

# MENTAL HEALTH AND WELLBEING

## ASSISTING FACULTY AND STAFF IN DISTRESS

A GUIDE FOR  
OKANAGAN  
FACULTY AND STAFF

Everyone plays an important role in creating healthy and respectful work environments

### STEP 1

#### See Something

#### Recognize visible changes in behaviour

If you see any behaviour that may be out of character or unusual for your colleagues, know that early intervention plays a key role in recovery from mental health challenges.

Reflect on any visible changes in behaviour that might be uncharacteristic:

What have I **seen**?

What have I **heard** from the individual?

**How long** have I noticed these behaviours?

### STEP 2

#### Say Something

#### Respond with concern and empathy

Often we may notice changes in behaviour, but are unsure how to approach a person having difficulties. Reaching out to a colleague shows care and concern, and it opens a dialogue to check how they are doing. Think about the best way to approach your colleague about your concerns.

Are you the right person to have this conversation?

Have you chosen a discrete and appropriate time and environment?

Asking for support from another colleague or a supervisor might be helpful.

Non-judgmental and supportive language includes:

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

It's okay to be uncertain about how to respond. You don't need to have all the answers. Being there to support your colleagues is often the most valuable thing that you can do.

### STEP 3

#### Do Something

#### Refer your colleague to available resources

Staff and faculty may not be aware of the wide range of support services available to them, or may be hesitant to ask for help. There are ways to connect your colleagues to resources, or to learn about them together.

Non-judgmental and supportive language includes:

- "What do you need in order to...?"
- "Can I suggest...?"
- "UBC has a great resource to help with..."

Use the examples on the back to help you determine your next steps and the best resources to use or to share.



## 1 HIGH RISK OF HARM

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

### HOW TO REFER:

#### Call 911 and Campus Security

**First**, call Emergency Services: 911

**Then**, call Campus Security: 250.807.8111

*"I am concerned about my colleague's immediate safety, or the safety of others"*

## 2 MODERATE RISK OF HARM

- Changes in personal appearance and hygiene
- Low mood or affect for several weeks
- Avoidance (of students or colleagues)
- Substance use concerns
- Disorganized thinking
- Expressions of hopelessness or references to suicide

### HOW TO REFER:

**First**, encourage your colleague to contact their **Employee and Family Assistance (EFAP) Program**:

Shepell: 1.800.387.4765

They are:

- Confidential
- 24/7
- Free

**Then**, suggest that they follow up with some of the additional resources listed below.

*"I am concerned about some recent behaviour that is out of character for one of my colleagues"*

## 3 LOW RISK OF HARM

- Family or relationship problems
- Chronic health conditions
- Difficulty concentrating or learning new tasks
- Difficulty sleeping
- Increased interpersonal conflict

### HOW TO REFER:

**Employee and Family Assistance Program:** Shepell: 1.800.387.4765

**Mental health concerns and/or difficulty coping:** [hr.ubc.ca/benefits/efap](http://hr.ubc.ca/benefits/efap)

**Work, health, and life support:** [workhealthlife.com](http://workhealthlife.com)

**Work Reintegration and Accommodation Program:** [hr.ok.ubc.ca/health/wrap](http://hr.ok.ubc.ca/health/wrap) | Carleigh Benoit (WRAP Manager) 250.807.9543

**Health promotion:** [hr.ok.ubc.ca/health](http://hr.ok.ubc.ca/health)

**Sexual Violence Prevention and Response Office (SVPRO):** [svpro.ok.ubc.ca](http://svpro.ok.ubc.ca) | 250.807.9640

**Additional support, specific to employment group:** [hr.ubc.ca/faculty-staff-resources/employee-groups](http://hr.ubc.ca/faculty-staff-resources/employee-groups)

*"I am concerned about the general well-being of one of my colleagues. I'm not sure if it is serious but I would like to offer them some support"*

### NEXT STEP

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

**For Individuals:** After you have had a conversation with your colleague, and if you feel that it's appropriate, ask them if they would be okay with you checking back in with them soon. Take care of your own wellbeing. All of these resources are available to you as well. Check in with yourself and ensure that your personal and emotional needs are looked after.

**For Managers and Supervisors:** If you have observed concerning changes in behaviour in the individuals you manage or supervise, you may have a legal duty to inquire. Contact your Human Resources Advisor for advice and support.

[hr.ok.ubc.ca/contact](http://hr.ok.ubc.ca/contact)

THANK YOU FOR PLAYING A VERY VITAL ROLE IN CREATING HEALTHY AND RESPECTFUL WORKPLACES AT UBC.