

Mild – distressing responses that are in the normal range of emotion and behavior	Moderate – possible indicators of distress where counselling or professional help may be warranted	Severe – immediate intervention is required to keep someone from harm
Normal changes in mood and behavior in response to a change in person’s life.	Significant changes in mood, behavior or appearance that seem to be negatively affecting their functioning	Medical emergency
Appears sad, worried, agitated or anxious	Agitation, worries or sadness is disrupting their ability to function	Violent or destructive behaviour
Expresses frustration and possible solutions to problem	Expresses hopelessness or talks about self-harm or thoughts of suicide	Immediate safety concern related to suicidal behavior or intent
Alcohol or drug use is under person’s control and is used in a safe way with least amount of harm	Alcohol or drug use while not on campus is a getting in the way of social life, leading to financial distress, or is disrupting academic functioning	Person is unconscious or seriously intoxicated on campus
Person is crying when faced with a difficult situation	Person does not seem able to self-regulate their emotions even after expressing them for a time	Threats are made to campus or someone else’s safety
Expresses feelings of being overwhelmed, has maybe had one panic attack and has made life changes in response to it	Has experienced multiple panic attacks that seem to be out of proportion to the situation	Person seems to be unaware of reality, is not aware of their actions or behavior
Minimal risk-taking behavior, or risks are controlled and do not impact functioning	Risk-taking behavior has increased, including high risk physical or sexual behaviour	Person is currently taking a risk that threatens their safety or the safety of someone else
Person has a history of trauma and has found ways to function successfully	Person has a history of victimization or trauma that is currently affecting their ability to succeed	Person has been recently assaulted, either on or off campus
Refer the students to a helpful friend, self-help resources (BreathingRoom) or campus resources (Student Association Peer Health Educators, 7 cups of tea)	Refer to Students at Risk Support Team online Or make a counselling intake appointment 403-529-3819	Campus Security Medicine Hat: 403-529-3911 Brooks Campus: 403-633-1165 Emergency Services: 911 MH Police Service: (403) 529-8400

Mild – What to do and how to respond?

Approach and Ask	Listen	Support	Refer
It's ok to tell them what you've observed and ask open questions	Set aside your own need to talk and let them tell you what is going on	Acknowledge the persons feelings, even if you don't understand the situation	Provide them with resource and referral information
Be specific about your concerns and your desire to help.	Keep an open, non-judgmental attitude	Reassure that you want to help and ask if they'd like a referral	If you don't know, call someone who might know together
<i>"I've noticed you've been crying often in class and I'm concerned about you. What's going on?"</i>	<i>"Tell me more about that." "Is there anything I can do to help you?"</i>	<i>"It sounds like all this has been exhausting for you. I'd like to help you."</i>	<i>"Here is a number of someone who might be able to help more. Would you like to use my phone to call?"</i>

Want to know more about responding appropriately? Request a Mental Health First Aid course for your department or division (4864).

Moderate – How to access counselling and other resources?

Respond as above. To refer to the Students at Risk Support Group, go [here](#). To make an intake appointment for Student Counselling, call 403-529-3819. Some emergency appointments are available daily, but the student may need to wait a few days for an appointment. In the meantime, encourage the student to access self-help resources available on the counselling website, such as BreathingRoom, to try the Chaplain services, or to contact the Student Association peer health educators.

For faculty and staff, encourage them to speak with Human Resources or contact our EAP program through Homewood Health.

Severe – Call for immediate help!

Emergency Services: 911

Medicine Hat Campus Security: 403-529-3911

Brooks Campus Security: 403-633-1165

Medicine Hat Police Service: 403-529-8400

Brooks RCMP: 403-794-4400