

Recognizing and Responding to Student Mental Health

A.L.E.R.T.

Acknowledge by being specific and direct about the observation/behaviour that gives you cause for concern while recognizing the tactical difference between a student actively looking for help versus you identifying a need.

I've noticed you've been absent from class lately and I'm concerned.

Listen to the student. Give the student your patient, undivided attention. This may require finding time and space for private conversation.

Engage the student. Allow the student to share thoughts and feelings in a calm and compassionate environment. Avoid judgement or assumptions.

Refer the student to additional services. Let the student know that you are going to help connect them to appropriate support. Take time to get the student's full name and contact information. **If the student is in distress and requires immediate referral, contact the Manager, Student Engagement (contact Security Services on evenings and weekends to reach on-call support).** Otherwise, connect the student to the appropriate office, preferably by making a direct connection through face-to-face, phone or email introduction.

Talk to Student Services staff members if you are concerned about a student. Share your observations, ask questions, and help create a plan for student success.

Would you like me to book an appointment for you now?

Trust your instincts.

Indicators of Distress

Academic

- Decline in quality of work
- Absences, missed assignments and/or lack of engagement
- Requests for extension
- Disconnect in writing, presentations and/or assignments
- Uncharacteristic disorganization and/or lack of preparedness
- Assignments focusing on hopelessness, violence or anger
- Team conflict or challenges

Psychological

- Disclosure of personal distress such as grief, family/relationship issues, life transitions, trauma, sexual assault/harassment, financial challenges etc.
- Panic/anxiety
- Tearfulness
- Irritability
- Apathy or hopelessness
- Unprovoked anger or violence
- Paranoia

Physical

- Changes in physical appearance (hygiene, weight, clothing style)
- Extreme fatigue
- Difficulty focusing
- Tears
- Disoriented behaviour
- Change in speech or mannerisms
- Violent behaviour
- Threats
- Absence from class or team meetings

Referring Students in Distress

In serious medical emergencies or imminent danger, 911 should always be called first.

During RRU Office Hours (Mon-Fri, 8:30-4:30pm), please contact:

1. Manger, Student Engagement – **250-391-2600 Ext. 4760** OR
RRU reception to be transferred to the appropriate available person – **250-391-2600 Ext. 2511**
2. Email the CARE Team to share concerns – care@royalroads.ca

After Hours (evenings and weekends), please contact:

1. Security Services - **250-391-2525**
Security will contact on-call student services staff to coordinate follow-up support and communication
2. Email the CARE Team to share concerns – care@royalroads.ca

Referral for General Student Support

RRU Department	Behaviour Observed	Contact Information
Accessibility Services	Permanent disabilities and temporary medical barriers to education	http://libcal.royalroads.ca/appointments/ 250-391-2600 Ext. 4216 accessibilityservices@royalroads.ca
CARE Team	Concerning student behaviour where you feel special care is required	care@royalroads.ca
Counselling Services	Depression, anxiety, grief, family/relationship issues, self-harm, suicide risk, trauma, crisis, loss	http://libcal.royalroads.ca/appointments/ 250-391-2600 Ext. 4515 counselling@royalroads.ca
Financial Aid & Awards	Concerns about financial need	http://libcal.royalroads.ca/appointments 250-391-2600 Ext. 4222 rrufinancialaid@royalroads.ca
Indigenous Education & Student Services	Indigenous and Metis students showing psychological, academic, physical and/or cultural signs of distress	250-391-2600 Ext. 4557 Asmanahi.antoine@royalroads.ca
International Student Support Services	International students showing academic, physical and/or cultural signs of distress, culture shock, homesickness, or concerns about visas and immigration	Student Engagement Team http://libcal.royalroads.ca/appointments/ 250-391-2600 Ext. 4580 International.support@royalroads.ca
Student Conduct (Student Services)	Misconduct, inappropriate behaviour, violence, bullying, harassment, disorderly conduct, disruption	Manager, Student Engagement 250-391-2600 Ext. 4760 studentservices@royalroads.ca
Security Services	Medical emergencies, aggressive or violent behaviour, general safety issues on-campus	Phone: 250-391-2525 In serious medical emergencies 911 should be called first.
Student Team Performance	Team challenges or conflict that cannot be solved within the program	Team Coaches teamcoaching@royalroads.ca 250-391-2600 Ext. 4463