



Green Folder 2.0

Michelle Lim, RSW, Wellness Advisor, Counselling Services

Ciara Moran, RCC, Wellness Advisor, Counselling Services



Goals for Today

1. Learn about updates to Stepped Care at UBC
2. Explore how to respond to challenging student needs and situations



The Green Folder

STUDENT HEALTH AND WELLBEING

ASSISTING STUDENTS IN DISTRESS

▶ Recognize signs of distress

You may be the first person to see signs that a student is in distress or they may come to you specifically for help. Use this folder to familiarize yourself with common signs of distress, from mild to severe, and the steps you can take to offer assistance.

▶ Reach out and refer

Your role is not to diagnose or treat students, but you are in a position to make them aware of the help available. Early intervention plays a key role in helping students get back on track.

▶ Access expert advice when needed

There may be times when you need more advice about how to support a student in distress. For more severe and urgent concerns, you can consult with:

1. UBC Student Health Service 604.822.7011
2. UBC Counselling Services 604.822.3811

Please identify yourself as a faculty or staff member who would like to consult about a student in distress



THE UNIVERSITY OF BRITISH COLUMBIA

A GUIDE FOR
FACULTY AND STAFF

HAVING A CONVERSATION WITH A STUDENT IN DISTRESS

1. IF YOU'VE REACHED OUT TO THE STUDENT

- Be specific about the signs and behaviours that you've noticed > *"I've noticed you've missed the last two midterms"*
- Express your concern > *"I am concerned and wanted to check in to see how you're doing"*
- Reassure the student that reaching out to students who may be struggling is something all UBC faculty and staff do to help
- If a student **doesn't want help**, respect their decision. Accepting or refusing assistance must be left up to them, except in emergencies
- Try to leave room for reconsideration later on

2. RESPOND WITH EMPATHY AND NORMALIZE STRESS

- Listen actively and help the student feel heard and understood > *"It sounds like you are facing some difficulties in your life right now"*
- Where stress seems related to traditional academic pressures, acknowledge that stress is a normal part of the university experience

3. ASK OPEN-ENDED QUESTIONS:

Giving students an opportunity to talk often has a calming effect and helps to clarify their concerns

- What have you tried so far?
- What do you think the main challenge is?
- Do you feel like you have the support you need right now?

4. DISCUSS RESOURCE OPTIONS

- Point out that help is available, while seeking help can feel difficult at first, it is a sign of strength
- Provide the student with information about resources and supports ([see next page](#)) →
- Encourage the student to identify the next steps they plan to take

5. ENTER AN EARLY ALERT CONCERN: ([SEE BACK COVER](#))

- Whether or not you've had a conversation with the student, enter an Early Alert concern [earlyalert.ubc.ca](#)

IF A STUDENT DOESN'T WANT HELP

- Respect their decision. Accepting or refusing assistance must be left up to the student, except in emergencies
- Don't force the issue or trick them into going to a referred resource
- Try to leave room for reconsideration later on

SIGNS OF DISTRESS AND RECOMMENDED RESOURCES

IMMINENT RISK OF HARM

Examples:

- Active thoughts of suicide with a plan or suicide attempt
- Behaviour that is violent, destructive, aggressive, or threatening to self or others
- Student is confused, hallucinating, or has trouble remaining conscious

HIGH LEVEL OF DISTRESS

Examples:

- Deterioration in personal appearance and hygiene and significant impairment with daily tasks
- Expressions of severe hopelessness or references to suicide
- Self-harm behaviour such as recent cutting or hitting, severely restricted eating with weight loss/ severe binge eating
- Substance use concerns
- Loss of touch with reality/severely disorganized thinking
- Serious physical health concern

MODERATE CONCERN

Examples:

- Low or irritable mood with change in energy, appetite, sleep, and/or concentration, which is impacting daily functioning
- Family or relationship problems, interpersonal conflict
- Traumatic event such as loss of loved one, homelessness, lack of social support
- Difficulty concentrating or learning new tasks
- Binge eating

GENERAL SUPPORT

Examples:

- Stress about exams, deadlines, grades, roommates, relationships, finances, adjustment to university
- Advice about healthy eating, sleep, or sexual health

STEPS TO TAKE:

1. Student to go to nearest hospital - Call 911
2. Call UBC Campus Security 604.822.2222
3. Enter an Early Alert concern ([see back cover](#)), mentioned 7 days/week

RESOURCES AND SUPPORTS:

During office hours

- UBC Student Health Service 604.822.7011
- Or student's family doctor or nearest medical clinic

After-hours or in an emergency

- 24/7 Crisis Centre 1.800.784.2433 [crisiscentre.bc.ca](#)
- Or nearest hospital emergency department (24/7)
- Access and Assessment Centre, Vancouver General Hospital 604.675.3700 (7:30am-7pm)

RESOURCES AND SUPPORTS:

During office hours

- Counselling Services, Room 1040, Brock Hall
- Drop-in for Wellness Advising (assessment, wellness planning and referral to the most appropriate level of support) or Drop-in Counselling (single session, goals/strengths based)

After-hours or anytime

- Empower Me 1.844.741.6389 (toll free, 24 hours, multilingual) Free counselling sessions delivered in person, by telephone, by video-counselling, or by e-counselling
- Medimap [medimap.ca](#) See available walk-in clinics and wait times, and book an appointment before visiting the location.
- Mind Health BC [mindhealthbc.ca](#) Take an online mental health assessment and find resources
- Health Link BC call 811 or visit [healthlinkbc.ca](#) Check physical health symptoms online and find resources

RESOURCES AND SUPPORTS:

During office hours

- UBC Wellness Centre, Room 1400, UBC Life Building
- Drop-in to talk with a trained student, or attend a workshop

After-hours or anytime

- Empower Me 1.844.741.6389 (toll free, 24 hours, multilingual) Free counselling sessions delivered in person, by telephone, by video-counselling, or by e-counselling
- Students.ubc.ca

Find resources, tutorials, and helpful tips organized by topic

TALKING TO A STUDENT IN DISTRESS

USE EARLY ALERT

Always submit an Early Alert concern as part of your response, regardless of the perceived severity.

Early Alert allows faculty, staff, and TAs to identify their concerns about students sooner and in a more coordinated way.

EARLY ALERT:

- Provides support for all students
- Allows for earlier support before difficulties become overwhelming
- Results in less time and fewer resources needed for students to recover
- Collects concerns from different sources across campus, allowing for a better understanding of individual student needs and how to provide appropriate support in a coordinated way
- Protects student privacy using a secure system
- Is not connected to the student's academic record

HOW DOES EARLY ALERT WORK?

1. Faculty and staff notice a student is facing difficulties and identify their concerns using Early Alert
2. Managers, Student Support Services review all concerns submitted and identify the most appropriate resources for students in need of support
3. Advisors then reach out to students and offer to connect them with resources and support

92% of students respond positively to the invitation to meet with an advisor

SUBMIT AN EARLY ALERT CONCERN

[earlyalert.ubc.ca](#)

TAKE CARE OF YOUR WELLBEING:

UBC faculty and staff have access to a wide range of benefits and services to support their positive mental health and physical wellbeing

[www.ubc.ca/wellbeing-benefits/](#)

QUESTIONS, COMMENTS, OR REQUESTS FOR COPIES OF THIS DOCUMENT CAN BE DIRECTED TO:

Student Development and Services
Office of the Vice President, Students
604.827.2565
[urgentexp@ubc.ca](#)

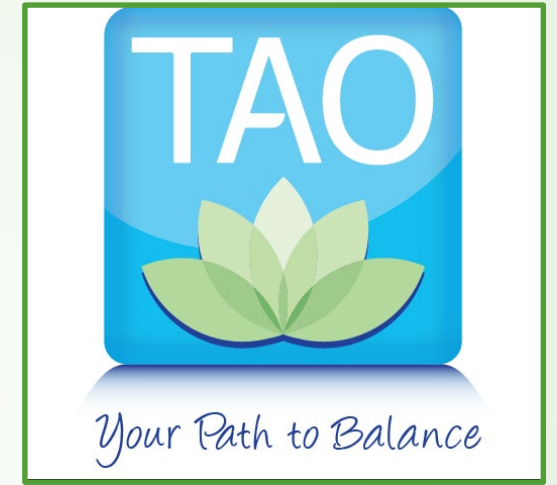
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TAO Self-Help

- **TAO, or Therapy Assisted Online,** provides research-based, effective treatment wherever you are connected to the internet
- Gives you access to a platform of fun and educational videos, interactive exercises, a mindfulness library, practice tools, progress measures
- Login to TAO using your UBC email address



Top reasons to visit

- ✓ Sadness
- ✓ Overwhelm
- ✓ Stress
- ✓ Anxiety
- ✓ Relationship troubles
- ✓ Loss and/or grief
- ✓ Past experience of physical, sexual, or emotional violence
- ✓ Other mental health challenges

What to expect

This is the most common experience at Counselling Services and may not be exactly the same for everyone. We meet each student's needs individually and adjust our process when necessary.

1 To make an appointment,



Visit the front desk.

Come early! Appointments often fill up an hour or two after opening.

Wed	8:30am - 6:00pm
Thu	10:00am - 3:30pm
Fri	8:30am - 3:30pm

24/7 support

If Wellness Advising appointments are full for the day, or you can't make it in person, try the resources below.

EMPOWER ME

Empower Me provides counselling and life coaching, free for all students. They can help with anything you're concerned about, and will give you the option of getting help online, in person, or by phone.

Call 1 844 741 6389

CRISIS CENTRE BC

If you or someone you know is feeling hopeless or thinking about suicide, call or chat online with a crisis responder any time

[Visit Crisis Centre BC](#) 

[TAO SELF-HELP](#)

Manage your well-being with tools on stress, relationship problems, substance use, and more. Register with a UBC email, which you can [set up for free](#).



- Contracted counselling service for all UBC students
- Up to 7 sessions (short term counselling/life coaching)
- In person/by phone/ online
- Weekend and evening appointments available
- 24/7 crisis support
- Requires an initial intake by phone or at aspiria.ca
- Time-frame to access service is approximately 1 week

FREE!



Drop In Counselling at Counselling Services

- Many students find that a single session is all they need to identify a new way forward
- Single 45-minute appointment designed for students to address a specific concern
- Goal-directed and focused on strategies
- Appointments are booked on a first come, first serve basis each day



Drop In Counselling at Counselling Services

- Provided by Wellness Advisors and Counsellors
- No follow-up is provided
- No documentation is provided

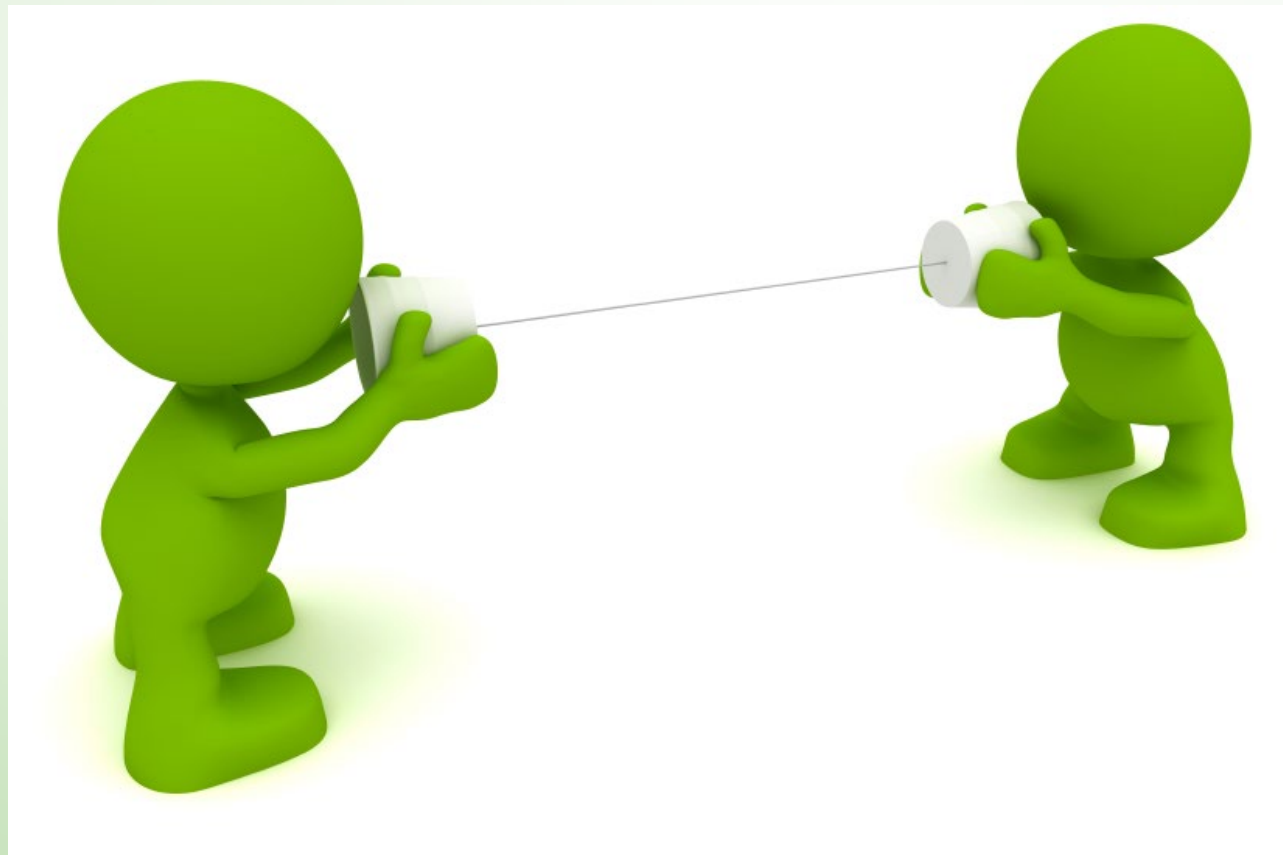


The Counselling Services Annex

- February 2020: Completion of the Counselling Services Annex
- All Counsellors will be relocated to the Counselling Services Annex by March 1st
- Wellness Advisors will remain at Counselling Services Brock Hall
- Students can continue to access same day, drop in service at Brock Hall



What we heard from you...





Counselling Services

Please let us know if any of the following statements about ending your life apply to why you are here today?

- ☐ I have a plan for ending my life, and intend on carrying out this plan.
- ☐ I have started to work out a plan for ending my life, and have taken action towards carrying out this plan.
- ☐ I have started to work out a plan for ending my life, but I have no current intent to carry out this plan.
- ☐ None of these apply to why I am here today.

IF NONE OF THE ABOVE APPLY to why you are here today, you may select one of the following service options (see above for description of these services):

- ☐ Empower Me (off campus resource)
- ☐ Single session drop in counselling (for a specific concern)
- ☐ Wellness Advising (Consultation and referral)

PLEASE SEE FRONT DESK TO DETERMINE THE APPOINTMENT TYPES THAT ARE AVAILABLE TODAY



Priority Appointments at Counselling Services

- A limited number of urgent or immediate one-hour appointments are available every day
- Appointments are bookable on the same day or within 5 business days
- Appointments are provided based on the assessment of a Wellness Advisor or Front Desk Staff



Walking a Student to SHS

- If students are walked over by staff they are typically seen at the end of the day in Urgent Care slots
- If possible, call SHS before walking the student over to find out if there are urgent appointments available



Booking an appointment at SHS

- Students can book an appointment for mental health by phone or in-person
- They will be placed into an appointment with a GP/NP or Mental Health Nurse by reception
- Student will be asked to complete a screening intake before their first appointment



Mental Health Appointments

- GP/NP initial mental health appointments
 - 30 minutes long
 - They can provide basic counselling, referral to resources, diagnosis, and medication management
- MH Nurse initial appointments
 - 1 hour long
 - They can provide in-depth counselling, referral to resources, information about medications (no prescriptions), and safety planning



Referrals to Psychiatry

- GPs are the only providers at SHS who can certify patients who are at immediate risk under the Mental Health Act
- To get a referral to psychiatry at SHS, students will need to go through a GP/NP
 - This is a limited resource

Walking A Student To Urgent Care

- Urgent Care is appropriate for students presenting with imminent risk of harm or high levels of distress
- Urgent Care is open from 8 am to 10 pm
- A student may have to wait to be triaged
- Psychiatry is available for consultation at Urgent Care
- If appropriate, a student may be transferred to VGH
 - Reminder: Submitting an Early Alert is a key component of this process



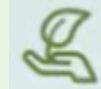
Putting it into Action



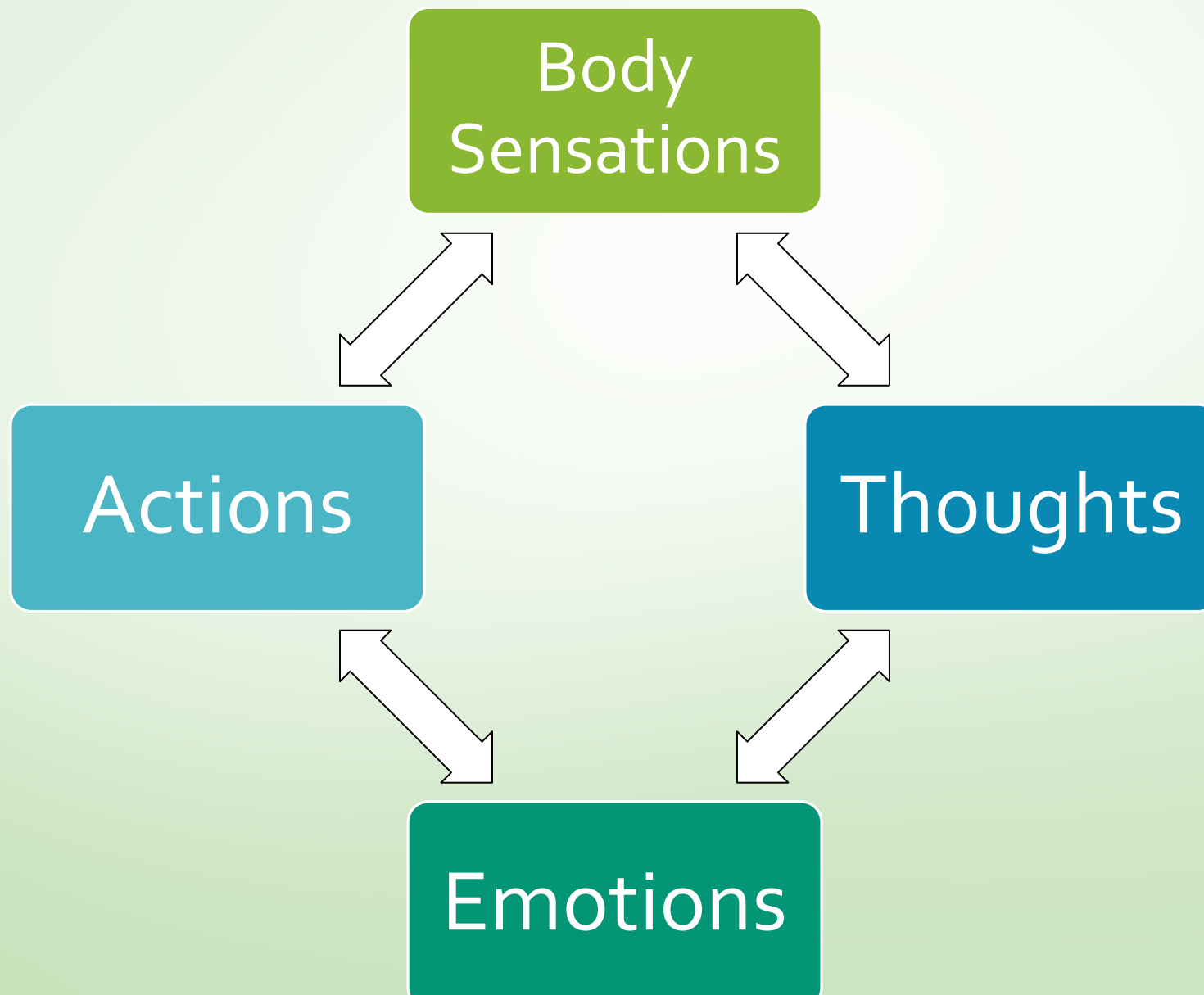


Scenario

DELETED

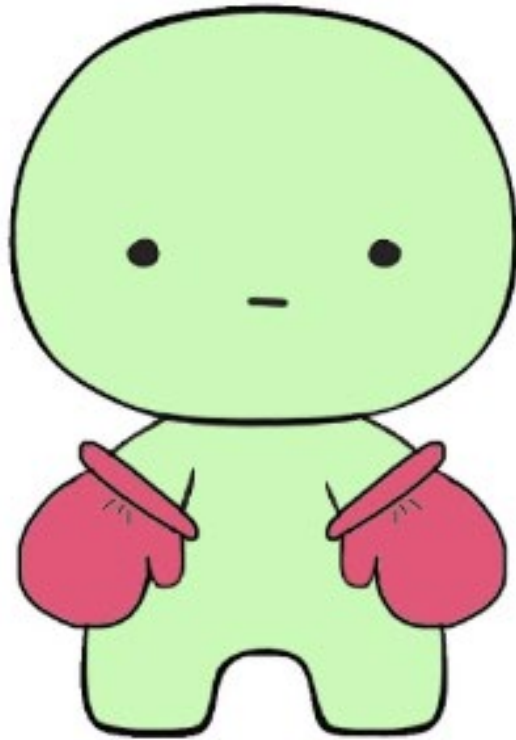


Slow down & Check In

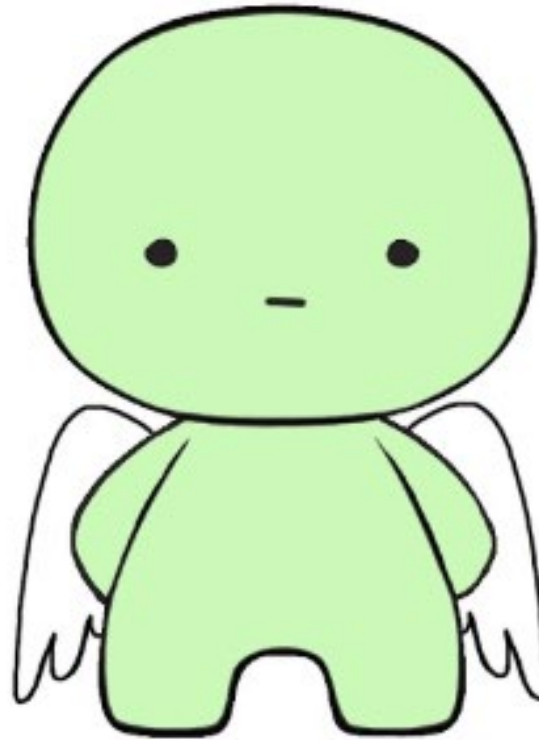


The Stress Response

Fight



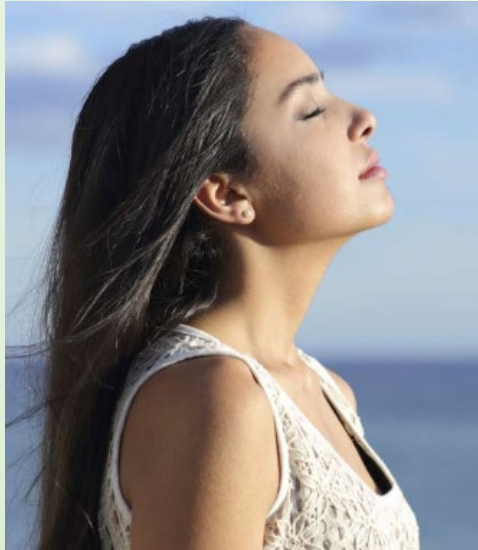
Flight

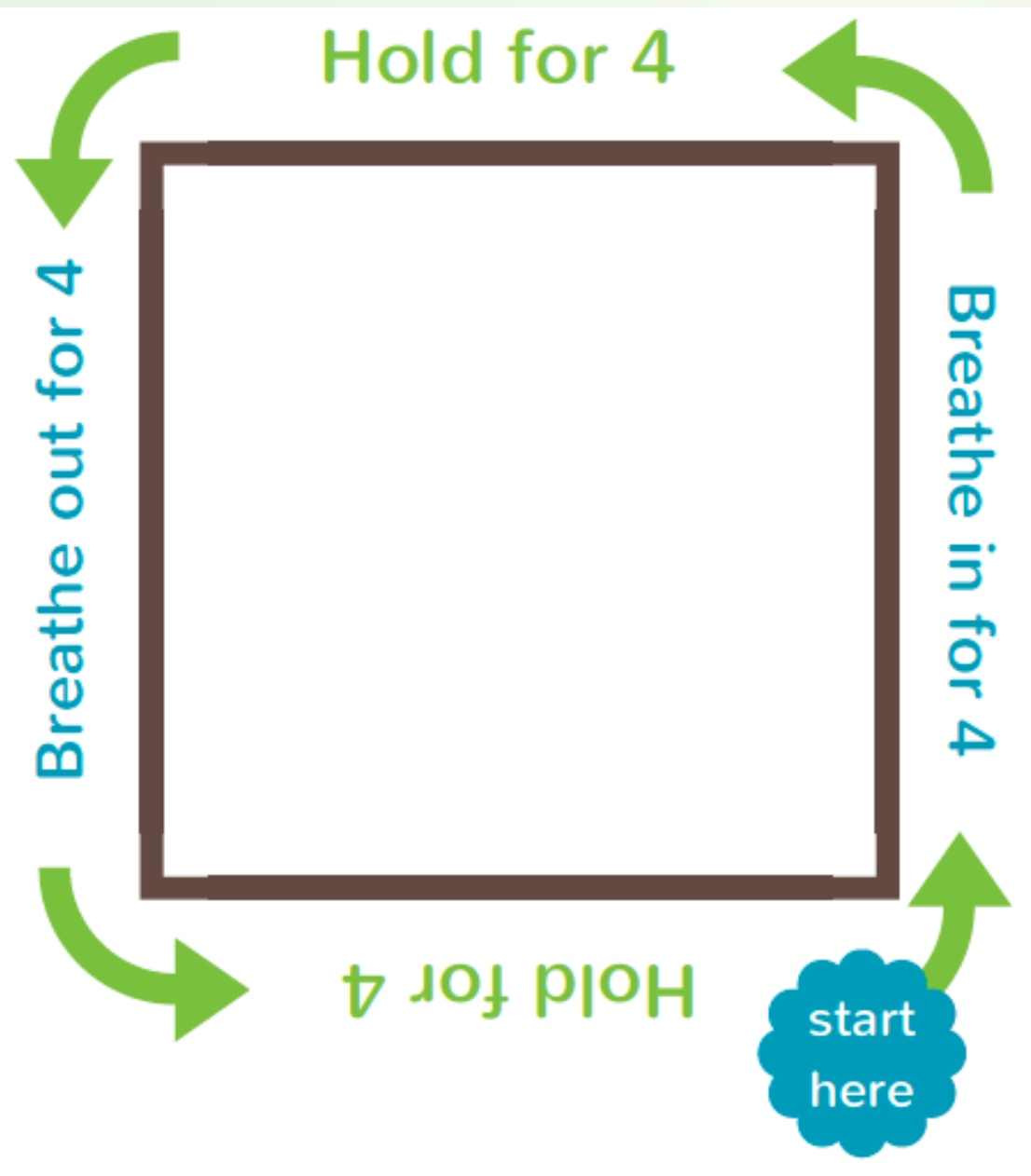


Freeze

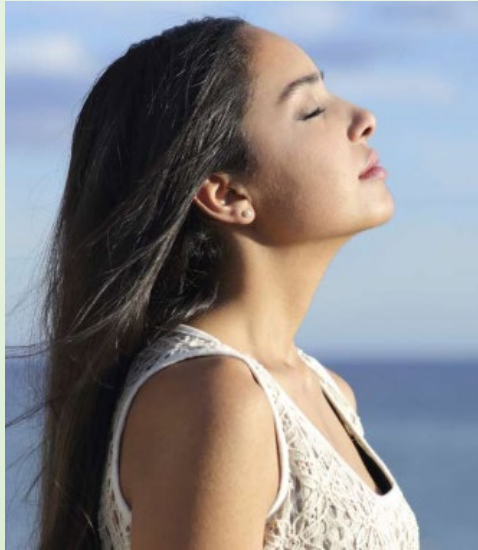


Strategies: Individual





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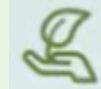


What are your strategies?
How do you support your team?



Scenario

DELETED



Slow down & Check In

