844.943.1500

#### 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](http://distresscentre.com)

#### Connect YYC

Direct 24/7 online booking tool that helps individuals quickly access mental health supports when they need it the most. This service connects the community to a range of supports, including several types of counselling, and even basic needs help, often within the week.

[communityconnectyyc.ca](http://communityconnectyyc.ca)

### 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.