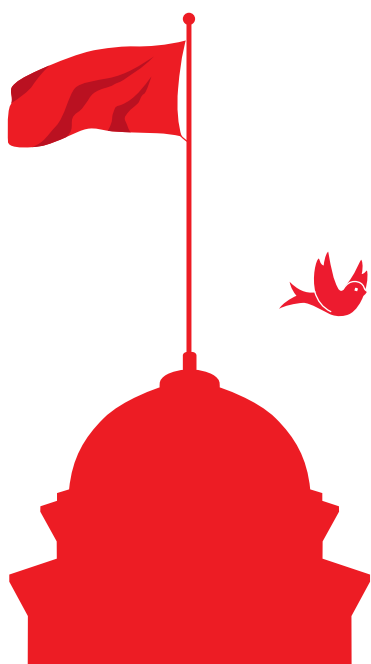
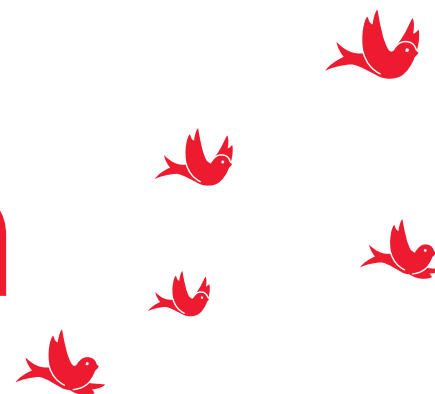


Helping Students in Difficulty

WHAT TO DO AND WHOM TO CONTACT IN A DISTRESSING OR CRISIS SITUATION



If a McGill student or community member is in immediate danger

Call 911

Then call **Security Services** who will coordinate with emergency responders

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 serves as a point of contact in matters of student well-being, worrisome student behaviour, and emergencies involving McGill students on campus or anywhere in the world.

December 2023

For most recent update to this folder, visit mcgill.ca/deanofstudents/staff/helpingstudents

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

Office Hours: Monday to Friday,
9 a.m. to 5 p.m.
514-398-4990
deanofstudents@mcgill.ca



McGill

OBSERVE

ACADEMIC INDICATORS

- Frequent absences or lateness
- Marked changes in performance
- Frequent requests for academic accommodation
- Despondency (no communication whatsoever) / missing student

WORRISOME COMMUNICATIONS/ BEHAVIOUR

- Disconcerting comments on social media, on assignments, exams, myCourses, via phone/email/texting, etc.
- Expression of concern from a friend, family member, or McGill community member
- Disclosure of mental health, or any type of crisis situation
- Temperament (anxiety, disorientation, agitation, extreme sadness, hopelessness, paranoia, etc.)
- Social withdrawal or isolation
- Changes in appearance, hygiene and/or weight

SEXUAL VIOLENCE

SUICIDE BEHAVIOURS

HOSTILE & VIOLENT BEHAVIOUR

- Witness to incident of sexual violence in-person or on social media (e.g. disparaging comments on someone's gender, body, sexuality)
- Disclosure of sexual violence from a student (ie. assault, harassment)
- Third-party disclosure of sexual violence regarding a student.

- Thoughts of suicide with no plan
- Thoughts of suicide with a plan but no imminent danger
- Thoughts of suicide with a plan and there is an imminent danger to the student's life
- Suicide attempt in progress

- Possesses a weapon
- Damages/ destruction of property
- Disrupts University activity (teaching, research, daily operations, etc.)
- Stalks / Bullies / Harasses
- Verbally / Physically / Emotionally abuses

WHEN IN DOUBT

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

casemanager@mcgill.ca

514-398-4990

or

Security Services

Downtown: 514-398-3000

Macdonald: 514-398-7777





Academic Concerns

Faculty's or School's Student Affairs Office (SAO)
Find the Directory at mcgill.ca/students/advising
or
use the Early Alert link found on myCourses homepage
or
email: casemanager@mcgill.ca

**Case Managers,
Office of the Dean of Students**
casemanager@mcgill.ca 514-
398-4990

Refer students to contact
Local Welless Advisor (LWA)
mcgill.ca/lwa
or
Student Wellness Hub
mcgill.ca/wellness-hub 514-
398-6017

**Office for Sexual Violence Response,
Support and Education**
mcgill.ca/osvrse
osvrse@mcgill.ca
514-398-3954

If the situation requires
immediate intervention

Call 911

When calling from a non-McGill phone, also call

Security Services

Downtown: 514-398-3000
Macdonald: 514-398-7777

If the situation does not require
immediate intervention contact
casemanager@mcgill.ca

DID YOU KNOW?

Early Alert

Instructors can notify the Case Managers, Office of the Dean of Students to express concern for a student by using the Early Alert System available on their myCourses homepage or email: casemanager@mcgill.ca

Local Wellness Advisors (LWAs)

Trained mental health clinicians embedded within faculties and services, to orient & connect students to appropriate support resource. Offer mental health workshops, and individual appointments.
mcgill.ca/lwa

Student Wellness Hub

Provides a range of services to support physical & mental health. Has a variety of clinicians, providing 1-on-1 appointments & therapy groups. The Healthy Living Annex focuses on Health promotion and offers peer support programs for both Macdonald and downtown campuses.
mcgill.ca/wellness-hub
514-398-6017

Student Accessibility and Achievement

Offers personal and academic support for students experiencing medical or mental health issues, and visible and invisible disabilities.
mcgill.ca/access-achieve/
514-398-6009

Accident, Hospitalization, or Death

Notify the Office of The Dean of Students who is responsible for follow-up, support and liaison with all internal and external parties.
deanofstudents@mcgill.ca
514-398-4990

Student Rights and Responsibilities website

is your quick guide to policies and related information.
www.mcgill.ca/students/srr

For a list of additional on-campus and community resources, see next page.

ON-CAMPUS RESOURCES AVAILABLE TO ALL STUDENTS

First Peoples' House

Support for Indigenous students 514-398-3217
mcgill.ca/fph

International Student Services

514-398-4349
mcgill.ca/internationalstudents

Local Wellness Advisors

mcgill.ca/lwa

McGill Office of Religious and Spiritual Life

514-398-4104
mcgill.ca/morsl

McGill Students Nightline

514-398-6246

Office for Mediation and Reporting

514-398-6419
mcgill.ca/omr/contact-us

Office for Sexual Violence Response, Support and Education

514-398-3954
mcgill.ca/osvrse

Office of the Ombudsperson

514-398-7059
mcgill.ca/ombudsperson

Peer Support Center

514-398-3782
psc.ssmu.ca

Scholarships and Student Aid Office

514-398-6013
mcgill.ca/studentaid

Sexual Assault Centre of the McGill Students' Society

514-398-8500
sacomss.org

Student Accessibility & Achievement

514-398-6009
mcgill.ca/access-achieve/

Student Wellness Hub

514-398-6017
mcgill.ca/wellness-hub

***These resources are available to students who pay the Student Services fee. Continuing Education students should contact SCS for more information to accessing these services.**

COMMUNITY RESOURCES

Info Santé/Info-Social

To speak with a Nurse or Social Worker 24/7.
Dial 811 from any Quebec phone

Centre de prévention du suicide de Montréal

24/7 Phone support to individuals experiencing suicidal thoughts. Also support to individuals concerned for the safety of others.
1-866-277-3553
<https://cpsmontreal.ca/en/>

Suicide Crisis Helpline

988.ca
Call or Text 9-8-8

Sexual Assault Resource Line

514-933-9007 (Montréal)
1-888-933-9007 (Québec)

MENTAL HEALTH SERVICES

Keep.meSAFE

Mental health counselling providing 24/7/365 access in over 60 languages.
1-844-451-9700 (Canada/USA)
1-416-380-6578 (rest of world)
mcgill.ca/wellness-hub/hub-clinical-services/telehealth

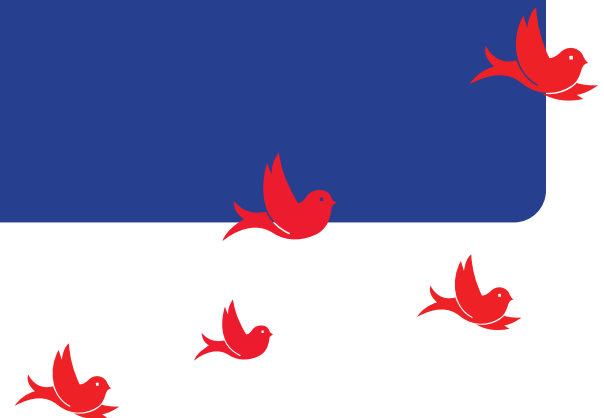
PHYSICAL HEALTH SERVICES

Dialogue

Virtual, free health care (includes eligible spouse and/or dependent children) to connect to a nurse or physician, from anywhere in Canada through the mobile or web app.
mcgill.ca/wellness-hub/hub-clinical-services/telehealth

Maple

Tool providing access to an appointment with a doctor, at a distance. Up-front charges for international students are covered by Medavie Blue Cross.
mcgill.ca/wellness-hub/hub-clinical-services/telehealth



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 may 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.