

Guidelines for Responding to Individuals in Distress

	Emergency	Crisis	Distress
Recognize	Imminent risk of harm to self and/or others. Examples include: • Presence of objects/weapons threatened to be used • Physical abuse/harassment • Substance intoxication • Imminent suicide attempt • Suicidal ideation with threat to attempt within 24h • Episode of mental health crisis including stupor, ataxia, incoherent language/behavior or psychosis	Not life-threatening but urgent. Examples include: • Suicide ideation with threat to attempt more than 24h • Report of recent assault or mental health crisis • Sudden, or imminent health issue or distressing situation that requires removal from the learning environment	Non-urgent but concerning. Examples include: Recent death of a relative/loved one Significant and sudden changes in mood/appearance/behavior/academic performance Other situations of distressing nature not otherwise specified that cannot be categorized under crisis or emergency
Respond	ONSITE Notify Critical Incident Team on campus Isolate individual by removing themselves or others in proximity Converse with student, if possible Administer first aid, if respondent is qualified, and intervention is required & safe OFFSITE Notify Critical Incident Team on campus Note student location to communicate to emergency services	ONSITE Notify Critical Incident Team on campus Move individual to safe, private space Director will conduct further conversation with individual in presence of the reporting staff OFFSITE Notify Critical Incident Team on shift Note student location to communicate to director level on shift	ONSITE • Move individual to safe, private space • Notify the individual of their situation by building awareness of support services through Student Services • If alarming information comes up that might deem it a crisis, follow "Crisis" protocols. OFFSITE • Schedule a time to meet with the student & provide campus resources
Refer	Call emergency services, 9-1-1 ASAP	If Team member deems the case to be an emergency, respondent will call 9-1-1 If applicable, director calls suicide hotline If Team member deems the case to be a distress, they will refer student to campus support resources	Refer individual to campus support resources: GuardMe Student Support Program, Stenberg Wellness Centre, or Accessibility Services Refer individual to Student Services for further info and follow-up support
Reflect	 Fill out incident report form. Self-check fitness to return to work/class Critical Incident Team member in charge will form a plan of further communications with student. 	 If emergency, fill out incident report form & file If distress, take notes & file. Self-check fitness to return to work/class 	Takes notes and refer to Student Services