

	Emergency	Crisis	Distress
Recognize	<p>Imminent risk of harm to self and/or others.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • 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 	<p>Not life-threatening but urgent.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • 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 	<p>Non-urgent but concerning.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • 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	<p>ONSITE</p> <ul style="list-style-type: none"> • 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 <p>OFFSITE</p> <ul style="list-style-type: none"> • Notify Critical Incident Team on campus • Note student location to communicate to emergency services 	<p>ONSITE</p> <ul style="list-style-type: none"> • 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 <p>OFFSITE</p> <ul style="list-style-type: none"> • Notify Critical Incident Team on shift • Note student location to communicate to director level on shift 	<p>ONSITE</p> <ul style="list-style-type: none"> • 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. <p>OFFSITE</p> <ul style="list-style-type: none"> • Schedule a time to meet with the student & provide campus resources
Refer	<ul style="list-style-type: none"> • Call emergency services, 9-1-1 ASAP 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • If emergency, fill out incident report form & file • If distress, take notes & file. • Self-check fitness to return to work/class 	<ul style="list-style-type: none"> • Takes notes and refer to Student Services