

STUDLEY, CARLETON & SEXTON CAMPUS

[dal.ca/bluefolder](https://dal.ca/bluefolder)

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*Your guide to*  
**RECOGNIZING & RESPONDING  
TO STUDENTS IN DISTRESS**

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# 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 healthcare 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](http://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](http://dal.ca/studenthealth)

*Refer a student online at:*

[dal.ca/studenthealth/referral](http://dal.ca/studenthealth/referral)

## STUDENTS CAN:

*Visit us for a walk in medical or counselling appointment:*

1246 LeMarchant St. (2nd Floor)

*Book a medical appointment:*

Call 902-494-2171

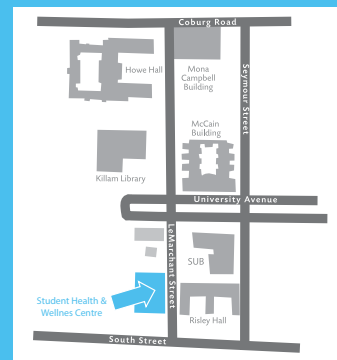
*Visit us online:*

[dal.ca/studenthealth](http://dal.ca/studenthealth)

Dalhousie 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:

- nurses
- physicians
- social workers
- psychiatrists
- counsellors
- psychologists
- health promotion experts



## OTHER HELPFUL RESOURCES

### COMMUNITY CONNECTIONS

#### Black Student Advising Centre

[dal.ca/bsac](http://dal.ca/bsac) | 1321 Edward Street  
902-494-6648 | [bsac2@dal.ca](mailto:bsac2@dal.ca)

#### Indigenous Student Centre

[dal.ca/isc](http://dal.ca/isc)  
1321 Edward Street | 902-494-8863

#### International Centre

[dal.ca/internationalcentre](http://dal.ca/internationalcentre)  
1246 LeMarchant Street  
902-494-1566

[international.centre@dal.ca](mailto:international.centre@dal.ca)

#### LGBTQ2SIA+ Collaborative

[dal.ca/hres](http://dal.ca/hres) | 902-494-6672  
[collaborative.plus@dal.ca](mailto:collaborative.plus@dal.ca)

#### Multifaith Services

[dal.ca/multifaith](http://dal.ca/multifaith) | SUB, Room 407  
902-494-2287 | [multifaith@dal.ca](mailto:multifaith@dal.ca)

#### South House Sexual & Gender Resource Centre

[southhousehalifax.ca](http://southhousehalifax.ca)  
1443 Seymour Street  
902-494-2432  
[outreach@southhousehalifax.ca](mailto:outreach@southhousehalifax.ca)

#### Stay Connected Mental Health Peer Support

[dal.ca/stayconnected](http://dal.ca/stayconnected)  
[peersupp@dal.ca](mailto: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

#### 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](http://dal.ca/studenthealth/referral)

#### DSU Equity & Accessibility Office

[dsvupi@dal.ca](mailto:dsvupi@dal.ca)  
DSU Student Advocacy Service  
[dsu.ca](http://dsu.ca) | 902-494-2205  
[dsas@dal.ca](mailto:dsas@dal.ca)

#### Human Rights & Equity Services

[dal.ca/hres](http://dal.ca/hres) | [hres@dal.ca](mailto:hres@dal.ca)  
902-494-6672

#### Ombudsperson

[dal.ca/ombudsperson](http://dal.ca/ombudsperson)  
[ombuds@dal.ca](mailto:ombuds@dal.ca)

#### Social Workers

[social.worker@dal.ca](mailto:social.worker@dal.ca)

#### Student Conduct Office

[dal.ca/think](http://dal.ca/think)

### ONLINE RESOURCES

#### Ask A Nurse

[dal.ca/askanurse](http://dal.ca/askanurse)

#### DalSafe App

[dal.ca/dalsafe](http://dal.ca/dalsafe)

#### Dal Thrive

[dal.ca/Thrive](http://dal.ca/Thrive)

#### eMental Health

[ementalhealth.ca](http://ementalhealth.ca)

#### Keep It Social

[keepitsocial.ca](http://keepitsocial.ca)

#### Live Well

[dal.ca/livewell](http://dal.ca/livewell)

#### Q-Life Resilience Project

[dal.ca/resilienceproject](http://dal.ca/resilienceproject)

#### WellTrack

[dal.ca/welltrack](http://dal.ca/welltrack)

#### 211

[ns.211.ca](http://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](http://dal.ca/advising).

# 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**

From the Office of the Vice-Provost, Student Affairs and Student Health & Wellness.  
Based on a concept from McMaster University and Queen's University, with thanks.  
If you have any questions or comments about this folder, or would like additional copies,  
please contact Student Health & Wellness at [livewell@dal.ca](mailto:livewell@dal.ca) or 902-494-1252.

