

HELPING STUDENTS IN DIFFICULTY

Students in Distress

Contact numbers and a brief description of the services available to help YOU to help a student who is in personal distress are provided.

If you are dealing with students in difficulty:

- Establish proper rapport by listening
- Talk in a private place (unless the student is aggressive)
- Ask if the student is already connected to a McGill Student Service, and if you may call that service
- Don't ask too many questions
- Be careful not to overstep your boundaries
- State your understanding of their concerns and feelings
- Develop a concrete action path

In Case of an Emergency or a Crisis

In case of an emergency or a crisis involving McGill students, as individuals or as a group, on campus, or anywhere in the world, the **Office of the Dean of Students** is the main contact. The Dean of Students works closely with Student Services and Security Services to ensure student safety and well-being on both campuses.

In emergencies, the Office of the Dean of Students

- Gathers and verifies relevant information, ensuring accuracy. Verifies students' status and coordinates.
- Initiates liaison with appropriate departments and services as needed.
- Liaises with Residence Directors in cases involving students housed in Residences.
- Disseminates information to appropriate individuals in the University at large.
- Informs fellow students and colleagues affected by a crisis about the range of Student Services available to them.
- Is the University's point of contact with families.
- Communicates with the student body in collaboration with senior university administrators.
- Keeps senior administration informed of developments, as appropriate.

If in Doubt, Call Security Services First

Downtown

514-398-3000

Macdonald Campus

514-398-7777

Experienced personnel are available to reach out to the student with a confidential and respectful approach. Early support and intervention is always best.

The Dean of Students is the contact for any issue regarding student well-being. The Executive Director of Services for Students mobilizes specific resources to address identified needs of a student in distress.

Dean of Students

514-398-4990

Executive Director, Services for Students

514-398-3825



McGill

DEALING WITH VIOLENT, THREATENING OR WORRISOME STUDENT BEHAVIOUR AT MCGILL

Background

The Charter of Students' Rights states that the University has an obligation "to maintain safe and suitable conditions of learning and study" and "to ensure that adequate measures are taken to protect the security of students on University property" (Articles 7 and 8, Charter of Students' Rights, *Handbook on Student Rights and Responsibilities*, on the Secretariat [website](#)).

Article 5 (a and b) of the *Code of Student Conduct and Disciplinary Procedures* state that:

"(a) No student shall, by action, threat, or otherwise, knowingly obstruct University activities, University activities include but are not limited to, teaching, research, studying, administration, public service. (b) Disruption which occurs during the teaching of a course or the conduct of research may be treated as an academic offence under the provisions of Article 19."

Article 19 states: "No student shall, by action, threaten or otherwise, knowingly cause a disturbance which obstructs teaching and/or research activities."

In addition, Article 8 (a and b) of the *Code of Student Conduct and Disciplinary Procedures* state that:

"No student shall on property owned or occupied by the University, or in a University context: (a) assault another person, threaten another person or persons with bodily harm or damage to such person's property or; (b) knowingly create a condition which unnecessarily endangers or threatens or undermines the health, safety, well-being, or dignity of another person or persons, threatens to cause humiliation or threatens the damage or destruction of property."

Support is available if you are concerned for the safety or well-being of a student or yourself.

Confidentiality in Crisis Situations

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 exceptions under the provincial law and an emergency is defined as **a situation in which a student's health or well-being is seriously at risk.**

Students Exhibiting Disruptive Behaviour

If a student is being disruptive but not in crisis, contact the [Disciplinary Officer](#) in your Faculty, Athletics, Residences, or the Library. If you are unsure of what constitutes disruptive behaviour, review the limits to behaviour outlined in the *Code of Student Conduct and Disciplinary Procedures* on the Secretariat [website](#).

RESPONSE TO VIOLENT, THREATENING, OR WORRISOME BEHAVIOUR

Emergency Situations

In emergency situations, when a student's health or well-being is at risk, the Dean of Students is the main contact with all third parties, including families.

For immediate **danger**, contact 911 from any campus telephone; Security Services will automatically monitor the call. If you use a cell phone, please follow-up by advising Security Services that you have called 911 (Downtown: 514-398-3000; Macdonald Campus: 514-398-7777).

To request intervention for behaviour that is disturbing and is creating a **threatening** or uncomfortable situation, contact Security Services (Downtown: 514-398-3000; Macdonald Campus: 514-398-7777). An agent will come to the location to assess the situation and possibly accompany the student to another location. Procedures are in place for investigation, support and follow-up.

Articles 21 (a, b), 54.1(d), 68.1(f), 78.1 (f) in the Code of Student Conduct empower a Disciplinary Officer to exclude a student from campus or a residence, with or without a disciplinary interview, while the matter is being investigated or the situation remedied. Instructors have the power to exclude a student from the remainder of a class and the following class (Article 21(c)).

To request investigation of behaviour that, while not immediately a safety concern, is disturbing or **uncharacteristic** or undermining the well-being of others, contact the Office of the Dean of Students. Procedures are in place for investigation, support and follow-up.

Examples of situations where you are encouraged to advise the Dean of Students about your concern for a student could include:

Worrisome communications

- Family have contacted you expressing concern about a student's behaviour, distress, or lack of contact
- The student's e-mail communications or assignments include worrisome comments
- During a discussion with staff or other students, the student makes worrisome comments or exhibits worrisome behaviours

Isolation

- A previously involved student stops participating or has started to miss commitments or deadlines

Behaviour change

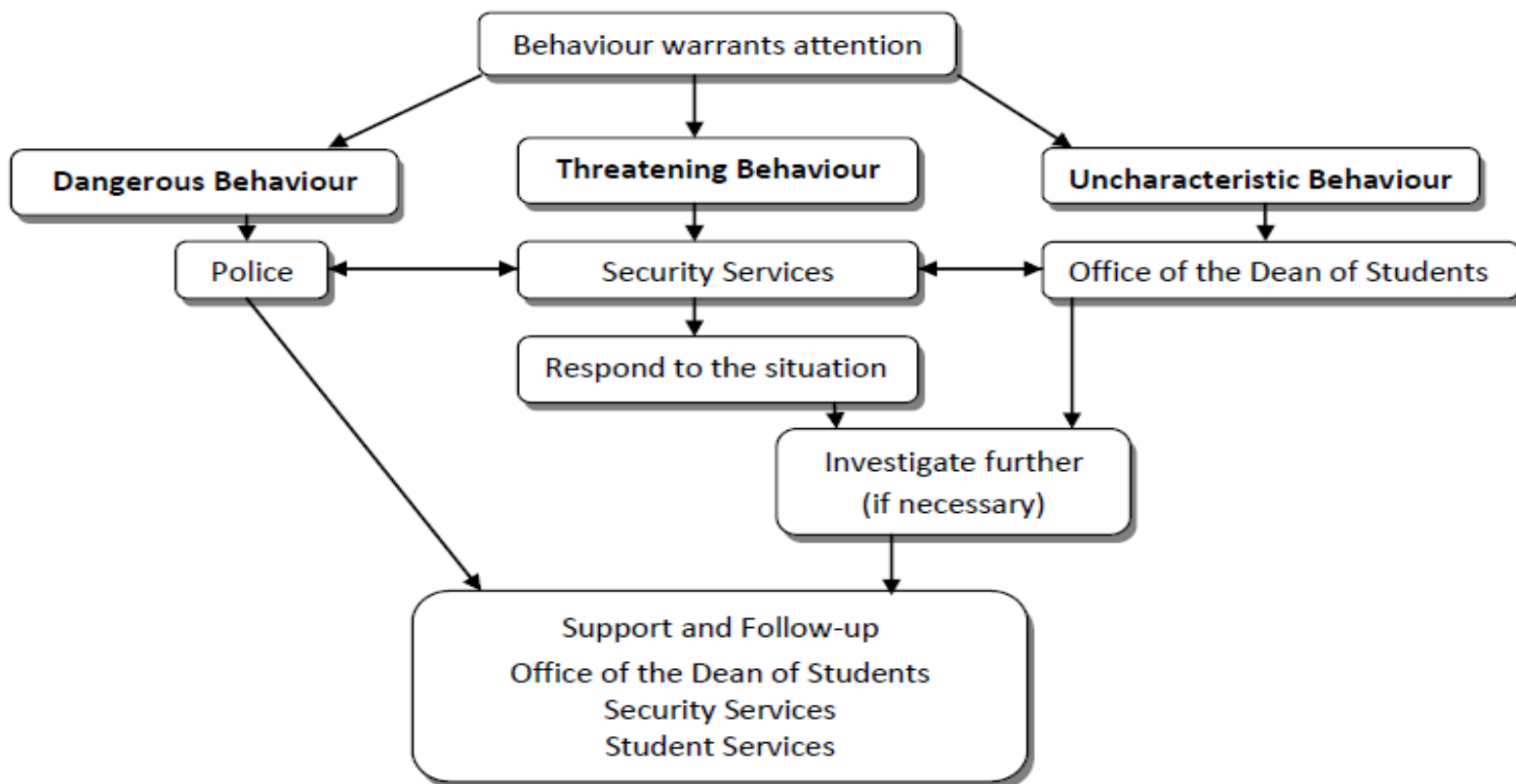
- Temperament changes (agitation, confusion, abruptness, outbursts, self-absorption)
- Inappropriate or uncharacteristic behaviour

Repetitive refusal to follow corrective measures

- Disregards advice regarding previous incidents
- Complains about "the system" being the problem

RESPONSE TO VIOLENT, THREATENING OR WORRISOME BEHAVIOUR

The Office of the Dean of Students (ODoS) coordinates an experienced team that will investigate, support and intervene. Your help in fostering student well-being is appreciated.



**Notification of a Missing Student,
or Parents Concerned about Students**

**During Office Hours: 514-398-4990
Outside Office Hours: 514-398-3000**

Follow-up After Accidents or Hospitalization

The Office of the Dean of Students:

- Communicates with families
- Liaises with Security Services and appropriate McGill authorities
- Liaises with relevant individuals, departments, faculties or services
- Communicates with students themselves to offer immediate and follow-up support and assistance
- Coordinates responses with relevant others

Follow-up After Student Death

The Office of the Dean of Students:

- Communicates with families
- Liaises with appropriate individuals in the student's faculty or department
- Arranges with the Secretariat for the University flag to be flown at half mast
- Informs the Registrar, Student Accounts, as well as Alumni Relations of student's name, I.D. number and date of death
- With the Chaplaincy Service, facilitates a memorial service, when requested
- Is the contact point for forwarding condolences to families.