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

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

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For most recent update to this folder, visit mcgill.ca/deanofstudents/staff/helpingstudents
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 (LWA)
Trained mental health clinicians embedded within faculties and services, to orient & connect students to appropriate support resource. Offer mental health workshops, and individual appointments.

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.

Office for Sexual Violence Response, Support and Education
mcgill.ca/osvrse
514-398-3954 or 514-398-4486

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

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
514-398-1881 (or x4990)
Security Services
Downtown: 514-398-3000
Macdonald: 514-398-7777

DID YOU KNOW?

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
- 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
- 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

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

When calling from a non-McGill phone, also call 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

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/osvre

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

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 visit:
mcgill.ca/studentservices/about-us/fees

COMMUNITY RESOURCES

Info Santé/Info-Social
To speak with a Nurse or Social Worker 24/7, Dial 811 from any Quebec phone

Suicide Action Montreal
27/7 Phone support to individuals experiencing suicidal thoughts. Also support to individuals concerned for the safety of others.
1-866-277-3553
sucideactionmontreal.org/en/

Canada Suicide Prevention Service
crisiservicescanada.ca
1-833-456-4566 24/7

Sexual Assault Resource Line
514-933-9007 (Montreal)
1-888-933-9007 (Quebec)

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

Therapy Assisted Online (TAO)
A free/private online video program to address issues related to anxiety, stress, depression and more.
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.