

ASK



- Trust your instincts
- It's okay to ask and express concern
- Be specific about the behaviour that worries you

"I've noticed you seem distracted and upset lately and I'm concerned about you."

SUPPORT



- Listen with an open mind
- Ask questions to help understand the situation
- Acknowledge thoughts and feelings
- Offer hope and help

"It sounds like you're feeling overwhelmed, can I connect you with a resource for help?"

REFER



- Provide information about resources
- Encourage help-seeking
- Offer to help the student connect with resources

"If you'd like, we can call and book the appointment while you're here with me."

FOLLOW-UP



- Respect the decision to accept or refuse help (except in emergency situations)
- Practice self-care. Seek personal support as needed. *Employee and family assistance is available 24/7 from Homewood Health (homeweb.ca)*

"I respect your decision. I hope you will keep these options in mind. My door is always open."



UNIVERSITY OF
CALGARY

HELPING STUDENTS IN DISTRESS

Quick Reference Guide

This resource will help you recognize a student in distress. Responding with care and concern is a critical factor in supporting a healthy campus community.

ASK



SUPPORT



REFER



FOLLOW-UP



Possible indicators of distress

- Significant changes in mood, behaviour, or appearance
- Appears agitated, sad, worried, or anxious
- Expresses hopelessness or references suicide or self-harm
- Mental health appears to be significantly deteriorating
- Current or past experience of violence or trauma

For more information, visit ucalgary.ca/wellness-services/helping-others

Immediately report the following situations:

- Violent or destructive behaviour
- Immediate safety concern related to suicide thoughts or behaviors
- Medical emergency, including drug or alcohol poisoning
- Aggressive or threatening behaviour with high risk of harm

CAMPUS SECURITY

403.220.5333

CALGARY EMERGENCY SERVICES

911