

## How to Make a Good Referral

- **Point out that help is available** and seeking help is a sign of strength
- **Consult when needed.** Student Support Advisors at Student Wellness Services can help connect students with the most appropriate resource
- **Provide information** about 24 hour support options

### SAFETY\*

- Violent or threatening behavior
- Risk of suicide or harm to others

**CAMPUS SECURITY & SAFEWALK**  
403.220.5333  
ucalgary.ca/security

Call Campus Security for 24/7 support and immediate response.

**STUDENT AT RISK (SAR) TEAM**  
403.220.4923  
ucalgary.ca/wellness-services/student-risk-team

Submit a concern to the SAR team. The team is available to consult and respond to non-urgent concerns.

\* If emergency response is required, call 911 and then Campus Security.

### WELLNESS

- Mental or physical health concerns
- Emotional distress

**STUDENT WELLNESS SERVICES**  
403.210.9355  
ucalgary.ca/wellness-services

Refer students for support with mental or physical health concerns, or contact to request supportive outreach to student.

**AFTER HOURS MENTAL HEALTH SUPPORT**  
403.210.9355  
ucalgary.ca/wellness-services

Call to access after-hours phone support, available 24/7.

**AFTER HOURS PHYSICAL HEALTH SUPPORT**  
811

Call to access Alberta Health Services 24/7 health advice.

### ACADEMIC

- Drop in GPA or performance
- Difficulty managing academic tasks

**THRIVE PRIORITY SUPPORT NETWORK**  
403.210.7471  
ucalgary.ca/ssc/faculty/thrive

Complete a concern form for students to receive specialized outreach from an academic support specialist.

**STUDENT SUCCESS CENTRE**  
403.220.5881  
ucalgary.ca/ssc

Encourage students to visit the website or the centre for general advising, learning, writing support and online resources for students.

**FACULTY ADVISING**  
ucalgary.ca/registrar/registration/advising

Students can access faculty-specific advising from their faculty's program advisors.



Still can't find the resource you're looking for? Contact Student Wellness Services's student support advisors for support and guidance with specific student concerns by calling **403.210.9355**.

## Resources for other situations

### CONCERN

### RESOURCE

### HOW TO ACCESS

#### FOOD INSECURITY

**SU CAMPUS FOOD BANK**  
403.220.8599  
su.ucalgary.ca/programs-services/student-services/food-bank

Contact for seven-day emergency food support

#### FINANCIAL INSTABILITY

**STUDENT WELLNESS SERVICES**  
403.210.9355  
ucalgary.ca/wellnesscentre

Call to book a case management appointment with a Student Support Advisor.

#### ISOLATION

**PEER SUPPORT**  
ucalgary.ca/wellness-services/peer-support

Visit the Peer Support page to view a full listing of the many peer support programs on campus.

#### SEXUAL VIOLENCE

**SEXUAL VIOLENCE SUPPORT ADVOCATE**  
403.220.2208  
ucalgary.ca/sexualviolencesupport  
svsa@ucalgary.ca

Email or call for support for issues related to sexual violence. This resource is available to students, faculty and staff.

#### NON-ACADEMIC MISCONDUCT

**STUDENT CONDUCT OFFICE**  
403.210.3868  
ucalgary.ca/conduct

File a report online or contact the office for support and guidance.

#### GRADUATE STUDENT ISSUE

**GRAD ADVISOR** 403.220.4932  
grad.ucalgary.ca

Contact the Graduate Academic and International Specialist for issues impacting progress or academic success.

#### PROCEDURAL ISSUE OR CONFLICT

**STUDENT OMBUDS OFFICE**  
403.220.6420  
ucalgary.ca/ombuds

Visit the website or call to book an appointment for support with issues of procedural fairness, or academic/non-academic appeals.



For a comprehensive list of on and off campus resources, visit [ucalgary.ca/wellness-services/helping-myself](https://ucalgary.ca/wellness-services/helping-myself)