

Assisting Faculty and Staff in Distress

There are people and services at the University of Saskatchewan to assist you in dealing with distressed faculty and staff. Common reasons for you to consult with these services include determining the seriousness of a situation and how quickly it needs to be addressed, as well as reviewing or developing a plan for responding. Faculty and staff in distress may not know the services available to them or may be hesitant to ask. This reference guide is to assist you in getting them the proper support.



RECOGNIZE

If you notice any behaviour that may be out of character or unusual, know that early intervention plays a key role in recovery from mental health challenges. Reach out to the colleague, talk to them or refer them to resources.

LOW RISK OF HARM

When a colleague has disclosed family or relationship problems or a health condition and is demonstrating a change in normal behavior such as attendance, productivity or engagement, difficulty sleeping, and/or increased interpersonal conflict.

RESOURCES

- **WELLNESS RESOURCES**
wellnessresources@usask.ca
- **EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP)** (24 HRS)
1-855-575-1740
- **VIRTUAL HEALTH CARE**
wellness.usask.ca/help/virtual-health-care.php



RESPOND

If you notice prolonged changes in behaviour, or are concerned about your colleague's safety or the safety of others, reach out to them. Ask how they are doing even if you don't have the answers and refer them to resources. Showing care and support can be the most valuable thing you can do.

MODERATE RISK OF HARM

When a colleague is demonstrating such behavior as changes in personal appearance and hygiene, avoidance, expression of hopelessness, low mood, disorganized thinking, and/or substance use concerns.

RESOURCES

- **WELLNESS RESOURCES**
wellnessresources@usask.ca
- **EMPLOYEE AND FAMILY ASSISTANCE PROGRAM (EFAP)** (24 HRS)
1-855-575-1740
- **PROTECTIVE SERVICES** (24 HRS)
306-966-5555



REACT

If you feel a colleague is demonstrating behaviours in which they may pose a threat to themselves or others, call immediately.

HIGH RISK OF HARM

When a colleague is demonstrating threatening behavior, violence, stalking or immediate danger that seriously disrupts the environment and put the safety of others at risk.

Behaviors may include:

WORRISOME: significant change in anti-social behaviour, baseline behaviour and/or appearance, suicidal ideation.

HIGH RISK: aggression, verbal/written threat to kill/injure self or others, escalation in frequency and/or intensity of behavior.

IMMEDIATE THREAT: homicidal/suicidal behaviours, plans for serious assault on a target, possession of weapons.

RESOURCES

- **PROTECTIVE SERVICES** (24 HRS)
306-966-5555
- **SASKATOON POLICE SERVICES** (24 HRS)
9-1-1 (or 9-9-1-1 on campus)
- **SASKATOON CRISIS INTERVENTION SERVICE** (24 HRS)
306-933-6200

TRUST YOUR INSTINCT: Respond if a faculty or staff member situation leaves you feeling worried, alarmed or threatened. If you are unsure, please consult.



RESPONDING TO AN EMPLOYEE IN DISTRESS



Please make your personal safety the top priority. Use discretion on how to act depending on the individual circumstances. Here are some tips if you are approaching an employee regarding concerns about their general well-being or they approach you.

- 1** Do not make promises of confidentiality.
- 2** Try to sit down with the person.
- 3** Express your concern about their well-being directly to the individual.
- 4** Listen carefully and stay calm as they describe the situation.
- 5** Ask questions to clarify whether you understand their specific needs.
- 6** Acknowledge their thoughts and feelings in a compassionate way.
- 7** Offer hope and reassure them that things can get better.
- 8** Discuss options and resources available.
- 9** Arrange a follow-up with the employee to show you care and determine whether the referral was effective.

I am concerned...

I have noticed...

How can I help you...

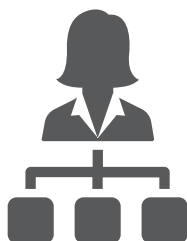
It sounds like you are feeling...

Would you like me to help you connect with support services...

USask has a great Employee and Family Assistance Program to help...

NEXT STEPS

Based on your role and relationships in the workplace following up may look different for each person.



FOR MANAGERS AND SUPERVISORS: If you have observed concerning changes in an employee's behaviour, you have a legal duty to inquire. Reach out and express your concern. If you need support preparing for the conversation, contact Wellness Resources at 306-966-4580 or the Employee and Family Assistance Program at 1-855-575-1740.



FOR INDIVIDUALS: After you have had a conversation with your co-worker, and if you feel it is appropriate, ask them if they would be OK with you checking back with them soon. Check in with yourself and ensure that your own personal and emotional needs are being looked after as well. Remember, EFAP is available for you also.

FOR USASK STUDENTS IN DISTRESS PLEASE REFER THEM TO :

STUDENT WELLNESS CENTRE

students.usask.ca/health/centres/wellness-centre.php
306-966-5768

STUDENT AFFAIRS AND OUTREACH

students.usask.ca/health/centres/student-affairs-and-outreach.php
306-966-5757

PROTECTIVE SERVICES (24 HRS)

www.usask.ca/protectiveservices/
306-966-5555

SASKATOON POLICE SERVICES (24 HRS)

9-1-1 (or 9-9-1-1 on campus)

