

# The Mental HELP Folder



MOUNT ROYAL  
UNIVERSITY  
1910

# Emergency

Immediate danger to the safety or health of a person or persons

**Call 911**  
and state your location

**Examples:**

- Possession of weapons on campus
- Suicidal actions or threats
- Acts or threats of violence to themselves or others

If on campus, **after calling 911**, call **MRU Security Services 403.440.5900** or simply use any of the **Help Phones**

# Non-Emergency

Use the information inside this folder to respond to situations such as:

- Expression of suicidal thoughts
- Erratic behavior that disrupts the normal proceedings of University students, faculty or staff
- Any pattern of odd behaviors that may pose a (non-emergency) threat to safety of that person and/or others

Email | [security@mtroyal.ca](mailto:security@mtroyal.ca)  
Call Security Services | 403.440.6897  
Use a Help Phone | locations across campus

**SECURITY SERVICES ARE AVAILABLE 24/7**

# What to Do and Say

The most important information we can convey to another human being is that we care and they matter. A caring campus is a safe campus!

## 1 Approach

- It's OK to ask during a one-on-one conversation and express concern
- Be specific about the behaviour that concerns you

**“I’ve noticed you’ve been absent from class lately and I’m concerned about you.”**

## 3 Support

- Acknowledge the student’s thoughts and feelings in a compassionate way
- Offer hope and reassure the student you are concerned and want to help

**“It sounds like you are feeling out of place. You’re not alone and we have resources to help.”**

## 2 Listen

- Listen openly and non-judgmentally

**“Can you tell me more? Is there anything I can do to help you?”**

## 4 Refer

- Provide student with resources (see final two pages for list)
- See next page for tips on making referrals
- Offer to make the call with the student
- If comfortable, walk with student to the resource

**“Seeking help can feel scary but it’s a sign of strength. If you’d like, I can call and book the appointment for you while you are here with me.”**

# Making a **Good Referral**

Point out that help is available and that seeking help is a sign of strength and courage, not weakness. Acknowledge that seeking help can be scary.

See the final page of this folder for possible resources or contact the **MRU Mental Health Nurse 403.440.6326** for recommendations on how to approach the situation. If the student is reluctant, **you can help by:**

- Offering to contact the resource on their behalf while the student is in your office.
- Offering to sit with the student while they make the initial contact themselves.
- Accompanying the student to the appointment if appropriate and you feel comfortable.
- Tell the student about the web page [mru.ca/mentalhealth](http://mru.ca/mentalhealth) where they can find resources such as contact numbers, locations, etc.
- Offer to follow up with the student, but don't insist on knowing what the student has done.

# The student says **No** to a referral

Respect the student's decision. Accepting or refusing assistance must be left up to the student, except in emergency situations where the life of the student (or others) is in danger.

- Know the student's response to you is not personal.
- Don't force the issue or trick the student into going.
- Try to leave the door open for later consideration.
- If you need personal support, reach out to colleagues and/or a counsellor.

### Sample:

**"I respect your decision. I hope you will keep these options in mind. My door is always open."**

# Identifying and responding to additional situations

## Assault and/or harassment

The following issues may require the attention of MRU Security Services for safety reasons, and counselling for the students involved:

- Sexual assault
- Harassment
- Bullying
- Physical or Emotional abuse
- Stalking

### Contact Information

Student Counselling Services  
**403.440.6362**

Security Services  
**403.440.5900 or use a Help Phone**

The student may prefer to contact  
Campus Equity and Meaningful Inclusion  
**403.440.5956**

# Identifying and responding to additional situations

## Difficulty in **communicating** and/or **distortions of reality**

Refer a student to Health Services if you see or are alerted to the following behaviours:

- Difficulty communicating (difficulty forming thoughts, completing sentences, irrational conversations)
- Distortions of reality

### Contact Information

Health Services  
**403.440.6326**

Student Counselling Services  
**403.440.6362**

Security Services  
if risk of harm to self and/or others  
**403.440.5900**

# Identifying and responding to additional situations

## Learning and academic challenges

Refer a student to Student Learning Services, Academic Advising, or, with disclosure, to Accessibility Services if you see or are alerted to the following concerns:

- Serious academic concerns
- Considering withdrawal
- In jeopardy of failing
- Disclosure that the student requires academic accommodation

### Contact Information

Academic Advising  
**403.440.6222**

Student Learning Services  
**403.440.6452**

Accessibility Services  
**403.440.6868**

# Signs of Distress

- Changes in academic performance (**deterioration in quality of work, frequently missed assignments and classes, excessive procrastination, avoidance of participation**)
- Listlessness or falling asleep in class
- Unusual behaviour (**unexplained crying, laughing to self, rapid speech, disorganized thinking, suspiciousness**)
- High levels of irritability
- Significant weight loss or gain
- Excessive dieting
- Uncontrolled binge eating
- Induced vomiting
- Physical symptoms (**nausea, headaches, problems with eating, excessive or disruptive sleeping**)

# Continued...

- Excessive exercise
- Changes in hygiene or dress
- Changes in relationships or social behaviour (**withdrawal, isolation or dependency**)
- Difficulty concentrating or communicating

Not sure? Something doesn't 'feel right'?

**WHEN IN DOUBT, REACH OUT.**

Resources are here to assist and it's better to ask than not.

Mental Health Nurse **403.440.6326**

Student Counselling Services **403.440.6362**

**Security Services are available 24/7**



# Campus Resources

## **Student Counselling Services**

[mru.ca/counselling](http://mru.ca/counselling)  
403.440.6362

## **Health Services Clinic**

[mru.ca/healthservices](http://mru.ca/healthservices)  
403.440.6326

## **Mental Health Nurses**

[mru.ca/mentalhealth](http://mru.ca/mentalhealth)  
403.440.6326

## **SAMRU Student Advocacy Resource Centre**

[samru.ca/studentadvocacy](http://samru.ca/studentadvocacy)  
403.440.6077

## **Residence Advisor (RA)**

[mru.ca/residence](http://mru.ca/residence)

*\*If the student lives in MRU Residence, invite the student to connect with their Residence Advisor.*

## **SAMRU Peer Support**

[samru.ca/supportservices/psc/](http://samru.ca/supportservices/psc/)  
403.440.6269

## **Security Services**

[mru.ca/security](http://mru.ca/security)  
**403.440.5900 (emergency)**  
403.440.6897 (non-emergency)

## **Early Support Program**

[mru.ca/earllysupport](http://mru.ca/earllysupport)  
403.440.6544

## **Campus Equity and Meaningful Inclusion**

[mru.ca/cemi](http://mru.ca/cemi)  
403.440.5956

## **Interfaith Centre**

[mru.ca/interfaith](http://mru.ca/interfaith)  
403.440.8904

## **Iniskim Centre**

[mru.ca/iniskim](http://mru.ca/iniskim)  
403.440.5596

## **Office of Student Conduct**

[mru.ca/studentconduct](http://mru.ca/studentconduct)  
403.440.6356

# Campus Resources

## **Student Awards and Financial Aid**

[mru.ca/awards](http://mru.ca/awards)  
403.440.6223

## **Accessibility Services**

[mtroyal.ca/accessibility](http://mtroyal.ca/accessibility)  
403.440.6868

## **Academic Advising**

[mru.ca/advising](http://mru.ca/advising) 403.440.6222

## **Student Learning Services**

[mru.ca/studentlearningservices](http://mru.ca/studentlearningservices)  
403.440.8754

## **Peer Learning Program**

[mru.ca/studentlearningservices](http://mru.ca/studentlearningservices)  
403.440.8754

# Community Resources

**Calgary Distress Centre**

*distresscentre.com*

403.266.HELP (4357)

**Health Link Alberta**

*myhealth.alberta.ca*

811

*(free health advice from a  
registered nurse, 24/7)*

**Sheldon M. Chumir**

**Health Centre**

*albertahealthservices.ca*

403.955.6200

**South Calgary Health**

**Centre**

*albertahealthservices.ca*

403.943.9300

**Emergency Room Crisis  
Assessment**

**Foothills Medical Centre**

*albertahealthservices.ca*

403.944.1110

**Peter Lougheed Centre**

*albertahealthservices.ca*

403.943.4555

**Rockyview General**

**Hospital**

*albertahealthservices.ca*

403.943.3000

**South Health Campus**

*albertahealthservices.ca*

403.956.1111