Counselling & Clinical Services

Identifying, Helping, & Referring Students in Distress

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Counselling & Clinical Services
2-600 SUB
780.492.5205
uab.ca/CCS
Agenda

- Common Concerns
- Indicators of Distress
- How to Help Those in Distress
- Referrals
- Questions
Before Starting…

What brought you here today?

What questions do you have?

What skills/knowledge would you like to leave with?
Statistics Canada (2013)

• Met criteria for mental health or substance abuse disorder:
  • 1/3 Canadians: at some point in their life.
  • 1/10 Canadians: in 12 months prior to survey.
  • Highest rate of both were youth aged 15-24.

• 38% had at least one immediate or extended family member who had a mental health problem
• 1/5 had more than one immediate or extended family member w/ mental health condition
### UofA NCHA 2016 vs. 2019 data

<table>
<thead>
<tr>
<th>In the past 12 months, have you ever:</th>
<th>2016</th>
<th>2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Felt very lonely</td>
<td>65%</td>
<td>69.6%</td>
<td>+4.6</td>
</tr>
<tr>
<td>Felt overwhelming anxiety</td>
<td>63.7%</td>
<td>66.4%</td>
<td>+2.7</td>
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<tr>
<td>Felt so depressed that it was difficult to function</td>
<td>42.1%</td>
<td>47.2%</td>
<td>+5.1</td>
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<tr>
<td>Felt things were hopeless</td>
<td>57.5%</td>
<td>62.9%</td>
<td>+5.4</td>
</tr>
<tr>
<td>Seriously considered suicide</td>
<td>13.1%</td>
<td>13.7%</td>
<td>+0.06</td>
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</tbody>
</table>
Top 3 Presenting Concerns at CCS

- Depression
- Anxiety/Panic
- Social & Relationship Problems
Why identifying distress is important...

- Increasing Pressure
- Feeling Overwhelmed
Indicators of Distress

- Academic
- Social
- Emotional
- Behavioural
Academic Indicators

Repeated absences, tardiness

Missed assignments, appointments, meetings

Disruptive classroom behaviour, intoxicated in class

Chronic procrastination, repeated requests for special consideration, neglect of responsibilities

Drop in grades (deterioration in quality/quantity of work, erratic performance)

Written work – inappropriate, incoherent or bizarre (violent, morbid, despair, social isolation)
Emotional Indicators

- Emotional outbursts; extreme mood swings
- High levels of anxiety, dependency
- Overt references to suicide, self-harm, or harm to others
- Difficulty concentrating
- Hopelessness, helplessness
- Extreme suspiciousness/paranoia
# Behavioural Indicators

- Aggressive, demanding, disruptive, or bizarre behaviour
- Deterioration in personal hygiene
- Dramatic weight gain/loss
- Seeing or hearing things that are not there
- Agitation, restlessness, or hyperactivity
- Excessive Fatigue
Social Indicators

- Open conflict with instructors, students, staff
- Isolation from other students, highly withdrawn in class
- Significant problems with roommates, friends, family
- Little or no contact with friends or family
How can you help?

- Talk to them
- Consult
- Refer
How to Talk to Someone In Distress
Express Your Concern

- Meet privately
- Express Care
- Be Direct & Honest
- Be Specific
- Ask Open Ended Questions
Empathize & Listen

- Normalize
- Validate
- Allow for Silences
- Empathize without Agreeing or Disagreeing
- Avoid Judgment & Criticism
Know Your Limits

- Avoid Making Promises
- Be Aware & Express Limits to Your Knowledge
- Maintain Boundaries
- Be Mindful of Your Safety
- Consult
Check for Safety

- Look for Signs of Safety Risks
- Ask Directly
- Don’t Promise Confidentiality
How to Ask About Suicide

- Do they have a plan?
- Do they intend to act on it?
- Do they have a timeframe?
Want to learn more?

• **QPR (Question, Persuade, Refer)**
  – community.ualberta.ca/Programs/QPR-Training.aspx

• **Community Helpers**
  – community.ualberta.ca/Programs/CommunityHelpersProgram.aspx

• **ASIST**
  – edmonton.cmha.ca/programs-services/applied-suicide-intervention-training-asist/
Urgent?

Protective Services
780.492.5050

Concerned?

Helping Individuals at Risk
Counselling & Clinical Services
Peer Support Centre
Sexual Assault Centre
Chaplain’s Association
The Landing
24 Hour Distress Line
Helping Individuals at Risk (HIAR)

- 780.492.4372
- hiarua@ualberta.ca
Counselling & Clinical Services

- Consultations
- Individual Counselling
- Group Therapy
- Workshops
- Psychiatry
- Referrals
Counselling & Clinical Services

• Phone & Video Sessions
• Mon/Th/Fri | 8AM - 4:30PM
• Tues/Wed | 8AM - 7PM
CCS Free Virtual Workshops

**Anxiety**
- Addressing Anxious Thoughts
- Facing Fears
- Imposter Syndrome
- Learning to Relax

**Mood**
- Understanding Depression
- Overcoming Depression

**Wellness**
- Cultivating Self-Compassion
- How to Set Healthy Boundaries
- Perfectionism
- ADHD Coping

**Mindfulness**
- Introduction to Mindfulness
- Yoga For Peace of Mind
- Yoga For Mental Hygiene

For more information: ualberta.ca/current-students/counselling/workshops.html
Helping a Student in Distress
- How to help guide

General Interest
- Everything you wanted to know about counselling

Anxiety & Stress
- Panic/Anxiety Attacks
- Social anxiety
- Stress management

Academic
- Psychologists Grad School Survival Guide
- Student self-help booklet
- Test anxiety
- Procrastination

Social
- Assertiveness
- Making small talk

Depression
- Depression coping strategies (short)
- Depression coping strategies (long)

Relationships
- Romantic relationship tips
- Surviving a relationship breakup
- How to Break Up With Someone

Other
- Anger management tips
- Body image
- Grief
- Isolation & loneliness tips
- "Normalizing" your eating
- Obsessive Compulsive Disorder
- Perfectionism
- Self-esteem
- Self harm
- Sleep

https://www.ualberta.ca/current-students/counselling/resources/index.html
The Dear Maddi...Advising Column

- Started in February, 2019. Ongoing through the Fall and Winter semesters.
- Available on SciLife, the Faculty of Science website, Facebook, and Twitter.
- Students submit an anonymous question online, but everyone can benefit from the response!
- Maddi and a team of guest psychologists from Counselling and Clinical Services offer a compassionate response and a detailed letter offering information, strategies, campus services and initiatives.
- Latest letter: How do I know whether I am studying enough without comparing myself to others?
U of A CAMPUS RESOURCES

- Academic
- Financial
- Health & Wellness
- Housing & Transportation
- Campus Life Involvement
- Career & Professional Development
- Safety & Security
- Records, Registration, & Fees
- Immediate/24-hour Services

https://www.ualberta.ca/current-students/index.html
Browse by Category

**Academic**
Develop your academic skills at any stage of your degree by incorporating undergraduate and graduate academic services and resources.

**Financial**
Find out what scholarships and awards you are eligible for as a current student, and learn more about bursaries, emergency funding, and student loans.

**Health & Wellness**
Take care of your health - mental and physical - by integrating campus wellness resources and services into your day-to-day.

**Housing & Transportation**
Explore your options for housing on and off campus, as well as your transportation and parking choices as a student, maps and routes, and information about your U-Pass.

**Campus Life Involvement**
Get involved with student groups and associations, volunteer opportunities, and more to make friends, gain experiences, and contribute to the campus community.

**Career & Professional Development**
Gain valuable skills and experiences throughout your degree that will enrich your career throughout your professional life.

**Safety & Security**
Help maintain a safe campus

**Records, Registration, & Fees**

**Need Help Now?**
If you do need help now, know...
Peer Support Centre

- Peer-to-peer
- Confidential support

- Online Appointments
- [https://www.ualberta.ca/graduate-students-association/services/graduate-student-assistance-program](https://www.ualberta.ca/graduate-students-association/services/graduate-student-assistance-program)
- Helpline (780.492.HELP)
Sexual Assault Centre

- Sexual assault
- Sexual harassment
- Relationship violence
- Stalking

- Offer free and confidential support to survivors of sexual violence and their supporters

- Phone: 780-492-9771
- Email: sexualassaultcentre@ualberta.ca
- https://www.ualberta.ca/current-students/sexual-assault-centre/index.html
The Landing

- Offer support LGBTQ+ communities, individuals, and their supporters
- Advocate for safe spaces and acceptance of all genders and sexualities in campus life

- Student support & Groups
- Educational programming and workshops
- Volunteer Opportunities
- Drop-in Peer Support over Zoom
  - M-W (11-4 pm) and Th (4-8 pm)

- SUB 0-68A
- Operate during the Fall/Winter semesters (Sept-April)
- Email: thelanding@su.ualberta.ca
- [https://www.su.ualberta.ca/services/thelanding/](https://www.su.ualberta.ca/services/thelanding/)
Wellness Supports

• Provides support, training, connection and education

• Social workers, community social workers & health promotion specialists

• For individual support:
  • 2-300 SUB | 780.492.4773 | accessom@ualberta.ca
First People’s House

• Provide support and community to for First Nations, Metis, Inuit (FNMI) students to achieve personal and academic growth

• Offers services related to physical, mental, emotional, spiritual, financial needs

• Location: 2-400 SUB
• Hours (September - April)
  8:30 a.m. - 12 p.m., 1 p.m. - 4:30 p.m.
• Email: fph@ualberta.ca
• https://www.ualberta.ca/current-students/first-peoples-house/index.html
Interfaith Chaplain’s Association

- Spiritual guidance, care and support
  Email: interfaithchaplains@ualberta.ca
  [https://www.ualberta.ca/current-students/interfaith-chaplains/index.html](https://www.ualberta.ca/current-students/interfaith-chaplains/index.html)

- Information and Referrals regarding religious activities and groups
- Faith Directory:
  [https://www.ualberta.ca/current-students/interfaith-chaplains/faith-directory/index.html](https://www.ualberta.ca/current-students/interfaith-chaplains/faith-directory/index.html)
24 Hour Distress Line

- For anyone in crisis or feeling overwhelmed
- Confidential, Anonymous

- 780.482.HELP (4357)
- 403.266.HELP (4357)
Questions?
Thank you!

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