

## Helping Someone in Distress

*Disclaimer: It is your choice to help someone. You have no legal obligation to do so.*

### 1. Identify

Pay attention to warning signs. You may be the first person to notice a person in distress.

### 2. Reflect

Determine the level of concern.

### 3. Respond

Connect the person in distress to help. Remember that any response is better than staying silent.

You don't have to be a mental health expert to make a difference.

Everyone can play a role in ensuring student wellbeing.



# 1. Identify

Is someone in distress?

## POSSIBLE SIGNS OF DISTRESS:

- Notable changes in behaviour
- Withdrawing or isolating from friends, family
- Seems to rely on drugs or alcohol
- Doesn't take care of themselves anymore
- Doesn't seem to enjoy activities they used to enjoy
- Reckless behaviour
- Unusual behaviour (unexplained crying or laughter, confusion, seeming paranoid)
- Takes out frustrations on others (bullying, harassment, outbursts, sexual assault, etc.)
- Has been a victim of bullying, abuse, sexual assault, harassment, or discrimination
- Self-harming, such as hitting or cutting
- Low energy or falling asleep at inappropriate times
- Struggles with sleeping
- Drastic changes in eating habits
- Has mentioned feeling 'hopeless' or considering suicide

## APPROACH

Be specific about the behavior you have observed, and don't be afraid to express concern.

*"I've noticed that you don't seem to talk to anyone when we go out anymore."*



## LISTEN

Ask if there is anything you can do to help. Be a patient listener.

*"Is everything alright?  
Is there anything I can help you with?"*



## SUPPORT

Don't say "You'll get over it" or "Everything will be okay". Acknowledge the other person's feelings and let them know that you want to help.

*"It sounds like you are feeling overwhelmed."*

## 2. Reflect

What is the level of concern?

TRUST YOUR INSTINCTS—REASSESS IF THINGS CHANGE

### EMERGENCY: IMMEDIATE RISK OF HARM

Behaviour that is violent, destructive, harmful, aggressive or threatening to self or others (i.e., immediate risk of suicide)

### URGENT: RISK OF HARM IS PRESENT BUT NOT IMMEDIATE

Hopelessness, experiences of violence or abuse, thoughts of suicide, or other urgent mental health issues

### CONCERNING: DISTRESSED BUT RISK OF HARM IS LOW

Homesickness, loneliness, depression, anxiety, grief, anger, relationship problems, academic concerns, substance issues

### Still not sure what to do?

When in doubt, call the [Learning Support Specialist!](#)

[Dawson Creek](#): 250-784-7552

[Fort St. John](#): 250-787-6244 (Cell 250-219-4839)

## 3. Respond

Connect to appropriate resources

### CALL 911 FIRST, THEN THE DUTY MANAGER

- Duty Manager (24hrs) 250-784-7610
- Campus Security (4:00pm - 3:00am)
  - [Dawson Creek](#)
    - 1-866-463-6652 Ext. 1299 (Cell 250-784-8202)
  - [Fort St. John](#)
    - 250-787-6237 (Cell 250-261-4119)

**If you feel threatened or at risk, get somewhere safe.**

### CALL THE LEARNING SUPPORT SPECIALIST

- Learning Support Specialist (8:30am - 4:30pm)
  - [Dawson Creek, Chetwynd, Tumbler Ridge](#)
    - 250-784-7552 (Cell 250-219-4839)
  - [Fort St. John and Fort Nelson online students](#)
    - 1-800-463-6652 ext. 2005 (Cell 250-261-4930)
- After Hours  
Offer to stay while they make the call or offer to make the call for them if they are reluctant.
  - [Northern BC Crisis Line](#) (1-888-562-1214)
  - [BC Suicide Line](#) (1-800-784-2433)
  - [BC First Nation Crisis Line](#) (1-800-588-8717)
  - [Online Crisis Chat](#) (crisiscentrechat.ca)

### CONNECT TO SUPPORT

**Do not force or trick someone into connecting to support.**  
If they refuse help, respect their choice, and remind them that you are always willing to talk.

[View supports on the next page](#)

## On-Campus Support

### LEARNING SUPPORT

Dawson Creek	1-800-463-6652 Ext. 7552
Fort St John	1-800-463-6652 Ext. 2005
Fort St John (Cell)	250-261-4930

### ACCESS SERVICES

All Campuses	1-800-463-6652 Ext. 7502
Cell	250-784-5450

### INDIGENOUS STUDENT NAVIGATOR

Chetwynd	1-866-463-6652 Ext. 4313
Dawson Creek	1-800-463-6652 Ext. 7544
Fort St. John	1-866-463-6652 Ext. 2003
Fort Nelson	1-866-463-6652 Ext. 4627

### INTERNATIONAL STUDENT ADVISORS

Dawson Creek	1-866-463-6652 Ext. 1015
Dawson Creek Cell	250-219-2752
Fort St. John	1-866-463-6652 Ext. 6212 1-866-463-6652 Ext. 6217

### FINANCIAL AID

Chetwynd	1-866-463-6652 Ext. 4303
Dawson Creek	1-800-463-6652 Ext. 7604
Fort St. John	1-866-463-6652 Ext. 6238
Fort Nelson	1-866-463-6652 Ext. 4609
Tumbler Ridge	1-866-463-6652 Ext. 4303

## Off-Campus Support

If you are located outside of the areas listed below, please call 250-787-6244 for assistance.

### FOOD BANKS & SOUP KITCHENS

#### Dawson Creek

Nawican Soup Kitchen Mon/Wed/Fri, 12-2pm	1320 102 Ave 250-782-5202
St. Marks Soup Kitchen Tues/Thurs 12-2pm	1029 103 Ave 250-782-2939
Salvation Army	1019 103 Ave
Emergency Food Bank	250-782-8669

#### Fort St. John

Salvation Army Soup Kitchen Mon-Sat 12-1pm, 5pm	9824 99 Ave 250-785-0372
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#### Tumbler Ridge

New Life Assembly Church	250-242-3421 Ext: 102
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#### Chetwynd

Emergency Food Program	250-788-9658
Tansi Friendship Centre	250-788-2996

#### Fort Nelson

Aboriginal Friendship Society	250-774-2993
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### MENTAL HEALTH & ADDICTIONS

BC Mental Health Support	310-6789
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#### Northern Health Mental Health & Addictions

Dawson Creek	250-719-6525
Fort St. John	250-263-6080
Tumbler Ridge	250-242-5505
Chetwynd	250-788-2236
Fort Nelson	250-774-8105

Dease Lake	250-771-4473
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### SUICIDE SAFETY & CRISIS SUPPORT

Kuu-us Indigenous Crisis Line BC	1-800-588-8717
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### OTHER FREE COUNSELLING

#### Dawson Creek

Aboriginal Family Services	250-782-1169
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#### Chetwynd

Tansi Friendship Centre	250-788-2996
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#### Fort Nelson

Aboriginal Friendship Society	250-774-2993
Fort Nelson First Nation	250-774-7300
Addictions Information Alcohol & Drug Info & Referral (Non-emergency #)	1-800-663-1441
BC Problem Gambling Line	1-888-795-6111

### SHELTERS & ESCAPING ABUSE

#### Dawson Creek

Mitzpah Transition House Shelter for women/children	250-782-9176
Aspen Court	250-782-9886

#### Fort St. John

Salvation Army Centre of Hope (No drop-ins on Sunday)	9824 99 Ave 250-785-0372
Meaope Transition House Shelter for women/children	250-785-5208

#### Tumbler Ridge

Women's Outreach Program	250-242-2082
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#### Chetwynd

Women's Shelter	250-788-1976
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#### Fort Nelson

Women's Shelter	250-774-4511
Emergency Men's Shelter (19+)	4903 48 Ave 250-774-3816

### HEALTH

BC Health Link	811
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### STI Tests, Free Condoms, Pregnancy Tests, Emergency Contraception, Birth Control

Dawson Creek Health Unit	250-719-6500
Fort St. John Health Unit	250-263-6000
Chetwynd Primary Care Clinic	250-788-7300
Fort Nelson Health Unit	250-774-7092

### RCMP VICTIM SERVICES

VictimLink BC	1-800-563-0808
Dawson Creek	250-784-3717
Fort St. John	250-787-8138
Tumbler Ridge	250-242-5252
Chetwynd	250-788-9440
Fort Nelson	250-774-4511

### HOMELESSNESS PREVENTION

#### Dawson Creek

SPCRS	250-782-9174
Native Housing Society	250-782-1451

#### Fort St. John

Community Bridge	250-785-6021
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#### Tumbler Ridge

TR Cares	250-242-7444
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#### Chetwynd

Tansi Friendship Centre	250-788-2996
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