

# Employee Reference for Identifying a Student in Distress



This guide will assist you in identifying a student in distress and provide you with the tools to appropriately respond.

## 1 Identify the severity of the situation.

### Emergency:

A situation requiring immediate attention due to potential harm or life-threatening conditions.

Examples:

- Immediate danger to health and safety of peoples on campus
- Possession of weapons on campus
- Suicidal actions
- Acts of violence

Call 911 and state your location.

### Non-Emergency:

A situation that does not pose an immediate threat and can be addressed with routine or scheduled assistance.

Examples:

- Expression of suicidal thoughts
- Disruptive behaviour
- Behaviour that is out of the ordinary for the student in question

## 2 Act accordingly.

### Emergency:

Call 911 and state your location.

If you're on campus, contact CNC security after calling 911

P 250 561 2131 ext 200

C 250 961 0786

### Non-Emergency:

Use the Early Alert & Thrive tools to refer the student to the appropriate supports.

**Approach:** Express concern during a one-on-one conversation

**Listen:** Listen openly and non-judgmentally

**Support:** Acknowledge and offer reassurance

**Refer:** Provide information about the services available to the student. Use Early Alert & Thrive to submit a referral.

## Not sure?

The student shows signs of distress, but I am unsure how serious it is. My interaction has left me feeling uneasy and/or really concerned

### Ask directly

Does the student have a plan for suicide? ex: "You are navigating lots of stress. Sometimes when people are stressed, they have thoughts of suicide. Are you having thoughts of completing suicide today?"

**YES**

**NO**

**Does the student have a plan to complete suicide?**

**NO**

### Refer to a Resource

Please refer the student to an appropriate campus resource through Thrive.

**YES**

**Arrange a timely consultation in the following order:**

**During Business Hours (M-F; 8am-4pm)**

Call CNC Security 250 961 0786

Call CNC Counsellor 250 561 5875

Call Wellness Coach 250 561 5818

Call 988 or 250-562-1214 Crisis Hotline\*

Call 911 and Request Car 60 (Mental Health Car)

**After Hours**

Call CNC Security 250-961-0786

Call 988 or 1 888 562 1214 Crisis Hotline\*

Call 911 and Request Car 60

\*Translation services are available through the Crisis Centre and 988

### Explore Options for Self-Care

What can the student do today for self-care?

(ex: go for walk, call a friend, connect with counsellor, eat a nutritious meal).

### Provide Crisis Centre Information

Provide the student with contact information for the Crisis Centre (988) or Here2Talk (1 877 857 3397) in case the student requires support after-hours. Both Here2Talk and the Crisis Centre provide translation services.

## Start Here

[cnc.bc.ca/thrive-for-employees](https://cnc.bc.ca/thrive-for-employees)

