

HELPING SOMEONE IN DISTRESS



RECOGNIZE UNUSUAL BEHAVIOUR

Do you see any behaviour that may be out of character or unusual for someone? Early intervention plays a key role in supporting mental health challenges.

RESPOND WITH CONCERN AND EMPATHY

Non-judgmental and supportive language includes:

- "I have noticed..."
- "I am concerned..."
- "I hear what you are saying..."
- "How can I help you to..."

REFER THE PERSON TO AVAILABLE RESOURCES

Non-judgmental and supportive language includes:

- "What do you need in order to..."
- "Can I suggest..."
- "uOttawa Wellness website has lots of resources. Let's look at it together..."

HIGH RISK OF HARM

Behaviour that is violent, destructive, harmful, aggressive or threatening to self or others.

This is an emergency.

**uOttawa
Protection Services, 24/7:
613-562-5411**

**Off Campus
Emergency Services, 24/7:
911**

MODERATE RISK OF HARM

Changes in personal appearance and hygiene, low mood, avoidance of people, substance use concerns, disorganized thinking, expressions of hopelessness, or references to suicide.

**Students, (Good2Talk), 24/7:
1-866-925-5454**

**Employee and Family Assistance Program (EFAP), 24/7:
1-844-880-9142**

LOW RISK OF HARM

Difficulty with studies, family or relationship problems, chronic health conditions, difficulty concentrating, issues with sleep, increased interpersonal conflict.

For all services and many more resources

uOttawa.ca/wellness

HELPING YOURSELF WHEN IN DISTRESS



RECOGNIZE Have you noticed unusual behaviour or feelings?

HIGH RISK OF HARM

Are you thinking frequently of harming yourself, or seriously considering suicide?

Are you missing most of your classes or work?

MODERATE RISK OF HARM

Are you avoiding family, coworkers and friends or feeling isolated?

Have you stopped taking care of yourself or your personal hygiene?

Has something unexpected happened in your life, like a death or accident?

Are you taking substances, like drugs or alcohol to cope?

LOW RISK OF HARM

Are you feeling overwhelmed in your studies or your work?

Are you having family or relationship issues?

Are you having difficulties concentrating or with your sleep?

RESPOND Reach out to the uOttawa community

The uOttawa community has resources to help. What works for you right now?

| STUDENTS | EMPLOYEES |
|---|--|
| 24/7 Help | |
| <ul style="list-style-type: none"> • Good2Talk, 24/7 bilingual student helpline - 1-866-925-5454 • Undergraduate Health Plan (UOSU) - 1-844-741-6389 • Graduate Health Plan (GSAED) - 1-855-649-8641 | <ul style="list-style-type: none"> • Employee and Family Assistance Program (EFAP) 1-844-880-9142 • Crisis Line: 613-722-6914 or 1-866-996-0991 (Bilingual) |
| Speak to someone in person | |
| <p>Counselling: Walk-in, or pick an appointment online that suits you at sass.uOttawa.ca/en/personal, by calling 613-562-5200 or by email at couns@uOttawa.ca.</p> <ul style="list-style-type: none"> • The team at Counselling Services is there to help students dealing with difficulties impacting their academic studies, so please consider reaching out to speak to them confidentially about your particular needs. | <ul style="list-style-type: none"> • Book an appointment via the EFAP at 1-844-880-9142 • Health issues related to work, contact the Health and Wellness Sector, Human Resources 613-562-5800 ext: 1473 • Manulife Health Plan Eligible employees can be reimbursed for expenses related to eligible health professionals, see 'My Info' section of Human Resources website for more information about benefits. |
| <p>Should you require medical support, please consult with your physician or health professional. The University of Ottawa Health Service Family Health Team is available on campus. Visit the walk-in clinic or call to make an appointment with a family doctor or nurse practitioner: 613-564-3950</p> | |
| <p>If at any time you are at immediate risk of harming yourself or others, on campus call Protection at 613-562-5411, or off-campus call Emergency Services at 911</p> | |

REFER Learn about the many supports available to help
uOttawa.ca/wellness

