

## Skills for Responding to Student Mental Health Concerns

### ASK

- Trust your instincts.
- It's okay to ask and express concern.
- Don't make assumptions. Stick to observable behaviours.
- Be specific about the observable behaviour that worries you.



**Example:** "I've noticed you seem distracted and upset lately and I'm concerned about you."

### If you notice...



#### 1) Indicators of Safety Concern

- Violent, destructive, or erratic behaviour
- Immediate safety concerns related to suicidal thoughts or behaviours
- A medical emergency, including drugs or alcohol
- Aggressive or threatening behaviour with a high risk of harm

*If the person is on campus call campus police 519 253 3000 ext. 4444. If the person is off-campus dial 911. Then fill out the **Care Alert Form**\*\* and the Assessment and Care Team will follow up within 24 hours.*

#### 2) Possible Indicators of Distress

- Significant changes in mood, behaviour, or appearance
- Appears agitated, sad, worried, or anxious
- Expresses hopelessness or references suicide or self-harm
- Mental health appears to be significantly deteriorating
- Indicate current or past experience of violence or trauma

\*\*File a Care Alert Form here: [www.uwindsor.ca/students-of-concern/](http://www.uwindsor.ca/students-of-concern/)

### SUPPORT

- Listen with an open mind.
- Ask questions to help understand the situation.
- Acknowledge thoughts and feelings.
- Offer hope and help.
- Paraphrase and summarize to reflect your understanding.



**Example:** "It sounds like you're feeling overwhelmed, can I connect you with a resource for help?"

### FOLLOW UP

- Respect the decision to accept or refuse help (except in emergencies).
- If appropriate, check in with the student later to see if they need further assistance.
- Practice self-care and seek personal support as needed.
- Consider incorporating resources within the classroom & on Blackboard. \*See below.



**Example:** "I respect your decision. I hope you will keep these options in mind. My door is always open."

**Example:** "If you would like, we can call and book the appointment while you are here with me."

### REFER

- Point out that help is available and seeking help is a sign of strength.
- Provide information about resources including 24-hour support options.
- Offer to help the student connect with resources.
- Consult when needed. Student Counselling Centre can help you connect your student with the most appropriate resource.



## Resources

### 24 HR SUPPORT

**My Student Support Program** Professional counselling for UWindsor students worldwide, available in 35+ languages. Download the App: "MySSP" Call: 1-844-451-9700 [www.mystudentsupport.com](http://www.mystudentsupport.com)

**Wellness Together Canada** Professional mental health & substance use counselling for anyone in Canada. Call: 1-866-585-0445 [www.wellnesstogether.ca](http://www.wellnesstogether.ca)

**Canada Suicide Prevention Service** Call: 1-833-456-4566 (24/7) Text: 45645 (4:00 pm-midnight EST) [www.crisisservicescanada.ca](http://www.crisisservicescanada.ca)

**Good2Talk** Mental health support for post-secondary students. Call: 1-866-925-5454 [www.good2talk.ca](http://www.good2talk.ca)

**Community Crisis Line** Call: 519-973-4435 [www.hdgh.org/crisis](http://www.hdgh.org/crisis)

**Sexual Assault Crisis Line** Call: 519-253-9667 [www.saccwindsor.net/](http://www.saccwindsor.net/)

### CAMPUS CARE

**Student Counselling Centre** CAW Student Centre 293 **Schedule an Appointment:** [scc@uwindsor.ca](mailto:scc@uwindsor.ca) [www.uwindsor.ca/scc](http://www.uwindsor.ca/scc)

**Student Health Services** CAW Student Centre 242 **Schedule an Appointment:** 519-973-7002 [www.uwindsor.ca/health](http://www.uwindsor.ca/health)

**Peer Support Centre** CAW Student Centre 291 No appointment needed. See website for service updates: [www.uwsa.ca/services/psc](http://www.uwsa.ca/services/psc)

**Office of Sexual Violence Prevention, Resistance, & Support** Email: [svsupport@uwindsor.ca](mailto:svsupport@uwindsor.ca) [www.uwindsor.ca/prevent-resist-support/](http://www.uwindsor.ca/prevent-resist-support/)

**UWSA Food Pantry** CAW Student Centre Rm 233 Email: [foodpantry@uwindsor.ca](mailto:foodpantry@uwindsor.ca) [www.uwsa.ca/campus-food-pantry/](http://www.uwsa.ca/campus-food-pantry/)

### COMMUNITY CARE

**Crisis & Mental Wellness Centre** Walk-in crisis support. 744 Ouellette Ave., Windsor, ON Mon-Sun 8am-8pm [www.hdgh.org/crisismentalwellnesscentre](http://www.hdgh.org/crisismentalwellnesscentre)

**Mental Health & Addictions Urgent Care Centre** 744 Ouellette Ave., Windsor, ON Mon-Fri 11am-7pm [www.hdgh.org/MHAUCC](http://www.hdgh.org/MHAUCC)

**Canadian Mental Health Association** Office (Non-Crisis): 519-255-7440 [www.windsorsex.cmha.ca](http://www.windsorsex.cmha.ca)

**Sexual Assault Crisis Centre** Office (Non-Crisis): 519-253-3100 [www.saccwindsor.net](http://www.saccwindsor.net)

**Downtown Mission** 664 Victoria Ave. Windsor, ON [www.downtownmission.com/](http://www.downtownmission.com/)

**Remember that it's important to take care of yourself too.**

Please visit [www.uwindsor.ca/humanresources](http://www.uwindsor.ca/humanresources) for a list of wellness resources available to UWindsor employees. Reaching out for support is always strong and resilient.

### SAFETY & EMERGENCIES

**Campus Community Police | 24/7** 2455 Wyandotte St. W Non-Emergency: 519-253-3000 Ext. 1234 **Campus Emergency: 519-253-3000 Ext. 4444** [www.uwindsor.ca/campuspolice](http://www.uwindsor.ca/campuspolice)

**WalkSafe (Non-Emergency)** Student led walk home service See website for service details: [www.uwsa.ca/walksafe/](http://www.uwsa.ca/walksafe/)

**Safe Lancer App** Virtual walk home & emergency alerts by campus police. Download the app: Safe Lancer

**Windsor Regional Hospital Walk-In Crisis Service | 24/7** Walk-in for mental health crises and emergencies. Windsor Regional Hospital Emergency Dept. 1030 Ouellette Ave.

**Off-Campus Emergencies: Call 911**