# Faculty & Staff Quick Guide Supporting Student Student Student Health, Counselling and Wellness Services

# 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."

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

**FOLLOW UP** 

· Respect the decision to accept or

• If appropriate, check in with the

further assistance.

support as needed.

within the classroom &

student later to see if they need

• Practice self-care and seek personal

Consider incorporating resources

on Brightspace. \*See below.

refuse help (except in emergencies).

# 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 24-48 business 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/student-care-and-support/

## **SUPPORT**

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

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

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

## **24/7 SUPPORT**

#### Wellness Together Canada ( ) Professional mental health & substance use counselling for anyone in Canada.

Call: 1-866-585-0445 www.wellnesstogether.ca

#### Good2Talk 🕓 📞



Professional mental health support for post-secondary students. Call:1-866-925-5454 www.good2talk.ca

#### Community Crisis Line () Call: 519-973-4435



www.hdgh.org/crisis

# Sexual Assault Crisis Line ()

Call: 519-253-9667 www.saccwindsor.net/

# Talk Suicide Canada

Call:1-833-456-4566 (24/7) Text: 45645 (4:00 pm-midnight EST) www.talksuicide.ca

#### Crisis Text Line



Text: CONNECT to 686868 www.crisistextline.ca

# **CAMPUS CARE**

Student Counselling Centre **CAW Student Centre 293** 

**Schedule an Appointment:** scc@uwindsor.ca

519-253-3000 ext. 4616 www.uwindsor.ca/scc

#### Student Health Services CAW Student Centre 242

Schedule an Appointment: 519-973-7002 www.uwindsor.ca/health

#### Peer Support Centre



CAW Student Centre 291 No appointment needed. See website for service updates: www.uwsa.ca/services/psc

#### Office of Sexual Violence Prevention, Resistance, & Support

Email: svsupport@uwindsor.ca www.uwindsor.ca/prevent-resistsupport/

#### UWSA 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

#### Mental Health & Addictions **Urgent Care Centre**



#### Canadian Mental Health Association Office (Non-Crisis): 519-255-7440

www.windsoressex.cmha.ca

#### Sexual Assault Crisis Centre Office (Non-Crisis): 519-253-3100 www.saccwindsor.net

# Downtown Mission

875 Ouellette Ave. Windsor, ON www.downtownmission.com/

## **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 WalkSafe (Non-Emergency)

Student led walk home service See website for service details: 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 ( ) **Emergency Service | 24/7**

Walk-in for mental health emergencies. Windsor Regional Hospital Emergency Dept. 1030 Ouellette Ave.

Off-Campus Emergencies: Call 911



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

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









