Helping Students in Difficulty
WHAT TO DO AND WHOM TO CONTACT IN A DISTRESSING OR CRISIS SITUATION

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.

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

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

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

December 2023
OBSEERVE

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 BEHAVIOOURS
• 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 (i.e. assault, harassment)
• Third-party disclosure of sexual violence regarding a student.

HOSTILE & VIOLENT BEHAVIOUR
• 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

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
• Possesses a weapon
• Damages/ destruction of property
• Disrupts University activity (teaching, research, daily operations, etc.)
• Stalks / Bullies / Harasses
• Verbally / Physically / Emotionally abuses
Case Managers,  
Office of the Dean of Students  
casemanager@mcgill.ca 514-398-4990

Refer students to contact  
Local Wellness 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

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

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
mcmill.ca/fph

International Student Services
514-398-4349
mcmill.ca/internationalstudents

Local Wellness Advisors
mcmill.ca/lwa

McGill Office of Religious and Spiritual Life
514-398-4104
mcmill.ca/morsl

McGill Students Nightline
514-398-6246

Office for Mediation and Reporting
514-398-6419
mcmill.ca/ormr/contact-us

Office for Sexual Violence Response, Support and Education
514-398-3954
mcmill.ca/osvrsse

Office of the Ombudsperson
514-398-7059
mcmill.ca/ombudsperson

Peer Support Center
514-398-3782
psc.ssmu.ca

Scholarships and Student Aid Office
514-398-6013
mcmill.ca/studentaid

Sexual Assault Centre of the McGill Students’ Society
514-398-8500
sacomss.org

Student Accessibility & Achievement
514-398-6009
mcmill.ca/access-achieve/

Student Wellness Hub
514-398-6017
mcmill.ca/wellness-hub

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

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.

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)
mcmill.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.
mcmill.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.
mcmill.ca/wellness-hub/hub-clinical-services/telehealth

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AMENTAL 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)
mcmill.ca/wellness-hub/hub-clinical-services/telehealth

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