

A person in a white jacket and dark pants stands on a dark, rocky ridge in the foreground, looking out over a vast landscape. In the middle ground, a calm lake reflects the sky, surrounded by dark, forested hills. The background features a range of large mountains with significant snow cover under a bright, cloudy sky. The overall color palette is dominated by blues, greys, and whites, creating a serene and majestic atmosphere.

# HELPING STUDENTS IN DISTRESS: THE GREEN FOLDER

**Presented by:**

[DATE]





# LEARNING OBJECTIVES

- Recognize signs of distress.
- Where and when to reach out.
- Referral to supports and resources.
- Access expert advice when needed.



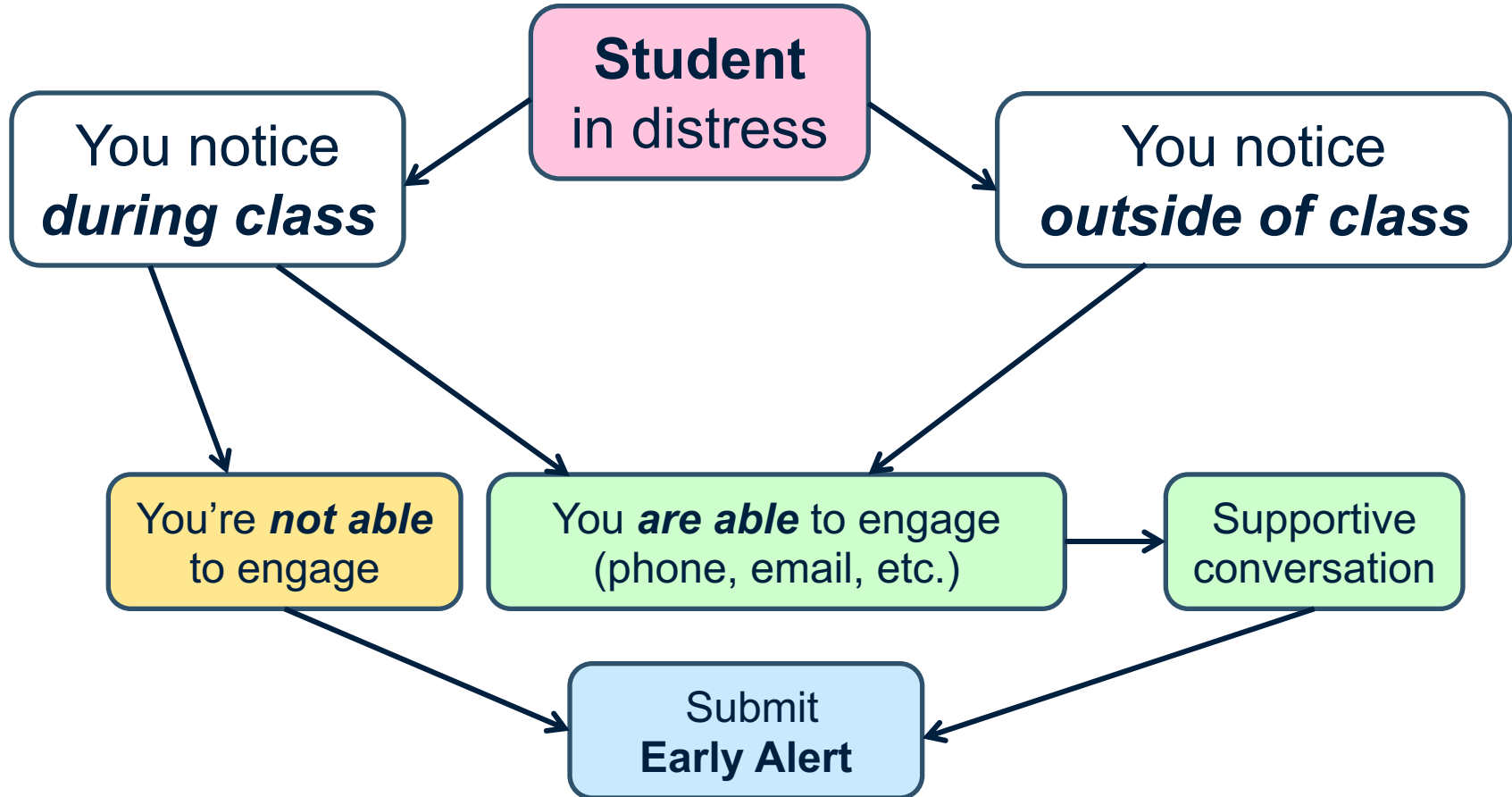


# YOUR ROLE

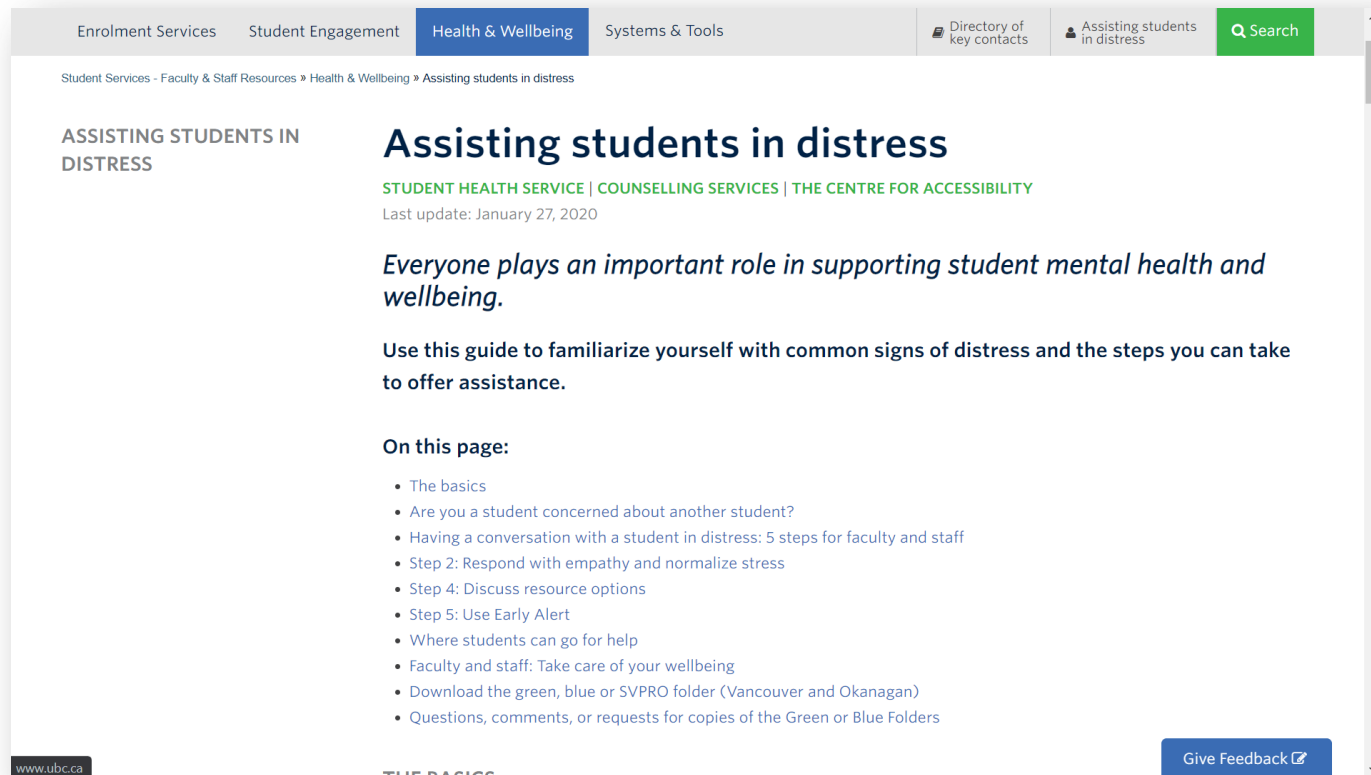
- **Recognize signs of distress**
  - You may be the first person to see signs a student is in distress.
- **Reach out and refer**
  - You are in a position to make students aware of help.
  - Continue what you are doing in the new setting.
- **Access expert advice when needed**
  - For more advice, or in urgent or severe cases, contact:
    - ✓ Early Alert Case Managers
    - ✓ UBC Student Counseling, and UBC Student Health



# WHAT IS YOUR ROLE ONLINE OR IN-PERSON?



# THE GREEN FOLDER ONLINE



The screenshot shows a web page from the University of British Columbia (UBC) website. The top navigation bar includes links for 'Enrolment Services', 'Student Engagement', 'Health & Wellbeing' (which is highlighted), and 'Systems & Tools'. There are also links for 'Directory of key contacts' and 'Assisting students in distress', along with a green 'Search' button. Below the navigation bar, a breadcrumb trail reads 'Student Services - Faculty & Staff Resources » Health & Wellbeing » Assisting students in distress'. The main content area has a left sidebar with the text 'ASSISTING STUDENTS IN DISTRESS' and a main heading 'Assisting students in distress'. Below the heading are links for 'STUDENT HEALTH SERVICE', 'COUNSELLING SERVICES', and 'THE CENTRE FOR ACCESSIBILITY', followed by the text 'Last update: January 27, 2020'. A quote states 'Everyone plays an important role in supporting student mental health and wellbeing.' Below this, a paragraph says 'Use this guide to familiarize yourself with common signs of distress and the steps you can take to offer assistance.' A section titled 'On this page:' lists several bullet points: 'The basics', 'Are you a student concerned about another student?', 'Having a conversation with a student in distress: 5 steps for faculty and staff', 'Step 2: Respond with empathy and normalize stress', 'Step 4: Discuss resource options', 'Step 5: Use Early Alert', 'Where students can go for help', 'Faculty and staff: Take care of your wellbeing', 'Download the green, blue or SVPRO folder (Vancouver and Okanagan)', and 'Questions, comments, or requests for copies of the Green or Blue Folders'. At the bottom left is the URL 'www.ubc.ca' and at the bottom right is a 'Give Feedback' button with a feedback icon. The UBC logo is visible in the top right corner of the page.

Enrolment Services Student Engagement **Health & Wellbeing** Systems & Tools

Directory of key contacts Assisting students in distress Search

Student Services - Faculty & Staff Resources » Health & Wellbeing » Assisting students in distress

ASSISTING STUDENTS IN DISTRESS

## Assisting students in distress

[STUDENT HEALTH SERVICE](#) | [COUNSELLING SERVICES](#) | [THE CENTRE FOR ACCESSIBILITY](#)

Last update: January 27, 2020

*Everyone plays an important role in supporting student mental health and wellbeing.*

Use this guide to familiarize yourself with common signs of distress and the steps you can take to offer assistance.

**On this page:**

- The basics
- Are you a student concerned about another student?
- Having a conversation with a student in distress: 5 steps for faculty and staff
- Step 2: Respond with empathy and normalize stress
- Step 4: Discuss resource options
- Step 5: Use Early Alert
- Where students can go for help
- Faculty and staff: Take care of your wellbeing
- Download the green, blue or SVPRO folder (Vancouver and Okanagan)
- Questions, comments, or requests for copies of the Green or Blue Folders

www.ubc.ca

THE BASICS

Give Feedback



# MENTAL HEALTH EMERGENCIES

- Call **911**, anytime day or night.
  - Provide basic information as requested.
- Special Considerations
  - Cultural and systemic factors.
- Consult if you are not sure.
- Take care of yourself.



# MENTAL HEALTH

## HIGH LEVEL OF DISTRESS

**Student Health Service 604-822-7011**



- Daytime hours, Mon-Fri for students in BC
- Make a virtual mental health appointment by calling SHS
- Student Health Services will contact the student at the time of the appointment.
- The student will meet virtually with a doctor or nurse.
- A follow-up appointment will be arranged in-person if needed.



# ALL OTHER MENTAL HEALTH CONCERNS

- UBC Counselling Services 604-822-3811
- Daytime hours, Mon-Fri for students in BC
- Students call to schedule an appointment and are offered a choice of a same day
  - Wellness Advising appointment or Drop-In Counselling appointment
- Wellness Advising appointment: Initial assessment, wellness planning and referral to the most appropriate level of care (self-directed resources, peer support, workshops, coaching, group programs, individual counselling, medical care, crisis intervention)
- Drop-in Counselling Appointment: Goal directed appointment focusing on strengths and identification of helpful perspectives, strategies and resources. Many students find that a single counselling session can help them move forward in a positive direction.
- During COVID-19 pandemic, all services are provided by phone and video.



# ALL OTHER MENTAL HEALTH CONCERNS

## UBC Student Assistance Program

(UBC SAP) powered by Aspiria



- 24/7 anywhere in the world
- Legal and financial support
- Wellness and life coaching
- Short term counselling
- Virtual groups, e-mental health programs by referral
- Self-directed resources, app and other resources
- Phone, video, chat, SMS, in person (where available)

# ALL OTHER MENTAL HEALTH CONCERNS

**Here 2 Talk 1-877-857-3397 (Canada) 1-604-642-5212 (international)**



- 24/7 access for students anywhere in the world
- Single session personal counselling by phone/chat
- Ongoing counselling support is not available

**Wellness Together Canada ([ca.portal.gs](https://ca.portal.gs))**

- Available at no cost to Canadians worldwide
- Wellness self-assessment and tracking
- Self-guided courses and apps
- Online community of support and coaching
- Counselling by text or phone

# SUMMARY: MENTAL HEALTH CONCERNS

Service	UBC Counselling Services	UBC SAP	Here 2 Talk
How and when to access service	Daytime hours, Mon-Fri Phone/video	24/7 phone/online/app /in person (where available)	24/7 phone/online/app
Language(s) of service	English	Multilingual	English/French
Location of student	British Columbia	Worldwide	Worldwide
Life coaching, financial planning, and nutritional counselling	No	Yes	No
Single session counselling	Yes	Yes	Yes
Brief counselling	Yes	Yes	No
Triage and referral to services & resources	Yes	Yes	No





# THANK YOU!

- Questions?
- Follow up?
- Consultation!



# RESOURCES 1

All campus services remain operational. We encourage you to use them. With care and compassion, we can all contribute to a positive and healthy climate of learning for our students, and each other.



- <https://students.ubc.ca/covid19>: a compilation of access supports and resources for students. Includes university and governmental information on issues such as health and wellbeing, finances, online learning, and government programs and subsidies.

- <https://keeplearning.ubc.ca/>: tools for online learning that include tips, technologies, self-care, and additional supports.

- [Green Folder](#)

- [Early Alert](#)

# RESOURCES 2

- The College Transition Collaborative, COVID-19 Response:
  - Communicating in Times of Uncertainty:  
<http://collegetransitioncollaborative.org/covid-19-response-supporting-students-in-times-of-uncertainty/communication-guide/>
  - Supporting Students In Times of Crisis, Guidance for Instructors:  
[http://collegetransitioncollaborative.org/wp-content/uploads/COVID-19-Response\\_Supporting-students-in-times-of-crisis\\_Guidance-for-instructors.pdf](http://collegetransitioncollaborative.org/wp-content/uploads/COVID-19-Response_Supporting-students-in-times-of-crisis_Guidance-for-instructors.pdf)
- Statistics Canada: Impacts of the COVID-19 pandemic on postsecondary students:  
<https://www150.statcan.gc.ca/n1/en/daily-quotidien/200512/dq200512a-eng.pdf?st=Vvsnn2ay>



# RESOURCES 3 (TEACHING ASSISTANTS)

## [Student Health Service](#)

UBC Hospital's Student Health Clinic

## [Counselling Services](#)

UBC's counseling service for students

## [Centre for Accessibility](#)

Centre for Accessibility provides support and programming initiatives designed to remove barriers for students with disabilities and facilitates disability related accommodations for members of the UBC Vancouver community.

## [Student Wellness Centre](#)

The Centre is open on a drop-in basis and is staffed by trained student volunteers known as Wellness Peers. Wellness Peers have a passion for mental and physical health promotion and can share health resources with you, inform you about great campus resources, and partner with you on wellness related events.

## [The Speakeasy](#)

The Speakeasy provides peer support for students facing a wide variety of challenges. University is an extremely challenging and stressful time for everyone, and the Speakeasy was established to provide a non-judgmental, supportive ear for students and faculty members who are feeling distressed.

## [AMS Safewalk](#)

Helping students get around campus safely at night.

## [Campus Security](#)

Non-Emergency: 604.822.2222

## [UBC Ombuds Office](#)

The Office of the Ombudsperson for Students works with UBC community members to ensure students are treated fairly and can learn, work and live in a fair, equitable and respectful environment. Reporting to the President, the office is an independent, impartial and confidential resource for students at UBC, jointly funded by the AMS, GSS and UBC.

## [GSS Advocacy](#)

The Advocates at the GSS are graduate students who provide confidential assistance to any graduate student experiencing difficulties with their supervisors, advisors, program, faculty or the University. They ensure your concerns are heard and that you are treated fairly. The office also provides students with information about their rights and responsibilities, and works with students to help resolve disputes.

