

SUPPORTING STUDENT MENTAL HEALTH FLOWSHEET

RECOGNIZE	RESPOND	REFER
<p>CONCERN</p> <p>Situations may include:</p> <ul style="list-style-type: none"> » Sudden changes in academic performance. » Loss of interest, lack of energy or difficulty concentrating. » More withdrawn or animated than usual. » Difficulty coping with demands of life. 	<p>“Are you aware of services available to you on campus?”</p>	<ul style="list-style-type: none"> » Encourage Campus Health & Wellness Centre services at the student’s earliest convenience. » Offer resources.
<p>URGENT</p> <p>Situations may include:</p> <ul style="list-style-type: none"> » Expression of hopelessness. » Concerns about depression or anxiety. » Serious emotional difficulties or distress. 	<p>“There is always help available to you. Can I give you some resources where you can get some support?”</p>	<ul style="list-style-type: none"> » Encourage Campus Health & Wellness Centre services within the next few days. » Offer resources.
<p>CRISIS</p> <p>Situations may include:</p> <ul style="list-style-type: none"> » Does not indicate a plan for suicide; however, expresses a desire to not wake up or be alive. » Experiencing recent sexual/domestic violence. » Serious emotional dysregulation. » Sudden, drastic change in behavior. 	<p>“I am so sorry you are going through this. There are many resources available to you, do you know about them?”</p>	<ul style="list-style-type: none"> » Provide information how to connect with Campus Health & Wellness Centre services that day. » If required, call Campus Security 905.721.3211 or ext. 2400 to activate Campus Emergency Response Team (CERT) and/or assist with external emergency medical supports. » Offer resources.
<p>EMERGENCY</p> <p>Situations may include:</p> <ul style="list-style-type: none"> » Active suicide attempt (overdose). » Imminent danger to self or others. » You require immediate response for any reason. 	<p>“I am very concerned about your well-being. I am going to make sure you are safe and call 9-1-1.”</p>	<ul style="list-style-type: none"> » Call 9-1-1. » If student is on campus, contact Campus Security 905.721.3211 or ext. 2400 to coordinate EMS supports on campus.

REMEMBER: Use this guideline to recognize, respond, and refer a student in mental distress. As a first responder, you may not have access to their contact information in Banner – do your best with the information available to you. For further guidance and support, consult your supervisor to explore additional options.

DISTRESSING COMMUNICATION

Student emails, voicemail or academic work which raise concern, urgent or crisis level needs about their well-being. →

CONTACT STUDENT DIRECTLY
Refer to the recommended ‘Respond’ and ‘Refer’ reactions in the flowsheet for guidance on providing relevant resources

COMMUNICATION CONTAINS STATEMENTS OF SUICIDE

CONTACT STUDENT DIRECTLY
Express need to ensure safety by calling 9-1-1. If able, obtain student’s location and/or cell phone number. →

If unable to reach the student and you have a local address and/or cell phone number for them, call 9-1-1 and report safety risk.

If location or cell phone number unknown, consult with supervisor/individual who may be able to access student contact information, then call 9-1-1.

RESPONSE TIMES

For situations which fall into the concern, urgent and crisis categories we encourage you to respond at your earliest possible time. Keep in mind that students have the right to choose, if and when they connect to services. Employees are strongly encouraged to follow up with a student after referring them to resources. Your ongoing support can significantly contribute to their well-being and academic success.

Emergency situations should be addressed immediately with the best information available.

During CHWC clinic hours, employees may consult with the Mental Health Service Manager or the Mental Health & Wellness Navigator for CONSULTATION ONLY regarding options and resources, subject to availability.

RESOURCES

STUDENT RESOURCES

Campus Health & Wellness Centre
Monday to Friday, 8 a.m. to 4 p.m.
Call 905.721.3037 or visit the reception desk at Oshawa, G1030 or Whitby, Room 180

9-8-8 Suicide Crisis Lifeline
Dial or text 9-8-8
Available 24/7, free

IMWell DCSA Student Assistance Program (SAP)
IMwell.ca, App available OR Call 1.877.554.6935
24/7 free access to social workers, counsellors and crisis support.

EMPLOYEE RESOURCES

- » 24/7 services by phone: 1.844.880.9142 or TTY 1.877.338.0275
- » workhealthlife.com
- » Mobile app, My EAP
- » See ‘Are You Okay’ Webpage for additional resources durhamcollege.ca/are-you-ok
- » Supporting Student Mental Health on Campus: An Employee Guide