COUNSELLING & CLINICAL SERVICES
Identifying, Helping, & Referring Students in Distress

Statistics Canada (2013)

• Met criteria for mental health or substance abuse disorder:
  • 1/3 Canadians: at some point in their life.
  • 1/10 Canadians: in 12 months prior to survey.
  • 1.2% experience mental AND substance use concurrently in the previous year
  • Highest rate of both were youth aged 15-24.

Pop Quiz!

In 2016, Alberta post secondary students reported experiencing the following in the last 12 months:

- Felt very lonely 65%
- Felt overwhelming anxiety 63.7%
In 2016, Alberta post secondary students reported experiencing the following in the last 12 months:

- Felt so depressed that it was difficult to function: 42.1%
- Felt things were hopeless: 57.5%
- Seriously considered suicide: 13.1%

Top 3 Presenting Concerns at CCS:
- Depression
- Anxiety/Panic
- Social & Relationship Problems

Why identifying distress is important...

Indicators of Distress:
- Academic
- Emotional
- Social
- Behavioural

Escalation:
- Increasing Pressure
- Feeling Overwhelmed
Academic Indicators

- Repeated absences, tardiness
- Missed assignments, appointments, meetings
- Disruptive classroom behaviour, intoxicated in class
- Chronic procrastination, repeated requests for special consideration, neglect of responsibilities
- Drop in grades (deterioration in quality/quantity of work, erratic performance)
- Written work — inappropriate, incoherent or bizarre (violent, morbid, despair, social isolation)

Emotional Indicators

- Emotional outbursts; extreme mood swings
- High levels of anxiety, dependency
- Overt references to suicide, self-harm, or harm to others
- Difficulty concentrating
- Hopelessness, helplessness
- Extreme suspiciousness/paranoia

Behavioural Indicators

- Aggressive, demanding, disruptive, or bizarre behaviour
- Deterioration in personal hygiene
- Dramatic weight gain/loss
- Seeing or hearing things that are not there
- Agitation, restlessness, or hyperactivity
- Excessive Fatigue

Social Indicators

- Open conflict with instructors, students, staff
- Isolation from other students, highly withdrawn in class
- Significant problems with roommates, friends, family
- Little or no contact with friends or family

How can you help?

Talk to them
Consult
Refer

How to Talk to Someone In Distress
How to Talk to Someone in Distress

- Express Concern
- Empathize & Listen
- Know your Limits
- Check for Safety

Express Your Concern

- Meet privately
- Express Care
- Be Direct & Honest
- Be Specific
- Ask Open Ended Questions

Empathize & Listen

- Normalize
- Validate
- Allow for Silences
- Empathize without Agreeing or Disagreeing
- Avoid Judgment & Criticism

Empathy vs. Sympathy: What's the Difference?

https://www.youtube.com/watch?v=1Evwgu369jw

Know Your Limits

- Avoid Making Promises
- Be Aware & Express Limits to Your Knowledge
- Maintain Boundaries
- Be Mindful of Your Safety
- Consult

Check for Safety

- Look for Signs of Safety Risks
- Ask Directly
- Don't Promise Confidentiality
## How to Ask About Suicide

- **Do they have a plan?**
- **Do they intend to act on it?**
- **Do they have a timeframe?**

## Want to learn more?

- **QPR (Question, Persuade, Refer)**
  - community.ualberta.ca/Programs/QPR-Training.aspx
- **Community Helpers**
  - community.ualberta.ca/Programs/CommunityHelpersProgram.aspx
- **ASIST**
  - edmonton.cmha.ca/programs-services/applied-suicide-intervention-training-asist/

## Urgent?

- **Protective Services**
  - 780.492.5050
  - 911

## Concerned?

- **Helping Individuals at Risk (HIAR)**
  - 300 Campus Tower
  - 8625-112 Street
  - Edmonton, AB T6G 1K8
  - **Telephone:** 780.492.4372
  - **E-mail:** hiarua@ualberta.ca

- **Peer Support Centre**
  - Peer-to-peer
  - Confidential
  - Walk-in
  - Appointments
  - Helpline (780.492.HELP)

- **Sexual Assault Centre**
  - Sexual assault
  - Sexual harassment
  - Relationship violence
  - Stalking
  - Counselling
  - Support
  - Information

Chaplain’s Association
• Interfaith
• Spiritual guidance, care and support
• Information
• Referral

The Landing
• LGBTQ+

Counselling & Clinical Services
Initial Consults
Individual & Group Counselling
Drop-In Workshop
Psychiatry Referrals
Community Referrals
Consults for Staff & Faculty
Outreach & Collaboration

SUB 2-600
780-492-5205

Office Hours:
Monday-Friday 8:30 – 4:30 pm
Tues/Wed 8:30 – 7 pm
www.mentalhealth.ualberta.ca

Counselling & Clinical Services

Free Drop-in Workshops
Anxiety Management
Addressing Anxious Thoughts
Facing Fears and Gaining Control
Imposter Syndrome
Mood & Wellness
Cultivating Self-Compassion
Happiness: Moving to Wellness
How to Set Healthy Boundaries
Make Stress Your New BF
The Student Life: Managing Stress
Understanding Depression & Addressing Unhelpful Thinking Patterns
Mindfulness
Introduction to Mindfulness
Yoga for Mental Hygiene
Yoga for Peace of Mind - Mindfulness, Meditation & Motion

Helping a Student in Distress
• How to help guide

General Interest
• Everything you wanted to know about counselling

Anxiety & Stress
• Panic/Anxiety Attacks
• Social anxiety
• Stress management

Academic
• Psychologists Grad School Survival Guide
• Student self-help booklet
• Test anxiety
• Procrastination

Social
• Assertiveness
• Making small talk

Depression
• Depression coping strategies (short)
• Depression coping strategies (long)

Relationships
• Romantic relationship tips
• Surviving a relationship breakup
• How to Break Up With Someone

Other
• Anger management tips
• Body image
• Grief
• Isolation & loneliness tips
• “Normalizing” your eating
• Obsessive Compulsive Disorder
• Perfectionism
• Self-esteem
• Self harm
• Sleep

CCS - Faculty & Staff Consults
Contact your Faculty Satellite Psychologist to schedule consult
• Arts – Suman Varghese
  • suman@ualberta.ca
• Engineering – Jasmine Bajwa
  • jbajwa@ualberta.ca
• Sciences – Maddi Genovese
  • genovese@ualberta.ca

Phone: 780.492.5205

www.mentalhealth.ualberta.ca

*Check website for updated schedule and registration

ualberta.ca/current-students/counselling/workshops

www.ualberta.ca/current-students/counselling/resources
Employee and Family Assistance Program

- GSAP
- Homewood Health 780-428-7857 www.homewoodhealth.com/health
- StudentCare – Counselling https://psyvitaliti.ca/
- Private Psychologist – Student Plan covers 80% max $600/year

QUESTIONS?
Thank You!

COUNSELLING & CLINICAL SERVICES
2-600 SUB
780-492-5205
http://mentalhealth.ualberta.ca

University of Alberta – Faculty and Staff Resources

- https://www.ualberta.ca/provost/dean-of-students/faculty-staff-resources
- Resource Guides:
  - How to help
  - Where to send for Academic Support
  - Responding to a Sexual Assault Disclosure
- “Digest” emails – students, academics, staff