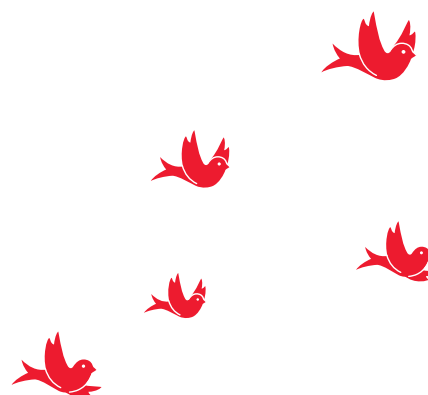


HELPING STUDENTS

IN WHAT TO DO AND WHO TO CONTACT
IN EMERGENCIES, CRISES AND WORRISOME
OR DIFFICULT SITUATIONS

DIFFICULTY



If a McGill student or
community member is in
immediate danger

From a McGill Phone
Call 911

Security Services are
automatically notified

From an Outside Line/Cell
Call 911

Then, call Security Services at
Downtown
514-398-3000
Macdonald Campus
514-398-7777

Helping a student in difficulty can be challenging. Help is available if you are concerned for the safety or well-being of a student or yourself.

The Office of the Dean of Students (514-398-4990) serves as a point of contact in matters of student well-being, worrisome student behaviour and emergencies or crises involving McGill students on campus or anywhere in the world.



OBSERVE



ACADEMIC INDICATORS

- Frequent absences or lateness
- Marked changes in performance
- Lack of preparation or participation
- Withdrawal from academics

WORRISOME COMMUNICATIONS

- Disconcerting comments on social media, on assignments/exams, via phone/email, etc.
- Expression of concern from a friend, family member, or McGill community member
- Disclosure of sexual assault, harassment, mental health, or any type of crisis situation

LACK OF COMMUNICATIONS

- Despondency (no communication whatsoever)

WORRISOME BEHAVIOUR

THREATENING BEHAVIOUR

- Temperament (anxiety, disorientation, agitation, extreme sadness, hopelessness, paranoia, etc.)
- Social withdrawal or isolation
- Changes in appearance, hygiene and/or weight

HOSTILE BEHAVIOUR

VIOLENT BEHAVIOUR

- Threatens:**
- Self-harm (e.g., cutting, etc.)
 - Suicidal ideation
 - Harm to others
 - Humiliation
 - Damage or destruction to property

- Damages property
- Disrupts University activity (teaching, research, daily operations, etc.)
- Stalks
- Bullies
- Harasses
- Emotionally abuses

- Self-harms (e.g., misuses substances, etc.)
- Attempts suicide
- Possesses a weapon
- Instigates a physical altercation
- Commits assault or sexual assault

WHEN IN DOUBT

Err on the side of caution and notify the **Case Manager, Office of the Dean of Students** even in situations where you are unsure whether intervention is required.

514-398-1881 or 4990

ASSESS



Should an effort be made to directly contact the student?

YES

RESPOND



Academic Concerns
Faculty's or School's Student Affairs Office (SAO)
Find the Directory at www.mcgill.ca/students/advising

Or use the *Early Alert* widget found on *myCourses*

Should communication with concerned parties be coordinated?

YES

Case Manager
Office of the Dean of Students
During Regular Business Hours
1881/4990

After Regular Business Hours
Security Services
Downtown: 3000
Macdonald: 7777

Available Services
Counselling Services: 3601
Psychiatric Services: 6019
Office for Sexual Violence Response, Support and Education: 4486/3786

If the situation requires immediate intervention, it is recommended that someone accompanies the student to the appropriate service.

Is the behaviour new? Is there a change or escalation in the behaviour?

YES

Does the student require additional support, follow-up or access to resources?

YES

Is there repetitive disregard for previous recommendations about seeking help or accessing resources?

YES

Is there concern about the **immediate** safety and/or well-being of the student or others?

YES

Call 911
When dialing from an outside line/cell, also alert **Security Services.**

NO

Security Services
Downtown: 3000
Macdonald: 7777

FOLLOW-UP & ADDITIONAL RESOURCES

The Office of the Dean of Students is responsible for follow-up and liaison with all internal and external parties.

In cases of accident, hospitalization, or death, the Office of the Dean of Students is responsible for follow-up and support.
1881 / 4990

Office for Sexual Violence Response, Support and Education
www.mcgill.ca/saap
4486 / 3786

Harassment, Sexual Harassment and Discrimination
www.mcgill.ca/harass
3954

Quick Fact
The Office for Students with Disabilities offers personal and academic support for students experiencing medical or mental health issues and visible and invisible disabilities.
www.mcgill.ca/osd
6009

Quick Fact
The Handbook on Student Rights and Responsibilities is your quick guide to policies and related information.
www.mcgill.ca/students/srr

RELATED RESOURCES

514-398-

Counselling Services
3601

First Peoples' House
3217

Harassment, Sexual Harassment
and Discrimination
3954

International Student Services
4349

Office of Religious
and Spiritual Life
4104

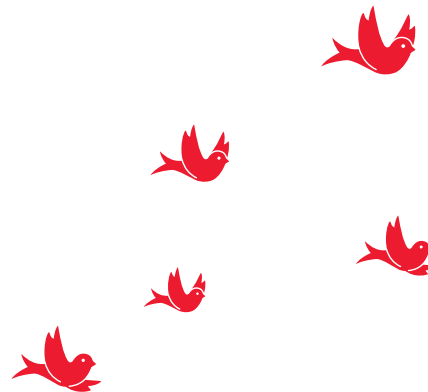
Office of the Ombudsperson
7059

Office for Students
with Disabilities
6009

Psychiatric Services
6019

Scholarships and Student Aid
6013

Student Health Service
6017



EARLY ALERT

Instructors can notify the Case Manager, Office of the Dean of Students to express concern for a student by using the *Early Alert System* widget available on their myCourses homepage.

CONFIDENTIALITY

The Office of the Dean of Students upholds Quebec privacy legislation, which does not permit any information about a student to be released to any third party, including a member of a student's family, without the student's prior written consent. Emergencies give rise to exception under the provincial law. An emergency is defined as a situation in which a student's health or well-being is seriously at risk.

Office of the Dean of Students
Brown Student Services Building
Suite 2100
3600 McTavish Street
Montreal, Quebec H3A 0G3

Office Hours: Monday to Friday,
9 a.m. to 5 p.m. (excluding holidays)
☎ 514-398-4990
✉ deanofstudents@mcgill.ca

*Concept for this document adapted from "Mental Health and Wellbeing," a document by the University of British Columbia. Version 1.0, September 2016