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.

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

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

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 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
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 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 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
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

WORRISOME COMMUNICATIONS/ 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 (i.e. assault, harassment)
- Third-party disclosure of sexual violence regarding a student.

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

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

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

Security Services
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.