

IDENTIFYING AND RESPONDING TO STUDENTS IN DISTRESS

HOW BEST TO PROCEED

This tool is meant to help you determine whether or not a student is in distress and suggests next steps to follow for **emergency**, **crisis** and **non-crisis** situations.

Is the student in distress?

- Has the student reported significant problems to you or are they seeking advice?
- Have you noticed signs of distress (e.g. increased anxiety, irritability or sadness; deterioration in quality of classroom attendance, participation or academic work; troubling changes in personal hygiene and appearance) or significant changes in behaviour or mood?
- Have other students, staff or faculty expressed significant concern to you about this student?

YES

Determine whether the situation is an **EMERGENCY** (urgent and immediate), a **CRISIS** (potentially urgent) or a **NON-CRISIS**. It is an emergency if:

- The student's behaviour is threatening or highly disruptive.
- The student makes serious threats.
- The student is incoherent or uncontrollable.
- The student is making direct or indirect reference to suicide.

EMERGENCY

ACTIONS to take in **EMERGENCY** situations:

- If the student is on campus, dial 911 and then **York Security Services** at ext. 33333.
- If the student is off campus, dial 911.
- Inform your supervisor/the Dean's Office.

CRISIS

ACTIONS to take in **CRISIS** situations requiring consultation:

- Call or bring the student to **Personal Counselling Services (PCS)**, N110 Bennett Centre for Student Services, 416-736-5297, M, W-F, 9 to 4:30pm, T, 9 to 7pm.
or
Call **York Security Services** at ext. 33333.
or
Call the **Office of Student Community Relations (OSCR)**, 416-736-5231.
- For the Glendon campus, call the **Accessibility, Well-Being and Counselling (AWC) Centre**, 416-487-6709, C 111A Glendon Hall, M-F, 9 to 5pm.
or
Student Affairs, 416-487-6716, or visit C112, York Hall.
- Inform your supervisor/the Dean's Office.

NO

No immediate action is required.
Monitor the situation.

NON-CRISIS

ACTIONS to take in **NON-CRISIS** situations:

- Listen, show concern, be non-judgmental.
- Ask questions to determine the information required or appropriate type of referral.
- Provide appropriate resources, e.g. for:
 - **Personal Counselling Services (PCS)**, N110 Bennett Centre for Student Services, 416-736-5297, M, W-F, 9 to 4:30pm, T, 9 to 7pm;
 - **Office of Student Community Relations (OSCR)**, 416-736-5231, oscr@yorku.ca;
 - **Mental Health and Wellness at York**, mhw.info.yorku.ca.
- For the Glendon campus, call the **Accessibility, Well-Being and Counselling (AWC) Centre**, 416-487-6709, C 111A Glendon Hall, M-F, 9 to 5pm.
- If the student is unwilling to accept a referral, respect the decision and encourage them to stay in contact with you.
- Inform your supervisor/the Dean's Office.

AFTER HOURS

Students requiring assistance after hours should be referred to **Good2Talk**, the 24/7 Post-Secondary Student Helpline, at 1-866-925-5454.