

STUDLEY, CARLETON & SEXTON CAMPUS

dal.ca/bluefolder

Your guide to

RECOGNIZING & RESPONDING TO STUDENTS IN DISTRESS

1 RECOGNIZING


a student in distress

SIGNS THAT A STUDENT MAY BE IN DISTRESS:

- Significant changes in mood
- Difficulty controlling emotions
- Others have expressed concern about the student
- Changes in academic performance
- High levels of irritability
- Listlessness or falling asleep in class
- Unusual behaviour
- Significant weight loss or gain
- Changes in hygiene or dress
- Changes in relationships or social behaviour
- Difficulty concentrating or communicating
- Disordered eating
- Assault and/or harassment
- Learning and academic challenges
- Withdrawal from social interaction

! Is it an emergency situation?
See reverse side of folder

Did the student come to you?
SKIP TO #2: RESPONDING



2 RESPONDING

to a student in distress

APPROACH

"I've noticed you've been absent from class lately and I'm concerned about you."

- It is OK to ask and express concern
- Be specific about the behaviour that worries you

LISTEN

"Is there anything I can do to help you?"

- Listen with an open mind
- Be patient and give your undivided attention

SUPPORT

"It sounds like you're feeling out of place."

- Acknowledge their thoughts and feelings in a compassionate way
- Offer hope and reassure them you are concerned and want to help

3 REFERRING

a student in distress

Refer the student to the Dalhousie Student Health & Wellness Centre where a member of our interprofessional health care team will assess, triage, and assist the student in meeting their needs.

Don't forget to: Point out that help is available and seeking help is a sign of strength and courage, not a weakness. Offer to follow up with the student, but don't insist on knowing what the student has done.

If the student appears reluctant:

- Offer to refer the student online to our on campus case manager, who will reach out to the student and offer support.
- Offer to sit with the student while they make initial contact themselves.
- Accompany the student to their appointment if appropriate and you feel comfortable.

"Would you like someone to reach out to you?"

"Would you like me to take you to their office?"

IF THE STUDENT SAYS "NO" TO A REFERRAL

- Respect their decision. Accepting or refusing assistance must be left up to the student, except in emergencies when life is in danger.
- Don't force the issue or trick them into going.
- Try and leave the door open for later consideration.

*Has someone shared an experience of sexualized violence with you?
The Purple Folder is your guide to responding and navigating these conversations.
dal.ca/purplefolder*

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

DALHOUSIE STUDENT HEALTH & WELLNESS CENTRE

FACULTY & STAFF CAN:

Request a presentation about services and supports at:
dal.ca/studenthealth

Refer a student online at:
dal.ca/studenthealth/referral

STUDENTS CAN:

Book a medical or same-day counselling appointment:
dal.ca/studenthealth/bookonline
 Call 902-494-2171

Visit us online: dal.ca/studenthealth

Students have access to Dalhousie's on-campus Student Health & Wellness Centre. The Centre provides quality primary and mental health care services to promote and enhance students' health.

The Student Health & Wellness Centre's interprofessional team includes:

- counsellors
- nurses
- physicians
- psychiatrists
- psychologists
- social worker
- health promotion expertise



1246 LeMarchant St.
(2nd Floor)

OTHER HELPFUL RESOURCES

COMMUNITY CONNECTIONS

Black Student Advising Centre
dal.ca/bsac | 1321 Edward Street
 902-494-6648 | bsac@dal.ca

Indigenous Student Centre
dal.ca/isc
 1321 Edward Street | 902-494-8863

International Centre
dal.ca/internationalcentre
 1246 LeMarchant Street
 902-494-1566

LGBTQ2SIA+ Collaborative
dal.ca/hres | 902-494-6672
collaborative.plus@dal.ca

Multifaith Services
dal.ca/multifaith | SUB, Room 407
 902-494-2287 | multifaith@dal.ca

South House Sexual & Gender Resource Centre
southhousehalifax.ca
 1443 Seymour Street
 902-494-2432
outreach@southhousehalifax.ca

Stay Connected Mental Health Peer Support
dal.ca/stayconnected
peersupp@dal.ca

OFF CAMPUS

Avalon Sexual Assault Centre
 Sexual Assault Nurse Examiner
 902-425-0122
 General Enquiries
 902-422-4240

Bayers Road Community Mental Health Services
 902-454-1400

Good2Talk
 1-833-292-3698

Kids Help Phone (up to age 20)
 1-800-668-6868

Mental Health Mobile Crisis Unit
 902-429-8167 (24hrs)

Talk to a Nurse
 811

SOLVING PROBLEMS

Campus Case Manager
dal.ca/studenthealth/referral
DSU Equity & Accessibility Office
dsvupi@dal.ca

DSU Student Advocacy Service
dsu.ca | 902-494-2205
dsas@dal.ca

Human Rights & Equity Services
dal.ca/hres | hres@dal.ca
 902-494-6672

Ombudsperson
dal.ca/ombudsperson
ombuds@dal.ca

Social Worker
social.worker@dal.ca

Student Conduct information
dal.ca/srr

ONLINE RESOURCES

Ask A Chaplain
dal.ca/askachaplain
Ask A Nurse
dal.ca/askanurse
DaSAFE App
dal.ca/dasafe

eMental Health
ementalhealth.ca

Keep It Social
keepitsocial.ca

Q-Life Resilience Project
dal.ca/resilienceproject

TAO
dal.ca/tao
211
ns.211.ca



If there is an academic issue, you can also refer your student to: Bissett Student Success Centre (902-494-3077), the Student Accessibility Centre (902-494-2836), and/or Faculty Advising dal.ca/advising.



DaSAFE

Mobile Safety App

Available for iOS,
Android & Blackberry

IN A MENTAL HEALTH EMERGENCY SITUATION

Is someone...

Making direct or indirect reference to wanting to die/suicide?
Making threats or engaging in disruptive behaviour?

*If you answered 'yes' to EITHER of the above,
call one of these numbers now:*

DAL Security
902-494-4109

Mental Health
Mobile Crisis Team
902-429-8167

Off Campus
Emergency Services
911