

SUPPORTING STUDENTS IN DISTRESS

CRITICAL EMERGENCY & AFTER HOURS SUPPORT

Call Special Constable Services (SCS) at 519-888-4911.

Or, call 911 for immediate assistance.

Or, call or text 9-8-8 for the Suicide Crisis Helpline. They can talk through your concerns and offer advice and support.

Or, refer students to Good2Talk, the 24/7 Post-Secondary Student Helpline, at 1-866-925-5454.

POTENTIALLY URGENT

Book a support request session with Counselling Services to learn about steps to take to support a student at 519-888-4096.

NON-URGENT

Support students by sharing resources or helping them call Campus Wellness at 519-888-4096 or book online.

Student supporter resources: bit.ly/40wsZRE



UNIVERSITY OF
WATERLOO

Campus Wellness

HOW TO DETERMINE THE SITUATION

CRITICAL EMERGENCY

- Immediate risk of harm to themselves or others.
- Highly disruptive.
- Incoherent or inconsolable.

POTENTIALLY URGENT

- Student has not responded to multiple check-ins and is showing worrying signs.
- Concerning changes in personal hygiene.
- Significant mood changes.

NON-URGENT

- Student shows low motivation, withdrawal and negative mood.
- Listen empathetically, ask questions, and guide them to resources.
- Share link to the Health and Well-being homepage.

Student resources: uwaterloo.ca/students/health-and-well-being