



# SUPPORTING A STUDENT IN CRISIS

May 7, 2021

## Purpose

The purpose of this document to support faculty in supporting students who are displaying the signs of being in crisis. It outlines what behaviours a student in crisis might display, and how you as an instructor can support them.

## Background

You may encounter students who are struggling for a variety of reasons. What this looks like can be different for everybody but you may encounter some of the following student responses to crisis. Here is what the student behaviour might look like, and how to respond.

## How to

The following shows some behaviours you may see in students who may be in crisis, a long with some strategies for how to respond as an instructor.

### 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. Ask your student if this is related to the changing circumstances or is this an ongoing issue for them.
- 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.

### 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.
- Ask if the student has 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.

### A student is missing in action

- Reach out to the student in as many ways as you have access to (email, phone).
- Keep your messages non-judgmental and factual. You can say something like:
  - “I am reaching out to you today because I am concerned. I haven’t heard from you or seen you for X amount of time. I know it is difficult to start a new format for learning. I can help you. I do not want you to fall behind.”
  - 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 – they are available by email, phone, and Zoom.

By phone:

- Agriculture and Environment: 204.725.8712
- Business: 204.725.8724
- Health and Human Services: 204.725.8730
- Manitoba Institute of Culinary Arts: 204.725.8741
- Horticultural Production and Sustainable Food Systems: 204.725.8741
- Trades: 204.725.8715
- Adult Collegiate: 204.725.8735 ext 7134
- Winnipeg Campus: 204.694.7111 ext 6240
- Parkland Campus: 204.622.2222 ext 6590

By email: [studentservices@assiniboine.net](mailto:studentservices@assiniboine.net)

Accessibility Disability Coordinator - is available by email, and phone:

Student Accessibility Coordinator & Chair of the Accessibility Committee

Email: [ads@assiniboine.net](mailto:ads@assiniboine.net)

Call: 204.725.8700 ext. 6052

Behaviour Intervention Team – report a concern to [BITTeam@Assiniboine.net](mailto:BITTeam@Assiniboine.net).

ACC Mental Health & Wellness Resources:

[Mental Health and Wellness Guide](#)

## References

*COVID-19 Response: Supporting Students in Times of Uncertainty – The College Transition Collaborative.*

(n.d.). Retrieved March 5, 2021, from <http://collegetransitioncollaborative.org/covid-19-response-supporting-students-in-times-of-uncertainty/>

*Guidance for Instructors – The College Transition Collaborative.* (n.d.). Retrieved March 5, 2021, from <http://collegetransitioncollaborative.org/covid-19-response-supporting-students-in-times-of-uncertainty/guidance-for-instructors/>

Imad, M. (2020, March 17). *10 strategies to support students and help them learn during the coronavirus crisis*. Inside Higher Ed. <https://www.insidehighered.com/advice/2020/03/17/10-strategies-support-students-and-help-them-learn-during-coronavirus-crisis>