

How to Support a Student in a Crisis

During this time, you may encounter some of the following student responses to crisis. Here is how to respond:

1. A student says they can't focus:

- Acknowledge what they are saying
- Validate that everyone is in a difficult time and can benefit from extra support
- Be curious, is this related to the changing circumstances or is this an ongoing issue for the student
- Ask how you can help them get back on track
- Direct them to resources from the list below
- Connect with your School's Student Success Advisor and let them know the student requires support

2. A student can't stop crying, is angry, or distressed:

- Speak to the student in private
 - If you are teaching, you can remove the student into a breakout private Zoom room if necessary
- Stay calm, keep your voice soft
- Seek clarification of the concern and/or problem
- Does the student have a solution?
 - Ask open-ended questions like "What would make this better for you?"
- Listen to hear, not to respond
- Provide resources/referrals from the list below
- If you are concerned for the student's immediate safety, try to get a physical location for them and dial 911
- Connect with your School's Student Success Advisor and let them know the student requires support

3. A student is missing in action:

- Reach out to the student in as many ways as you have access to (email, social media, phone)
- Keep your messages non-judgmental and factual:
 - "I am reaching out to you today because I am concerned: I haven't heard from you/seen you since we took the class off campus: I know it is difficult to start a new format for learning, I can help you: I do not want you to fall behind I need you to..."

- Attempt to confirm the best way to reach the student and verify their contact information
- Connect with the school's Student Success Advisor ASAP and let them know the student is not attending and/or responding

ACC Resources Including Referrals:

Student Success Advisors:

Pam Morehouse, Student Success Advisor
School of Business
Ph: 204-725-8700 ext. 7160
iPhone: 204-596-8334 – call, text or FaceTime
Email: MorehouseP500@assiniboine.net
Zoom meetings available upon request

Trenton Therrien, Student Success Advisor
School of Agriculture & Environment
Phone 204- 725- 8700 ext. 7159
Email: therrients@assiniboine.net
Zoom meetings available upon request

Jane Alex, Student Success Advisor
School of Health and Human Services and School of Nursing
(204) 725-8700 ext. 6964
Cell: (204) 901-4711
Email: alexj@assiniboine.net
Zoom meetings available upon request

Caley Strachan, Student Success Advisor
School of Trades
Office : (204) 725-8700 ext 6963
Mobile: 204-724-4648
Email: strachank1490@Assiniboine.net
Zoom meetings available upon request

Kristy Jamieson, Learning Strategist and Student Success Advisor Dauphin Campus
204-622-2222 ex 6597
Email: jamiesonk@Assiniboine.net
Zoom meetings available upon request

Cecil Roulette, Indigenous Advisor
Indigenous Affairs
Office: (204) 725-8700 ext. 7181
Cell: 204-724-5871
Email: roulettC@assiniboine.net
Zoom meetings available upon request

Crystal Bunn, Indigenous Services Officer
Indigenous Affairs
Call/Text: 204.573.3690
Voice Message: 204.725.8700 ext. 7419
Email: bunnca@assiniboine.net
Facebook: ACC Indigenous
Zoom meetings available upon request

Anne Bridge, International Advisor
international@assiniboine.net<<mailto:international@assiniboine.net>>

Adult Collegiate Student Services:
Kate Pelletier, Dean Trades and Access Programs
Email: pelletierc@assiniboine.net

Accessibility Disability Coordinator:

Lynn Andrews, Student Accessibility Coordinator & Chair of the Accessibility Committee
Email: andrewsl@assiniboine.net
Call: 204.725.8700 ext. 6052

Behaviour Intervention Team – report a concern to BITTeam@Assiniboine.net

ACC Mental Health & Wellness Resources:
<http://assiniboine.libguides.com/mentalhealth/home?preview=e2e40cdeb169e152bf9d7e95ec36fbf7>