

# ASSISTANCE GUIDE

← NOTICE - CARE - CHECK-IN →

← ACT - SUPPORT - REFER →

SIGNS

- Sleeping 6-8 hours per night.
- Eating 3 balanced meals per day.
- Positive personal/work relationships.
- Intentionally moving or stretching body.
- Able to focus on work.
- Balance between life and work.
- Energy levels are good.
- Takes time to relax.

- 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.

- 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.

## IN-BALANCE

## STRESS

## REACTION

## UNWELL

RESPONSES

### 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- "I have noticed you seem sad and withdrawn."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.

# STEP-BY-STEP INSTRUCTIONS

## 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)



## WHERE?

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



## WHEN?

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



## HOW?

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



## WHAT?

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



## WHO?

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



## SELF CHECK

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