Health and wellness is essential to our students’ academic and personal success. The university remains committed to strengthening the supportive aspects of our living and learning environment.

The attached five slides are designed to promote healthy student behavior and self-care and to encourage help-seeking for themselves or others when needed. The slides also provide information to students about on-campus resources. They are based on materials developed by the Department of Geography in 2011.

We encourage you to rotate the slides regularly on the front-of-room screen, before your classes start or during class breaks. This will provide students with an opportunity to read the slide(s) as they wait. Speaking notes are included on the ‘notes’ section of each slide, as well as the months when you may wish to promote each slide.

Please share these slides with the TAs and TFs for whom you are the employment supervisor so they are able to use them in the same way.

Questions you may get from students, and suggested responses, follow in this memo.

If you have any questions about the slides or if you are ever concerned about a student, please contact Student Wellness Services’s Counselling Service at ext. 78264 and ask to speak to a counsellor. There are also outreach counsellors located in the Faculties of Education and Engineering and Applied Science, as well as the School of Graduate Studies, the School of Medicine, and Smith School of Business. Faculty members and TAs in those faculties/schools are welcome to contact the outreach counsellor directly for advice. You may also refer to the green folder resource that was developed to help identify and respond to students in distress. Revised printed copies of the folder are being distributed to departments in early September.

Thank you for your attention to this matter and your ongoing support of students.
What do I do if a student comes to me in distress or I notice something “off”?
We suggest the four things highlighted in the green folder:

**Approach:** It is ok to ask questions and to express concern. Focus on what you have observed: (“I've noticed you have been absent from class lately and I'm concerned about you.”).

**Listen:** Listen non-judgmentally, give your full attention, be patient. (“What can I do to help you?”)

**Support:** Acknowledge their thoughts and feelings with compassion, offer hope, reassure them you are concerned: (“It sounds like you are feeling out of place”, "I'm glad you've talked to me about this", "I want to help")

**Refer:** Provide resource information (see green folder), offer to make the call with the student. (“If you'd like, I can call and book the appointment for you while you are here with me.”)

By showing the student your interest and your concern, you will already be of enormous help.

**How do I make an effective referral?**
If you are worried about a student or considering approaching a student and want advice, call Counselling Services at Ext.78264 or contact your faculty-based counsellor if there is one in your area (FEAS, SSB, Education, SGS, School of Medicine).

When you are with the student:
- Reassure them that help is available;
- Let them know that seeking help is a sign of strength and courage, not weakness;
- Refer to the resources listed in the green folder, give student phone numbers and locations, offer to sit with them while they make a call.

**What if the student says 'no' to a referral?**
- Respect the decision (unless you deem it is an emergency. Refer to the green folder for examples of when to call the university's 24 hour Emergency Report Centre at Ext. 36111 or 911);
- Don't force the issue or trick the student into going; Leave the door open for later reconsideration. (“I hope you will keep these options in mind. My door is always open.”);
- Touch base with the student within a few days to see how they are doing

If you have any questions, please contact Counselling Services at Ext. 78264.
Thank you for your support!