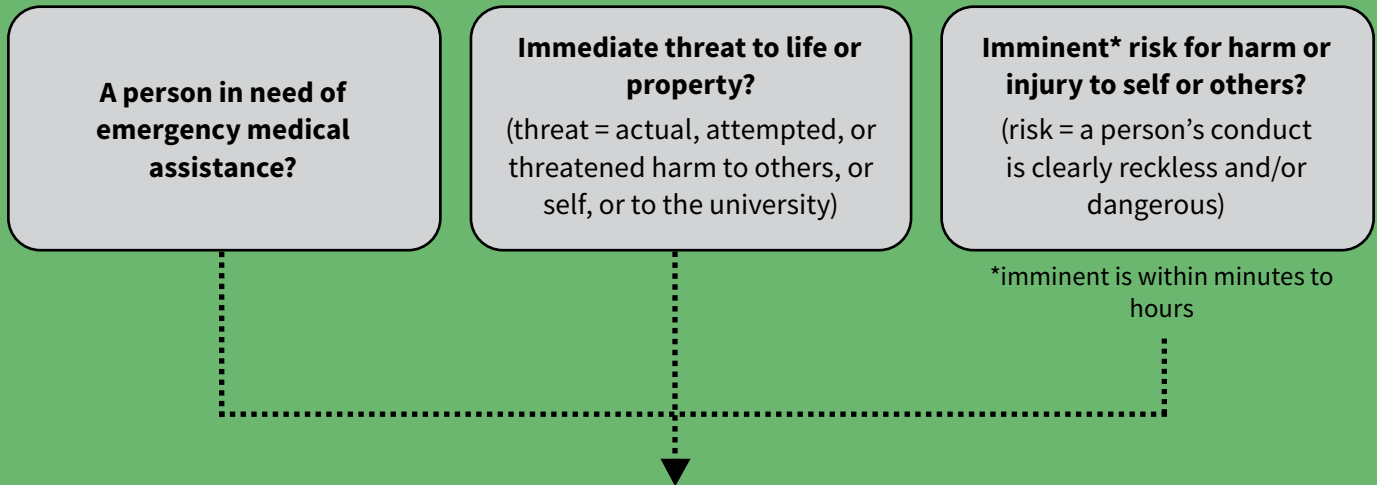


INDIVIDUALS IN CRISIS (THE GREEN SHEET)

This first page provides the crisis protocols. Is there:



If YES to any one of the above:

STEP 1: Ensure your safety and call 911

Provide your name and contact information, location (including building and room number if on campus), the nature of the emergency.

STEP 2: If on campus, call KPU's Emergency Call number after calling 911:

Tech (Cloverdale) 604-598-6076

Surrey 604-599-2076

Langley 604-599-3276

Civic Plaza 604-598-5276

Richmond 604-599-2676

KPU's Emergency Call Numbers inform both first aid and KPU security to allow for a coordinated response. Emergency Call Numbers are specific to each campus and are posted in every room.

STEP 3: After step 1, and step 2 (if applicable), notify your immediate supervisor (faculty, notify your Dean) and copy security@kpu.ca to inform them you called 911.

STEP 4: Once the situation is under control, take care of yourself. For immediate 24/7 support you can access the following:

- a. KPU employees contact [EFAP](mailto:EFAP@kpu.ca) at 1-800-663-1142;
- b. KPU students contact [TELUS Health Student Support app](https://www.telushealth.ca/health-student-support) at 1-844-451-9700

All members of the University community have an obligation to uphold safety.

Be proactive, be prepared, download KPU's Safe App



**It is NOT a crisis BUT
Your contact with an individual, online or in person, is causing you concern.**

DISRUPTION

The individual's conduct is **disruptive** but calling 911 is NOT required:

STEP 1: Contact **Campus Security** at your campus (use the KPU's emergency call numbers listed on page 1).

STEP 2: Notify your supervisor.

STEP 3: Take care of yourself. (refer to page 1 step 4).

For non-academic misconduct or sexual violence and misconduct issues *that don't necessitate calling Security*, please contact the Student Rights and Responsibilities Office (SRRO) directly at srr@kpu.ca. Refer to kpu.ca/srr for more information on how this office can be of support.

Questions or feedback regarding this document should be directed to the Student Rights and Responsibilities Office at srr@kpu.ca

BEHAVIOURS OF CONCERN

The individual is exhibiting **behaviours of concern** (examples on p.3) and you are not sure how serious it is. After having a conversation with the person, you are left feeling uneasy, troubled and/or concerned:

STEP 1:
Concern for students:

a. Any employee can consult directly with members of the BIT by contacting the Student Rights and Responsibilities Office (SRRO) at srr@kpu.ca.

b. Instructors can submit an Early Alert.

*Depending on the nature of the report, KPU's Behaviour Intervention Team (BIT) may be notified.

Concern for a colleague:

a. Refer to HR's Quick Guide to Helping a Colleague in Crisis or Distress.

STEP 2: Consider informing/consulting with your supervisor.

STEP 3: Take care of yourself. (refer to page 1 step 4).

DISTRESS

The individual shows signs of **distress** (examples on p.3) and/or appears to be having **academic and/or personal issues** and could use some support or additional resources:

STEP 1:
Concern for students:

a. Instructors can submit an Early Alert.

b. Any employee can suggest a student contact:

kpu.ca/counselling or TELUS Health Student Support app.

c. Refer to the SRRO's Quick Guide to Helping a Student in Distress.

d. Refer students to this webpage where they can explore KPU and/or community resources. Refer them to student supports.

Concern for a colleague:

a. Refer to HR's Quick Guide to Helping a Colleague in Crisis or Distress.

STEP 2: Take care of yourself. (refer to page 1 step 4).

STEP 3: If behaviour escalates to become disruptive and/or concerning, refer to columns 1 and/or 2 for further steps.

Behaviours of concern may look like:

- » Troubling / emergent troubling behaviours
- » Exaggerated emotional responses that are obviously inappropriate to the situation
- » Disturbing communications/drawings/writings that are out of context
- » Preoccupation with violence
- » Behaving confrontationally
- » Actions, or verbalizing thoughts, that appear to be motivated by hatred or discrimination

Distress may look like:

- » Difficulty concentrating on a conversation; appearing overwhelmed distracted or disengaged
- » Repeated requests for special consideration
- » Sending excessive / inappropriate communications
- » Sudden changes and/or deterioration in hygiene / social behaviours
- » Unresponsive to efforts to contact them

There is a difference between distress and crisis (page 1). Crisis may look like suicidal statements or attempts; homicidal threats or attempts, uncontrolled behaviour and/or emotions that are dangerous, reckless and/or threatening and suggestive of imminent harm. Distress is not as acute, nor suggestive of imminent harm.

If you are debating between the two levels (distress vs. crisis), seek more information and if more information cannot be obtained then assume the more severe and follow the protocols on page 1.

If assuming this is distress, follow the protocols from the 3rd column on page 2.

How to SUPPORT individuals in distress:

- 1 Recognize distress
- 2 Listen empathetically
- 3 Know where to locate resources
- 4 Refer to supports
- 5 Follow up with the individual
- 6 Know your boundaries

Boundaries and Balance:

Your ability to respond to those who need help will be influenced by your personal style and your role at KPU. When helping others, it is important to remember to be empathic while maintaining your boundaries. Recognize what you can and cannot do given the limitations of your role. You have a responsibility to respond and the flowcharts on page 2 are to assist you in how. Remember there are in-house services at KPU with trained professionals who can assist and it is also important to take care of yourself.

SUICIDAL COMMUNICATIONS

Refer to **HR's Quick Guide to Helping a Colleague in Crisis or Distress** for guidance on how to respond to suicidal communications by a colleague.

RESPONDING TO SUICIDAL COMMUNICATIONS FROM A STUDENT

An example scenario may be a communication such as *'I'm ending my life, KPU is responsible, you left me with no option'*

STEP 1: Call 911, when calling 911 about a suicidal person the below script will aid you in getting support to the student.

- » Dial 9-1-1
- » Operator will say: *"Police, Fire, Ambulance"*
- » You say: *"Police"*
- » Operator will then transfer you to Police operator and ask. *"What's the nature of your emergency."*
- » You say: *'I'm concerned about a student. They just told me/I just received an email/text/phone call from a student saying I'm ending my life, KPU is responsible, you left me with no option'*

Emergency responders get calls like this all the time. They will guide you through the process by asking you a series of questions. It's O.K. if you don't know the answers to all the questions.

STEP 2: After calling 911 about a student, email your supervisor and copy **Security@kpu.ca**. Provide the student name, student number, state you contacted 911 and the reason for contacting 911. Security will notify the Behaviour Intervention Team (BIT) for follow-up with the student.

STEP 3: Take care of yourself. (refer to page 1 step 4).

Initial Appointments With a KPU Counsellor

For **non-emergency** support, Counselling Services offers initial appointments everyday MONDAY to FRIDAY for students interested in mental health counselling. This initial appointment is called a "Meet and Greet" appointment and can be booked several days in advance.

Students can contact the Counselling Advising Assistants to make an appointment. Phone: **604-599-2828** or email **counsellor@kpu.ca**

RESPONDING TO VAGUE REFERENCES OF SUICIDAL THOUGHTS FROM A STUDENT

An example scenario may be a communication such as *'Please don't fail me, if I fail this course then my life won't be worth living'*

STEP 1: Let the student know the following two points (verbally or by email):

1. You are concerned about them and you will be notifying KPU's Behaviour Intervention Team (BIT) and a member of the team will reach out to them shortly (within a few days) to guide them about the services and resources available to them.
2. That in the meantime, if the student feels this is becoming a crisis or emergency, then the student should do one of the following:

- » Contact the BC Crisis Centre at <https://crisiscentre.bc.ca/get-help/>
- » Phone the National Suicide Helpline at **988**
- » Go to their nearest hospital emergency department or phone **911**

Note: If you are on the phone with a student and they hang up on you in response, call 911.

STEP 2: Provide the student's name, student number and the communication that caused concern to the BIT by emailing the Student Rights and Responsibilities Office (SRRO) at **srr@kpu.ca**.

If you're unsure whether this is a clear suicidal message or just a vague reference to suicidal thoughts and it's outside of business hours (when you can consult with Security or the BIT); then treat it as a crisis situation and follow the protocols on page 1 (Call 911).

STEP 3: Take care of yourself (refer to page 1 step 4). For more information about suicide, refer to this webpage.

Any Day 24/7 Appointments

- » Online Counselling via TELUS Health Student Support app provides 24/7 access to a large, diverse network of professional counsellors in a range of first languages (1-844-451-9700).