



Students in Distress Guide

Supporting students in distress
is a three-step process.

1

Identify

Pay attention to warning signs.

2

Reflect

Determine the level of concern.
(emergency, urgent, concerning)

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? You may be the first person to notice a person 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 behaviour you have observed, and don't be afraid to express concern (speak with them privately).

"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?

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.



3. Respond

Connect to the appropriate resources.

Call 911 first, then Campus Security

Campus Security

- Daytime Security (Monday–Friday, 7am–3pm)
- Evening/Nighttime Security (All week, 3:30pm–2:30am)
 - **Dawson Creek**
 - 250-784-8202
 - **Fort St. John**
 - 250-261-4119

If you feel threatened or at risk, get somewhere safe. If there is no answer from security, call the duty manager at 250-784-7610.

Call the Learning Support Specialist

Learning Support Specialist (8:30am–4:30pm)

- **Dawson Creek, Chetwynd, and Tumbler Ridge**
 - 250-219-3496
- **Fort St. John, Fort Nelson, and online students**
 - 250-261-4930

After regular business hours

Help the student call a crisis line and leave these numbers with them.*

- 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)

**If you support a student in distress after hours, please fill out an EARS referral so learning support can connect with them the next day.*

Connect to support

Walk them to the Learning Support office or offer to put in an EARS referral so a Learning Support Specialist can follow up. **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	250-784-7552
Dawson Creek (cell)	250-219-3496
Fort St John	1-800-463-6652 Ext. 2005
Fort St John (cell)	250-261-4930

Access Services

All Campuses	250-784-7502
Cell	250-784-5450

Indigenous Student Navigator

Dawson Creek	250-784-7599
Fort St. John	1-866-463-6652 Ext. 2003

International Engagement Co-ordinator

(student@international.nlc.bc.ca)

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

Food Banks and Soup Kitchens

Dawson Creek

Nawican Soup Kitchen Mon/Wed/Fri, 12-2pm (Emergency Food Hampers)	10200 17 St 250-784-0061
St. Marks Soup Kitchen Tues/Thurs 11am-1pm	1029 103 Ave 250-782-2939
Salvation Army	1436 104 Ave
Emergency Food Bank (Salvation Army)	250-782-8669

Fort St. John

Salvation Army Soup Kitchen Mon-Sat 12-1pm, 5pm	10116 100 Ave 250-785-0506
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Tumbler Ridge

New Life Assembly Church	250-242-7404 Ext. 102
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Chetwynd

Tansi Friendship Centre	250-788-2996
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Fort Nelson

Aboriginal Friendship Society	250-774-2993
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Mental Health and Addictions

BC Mental Health Support	310-6789
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Northern Health Mental Health and Addictions

Dawson Creek	250-719-6525
Fort St. John	250-263-6080
Tumbler Ridge	250-242-5271
Chetwynd	250-788-7300
Fort Nelson	250-774-7092
Dease Lake	250-771-4444
Atlin	250-651-7677

Suicide Safety and Crisis Support

Kuu-us Indigenous	1-800-588-8717
Crisis Line	9-8-8

Other Free Counselling

Dawson Creek

Aboriginal Family Services 250-782-1169

Chetwynd

Tansi Friendship Centre 250-788-2996

Fort Nelson

Aboriginal Friendship Society 250-774-2993

Fort Nelson First Nation 250-774-7257

Addictions Information
Alcohol & Drug Info & Referral
(Non-emergency #) 1-800-663-1441

Ministry of BC 310-6789

BC Problem Gambling Line 1-888-795-6111

Shelters and Escaping Abuse

Dawson Creek

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

Fort St. John

Salvation Army
Centre of Hope
(No drop-ins on Sunday) 9916 99 Ave
250-785-0372

Meaope Transition House
Shelter for women/children 250-785-5208

Tumbler Ridge

Tumbler Ridge Safe Home 250-242-8208

Chetwynd

Women's Shelter 250-788-1976

Fort Nelson

Women's Shelter 250-774-4742

Emergency Men's Shelter (19+) 5012 49th Ave
250-774-3816

Health

BC Health Link 8-1-1

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 250-242-8510

Chetwynd 250-788-9440

Fort Nelson 250-774-4511

Homelessness Prevention

Dawson Creek

SPCRS 250-782-9174

Native Housing Society 250-782-1598

Nawican Emergency
Homeless Shelter 1401 102 Ave
778-843-1722

Fort St. John

Community Bridge 250-785-6021

Tumbler Ridge

TR Cares 250-242-7444

Chetwynd

Tansi Friendship Centre 250-788-2996

