

### **TAKING ACTION:** Connect with emergency or crisis resources



#### **SCENARIO 1: HIGH-LEVEL OF DISTRESS [NON-LIFE THREATENING]**

- Intense emotional states/reactions.
- Severe hopelessness, suicidal thoughts.
- Disorganized thinking, confusion, self-harm, risky behaviour.

#### **Call / text 988 or visit 988.ca**

(National Suicide Crisis Helpline, 24/7):

- » Offers accessibility services, support in other languages, and culturally appropriate, trauma-informed support for First Nations, Inuit, and Métis peoples.

#### **Call 310-6789**

(BC Mental Health Crisis Response, 24/7, no area code)

#### **Call 1-866-424-0770**

UBC's Employee and Family Assistance Program (EFAP), 24/7, choose the emergency option.

#### **Respond with care**

- "I notice you seem overwhelmed. Would you like to talk?"
- "Thanks for sharing. I want to help you stay safe."
- "Is there someone you trust that I can reach out to for more support?"
- Avoid dismissive phrases like "Calm down" or "Don't cry".
- Offer to contact a crisis line for more help.

*This resource is designed to guide UBC faculty and staff to respond to a person having a mental health crisis or emergency.*



#### **SCENARIO 2: IMMINENT HARM [LIFE THREATENING]**

- Destructive behaviour, threats, or violence.
- Suicidal plans or actions.
- Unconsciousness, medical distress, hallucinations, delusions.

#### **Call emergency services for support.**

##### **Call 911\***

##### **Call UBC Campus Security:**

- » **UBC Point Grey Campus:** call 604-822-2222
- » **UBC Okanagan Campus:** call 250-807-8111

#### **\*If 911 Doesn't Feel Safe**

Not everyone may feel safe with emergency services. If the situation is not life-threatening, consider contacting a crisis line like 988 first.

#### **Whenever possible:**

- Check in with the person and ask for their permission before taking action.
- If you do need to call 911, explain clearly to the person in distress what you're doing and why:
  - » "I'm really concerned about your safety and want to make sure you get the support you need."

#### **Respond with care**

- "I'm here with you and want to help you stay safe."
- Ask directly: "Are you thinking about suicide?"
- Stay with them until help arrives. Reduce any immediate dangers (if safe for you).
- Safety—yours and the person in distress—comes first; confidentiality is secondary.

**See reverse for QR codes to multilingual, culturally relevant, and identity-specific resources.**

#### **QUESTIONS OR REQUESTS FOR COPIES:**

Workplace Wellbeing, Human Resources:  
[hr.healthwellbeing@ubc.ca](mailto:hr.healthwellbeing@ubc.ca)

#### **ASSISTING STUDENTS IN DISTRESS:**

[facultystaff.students.ubc.ca/health-wellbeing/  
assisting-students-distress](https://facultystaff.students.ubc.ca/health-wellbeing/assisting-students-distress)

#### **FACULTY AND STAFF MENTAL HEALTH RESOURCES:**

[hr.ubc.ca/MH-resources](https://hr.ubc.ca/MH-resources)

### FOLLOW-UP AND AFTERCARE

The actions you take will depend on your relationship with the person, your comfort, and your professional duties/responsibilities.



#### Indigenous crisis and support resources

[fnha.ca/what-we-do/mental-wellness-and-substance-use/mental-health-and-wellness-supports](https://fnha.ca/what-we-do/mental-wellness-and-substance-use/mental-health-and-wellness-supports)



#### IBPOC and LGBTQ2S+ crisis and support resources

[itgetsbettercanada.org/get-help](https://itgetsbettercanada.org/get-help)



#### Multi-language mental health services

[helpstartshere.gov.bc.ca/mental-health/seeking-help/multi-language-services-bc](https://helpstartshere.gov.bc.ca/mental-health/seeking-help/multi-language-services-bc)



#### Faculty and staff mental health resources

[hr.ubc.ca/MH-resources](https://hr.ubc.ca/MH-resources)



#### Proactive learning and action

[wpl.ubc.ca/browse/wellbeing/wellness/courses/preparing-for-workplace-crises](https://wpl.ubc.ca/browse/wellbeing/wellness/courses/preparing-for-workplace-crises) (CWL required)

### Aftercare checklist

**For everyone:** (some or all may apply)

- Inform your leader of the situation. They can make appropriate workplace support decisions.
- Seek support:
  - » Reach out to your leader or a trusted colleague
  - » Reach out to EFAP, or other mental health supports:  
EFAP: 1-866-424-0770, [app.greenshieldplus.ca](https://app.greenshieldplus.ca)
- Take notes or document your experience for reflection/follow up.

**For leaders:** (in addition to the actions above)

- Inform your HR representative. They can help you make appropriate workplace support decisions.
- Start or support a critical incident response:



#### Critical incident response for leaders

[hr.ubc.ca/Critical-Incident-Response](https://hr.ubc.ca/Critical-Incident-Response) (CWL required)

- Monitor and follow up as needed.