# 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.

## Low Risk of Harm
- Difficulty with studies, family or relationship problems, chronic health conditions, difficulty concentrating, issues with sleep, increased interpersonal conflict.
  - Students, (Good2talk), 24/7: 1-866-925-5454
  - Employee and Family Assistance Program (EFAP), 24/7: 1-844-880-9142

For all services and many more resources [uOttawa.ca/wellness](http://uOttawa.ca/wellness)

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