



## Assisting a student in distress

1. Calmly approach the student in a safe, discreet setting. Share your concerns for his or her well-being.
2. Listen openly. Acknowledge the student's thoughts and feelings with compassion. Clarify with the student what you thought you heard.
3. Remind the student that there are helpful services available (e.g. Counselling). Offer to connect the student with the appropriate service via the Student Services office (Kelowna) or the campus Administration Office (Penticton, Vernon, Salmon Arm).
4. After offering support to the student, feel free to debrief with a colleague, chair, supervisor or Counselling Services on your interaction. Also, it's a good practice to keep a record of your concerns.

## If a student says 'no' to a referral

- If it's not an emergency, respect the student's right to decline.
- Offer the services and trust that you have planted a seed.
- Say something like: "I respect your decision. I hope you'll keep these options in mind. Support is available when you're ready."

These options are guidelines. If it's not an emergency and you're unsure of what to do, consult with Student Services on your campus.

## Campus Support Services

### Counselling Services

[okanagan.bc.ca/counselling](http://okanagan.bc.ca/counselling)

Kelowna	Ext. 4119
Penticton	Ext. 3200
Salmon Arm	Ext. 8200
Vernon	Ext. 2200

### Aboriginal Services

[okanagan.bc.ca/aboriginal](http://okanagan.bc.ca/aboriginal)

Kelowna	Ext. 4498
Penticton	Ext. 3280
Salmon Arm	Ext. 8275
Vernon	Ext. 2284

### Accessibility Services

[okanagan.bc.ca/accessibility](http://okanagan.bc.ca/accessibility)

Kelowna	Ext. 4730
Penticton	Ext. 3242
Salmon Arm	Ext. 8211
Vernon	Ext. 2209

### International Education

[okanagan.bc.ca/international](http://okanagan.bc.ca/international)

Kelowna	Ext. 5443
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### Other Student Services

Kelowna	Ext. 4119
Penticton	Ext. 3200
Salmon Arm	Ext. 8200
Vernon	Ext. 2200