

NorQuest Community Pathways of Support and Referral for Learners in Distress Overview



REFLECT

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Consider your personal emotional capacity, possible implicit biases and any mental health stigma that may interfere.

RECOGNIZE

Be aware of the learner, indicators of distress and the severity of distress. Notice that something is different for a learner or there has been a change. Is the learner telling you there is a problem? Are there pressures of systemic oppression or racism?



RECOGNIZE

RESPOND

Assess the situation and use the guidelines in (D) REFER to guide your conversations and actions. Start a conversation in a quiet space. Lead with compassion and empathy. Let the learner know you are concerned & want to help them find resources.



RESPOND

REFER

For **non-emergency**, no referral may be necessary, but support may still be required. For **distress/distressing situations**, facilitate a referral to the Centre for Growth & Harmony. For **emergencies**, connect with the Centre for Growth & Harmony or Security. For off-campus learners, call 911 if the threat is imminent and then contact the Centre for Growth & Harmony.



REFER



REPLENISH

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Take a walk or a break. Talk to your Chair about the situation. A trusted colleague may also help to support your needs. Employee assistance is available through EAP.

Do I have an implicit bias or am I perpetuating a stigma? Do I have the emotional capacity to support the learner or do I also require support?

Is the learner in distress? Are there indicators of distress that are concerning?

Yes

Is the learner losing ability to cope & function on a daily basis? Are there barriers/challenges that are concerning or leading to a distressful situation or emergency?

No

Assess the situation to see if this is an Emergency, Distressing situation or Non-Urgent situation.

Check in with learner, be a supportive listener; if learner requires further resources/referrals, assist.

Emergency

Distress/Distressing

Non-Urgent

Emergency: If learner is on-campus, immediately contact the Centre for Growth & Harmony or Security and stay with learner until support arrives (see On-Campus Emergency Contacts).

If learner is off-campus or the Centre is closed, call 911 if threat is imminent and follow up later with the Centre for Growth & Harmony.

Distress/Distressing: The learner may be experiencing distress or there may be a distressing situation requiring attention. Help is needed, but no immediate threat of harm to self or others is identified. A priority referral for campus resources may be made.

On-campus? Call or walk the learner to Centre for Growth & Harmony if possible or facilitate a referral.

On-Campus crisis counselling is also available during business hours at the Center for Growth & Harmony. Off-campus? Encourage the learner to contact the Center for Growth & Harmony and advise the learner that you will be making a referral on their behalf.

Non-Urgent: Learners experience a variety of stressors. Some of the warning signs may include increased absences; decreased participation; missing/late/poorly executed assignments; lack of energy; loss of interest; withdrawal; decreased hygiene; and so on. Experiencing distress and may still benefit from further campus resources & support.

Offer supportive listening to the learner by being empathetic, non-judgmental and caring. Listen carefully to direct learner to the supports that may assist.

No referral is needed to the Centre for Growth & Harmony or other Student Services, but when in doubt, do refer.

On-Campus Emergency Contacts: Centre for Growth & Harmony (780-644-6155) (wellness@norquest.ca), Security (780-644-6225 (Desk) or 780-991-4573)

Community Mental Health Resources: Emergency 911, Distress Line 780-482-4357 (HELP)

Replenish: Debrief with your supervisor and seek support and assistance for yourself as necessary. Contact your supervisor, Centre for Growth & Harmony or Lifeworks for more support.

ARE YOU A LEARNER IN DISTRESS OR KNOW A LEARNER IN DISTRESS?

norquest.ca/learner_indistress

REFER at

