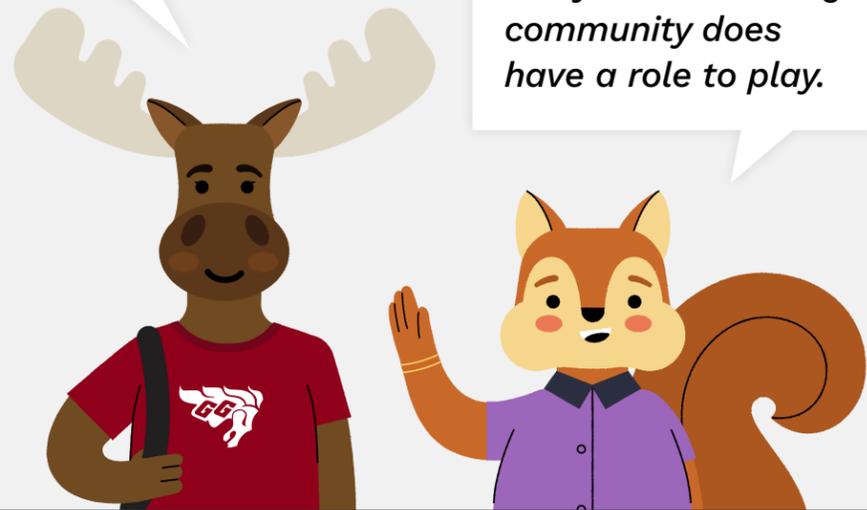


Helping Someone in Distress

Remember that no one expects you to be a professional counsellor.

At the same time, everyone in a caring community does have a role to play.



RECOGNIZE unusual behaviour

Do you see any behaviour that may be out of character or unusual for someone? Early intervention plays a key role in supporting mental health challenges.

RESPOND with concern and empathy

Non-judgmental and supportive language includes:

- “I have noticed...”
- “I am concerned...”
- “How can I help you to...”

REFER person to available resources

Non-judgmental and supportive language includes:

- “What do you need in order to...”
- “uOttawa’s Health and Wellness website has lots of resources. Let’s look at this together...”

REFLECT to see how you are feeling

- Go for a walk
- Reach out to someone you trust to talk about how you are feeling
- If you think you may need confidential assistance to talk about the situation or your feelings, there are resources available to you.

**Show Compassion and Consideration.
Care for yourself. Care for others.
Care for your community.**

HIGH RISK

Behaviour that is destructive, harmful, aggressive, violent or threatening to self or others.

RESPONSE: **THIS IS AN EMERGENCY**

**Call Protection Services 24/7 (613-562-5411)
or off-campus emergency services 24/7 (911)**

MODERATE RISK

Changes in personal appearance and hygiene, disoriented, dishevelled or disorganized, low mood, avoidance of people, substance use concerns, disorganized thinking, expressions of hopelessness, or references to suicide.

RESPONSE: Recognize. Respond with compassion. Refer to available resources.

LOW RISK

These situations are a concern but generally low risk. Difficulty with studies, family or relationship problems, chronic health conditions, difficulty concentrating, issues with sleep, increased interpersonal conflict.

RESPONSE: Recognize. Respond with concern and empathy. Refer to available resources.

RESOURCES

During Business Hours:

- For mental and physical health consultations, contact the **Student Health and Wellness Centre**
- For health and wellness inquiries, email healthpromo@uottawa.ca or visit the Wellness Lounge (UCU203)
- For more complex cases, refer to Student Support Team (studentsupport@uottawa.ca)

24/7:

- Students: Good2Talk: **1-866-925-5454**
- Employees: Employee and Family Assistance Program (EFAP): **1-844-880-9142**