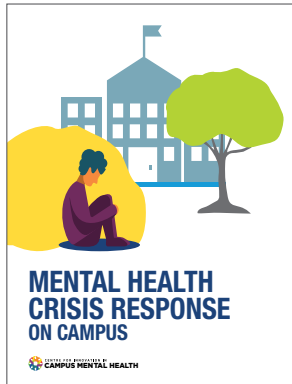




# Recognizing, Responding and Referring Students to Crisis Supports.

This template is meant to help your institution develop a mental health crisis response algorithm.



[Link to toolkit](#)

Institution creates a whole campus crisis mental health policy

Institution ensures staff and students are made aware of the policy

Institution provides staff and student training

**Training Options:**

Safetalk

LivingWorks START

Morefeetontheground.ca

Fill in other resources here

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## IS THE STUDENT IN DISTRESS?

- Has the student reported significant problems to you or are they seeking advice?
- Have you recognized signs of distress (e.g. increased anxiety, irritability or sadness; deterioration in quality of classroom attendance; participation or academic work; troubling changes in personal hygiene and appearance) or significant changes in behaviour or mood?
- Have other students, staff or faculty expressed significant concern to you about this student?

### YES

Determine whether the situation is an **EMERGENCY** (urgent and immediate), a **CRISIS** (potentially urgent) or a **NON-CRISIS**.

It is an emergency if:

- The student's behaviour is threatening or highly disruptive.
- The student makes serious threats to harm others or themselves.
- The student is making direct or indirect reference to suicide.

### NO

No immediate action is required. Monitor the situation.

### EMERGENCY

**ACTIONS to take in EMERGENCY situations:**

- If the student is on campus, dial **911** and then

\_\_\_\_\_

Security Services at

\_\_\_\_\_

- If the student is off campus, dial **911**.

- Inform your supervisor and
- \_\_\_\_\_
- \_\_\_\_\_

**Considerations include:**

What is the plan for students living outside of the province or country?

### CRISIS

**ACTIONS to take in CRISIS situations requiring consultation:**

Add counselling/wellness department number

\_\_\_\_\_

\_\_\_\_\_

**Considerations include:**

Is there a central crisis number established for your campus?

Are different numbers required on different campuses?

Does your campus have walk-in appointments?

What is the plan for students outside of the province or country?

### NON-CRISIS

**ACTIONS to take in NON-CRISIS situations:**

- remain **CALM**, listen, show concern, be non-judgmental.
- Ask questions to determine the information required or appropriate type of referral.
- Provide appropriate resources (see chart below). If student is unwilling to accept a referral, respect the decision and encourage them to stay in contact with you.

**Considerations include:**

Who should this be reported to and where should it be documented?

## IN CASE OF LIFE-THREATENING SITUATIONS/CONCERNS FOR ONE'S OWN OR SOMEONE ELSE'S IMMEDIATE SAFETY

**911** or \_\_\_\_\_ (add your institutions crisis number)

### All plans should include after hours (evening and weekend) numbers

- **Outside support can include:**  
Good2Talk, the 24/7 Post-Secondary Student Helpline, at **1-866-925-5454**.
- Or, the Mental Health Helpline:  
**www.mentalhealthhelpline.ca 1-866-531-2600**
- National Suicide Prevention Lifeline:  
**1-800-273-8255**
- Local Distress Centre Distress and Crisis Ontario - We are Here to Listen (dcontario.org)  
<https://www.dcontario.org/>



## NON-LIFE-THREATENING STUDENT DISTRESS SITUATIONS

Call campus Security and/or a department listed below.

For general safety information,

visit \_\_\_\_\_ (add campus number).

Other resources can be found through Good2Talk, the 24/7 Post-Secondary Student Helpline, at **1-866-925-5454** or, the Mental Health Helpline:

[www.mentalhealthhelpline.ca](http://www.mentalhealthhelpline.ca) **1-866-531-2600**

Sexual Assault	Emergency funding					
<a href="#">CICMH Information Sheet</a>						
<a href="#">Sexual Assault Centres</a>						
Internal Sexual Assault Centre _____						
National number						
<a href="#">Assaulted Women's Hotline</a>						
<a href="#">Male survivors of sexual abuse</a>						
Trans Lifeline: 1-877-330-6366						
Further resources :						