Guidelines for Assessing and Responding to Students of Concern: Faculty and Staff

A tool to help you determine whether or not a student is in distress and suggested next steps to follow for both urgent and non-urgent situations.

Is the student in distress?

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

Yes, student is in distress.

Determine if situation is URGENT, IMMEDIATE, POTENTIALLY URGENT or NON URGENT. It is URGENT if:

- Student behaviour is threatening or highly disruptive
- The student makes serious threats
- The student is incoherent or uncontrollable
- Student self-harms and/or harms others
- The student is making direct or indirect reference to suicide

No, student is not in distress.

No, student is not in distress.

- No immediate action is required
- Monitor the situation
- Inform student of counselling services available on campus if needed in the future

Actions to take in URGENT and IMMEDIATE situations:

- If the student is on campus, call 911 and then security services at 705.673.6562
- If the student is off campus, call 911

In all cases, inform your Supervisor/Dean’s Office

Actions to take in POTENTIALLY URGENT situations:

- Call or bring the student to Counselling Services in R.D Parker Building room P-230, 705.675.6506 (during regular business hours)
- Call security services at 705.673.6562 and/or LUCERT at 705.562.5456 (available 24/7)
- With student’s permission, 24/7 Crisis line through Health Sciences North 705.675.4760

In all cases, inform your Supervisor/Dean’s Office

Actions to take in NON-URGENT situations:

Listen, show concern, be non-judgemental

- Ask questions to determine the information required or appropriate type of referral
- Provide contact information for Counselling Services in R.D Parker Building room P-230, 705.675.6506
- Equity, Diversity and Human Rights Office in Arts Building Room A-126, 705.675.1151 extension 3427

- If student is unwilling to accept a referral, respect the decision and encourage them to stay in contact with you.

In all cases, inform your Supervisor/Dean’s Office.