## Assistance Guide

### Notice - Care - Check-in

**In-Balance**
- States that they are stressed.
- Increased irritability.
- Decreased patience.
- Change in how you know them to be.
- Increase in illness or aches/pains.
- Isolating self from team.
- Procrastination.
- Decrease in self care (i.e., not taking breaks, skipping lunch, working overtime or weekends).
- Lower motivation than usual.

**Stress**
- Hyper sensitivity to feedback.
- Defensive.
- Decreased performance.
- Unwillingness to accept work support.
- Perception that they can't do anything right.
- Pervasive sadness.
- Change in eating, sleeping, hygiene, appearance.
- Emotional dysregulation.

**Reaction**
- Avoiding and/or withdrawing from day-to-day tasks.
- Significant shift in how you know them to be.
- Unable to sequence thoughts or complete simple tasks.
- Repeatedly talking about present or past trauma experiences.
- Uncontrolled emotional outburst (i.e., anger, threats, desperation).
- Suicide ideation.
- Suicide attempt.

**Unwell**
- States that they are stressed.
- Increased irritability.
- Decreased patience.
- Change in how you know them to be.
- Increase in illness or aches/pains.
- Isolating self from team.
- Procrastination.
- Decrease in self care (i.e., not taking breaks, skipping lunch, working overtime or weekends).
- Lower motivation than usual.
- Hyper sensitivity to feedback.
- Defensive.
- Decreased performance.
- Unwillingness to accept work support.
- Perception that they can't do anything right.
- Pervasive sadness.
- Change in eating, sleeping, hygiene, appearance.
- Emotional dysregulation.

### Communication:
- Communicate clearly with compassion and empathy.
- Describe observed behaviours.
- Confirm your observations through questions.

### Action:
- Make time to check-in with intention.
- Provide information for supportive resources (i.e., Employee and Family Assistance Program (EFAP), Chaplains, etc.)
- If the relationship allows and it is appropriate, consult a colleague, supervisor or HR Partner. Consider a report to Helping Individuals at Risk (HIAR).

### Responds

**Conversation starters:**
- "How are you doing today?"
- "You seem to have a lot on the go, if I can ever help, I'd be happy to - just let me know."
- "What do you do to keep yourself in harmony?"**

**Communication:**
- Listen for content to build communication and trust.
- Show genuine interest.
- Follow up and check in on past conversations.

**Action:**
- Encourage and support time for self-care.
- Invite to team or collaborative activities.

**Conversation starters:**
- "I notice...(state the signs you see) I wonder if you notice this too?"
- "What can I do to support you?"
- "Do you want to talk?"

**Communication:**
- Listen to how they feel.
- Describe what you notice.
- Check your observations with questions.

**Action:**
- Encourage and support time for self-care.
- Make time to check-in with intention.
- Share helpful resources (i.e., stress & time management tips).

**Conversation starters:**
- "You don't seem like yourself lately. How can I help?"
- "I have noticed you seem sad and withdrawn."
- "It is not like you to miss a deadline, is everything okay?"

**Communication:**
- Communicate clearly with compassion and empathy.
- Describe observed behaviours.
- Confirm your observations through questions.

**Action:**
- Make time to check-in with intention.
- Provide information for supportive resources (i.e., Employee and Family Assistance Program (EFAP), Chaplains, etc.)
- If the relationship allows and it is appropriate, consult a colleague, supervisor or HR Partner. Consider a report to Helping Individuals at Risk (HIAR).

**Conversation starters:**
- "I am worried about you."
- "Do you have family or friends that are a support for you?"
- "I am concerned for your safety. Do you have thoughts of self-harm?"

**Communication:**
- Communicate clearly with compassion and empathy.
- Be firm and maintain boundaries.
- Assure the individual that you are acting out of care and concern for their well-being.

**Action:**
- If the person is at risk to harm themselves and/or someone else, an immediate call to 9-1-1 and, in person, University Protective Services.
- Assist the individual in obtaining necessary resources (i.e., EFAP, Family Physician, Chaplain, etc.)
- Make a report to HIAR.

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**WHO?**
Who am I assisting?
(i.e., self, colleague, leader)

**WHAT?**
What **SIGNS** do I notice?
(Use Assistance Guide on the flip side of this sheet.)

**HOW?**
How do I **RESPOND**?
(Use Assistance Guide on the flip side of this sheet.)

**WHEN?**
When do I need **SUPPORT**?
(If you believe the individual is in the orange or red zone.)

**WHERE?**
Where is **HELP** available?
(On the left side of this page.)

**SELF CHECK**
How am I doing?
(Consider accessing support yourself.)

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**TIPS + GUIDANCE**
- Key Person Advice Line (780) 428-7587
- Helping Individuals At Risk (HIAR) (780) 492-4372
- Employee + Family Assistance Program (EFAP) (780) 428-7587
- Consult Your Human Resource Partners (HRP)

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