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| Situation | Immediate Response | Follow-up Action |
| Harm to self or other in progress | **911**  Campus Security/Safety *ext. 5100* | Inform Case Manager of incident *ext. 1523* |
| High risk of imminent harm to self or others | **911** Campus Security/Safety *ext. 5100*  CMHA Mobile Crisis Team  *705-728-5044* | Inform Case Manager of incident *ext. 1523* |
| Aggression/safety concerns | Campus Security/Safety *ext. 5100*  Residence Supports and refer to Residence Community Practices | Refer to Student Code of Conduct  Refer to counselling if it is suspected that there are underlying personal or mental health/addiction issues for “aggressive student” and refer any other impacted student *ext. 1523* |
| Disruptive student behaviour | Residence Supports and refer to Residence Community Practices | Resolve  Or, if required, Follow-up based on Code |
| Emotional Distress (relationship issues, anxiety about school) | Residence Supports and Community Practices | Refer to counselling if deemed necessary *ext. 1523* |
| Unusual Thinking (paranoid, unusual beliefs) | Residence Supports and Community Practices | Refer to counsellor on-call ext. 1523 |
| Harassment and/or discrimination | Residence Supports and Community Practices | Refer to Student Code of Conduct  Inform and refer all parties to Conflict Resolution Manager *ext. 1012* |
| Traumatic Event aftermath (e.g. death of student) | Residence Supports | Refer to on-call counselling *ext. 1523* |
| Unresolved and ongoing resident conflict | Residence Supports  Conflict Resolution Manager *ext. 1012* | Refer all students for counselling if required |
| Students needing assistance with academic appeals and advice on their rights | Refer student to Counsellors ext. 1523 |  |
| Disruptive situations with mental health component | Campus Security/Safety *ext. 5100*  Case Manager *ext. 1523* | Student of Concern Committee |