

IDENTIFY & RESPOND TO AN INDIVIDUAL IN DISTRESS

A resource for the Lethbridge College community when supporting someone in distress

1 IDENTIFY

What have you seen or heard. Use the examples below to help determine your response.

–Shepell offers consultation if you are unsure how to support the individual in distress. Access by phoning: 1.855.649.8641

CONCERN ABOUT IMMEDIATE SAFETY:

THERE MAY BE IMMINENT RISK OF HARM TO SELF OR OTHERS

- Suspected overdose
- Medical Emergency
- Behaviour that is violent, destructive, harmful, aggressive, or threatening to self or others

- Direct or indirect reference to wanting to die/suicide
- Sexual Violence (more information on pg. 2)
- Self-harming behaviour such as cutting, hitting, or restricted eating
- Domestic Violence
- Traumatic event such as the loss of a loved one

- Mental health appears to be significantly deteriorating
- Disclosure of current or past experience of violence

- Substance use concerns
- Atypical behaviour (changes in how the individual behaves)
- Experiencing symptoms of depression, anxiety, agitation, grief, or anger
- Physical health problems
- Academic or financial concerns
- Relationship problems
- Experiencing homesickness, and/or lack of social support.

CONCERN ABOUT GENERAL WELLBEING:

RISK OF HARM TO SELF OR OTHERS IS LIKELY LOW

2 ALWAYS RESPOND

Respond as you feel appropriate. It is OK to feel unsure about how to respond, however any of the following responses are better than no response at all.

CALL 911 AND CAMPUS SECURITY

First, call Emergency Services:

911

Then, call Campus Security:

403.320.3206 or Ext. 3206

CONTACT HEALTH & COUNSELLING SERVICES

BUSINESS HOURS:

(Monday –Friday, 8:00am–4:00pm)

Health & Counselling Services: will connect the individual to appropriate supports including Counselling.
403.320.3289 Room CE1380

AFTER-HOURS:

Shepell 24/7 Crisis Line:
1.855.649.8641

Campus Security:
403.320.3206 or Ext. 3206

Mental Health Crisis Intervention Team :
(7:00am–1:00am)
Pager: 403.381.1116

CONNECT THE INDIVIDUAL TO SUPPORTS

Shepell Counselling Services: Mental health concerns and/or difficulty coping

Student: 1.855.649.8641 Employee: 1.800.461.9722

Health Services: Primary health concerns
403.320.3289

Accessibility Services: Academic accommodations for disabilities, including chronic mental health conditions
403.320.3202 Ext. 5400

Learning Café: Academic support, including foundational skills, content tutoring, and learning strategies
403.382.6952

Academic Advising: Academic advise for those, considering withdrawal, or at risk of failing
403.320.3202 Ext. 4905

Financial Aid: Emergency funding or student loan support
403.320.3372

LCSA: Social connection through clubs, recreation & events, Student Food Bank, and mywellnessplan.ca
403.320.3373

3 ALWAYS REPORT

Always submit a Concerning Behaviour Report as part of your response, regardless of the perceived severity.

This will allow for the Campus Safety Initiative (CSI) team to identify concerns in a timely and coordinated manner and follow up appropriately.

SUBMIT A CONCERNING BEHAVIOUR INCIDENT REPORTING FORM

This can be found on myHorizons under Campus Services> Security >Concerning Behaviour Incident Reporting Form

<https://myhorizon.lethbridgecollege.ca/campuserv/security/Pages/default.aspx>

The processes are in compliance with FOIP and the Health Information Act

4 SELF CARE

Supporting someone through a crisis can be stressful and impactful.

Taking care of your wellbeing is very important. You have access to:

–**Student Support Program:**

mysupportprogram.com or by calling 1.855.649.8641

–**Employee Assistance Program:**

workhealthlife.com or you may choose to contact Human Resources 403.320.3378

IDENTIFY LEVEL OF RISK

RESPONDING TO A DISCLOSURE OF SEXUAL VIOLENCE

A resource for the Lethbridge College community to support disclosures of sexual violence

Familiarize yourself with the Sexual Violence Prevention and Response Policy and Procedures

Located at: myHorizons>Reference Documents>College Wide Policies & Procedures>Health & Safety

DISCLOSURE OF SEXUAL VIOLENCE

You may be the most trusted person in an individual's life and they may confide in you after experiencing sexual violence. Regardless of whether the experience was recent or historical, it is important that people receive a compassionate and supportive response to their disclosure. Someone who has experienced sexual violence may express a range of emotional and physical symptoms. Disclosing is typically very difficult for most people; while some people are able to openly express that they were sexually assaulted, others may talk about their experience in a vague terms. **The response of the person they first disclose to can have a profound impact on the individual's decision to continue to seek support or not. The following can assist in supporting someone through talking about their experience and accessing supports.**

WHAT IS SEXUAL ASSAULT?

- ✓ Any form of sexual contact without voluntary consent
- ✓ Sexual assault is a crime and is never the fault of the survivor
- ✓ Sexual assault happens to people of all ages, genders and sexualities
- ✓ In Canada, 85% of sexual assaults are committed by someone the person knew and trusted

HOW TO ASSIST:

1

ATTEND TO SAFETY

–Encourage the individual to seek medical care and confirm they have somewhere safe to stay.

If someone is in immediate danger or requires urgent medical attention: First, call: 911, Then call Campus Security: 403.320.3206 or Ext. 3206

2

LISTEN AND SHOW YOUR SUPPORT

- ✓ Allow the individual to share as much or as little as they feel comfortable, without interrupting.
- ✓ Avoid asking questions about what happened, especially those that begin with the word "why.." as this disempowers and may re-traumatize the individual.
- ✓ Acknowledge the courage it has taken for them to talk about it with you.
- ✓ Each person has the right to make their own decisions as to what to do next and to have those choices respected. Asking a person what they would like to do can help them re-establish control after an experience where they had none.

3

HELP TO IDENTIFY AVAILABLE SUPPORTS SERVICES

Help the individual to understand what support services are available such as Health & Counselling Services and Security Services. Encourage them to seek either of these onsite services for further support, **but do not insist.**

DURING BUSINESS HOURS:

(Monday– Friday 8am–4pm)

HEALTH & COUNSELLING SERVICES

Room CE 1380 Phone: 403.320.3289

–Provides compassionate support by informing the individual of their options for medical care, reporting processes, including notification of the lead first responder, and connection to appropriate internal and external resources, such as a sexual assault advocate and counselling.

AFTER HOURS:

(4pm–8am & Weekends, Holidays)

SECURITY SERVICES

Room CE 1301 Phone: 403.320.3206 or Ext. 3206

–Available 24 hours 7 days a week. Security will ensure immediate safety, during after hours Security will contact the on call College Leadership Counsel who will provide the individual with information on processes and available supports.

YWCA SEXUAL ASSAULT ADVOCATE (AMETHYST PROJECT)

24 hour Crisis Line: 403.320.1881

–Provides support to victims of sexual assault and will advocate throughout the process of receiving medical care, reporting, and connecting them to appropriate resources. The advocate will transport the student to the hospital if requested.