HELPING STUDENTS IN DIFFICULTY
WHAT TO DO AND WHO TO CONTACT IN EMERGENCIES, CRISIS AND WORRISOME OR DIFFICULT SITUATIONS

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 Dean of Students (514-398-4990) 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.
The Dean of Students is responsible for follow-up and liaison with all internal and external parties. In cases of accident, hospitalization, or death, the Office of the Dean of Students is responsible for follow-up and support.

Sexual Assault
www.mcgill.ca/saap

Harassment and/or Sexual Harassment
www.mcgill.ca/harass

Harassment Assessors
4911

Quick Fact
www.mcgill.ca/osd

6009

Quick Fact
www.mcgill.ca/students/srr

is your guide to policies and information related to student rights and responsibilities.

Security Services
Downtown: 3000
Macdonald: 7777

Call 911
When dialing from an outside line/cell, also alert Security Services.

Security Services
Downtown: 3000
Macdonald: 7777

During Regular Business Hours
Office of the Dean of Students
4990

After Regular Business Hours
Security Services
Downtown: 3000
Macdonald: 7777

During Regular Business Hours
Office of the Dean of Students
4990

After Regular Business Hours
Security Services
Downtown: 3000
Macdonald: 7777

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

Quick Fact
www.mcgill.ca/students/srr

is your guide to policies and information related to student rights and responsibilities.

OBSERVE

LACK OF COMMUNICATIONS

WORRISOME COMMUNICATIONS

ACADEMIC INDICATORS

WORRISOME BEHAVIOUR

THREATENING BEHAVIOUR

HOSTILE BEHAVIOUR

VIOLENT BEHAVIOUR

Should an effort be made to directly contact the student?

Should continuous communication with concerned parties be coordinated?

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

Is there repetitive disregard for previous recommendations about seeking help or accessing resources?

Is there escalation of the behaviour?

Is there an increase in the behaviour?

Is the behaviour new?

YES

YES

YES

YES

YES

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

514-398-4990

Follow-Up & Additional Resources

Security Services
Downtown: 3000
Macdonald: 7777

When in Doubt

Self-harms (attempts suicide, misuses substances, etc.)

Possesses a weapon

Instigates a physical altercation

Commits assault or sexual assault

Damages property

Disrupts University activity (teaching, research, daily operations, etc.)

Stalks

Bullies

Harasses

Emotionally abuses

Temperament (anxiety, disorientation, agitation, extreme sadness, hopelessness, paranoia, etc.)

Social withdrawal or isolation

Changes in appearance, hygiene and/or weight

Frequent absences or lateness

Marked changes in performance

Lack of preparation or participation

Withdrawal from academics

Disconcerting comments on social media, on assignments/exams, via phone/email, etc.

Expression of concern from a friend, family member, or McGill community member

Despondency (no communication whatsoever)

FOLLOW-UP & ADDITIONAL RESOURCES

Sexual Assault
www.mcgill.ca/saap

Harassment and/or Sexual Harassment
www.mcgill.ca/harass

Harassment Assessors
4911

Quick Fact
www.mcgill.ca/osd

6009

Quick Fact
www.mcgill.ca/students/srr

is your guide to policies and information related to student rights and responsibilities.

FOLLOW-UP & ADDITIONAL RESOURCES

Security Services
Downtown: 3000
Macdonald: 7777

When in Doubt

Self-harms (attempts suicide, misuses substances, etc.)

Possesses a weapon

Instigates a physical altercation

Commits assault or sexual assault

Damages property

Disrupts University activity (teaching, research, daily operations, etc.)

Stalks

Bullies

Harasses

Emotionally abuses

Temperament (anxiety, disorientation, agitation, extreme sadness, hopelessness, paranoia, etc.)

Social withdrawal or isolation

Changes in appearance, hygiene and/or weight

Frequent absences or lateness

Marked changes in performance

Lack of preparation or participation

Withdrawal from academics

Disconcerting comments on social media, on assignments/exams, via phone/email, etc.

Expression of concern from a friend, family member, or McGill community member

Despondency (no communication whatsoever)

FOLLOW-UP & ADDITIONAL RESOURCES

Security Services
Downtown: 3000
Macdonald: 7777

When in Doubt

Self-harms (attempts suicide, misuses substances, etc.)

Possesses a weapon

Instigates a physical altercation

Commits assault or sexual assault

Damages property

Disrupts University activity (teaching, research, daily operations, etc.)

Stalks

Bullies

Harasses

Emotionally abuses

Temperament (anxiety, disorientation, agitation, extreme sadness, hopelessness, paranoia, etc.)

Social withdrawal or isolation

Changes in appearance, hygiene and/or weight

Frequent absences or lateness

Marked changes in performance

Lack of preparation or participation

Withdrawal from academics

Disconcerting comments on social media, on assignments/exams, via phone/email, etc.

Expression of concern from a friend, family member, or McGill community member

Despondency (no communication whatsoever)

FOLLOW-UP & ADDITIONAL RESOURCES

Security Services
Downtown: 3000
Macdonald: 7777

When in Doubt

Self-harms (attempts suicide, misuses substances, etc.)

Possesses a weapon

Instigates a physical altercation

Commits assault or sexual assault

Damages property

Disrupts University activity (teaching, research, daily operations, etc.)

Stalks

Bullies

Harasses

Emotionally abuses

Temperament (anxiety, disorientation, agitation, extreme sadness, hopelessness, paranoia, etc.)

Social withdrawal or isolation

Changes in appearance, hygiene and/or weight

Frequent absences or lateness

Marked changes in performance

Lack of preparation or participation

Withdrawal from academics

Disconcerting comments on social media, on assignments/exams, via phone/email, etc.

Expression of concern from a friend, family member, or McGill community member

Despondency (no communication whatsoever)

FOLLOW-UP & ADDITIONAL RESOURCES

Security Services
Downtown: 3000
Macdonald: 7777

When in Doubt

Self-harms (attempts suicide, misuses substances, etc.)

Possesses a weapon

Instigates a physical altercation

Commits assault or sexual assault

Damages property

Disrupts University activity (teaching, research, daily operations, etc.)

Stalks

Bullies

Harasses

Emotionally abuses

Temperament (anxiety, disorientation, agitation, extreme sadness, hopelessness, paranoia, etc.)

Social withdrawal or isolation

Changes in appearance, hygiene and/or weight

Frequent absences or lateness

Marked changes in performance

Lack of preparation or participation

Withdrawal from academics

Disconcerting comments on social media, on assignments/exams, via phone/email, etc.

Expression of concern from a friend, family member, or McGill community member

Despondency (no communication whatsoever)

FOLLOW-UP & ADDITIONAL RESOURCES

Security Services
Downtown: 3000
Macdonald: 7777

When in Doubt

Self-harms (attempts suicide, misuses substances, etc.)

Possesses a weapon

Instigates a physical altercation

Commits assault or sexual assault

Damages property

Disrupts University activity (teaching, research, daily operations, etc.)

Stalks

Bullies

Harasses

Emotionally abuses

Temperament (anxiety, disorientation, agitation, extreme sadness, hopelessness, paranoia, etc.)

Social withdrawal or isolation

Changes in appearance, hygiene and/or weight

Frequent absences or lateness

Marked changes in performance

Lack of preparation or participation

Withdrawal from academics

Disconcerting comments on social media, on assignments/exams, via phone/email, etc.

Expression of concern from a friend, family member, or McGill community member

Despondency (no communication whatsoever)

FOLLOW-UP & ADDITIONAL RESOURCES

Security Services
Downtown: 3000
Macdonald: 7777

When in Doubt

Self-harms (attempts suicide, misuses substances, etc.)

Possesses a weapon

Instigates a physical altercation

Commits assault or sexual assault

Damages property

Disrupts University activity (teaching, research, daily operations, etc.)

Stalks

Bullies

Harasses

Emotionally abuses

Temperament (anxiety, disorientation, agitation, extreme sadness, hopelessness, paranoia, etc.)

Social withdrawal or isolation

Changes in appearance, hygiene and/or weight

Frequent absences or lateness

Marked changes in performance

Lack of preparation or participation

Withdrawal from academics

Disconcerting comments on social media, on assignments/exams, via phone/email, etc.

Expression of concern from a friend, family member, or McGill community member

Despondency (no communication whatsoever)
RELATED RESOURCES
514-398-
Counselling and Mental Health Services 3601 or 6019
Harassment Assessors 4911
International Student Services 4349
Office of the Ombudsperson 7059
Office for Students with Disabilities 6009
Scholarships and Student Aid 6013
Student Health Service 6017

EARLY ALERT
Instructors can notify the Dean of Students to express concern for a student by using the Early Alert System widget available on their myCourses homepage.

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 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.