

Employee Guide to

Recognize Respond Refer

**Acutely Distressed
or Suicidal Students**



Wellness Services

403-320-3289

wellness.services@lethbridgecollege.ca



**STUDENT
AFFAIRS**



THE THREE R'S

RECOGNIZE

Review page 2 for signs of distress

RESPOND

Engage the student in conversation

Fill out the: Student Mental Health and Wellness Form found on the Wellness Services webpage

REFER

Signs of distress or signs of suicidal intent

Crisis lines, Shepell number, Security (CLC) 911

Wellness services

After hours on-campus event: Security (CLC)

Find contact information on the back page

COMMUNITY SUPPORTS

Available 24/7/365

Distress Line of Southwestern Alberta: **403-327-7905**
Connect immediately with a crisis counsellor, this line has access to the Crisis Intervention Team and the crisis beds.

During business Hours

Lethbridge Police Services: **403-328-4444**
Call to request a wellbeing check on students that are not at risk of suicide, but you are concern for their health.



LETHBRIDGE COLLEGE SUPPORTS

Available 24/7/365

Lethbridge College Security Services: **403-320-3206**
If a student is at risk, call security and request they notify the on call College Leadership Counsel Member of your concern.

Shepell Student Support Program: **855-649-8641**
(24/7/365 availability) When calling this number you will be asked if there is a danger to self or others, indicate yes, you will be automatically connected with a crisis counsellor, who has a masters of counselling. This number is also used to book counselling appointments.

Residence: **403-360-9703**
A Residence Assistant is available to assist.

During business hours

Wellness Services: **403-320-3289**
Registered Nurses are the first point of contact with students who are in distress and will help to de-escalate the situation and assess for the most appropriate intervention. Interventions may consist of linkages to other health care providers within Wellness Services or in the community. A registered nurse can come to your location if needed.

Accessibility Services: **403-320-3202 (5400)**
Academic accommodations and support for students with disabilities and mental health conditions.

Financial Aid: **403-320-3372**
Application for emergency funding and student loan support.

Lethbridge College Student Association: **403-320-3373**
Student Food Bank and health benefits. Social support through clubs, events and recreation.

Indigenous Services: **403-320-3202 (5731)**
Cultural support through circle of services, including connection with Elders.

Academic Advising **403-320-3200**
Academic advising for those considering withdrawal or at risk of failing.



RECOGNIZE

It is important to recognize any signs of distress. This list is not exhaustive and there may be other signs you notice.

HIGH RISK

- Direct or indirect reference to wanting to die/suicide
- Mental health appears to be significantly deteriorating
- Experiencing symptoms of depression, anxiety, agitation, grief, or anger
- Atypical behaviour (changes in how the individual behaves)
- Substance use or misuse concerns
- Self-harming behaviour such as cutting, hitting, or restricted eating
- Physical health problems
- Relationship problems
- Experiencing homesickness, and/or lack of social support
- Academic or financial concerns

Every student is different and signs may have more significance to one student over another. If you feel worried always trust your instinct.

RECOGNIZE



RESPOND



If a student comes to you in distress or shows signs of distress or suicidal thoughts then engage the student in a conversation.

Find a quiet spot to start the conversation.

Start with: "I've noticed...and I am concerned"

Use empathy, be non-judgemental, ask the student to tell their story, and actively listen

Actively listening looks like:



Non-Verbal:

- Eye Contact - gauge how much eye contact is appropriate
- Posture - lean slightly forward while sitting
- Distraction - refrain from fidgeting, looking at a clock or watch, doodling

Verbal:

- Clarification - asking relevant questions help to clarify what the speaker says.
- Reflection - closely repeating or paraphrasing what the speaker has said.
- Summarizing - taking the main points of their story and reiterating back to them.

If you feel there is a possibility to the student's safety to themselves or others, ask the question.

"Are you thinking about killing yourself"?

EMERGENCY CONTACT PROTOCOL



- The student are required to list at least one emergency contact who we may call if a situation occurs where the student's safety is at risk.
- If a student has disclosed suicidal intent or is showing signs of suicide or harm, Lethbridge College will contact the emergency contact listed.
- More than one contact may be listed and the student should be asked which of the contacts to call first.

ASSISTANCE WITH WITHDRAWAL WITH CAUSE

- Wellness Services can assist students with the option of withdrawal with cause.
- Wellness Services will also follow up with the student if they choose to re-enter after a withdrawal with cause to set up a success plan.

TRANSFER OF CARE TO HOSPITAL

When a student is deemed at moderate to high risk of suicide by a Wellness Services health care provider, the student's care will be transferred to the Emergency Department at Chinook Regional Hospital.

Voluntary Transfer

If the student is in agreement and willing to go to the hospital an ambulance will transport the student. Wellness Services covers this expense.

Involuntary Transfer

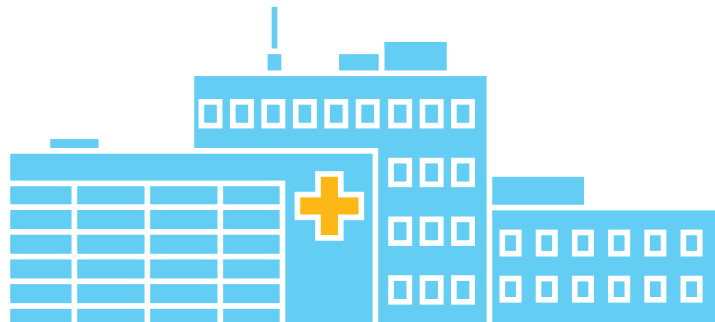
If the student is unwilling to be transferred to the hospital, the student will be transported by police.

Follow up

Wellness Services staff will receive updates from the Emergency Department staff on the status of whether the student is admitted or discharged.

If the student is admitted to hospital Wellness Services staff will contact the student's Associate Dean to inform them of the need for accommodations.

Following discharge from the hospital Wellness Services staff will follow up with the student and will be in contact with the programs Associate Dean to ensure supports and accommodations are implemented.



RESPOND PROTOCOL

- Always consider your own personal safety.
- Attempt to meet with the student in a quiet area but allow yourself and the student equal access to an exit.
- If the student becomes aggressive, remove yourself and seek help from others (co-workers, Wellness Services, security, ...)
- If the student discloses suicidal intention, remove yourself briefly to find someone to help (staff/faculty/chair/associate dean/dean) and inform them of the situation. They will be able to access Wellness Service staff to assist in supporting the student and providing the appropriate resource(s).
- Return to the student and ask the student if you can bring in a Wellness Services RN (registered nurse) to offer support. Once the RN meets with the student you may allow the RN to take over responsibility of care.
- Or if you or the student would prefer you can offer to walk the student down to Wellness Services to talk to an RN. Once the RN meets with the student you may leave, and the RN will update you on any relevant concerns.
- Do not spend an extended period of time alone with the student. Your aim should be to have professional support as soon as possible.

By allowing the RN to take over care it will aid the student in continuity of care and remove responsibility from you.



REFER



During Hours

- If the student has disclosed suicidal intent or is showing signs of suicide or harm, offer to walk the student to Wellness Services. Alternatively, you can call Wellness Services to request an RN (registered nurse) come to you.
- If the student refuses help and you have concerns for the student's safety, advise them you will have to call either the crisis line or 911 for their own safety. Then let Wellness Services know about your concerns.

After Hours

- Call the Shepell Student Support Program (**855-649-8641**). Shepell will be able to assess the risk for suicide and implement appropriate interventions.
- If a student contacts you (email, phone) after hours expressing suicidal intent call 911. When calling 911 after hours you must follow up with a call to security. When calling Security (**403-320-3206 ext. 3206**) request they call the on-call CLC member (even if you have called 911). Security will direct emergency services to your location, if you are on campus.
- Fill out the 'Student Mental Health Wellness Form' (found on the Wellness Services webpage under "**Recognize Respond Refer**"). A Wellness Services RN will contact them as soon as possible to meet, assess and provide resources and support.

If this is in relation to sexual misconduct of any kind, please go to lethbridgecollege.ca/sexualmisconduct to learn what reporting options are available to the student.

REFERRAL PROCESS

During Business Hours

Student expresses suicidal intent.

Take student to Wellness Services (CE1380) or call Wellness Services to have an RN come to you 403-320-3289.

After Hours

Student expresses suicidal intent.

Is the student in your presence?

No, the student contacted me via email or phone.

Call 911 and provide dispatch with all facts you have.

Call Security 403-320-3206. Ask to have the CLC member notified of the concern and your actions.

Fill out the: Student Mental Health & Wellness Form found on the Wellness Services webpage.

Yes, and appears safe at this time- Call SSP 855-649-8641 for a suicide risk assessment and appropriate intervention.

