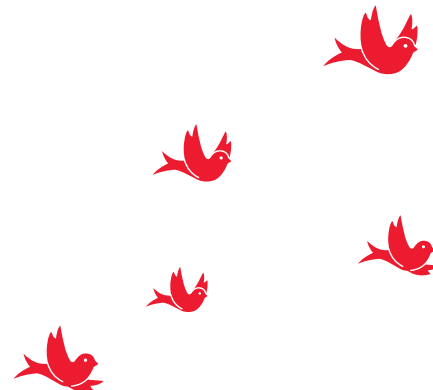


HELPING STUDENTS

IN WHAT TO DO AND WHOM TO CONTACT
IN AN EMERGENCY, CRISIS, WORRISOME
OR DIFFICULT SITUATION

DIFFICULTY



If a McGill student or
community member is in
immediate danger

Call 911

Security Services are
automatically notified when
calling from a McGill phone

When calling from an outside
phone/cell also alert

Security Services
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 or crises 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

September 2019

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



McGill

OBSERVE

ASSESS

REFER

DID YOU KNOW?

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, or email: casemanager@mcgill.ca

Get Training

Workshop for staff and students to be better equipped to help someone in need. mcgill.ca/wellness-hub/support-others

Student Wellness Hub

Offers resources for students in need, including same-day appointments. mcgill.ca/wellness-hub 6017

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

Accident, Hospitalization, or Death

The Office of The Dean of Students is responsible for follow-up, support and liaison with all internal and external parties. 1881/4990

The website on **Student Rights and Responsibilities** 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 other side.

ACADEMIC INDICATORS

- Frequent absences or lateness
- Marked changes in performance
- Lack of preparation or participation
- Frequent requests for academic accommodation

LACK OF COMMUNICATION

WORRISOME COMMUNICATIONS

WORRISOME BEHAVIOUR

- Despondency (no communication whatsoever)
- Missing student

- 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 sexual assault, harassment, mental health, or any type of crisis situation

THREATENING BEHAVIOUR

HOSTILE BEHAVIOUR

VIOLENT BEHAVIOUR

- Temperament (anxiety, disorientation, agitation, extreme sadness, hopelessness, paranoia, etc.)
- Social withdrawal or isolation
- Changes in appearance, hygiene and/or weight

Threatens:

- Self-harm (e.g., cutting, etc.)
- Suicidal ideation
- Harm to others
- Humiliation
- Damage or destruction to property

- Damages property
- Disrupts University activity (teaching, research, daily operations, etc.)
- Stalks
- Bullies
- Harasses
- Emotionally abuses
- Verbally abusive
- Aggressive behaviour

- Attempts suicide
- Self-harms (e.g., misuses substances, etc.)
- Possesses a weapon
- Instigates a physical altercation
- Commits assault or sexual assault

Should an effort be made to directly contact the student?

YES

Is there disregard for the attempt(s) made to contact the student?

YES

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, or email casemanager@mcgill.ca

Should communication with concerned parties be coordinated?

YES

Case Manager
Office of the Dean of Students
casemanager@mcgill.ca
1881/4990

Is the disclosure or incident related to sexual violence? OR Does the student require additional support, follow-up or access to resources?

YES

Office for Sexual Violence Response Support and Education
mcgill.ca/osvrse
3954/4486

Is the behaviour new?
Is there a change or escalation in the behaviour?

YES

Case Manager
Office of the Dean of Students
casemanager@mcgill.ca
1881/4990

Local Wellness Advisors
mcgill.ca/lwa

Student Wellness Hub
mcgill.ca/wellness-hub
6017

Does the student require additional support, follow-up or access to resources?

Is there repetitive disregard for previous recommendation(s) about seeking help or accessing resources?

If the situation requires immediate intervention, it is recommended that someone accompany the student to the appropriate service, or contact Security Services.

Is there concern about the immediate safety and/or well-being of the student or others?

YES

NO

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 when you are unsure whether intervention is required.

casemanager@mcgill.ca
514-398-1881 (or 4990)
or
Security Services
Downtown: 514-398-3000
Macdonald: 514-398-7777

ON-CAMPUS RESOURCES

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

Office for Sexual Violence Response, Support and Education

514-398-3954
mcgill.ca/osvrse

Office for Students With Disabilities

514-398-6009
mcgill.ca/osd

Office of the Ombudsperson

514-398-7059
mcgill.ca/ombudsperson

Peer Support Center

514-398-3782
psc.ssmu.ca

Reporting Harrassment, Discrimination and Sexual Violence

514-398-6419
mcgill.ca/how-to-report

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 Wellness Hub

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

Student Services Fee

For information regarding opting-
in to pay for Student Services:
mcgill.ca/studentsservices/about-us/fees

COMMUNITY RESOURCES

Sexual Assault Resource Line

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

Suicide Action Montreal

24/7 Phone support to individuals
experiencing suicidal thoughts.
Also support individuals who are
concerned for the safety of others.
1-866-277-3553
suicideactionmontreal.org/en

TAO

Online program to address issues
related to anxiety and depression.
(*McGill student email address
required to log in*)
taoconnect.org

Tel-Aide

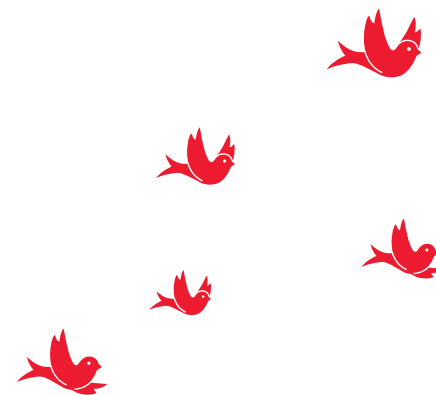
Listening support service
514-935-1101
telaide.org/en

7 Cups

Online support service
for emotional distress.
7cups.com

Vent Over Tea

Active listening service pairing
people to chat in a local
coffee shop.
ventovertea.com/en



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.