

Student Crisis

Support Protocol



CONCERN

LOW RISK

You have concerns about a student, or a student is sharing fears or worries. Appears not to be a risk to self or others.

Some signs may include:
INCREASED ABSENCE

and/or changes in work habits (decreased class participation, missed, late, or incomplete assignments).

LOSS OF INTEREST, LACK OF ENERGY

(repeatedly falling asleep in class), changes in behaviour (more withdrawn or animated).

DISTURBING CONTENT

in student's assignments and/or presentations.

WHAT TO DO:

Talk to student (e.g., "I've noticed you haven't been coming to class") and offer referral to student services or to the Mental Health and Wellness Department.



URGENT

MEDIUM RISK

Student appears to have a serious need for help. No apparent threat of immediate harm.

Some signs may include:

TALK OF SELF-HARM

and/or expressions of hopelessness ("I can't do this anymore. What's the point in living?").

DIFFICULTY REGULATING EMOTIONS

(uncontrollable crying, angry outbursts).

APPEARING OUT OF TOUCH

with reality (hallucinations, intense confusion).

WHAT TO DO:

Talk to student about your concerns. Refer to Mental Health and Wellness Department or Crisis Services Canada **1-833-456-4566**.



EMERGENCY

HIGH RISK

Student is actively planning suicide or poses threat of immediate harm to self or others.

Some signs may include:

PLANS FOR SELF-HARM

("I am going to take a bottle of sleeping pills").

THREATENS OTHER STUDENTS/CLASSMATES

("I'm going to set the school on fire").

SUBSTANCE OVERUSE

reaction (dilated pupils, difficulty breathing, gurgling sounds).

WHAT TO DO:

Call 911 mobile crisis. Stay with student until help arrives. Inform the Director of Mental Health and Wellness, as soon as it is safe to do so.

EMERGENCY SERVICES - 911

MENTAL HEALTH AND WELLNESS DEPARTMENT

To book an appointment:
Visit tfs.janeapp.com

For questions:
Email wellness@yorkvilleu.ca

For mental health and wellness resources:
Visit <https://success.mytfs.ca/home/success-centre-on-campus/mental-health-wellness-on-campus/>

ADDITIONAL SERVICES AND SUPPORT

GUARD ME STUDENT SUPPORT PROGRAM

24-7 on-demand counselling and self-help resources

www.gmssp.org

SUICIDE CRISIS HELPLINE

<https://988.ca>
Call or text a message to 9-8-8

HOPE FOR WELLNESS

(For Indigenous people across Canada)

<https://hopeforwellness.ca>

1-855-242-3310

Visit website to chat online

GOOD2TALK

good2talk.ca

1-866-925-5454

Text GOOD2TALKON to 686868