



COVID-19 **Identify, Assist, Refer** Reference Guide for U of T Engineering Faculty & Staff

The Faculty of Applied Science & Engineering is committed to fostering a culture of care and support as students navigate mental health challenges.

Amidst the COVID-19 global pandemic, there are additional challenges and changes to procedure and practice that staff and faculty may encounter when supporting students.

The “**Identify, Assist, Refer**” approach will help you to recognize when someone is experiencing a mental health challenge and can still provide guidance in offering assistance and facilitating help-seeking behaviours.

This guide outlines additional considerations as you are supporting students navigating mental health challenges in the context of COVID-19 and our collective transition to virtual contact and communication.

To contribute a U of T Engineering mental health resource to this guide or to www.uofteng.ca/mentalhealth, please email: mentalhealth@engineering.utoronto.ca

Last updated July 2021

REFERENCES:

Adapted from the *University of Toronto's Identify Assist Refer Online Quick Reference Guide*
<http://iar.utoronto.ca>

Suicide Prevention Training, Implement, and Evaluation group at the Center for Practice Innovations at Columbia University/New York State Psychiatric Institute (NYSPI-CPI). (2020, March 25). Telehealth Tips: Managing Suicidal Clients During the COVID-19 Pandemic. <https://mhanys.org/wp-content/uploads/2020/03/NYSPI-CPI-Telehealth-Tips-with-Suicidal-Clients-03-25-20.pdf>

1. IDENTIFY

Being able to identify when someone is experiencing a mental health challenge is an essential first step in getting them connected to helpful resources. There are a number of common indicators of emotional or psychological stress that you can recognize, even in our virtual mediums. These behaviours, thoughts, and feelings might seem:

- Out of character for someone
- To occur all of a sudden
- Like common, everyday responses to life, but persist over a period of time (e.g., multiple days or weeks), occur frequently, or seem to be having a significant impact.

2. ASSIST

If you recognize that someone may be experiencing a mental health challenge, follow up with them and share what you've noticed that makes you feel concerned about their wellbeing. You may also find it helpful to engage in a conversation regarding the emotional impacts of the COVID-19 pandemic as well. Engaging in a helpful conversation will make for a more appropriate referral.

You can encourage helpful conversations by:

- Choosing a suitable virtual space and time that allows for a meaningful, informative, comfortable and uninterrupted conversation. *Note: You may want to encourage a phone/video call for this conversation but defer to the student's preferences (e.g., they may feel more comfortable with a chat-based conversation because of privacy or safety reasons. Chat-based support can be equally effective).*
- Validating their feelings
- Listening actively without judgment
- Resisting the temptation to give advice or “fix” what you perceive to be the problem
- Not promising to keep secrets
- Instilling a sense of hope by validating their feelings and letting them know that there are resources that many people access and find helpful

3. REFER

Once you understand the challenges the student is experiencing, you can help to identify appropriate resources or services. How you make the referral will vary depending on context, your relationship with the student, and their willingness to engage in further help-seeking — but in general, the steps to an effective referral are:

- Acknowledging your limitations
- Sharing resource options
- Explaining what they can expect from the resources being offered (e.g., intake process, the name of the helping professional, service access information, etc.)
- Following up and offering further referrals

For details on resources to contact when there is a specific safety concern, refer to the section titled [EMERGENCY & URGENT RESOURCES](#) on page 6.

WHAT TO DO IF...

SOMEONE'S BEHAVIOURS, THOUGHTS & FEELINGS RAISE SPECIFIC SAFETY CONCERNS

Behaviours, thoughts and feelings that raise specific safety concerns include:

- Vague or overt references to harming self or others
- Vague or overt references to thoughts of suicide
- Confusion, disorientation, apparent disconnect from reality
- Expressions of hopelessness, helplessness, worthlessness

If you are unsure whether there is a specific safety concern, directly and openly ask the student (e.g., “Have you self-harmed recently?”, “Are you thinking about suicide?”, “Are you feeling confused or disoriented right now?”, “Does your situation make you feel hopeless, helpless or worthless?”).

YOU SUSPECT A SAFETY CONCERN, PRIOR TO INITIATING CONTACT WITH A STUDENT

- Develop a plan prior to initiating contact. This may involve reaching out to **Melanie Carrington**, the Faculty's Critical Incident Coordinator.

DID YOU KNOW?

Melanie Carrington, Faculty Critical Incident Coordinator, is available to help you intervene in any of the scenarios above: **416-435-8563** or melanie.carrington@utoronto.ca
For after-hours support, you can also contact **My SSP**.

YOU'RE CONCERNED THERE IS RISK TO SOMEONE'S SAFETY

- ① **Directly connect** the student to someone in a position to help (i.e., a service listed in the **EMERGENCY OR URGENT RESOURCES** section on page 6). This can be done by making a three-way call to the resource with the student, or virtually accompanying them on the phone to a resource like CAMH's Psychiatric Emergency Department.

NOTE: If the person disconnects from the conversation because they do not wish to be connected to the resource, continue making the connection without them. The urgent/emergency resource will support you in continuing to support this student.

- ② **Pass along** any critical info that you have gathered. By openly sharing, you are allowing the student to correct any misinformation and provide additional detail.
- ③ **Take direction** from both the person you have connected them to and the student to determine whether it is best to stay or disconnect/leave.
- ④ **Connect with your supervisor** to let them know what happened, determine additional steps and let them know how you are doing.
- ⑤ **Follow-up** with the student to determine if the connection was helpful and/or if any additional resources are required.
- ⑥ **Seek help for yourself.** Consider accessing resources offered through the Employee & Family Assistance Program (EFAP), if applicable to you. Alternatively, Connex Ontario (1-866-531-2600) is a service that provides system navigation information and could help to find the right mental health service for you.

U of T ENGINEERING RESOURCES

U of T Engineering is committed to fostering a culture of care and support. Below are Engineering-specific resources to support mental wellness and assist students in need. Read more: www.uofteng.ca/mentalhealth

FIRST-YEAR ADVISORS

www.uoft.me/fyo

A team of advisors, including **Leslie Grife**, **Jennifer Fabro**, **Todd Le Blanc** and **Hannah de Haan** support engineering students throughout their first year. **JesusMiracle Chia-dika**, **First Year Advisor, Intercultural Learning & Experience** supports first-year international students. Students can book virtual appointments and engage in FYO Live Chat. First-year EngSci students should connect with **Stephen Johns** (for domestic students) or **Justina Lee** (for international students).

DEPARTMENTAL UNDERGRADUATE ADVISORS

www.uoft.me/engadvisors

Provides support to engineering students in second, third and fourth year within academic departments on personal, career and academic matters. Follow the link for a full list of advisors.

DEPARTMENTAL GRADUATE ADMINISTRATORS

www.uoft.me/gradadmin

Provides support to grad students within engineering academic units. Follow the link for a full listing of advisors across the departments.

LEARNING STRATEGIST

Shahad Abdulnour

www.uoft.me/englearningstrategist

Offers appointments and programming to assess and enhance engineering undergrads' academic skills related to task-management, critical thinking, test/exam prep and coping with academic-related stress and anxiety.

FINANCIAL AID ADVISING

Pierina Phillipone

www.uoft.me/engfinance

Students can access a collection of resources around financial aid, scholarships, financial planning and taxes at the URL above. Students can also email questions to: awards@engineering.utoronto.ca

INCLUSION & TRANSITION ADVISOR

Mikhail Burke

www.uoft.me/inclusionadvisor

Assists students who may be experiencing barriers to their transition into and inclusion within the Faculty.

HEALTH & WELLNESS ENGINEERING COUNSELLOR

www.uoft.me/wellnessadvisor

Through self-referral (416-978-8030) or a referral by a first-year or departmental advisor, students can access mental health counselling care options with the Engineering Counsellor or other clinicians at Health & Wellness.

ON-LOCATION ADVISOR, ACCESSIBILITY SERVICES

www.uofteng.ca/onlocationaccessibility

Students registered with U of T's Accessibility Services can access services including the On-location Accessibility Advisor. First-year and departmental advisors can assist students in completing the Intake Package if required.

MENTAL HEALTH PROGRAMS OFFICER

Melissa Fernandes

www.uoft.me/MHPO

Builds capacity to support student mental health and well-being by offering mental health programs and training, conducting research and offering best practice insights.

EQUITY, DIVERSITY & INCLUSION (EDI) INITIATIVES

www.uoft.me/EDI

Provides resources and raises awareness to realize our commitment to equity, diversity and human rights. The Faculty's incident disclosure form can be accessed at uoft.me/engdisclosure

SKULE MENTAL WELLNESS

www.wellness.skule.ca

Student group that advocates for mental health and wellness within U of T Engineering. They create student resources, events, workshops and activities.

GECoS MENTAL WELLNESS COMMISSION

www.uoft.me/gecoswellness

The Graduate Engineering Council of Students (GECoS) Mental Wellness Commission provides advocacy, education and socials.

GENERAL RESOURCES

24/7 Available 24/7 (all others open during business hours; check online for details)

24/7 MY STUDENT SUPPORT PROGRAM (MY SSP)

1-844-451-9700 or dial 001-416-380-6578 from outside North America
www.uoft.me/myssp

App Downloads: [Android](#) | [Apple](#)

Immediate counselling in 35 languages; ongoing professional counselling support in 146 languages; chat-based support in four languages.

24/7 GOOD2TALK STUDENT HELPLINE

1-866-925-5454 or text GOOD2TALKON to 686868
www.good2talk.ca

Professional counselling and trained crisis responders; offers info and referrals for mental health, addictions and student well-being.

24/7 DISTRESS CENTRES

416-408-4357
www.torontodistresscentre.com

Provides crisis, emotional support and suicide prevention, as well as intervention and postvention services.

24/7 GERSTEIN CENTRE MENTAL HEALTH CRISIS LINE

416-929-5200
www.gersteincentre.org

Provides mental health crisis support, strategies for addressing immediate problems, and connections to ongoing support services.

COMMUNITY SAFETY OFFICE
416-978-1485
www.communitysafety.utoronto.ca

Virtual appointments. Responds to students, staff and faculty who have personal safety concerns.

STUDENT MENTAL HEALTH RESOURCE

www.mentalhealth.utoronto.ca

Access to services, events and tool-kits around mental health, including access to Navi, a virtual mental health navigator: www.uoft.me/navi

HEALTH & WELLNESS CENTRE

416-978-8030
www.healthandwellness.utoronto.ca

Virtual programming and appointments. Confidential mental health and physical health services provided by an interdisciplinary team of health professionals.

ACCESSIBILITY SERVICES

416-978-8060
www.studentlife.utoronto.ca/as

Virtual programming and appointments. Confidential service that helps students navigate their disability and its related barriers.

SEXUAL VIOLENCE PREVENTION & SUPPORT CENTRE

416-978-2266
www.svpscentre.utoronto.ca

Virtual appointments. Facilitates access to support, services and accommodations for students, staff and faculty who have experienced sexual violence.

ACADEMIC SUCCESS

www.uoft.me/academicssuccess

Appointments, workshops and resources designed to support the academic success of undergraduate and graduate students.

HOUSING

416-978-8045
www.studentlife.utoronto.ca/hs

Virtual programming and appointments. Offers information, resources and support to meet student housing goals.

CENTRE FOR INTERNATIONAL EXPERIENCES

416-978-2564
www.studentlife.utoronto.ca/cie

Virtual programming and appointments. Support for students abroad and international students.

INDIGENOUS STUDENT SERVICES

416-978-1893
www.studentlife.utoronto.ca/fnh

Virtual programming and appointments. Provides culturally relevant services to Indigenous students in support of academic success and personal growth.

SEXUAL & GENDER DIVERSITY OFFICE

416-946-5624
www.sgdo.utoronto.ca

Virtual programming and appointments. Develops partnerships to build supportive learning and working communities at U of T by working towards equity and challenging discrimination.

MULTI-FAITH CENTRE

416-946-3120
www.studentlife.utoronto.ca/mf

Virtual programming. Supports the spiritual well-being of students, staff and faculty and increases understanding of and respect for religious beliefs and practices.

EMERGENCY & URGENT RESOURCES

If you identify indicators that raise specific safety concerns, the situation needs to be treated with urgency. Connect the student to someone who is able to help. If they are unwilling to access these resources, you can contact these services to determine next best steps. If you fear for their safety as a result of engaging these resources, determine safer options and/or the ways you can enact the **5-Ds of Bystander Intervention**.

EMERGENCY

24/7 U OF T CAMPUS SAFETY – SPECIAL CONSTABLE SERVICE
416-978-2222
21 Sussex Ave., Suite 100
www.campussafety.utoronto.ca

Dedicated to creating a safe, secure and equitable environment for all community members.

Call 911 in situations requiring immediate police, fire or medical response to preserve life or property.

To ensure prompt service, contact Campus Safety after calling 911.

24/7 CAMH PSYCHIATRIC EMERGENCY DEPARTMENT
416-535-8501 | 1051 Queen St. W
www.camh.ca/en/your-care/programs-and-services/emergency-department

Emergency service for adults with mental health and substance issues.

24/7 EMERGENCY SERVICES
Dial: 911 | www.crtc.gc.ca/eng/phone/911

For life-threatening emergencies or incidents occurring in the moment where you need police, fire or ambulance. If responding on campus, also contact Campus Safety - Special Constable Service.

In emergency or urgent situations, contact **MELANIE CARRINGTON, FACULTY CRITICAL INCIDENT COORDINATOR: 416-435-8563** or melanie.carrington@utoronto.ca. Melanie provides assistance to faculty and staff faced with varied interpersonal issues and crises, When you contact Melanie with concerns, she will help ensure that relevant resources are provided and appropriate follow-up occurs.

URGENT

STUDENT CRISIS RESPONSE, PROGRESS & SUPPORT
416-946-7111

Note: after hours, leave a voicemail for return the following business day

A consultative and supportive resource for staff and faculty who are concerned about a student who is overwhelmed or in crisis, exhibiting disturbing behaviour, or referencing suicide or violence. Please connect with your supervisor before connecting with this resource, as they may hold additional information.

24/7 MY STUDENT SUPPORT PROGRAM (MY SSP)
1-844-451-9700 (North America)
001-416-380-6578 (outside North America)
www.uoft.me/myssp

My SSP offers immediate multilingual counselling support for students and after-hours consultation support available for faculty and staff.

HEALTH & WELLNESS CENTRE
416-978-8030
www.healthandwellness.utoronto.ca

Virtual appointments. Confidential mental health and physical health services provided by an interdisciplinary team of health professionals.

YOUR IMMEDIATE SUPERVISOR

Whether a referral is made or not, if you are supporting someone as a result of your role, it might be helpful to inform your supervisor or other appropriate contact within your unit. This could help to facilitate coordinated care as well as to help ensure you feel supported.

Please have the following details ready:

- Supervisor's Name: _____
- Supervisor's Contact: _____