

RECOGNIZING, RESPONDING AND REFERRING STUDENTS TO SUPPORT

IS THE STUDENT IN DISTRESS?

- Has the student reported significant problems to you?
- Have you recognized signs of distress (e.g. increased anxiety, irritability or sadness; deterioration in quality of classroom attendance; participation or academic work; troubling changes in personal hygiene and appearance) or significant changes in behaviour or mood?
- Have other students, staff or faculty expressed significant concern to you about this student?

YES

NO

IS THE SITUATION AN EMERGENCY?

Emergency is when there is imminent risk of harm to self or others

- Is the student's behaviour threatening to self, others or to property?
- Is the student making serious threats to harm others or themselves?
- Is the student making reference to imminent suicide?
- Is the student unconscious or intoxicated?
- Has the student recently experienced an assault of any kind, on or off campus?

YES

NO

In case of an emergency
call **911**
and then
Security Services
403-529-3911

- Offer information about resources and share as appropriate (see reverse)
- Revisit this flowchart if you notice increased distress

IS THE SITUATION A CRISIS?

A crisis situation is non-life threatening but urgent.

- Is the student a danger to self and/or others; or at high risk of being harmed? I.e. domestic abuse, suicidal thoughts.
- Is the student unable to function autonomously, such as:
 - Unable to go to school or work?
 - Severe physical symptoms such as not eating, not sleeping or severe pain?
 - Complete withdrawal from social connections?
- Is a child or youth at risk?

YES

NO

ACTIONS to take in CRISIS situations requiring consultation:

- complete a CARE referral
- Student Counselling Services:
counselling@mhc.ab.ca or attend walk-in (M, W-F: 8:30-4:15, T: 8:30-5:15)

Evenings / Weekends, connect student to:

- 988 (Suicide Crisis Helpline)
- 211 Province-wide Support Services access/information

ACTIONS to take in NON-CRISIS situations requiring consultation:

- Listen, show concern, be non-judgmental.
- Ask questions to determine the information required or appropriate type of referral.
- Provide appropriate resources. If student is unwilling to accept a referral, respect the decision. Encourage them to let you know if that changes so that you can support them with other resources.

FIND MORE
INFORMATION ONLINE



SELF CARE and REFLECTION

- Take time to reflect, debrief and consider resources for your own well-being if needed

Recognize, Respond and Refer

EMERGENCY	CRISIS	PERSONAL OR ACADEMIC CONCERN				
Imminent risk to self or others	Non-life threatening but urgent	Non-life threatening but concerning				
- Threats of violence - Threats of suicide - Substance overdose - Serious injury - Seizure	- Thoughts of suicide or death - Concerns of domestic or sexual violence - Concerns of assault - Child or youth at risk	Behaviour changes: - Signs of agitation - Changes in appearance - Disjointed thoughts - Signs of self-injury	Concerning situation: - Bullying - Harassment - Discrimination - Noticeable decline in academics - Social withdrawal	Academic concern: - At risk of failing - Considering withdrawal - Personal event impacting all courses	Basic needs concern: - Emergency housing - Food insecurity - Emergency funding	Accessibility-related concern: - Academic accommodation related to protected grounds (e.g., family status, religion) - Other academic concerns related to disability (learning, physical, mental health, or sensory)
ACTION Phone 911 and then Security Services 403.529.3911	ACTION Complete a CARE referral During office hours, contact: Student Counselling Services -walk-in services -intake: clockwork.mhc.ab.ca Office of Student Conduct 403-529-3829 (anonymous reporting line: 403-502-8447) After hours supports: Suicide Crisis Line 988 Alberta ONELine for Sexual Violence 1-866-403-8000	ACTION Complete a CARE referral Refer student to: Student Counselling Services -walk in services -intake: clockwork.mhc.ab.ca Office of Student Conduct 403-529-3829 (anonymous reporting line: 403-502-8447) MHC Students' Association https://samhc.ca/ Indigenous Engagement 403.504.3527 or 403.504.3503	ACTION Complete a CARE referral Refer student to: Student Counselling Services -walk in services -intake: clockwork.mhc.ab.ca Office of Student Conduct 403-529-3829 (anonymous reporting line: 403-502-8447) MHC Students' Association https://samhc.ca/ Indigenous Engagement 403.504.3527 or 403.504.3503	ACTION Refer student to: www.mhc.ab.ca/student-life/academic-support Academic Advising 403.529.3819 Academic Coaching and Writing Support 403.529.3819 Tutoring Services (see above website) International Education 403.529.3819	ACTION Refer student to: MHC Students' Association https://samhc.ca/ Indigenous Engagement 403.504.3527 or 403.504.3503 Financial Aid 403.504.3594 MHC Student Residence www.mhc.ab.ca/student-life/residence Chaplaincy Services chaplain@mhc.ab.ca	ACTION Refer student to: Accessibility Services intake: clockwork.mhc.ab.ca