

Identifying and Responding to Students in Crisis: A Guide for Faculty and Staff

Faculty and staff are often the first to become aware that a student is in crisis/distress and may be instrumental in helping the student seek and receive the help needed. This folder is designed to assist faculty and staff with this important function.

WHAT IS A CRISIS?

A crisis is a period of psychological disequilibrium arising from situational, developmental or socio-cultural sources and resulting in a temporary inability to cope. It may be experienced as a threat, a loss or an insurmountable obstacle.

In this document we are distinguishing between an emergency where someone's life is in imminent danger and a crisis where a student is experiencing a very distressing situation that requires urgent attention — but is not imminently life-threatening. In addition, a student may be in neither of these conditions but nonetheless need the kind of help that the various support services on campus can provide. Your response to the student will vary depending upon the situation.

Emergency

Call 911, York Security 33333 or 416-736-5333.

Crisis

Refer the student to one of the services (*see inside page*) that provide crisis response/management.

Non-crisis

Refer to the back page for on-campus service descriptions and contact information.

IN CASE OF LIFE THREATENING SITUATIONS/CONCERNS FOR ONE'S OWN OR SOMEONE ELSE'S IMMEDIATE SAFETY

911 or York Security ext. 33333 or 416-736-5333.

NON-LIFE THREATENING STUDENT CRISIS SITUATIONS

Call campus security and/or a department listed below. For general safety information, visit yorku.ca/safety.

ILLNESS, INJURY non-life threatening	AGGRESSION/ THREAT TO SAFETY	EMOTIONAL/ MENTAL DISTRESS	SUICIDAL THOUGHTS	DISRUPTIVE STUDENTS	SEXUAL ASSAULT	EMERGENCY HOUSING (student at risk of physical or sexual assault)	EMERGENCY FUNDING
<p>Appletree Medical Centre York Lanes 416-736-5525 (walk-in clinic) appletreetoronto.com</p>	<p>Security Urgent matters: 416-736-5333 or ext. 33333 Non-urgent matters: 416-650-8000 or ext. 58000</p> <p>Office of Student Conflict Resolution 416-736-5231 or ext. 55231 yorku.ca/oscr</p>	<p>Personal Counselling Services (PCS), Counselling & Disability Services (CDS) 416-736-5297 yorku.ca/cds/pcs</p>	<p>Personal Counselling Services (PCS), Counselling & Disability Services (CDS) 416-736-5297 yorku.ca/cds/pcs</p>	<p>Security Urgent matters: 416-736-5333 or ext. 33333 Non-urgent matters: 416-650-8000 or ext. 58000</p> <p>Office of Student Conflict Resolution 416-736-5231 or ext. 55231 yorku.ca/oscr</p>	<p>Please refer to Sexual Assault Disclosure Web site. yorku.ca/sexualassaultsupport</p> <p>Office of Student Conflict Resolution 416-736-5231 or ext. 55231 yorku.ca/oscr</p> <p>Sexual Assault Survivors' Support Line (SASSL) 416-650-8056 yorku.ca/sassl</p>	<p>Office of Student Conflict Resolution 416-736-5231 or ext. 55231 yorku.ca/oscr</p> <p>Centre for Women & Trans People (CWTP) 416-736-2100, ext. 33484 yorku.ca/ywc</p>	<p>Undergraduate: Student Client Services 416-872-9675</p> <p>Graduate: Office of the Dean, Faculty of Graduate Studies 416-736-2100, ext. 66682</p> <p>Centre for Women & Trans People (CWTP) 416-736-2100, ext. 33484 yorku.ca/ywc</p>

For other City of Toronto resources, call 211 or visit 211toronto.ca.

AFTER HOURS

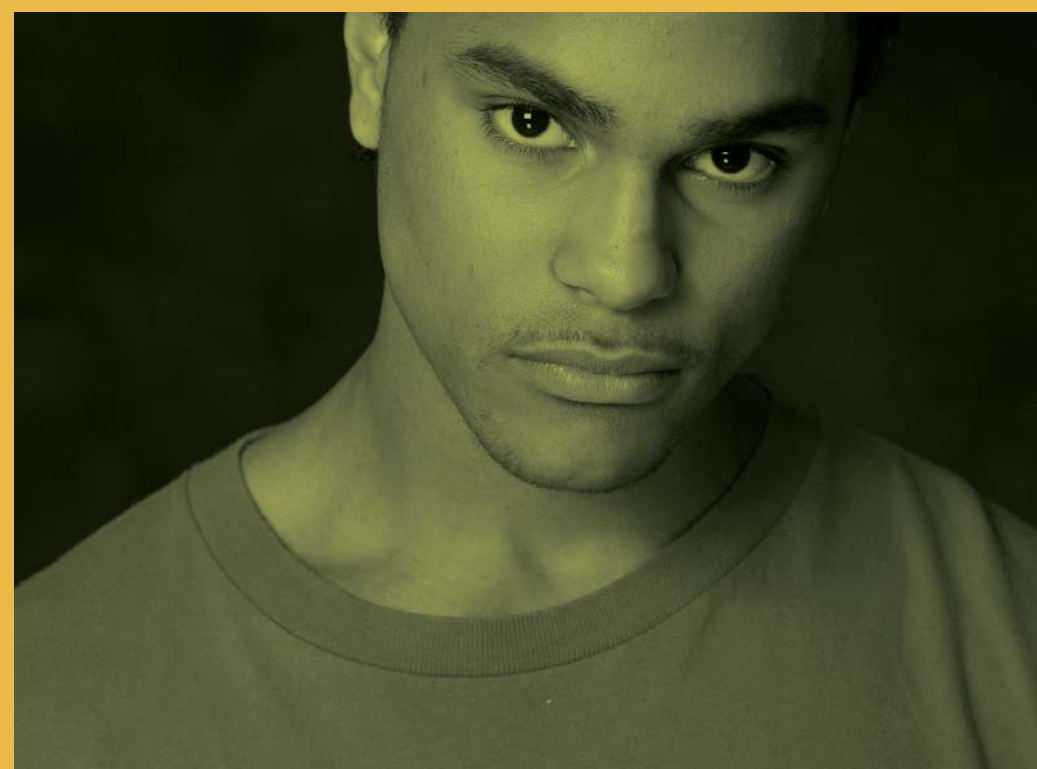
If you require assistance for an urgent but non-life-threatening situation outside of regular business hours, call Campus Security at ext. 33333 or 416-736-5333 and/or the Community Crisis Response Program at 416-498-0043.

RESPONDING TO STUDENTS IN DISTRESS

Staff & Faculty are often in an excellent position to recognize behaviour that may signal that a student is in emotional distress and may need help. Being able to recognize signs of emotional distress and being willing to acknowledge your concerns directly to the student can be an important factor in successful problem resolution for the student. Suggestions for ways to approach and speak with a student in distress include:

- Speak with the student in person and in private (unless it feels unsafe to do so);
- Stay calm and listen carefully;
- Express your concern for the student;
- Try to understand the student's perspective without being judgmental;
- Take the student's concerns seriously;
- Don't dismiss or minimize their concerns;
- Don't promise to keep information private or confidential;
- Offer support but be cautious about giving advice;
- Don't feel you need to solve their problem;
- Understand your own limits – get other people involved;
- Make appropriate referrals to on- or off-campus services.

Consult with Personal Counselling Services (PCS), Counselling & Disability Services (CDS) at ext. 55297 or The Office of Student Conflict Resolution at ext. 55231 if you are unsure of how to proceed.



When a Student says "No" to a Referral

In the event that there are **immediate concerns about safety**, call **911** to request that they attend immediately.

If it is not an emergency, respect the student's right to refuse counselling or other help and don't take it personally. Keep the lines of communication open. If possible and appropriate indicate to the student that he or she can remain in touch with you at least until a supportive relationship has been established elsewhere. Provide the student with information to take away and offer another time to meet to discuss further if appropriate.

For more information about how to identify a student in distress and how to make a successful referral, please see *Identifying & Responding to Students in Distress: Resources for Faculty and Staff* at yorku.ca/cds/pcs/faculty_staff.

For more information about crisis services, go to yorku.ca/cds/emergency.

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CONFLICT RESOLUTION/ PEER SUPPORT	NON-CRISIS EMOTIONAL DISTRESS	AFTERMATH OF DISASTER OR TRAUMATIC EVENT	SEXUAL ASSAULT (PEER SUPPORT)	STUDENT FOOD BANK	LEGAL ADVICE	DISCRIMINATION AND/OR HARASSMENT	GETTING AROUND CAMPUS
<p>Office of Student Conflict Resolution (OSCR) 416-736-5231 or 416-736-2100 ext. 55231 oscr@yorku.ca yorku.ca/oscr</p>	<p>Personal Counselling Services (PCS), Counselling & Disability Services (CDS) 416-736-5297 yorku.ca/cds/pcs</p> <p>Office of Student Conflict Resolution (OSCR) 416-736-5231, ext.55231 oscr@yorku.ca yorku.ca/oscr</p>	<p>Office of Student Conflict Resolution (OSCR) 416-736-5231, ext.55231 oscr@yorku.ca yorku.ca/oscr</p> <p>Personal Counselling Services (PCS), Counselling & Disability Services (CDS) 416-736-5297 yorku.ca/cds/pcs</p>	<p>Sexual Assault Survivors' Support Line (SASSL) 416-650-8056 (crisis line) 416-736-2100, ext. 40345 (office line) sassl@yorku.ca yorku.ca/sassl</p> <p>Centre for Women & Trans People CWTP 416-736-2100, ext. 33484 cwtpyork@gmail.com yorku.ca/ywc</p> <p>Trans Bisexual Lesbian Gay Allies at York (TBLGAY) 416-736-2100, ext. 33484 yorku.ca/tblgay</p>	<p>Food 4 Thought 416-736-2100, ext. 20253 647-231-4747 (cell) 447 Student Centre (or 366 Student Centre, YFS Office) yfs.ca/section/125</p>	<p>CLASP (Community Legal Aid Services Program) 416-736-5029 www.osgoode.yorku.ca/clasp</p>	<p>Centre for Human Rights (for situations that fall under the Human Rights Code) 416-736-5682 rights@yorku.ca yorku.ca/rights</p> <p>Office of Student Conflict Resolution (OSCR) 416-736-5231 or 416-736-2100 ext. 55231 oscr@yorku.ca yorku.ca/oscr</p>	<p>goSAFE Escort Service 416-736-5379 yorku.ca/gosafe</p>
<p>OSCR focuses on helping community members resolve conflicts using cooperative problem-solving methods.</p>	<p>Counselling services are available to students at no additional cost. CDS can also provide supports for students with disabilities.</p> <p>OSCR supports students impacted by critical incidents.</p>	<p>OSCR supports students impacted by critical incidents, and can help with housing, academic and financial issues.</p> <p>Personal Counselling Services (PCS) can provide debriefings in the case of traumatic campus events.</p>	<p>Please refer to the Sexual Assault Disclosure Web site for more detailed information. yorku.ca/sexualassaultsupport</p>	<p>All students are welcome to use this service.</p>	<p>Under the supervision of lawyers and the Community Outreach Counsellor, law students provide advice, referral and representation. Free for York students.</p>	<p>Centre for Human Rights services include information and referral, early complaint resolution, investigation, and educational services.</p>	<p>goSAFE staff members, by request, will walk students to and from any on-campus location, such as any of the Campus Shuttle on-campus pick-up/drop-off locations, parking lots, bus stops or residences.</p>