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

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.
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.

Office for Sexual Violence Response, Support and Education
www.mcgill.ca/saap
4486 / 3786
Harassment, Sexual Harassment and Discrimination
www.mcgill.ca/harass
3954

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

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

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.

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

Security Services
Downtown: 3000 Macdonald: 7777

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

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

Worrisome Behaviour
• Despondency (no communication whatsoever)
• Temperament (anxiety, disorientation, agitation, extreme sadness, hopelessness, paranoia, etc.)
• Social withdrawal or isolation
• Changes in appearance, hygiene and/or weight

Threatening Behaviour
Threatens:
• Self-harm (e.g., cutting, etc.)
• Suicidal ideation
• Harm to others
• Humiliation
• Damage or destruction to property
• Frequent absences or lateness
• Marked changes in performance
• Lack of preparation or participation
• Withdrawal from academics

When in doubt

Academic Indicators

Worrisome Communications

Lack of Communications

Worrisome Behaviour

Threatening Behaviour

Hostile Behaviour

Violent Behaviour

Academic Concerns

Case Manager

Available Services

Security Services

WHEN IN DOUBT

OBSERVE

ASSESS

RESPOND

FOLLOW-UP & ADDITIONAL RESOURCES

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.
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