Use this tool to determine whether a student is in distress and next steps for **CRITICAL EMERGENCY**, **POTENTIALLY URGENT**, or **NON-URGENT** situations.

# IS THE STUDENT IN DISTRESS?

- Have they reported significant problems or stressors to you?
- > Have you noticed signs of distress?
- increased levels of anxiety, irritability, or sadness,
- declining classroom attendance or participation, decreased quality of academic work,
- concerning changes in personal hygiene or appearance,
- significant behaviour or mood changes.
- > Have others expressed concerns to you about this student?





# DETERMINE THE TYPE OF SITUATION

# STAY CONNECTED

No immediate action is required. Monitor the situation.

## **CRITICAL EMERGENCY**

#### Their behaviour is:

- > threatening to harm themselves or others,
- > highly disruptive,
- > incoherent or uncontrollable,
- > directly or indirectly referencing suicide.

#### **CRITICAL EMERGENCY ACTIONS:**

- > On-campus: call 519-888-4911.
- > Off-campus: call 911.
- > Inform someone in your department and request a debrief if needed.

#### **POTENTIALLY URGENT**

#### Things to look out for:

- you have not heard from the student despite numerous check-ins,
- > concerning changes in personal hygiene or appearance,
- > significant behaviour or mood changes.

# POTENTIALLY URGENT ACTIONS:

- > Schedule a support and consultation meeting with the Campus Wellness, counselling services team at 519-888-4096.
- > If you are unable to call, please email counselling@uwaterloo.ca.

# During your SCHEDULED consultation, the following may occur:

- > The counsellor will create a plan with you to support follow-up with the student, recognizing the confines of your role.
- > The counsellor may contact the student directly in addition to your follow-up support.
- > The counselor may direct you to additional supports and resources.

### **NON-URGENT**

#### Non-urgent actions:

- > Listen, show concern, and be non-judgmental.
- > **Ask** questions to determine which information or referral would be helpful.
- > If the student is unwilling to accept a referral **respect** the decision, and **encourage** them to stay in contact with you.
- > **Provide** Campus Wellness contact information: call 519-888-4096 press 1 for health services and 2 for counselling services.

### **AFTER HOURS SUPPORT**

Call Special Constable Services at 519–888-4911 to be connected to **IMPACT**.

#### Or refer students to:

> Good2Talk: the 24/7 Post-Secondary Student Helpline, at 1-866-925-5454. > EmpowerMe: To access create an account on the Dialogue mobile app or on the web.

studentcare.ca/dialogue

> Suicide Crisis Helpline: call or text 9-8-8, 24/7.

