GUIDELINES FOR ASSESSING & RESPONDING TO STUDENTS OF CONCERN: FACULTY AND STAFF

A tool to help you determine whether or not the student is in distress and suggested next steps to follow for both urgent and non-urgent situations. You may also refer to Identifying & Responding to Students in Crisis: a Guide for Faculty & Staff.

**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?

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**YES, student is in distress.**

Determine whether the situation is **URGENT** and **IMMEDIATE**, **POTENTIALLY URGENT** or **NON URGENT**.

It is **URGENT** 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.

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**NO, student is not in distress.**

No immediate action is required.

- Monitor the situation.

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**ACTIONS to take in URGENT and IMMEDIATE situations**

- If the student is **on campus**, dial **911** and then Security Services at **ext. 33333**.
- If the student is **off campus**, dial **911**.
- In all cases, inform your **Supervisor/Dean’s Office**.

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**ACTIONS to take in POTENTIALLY URGENT situations requiring consultation**

- Call or bring the student to **Counselling & Disability Services (CDS)**, **N110 Bennett Centre for Student Services**, 416-736-5297, **M, W-F, 9 to 4:30pm, T, 9 to 7pm**.
  OR
- Call Security at ext. **33333**.
  OR
- Call or e-mail Carolyn Cannon, Critical Incident Coordinator, Office of Student Conflict Resolution, 416-736-2100 ext. **20395**, ccannon@yorku.ca.
  OR
- For Glendon Campus, call 416-487-6709 or visit C 110 Glendon Hall, **M-F, 9 to 5pm**.
  In all cases, inform your **Supervisor/Dean’s Office**.

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**ACTIONS to take in NON-URGENT situations**

- Listen, show concern, be non-judgmental.
- Ask questions to determine the information required or appropriate type of referral.
- Provide contact information for **Counselling & Disability Services (CDS)**, N110 Bennett Centre for Student Services, 416-736-5297, **M, W-F, 9 to 4:30pm, T, 9 to 7pm**.
  AND
- Call or e-mail Carolyn Cannon, Critical Incident Coordinator, Office of Student Conflict Resolution, 416-736-2100 ext. **20395**, ccannon@yorku.ca.
  OR
- For Glendon Campus, call 416-487-6709 or visit C 110 Glendon Hall, **M-F, 9 to 5pm**.
  OR
- 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**.

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**AFTER HOURS**

Students requiring assistance after hours should be referred to the Community Crisis Response program at 416-498-0043.