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
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
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
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