

OCAD University Protocol for SUPPORTING STUDENTS IN DISTRESS

YOUR ROLE & RESPONSIBILITY

Front-line staff, faculty members and students at OCAD U have a shared responsibility to:

1. NOTICE signs of distress and follow the Student Crisis Support Protocol to take the necessary action.

Any one serious sign such as **mentioning thoughts of suicide** or a cluster of smaller signs as listed below, indicates an **urgent need to take action** on behalf of the student.

2. ENGAGE with the student by simply having a direct conversation, only if you feel comfortable doing so.

3. REFER the student to the appropriate support resource, as recommended in the protocol below.

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Your role is **not** to serve as a counselor, diagnose a student and/or solve the student's problems.

STUDENT CRISIS SUPPORT PROTOCOL

CONCERN

If student is expressing signs of distress **WITHOUT POSING RISK** to self or to others

Some of the signs may include:

- Increased absence and/or lack of participation in class or studio
- Missed, late, or incomplete assignments/ exams
- Excessive exhaustion, falling asleep in class repeatedly
- Loss of interest, lack of energy or difficulty concentrating
- More withdrawn or animated than usual
- Disturbing content in student work or its presentation

URGENT

If you believe the student has a **SERIOUS NEED FOR HELP** and there is **NO IMMEDIATE THREAT OF HARM**

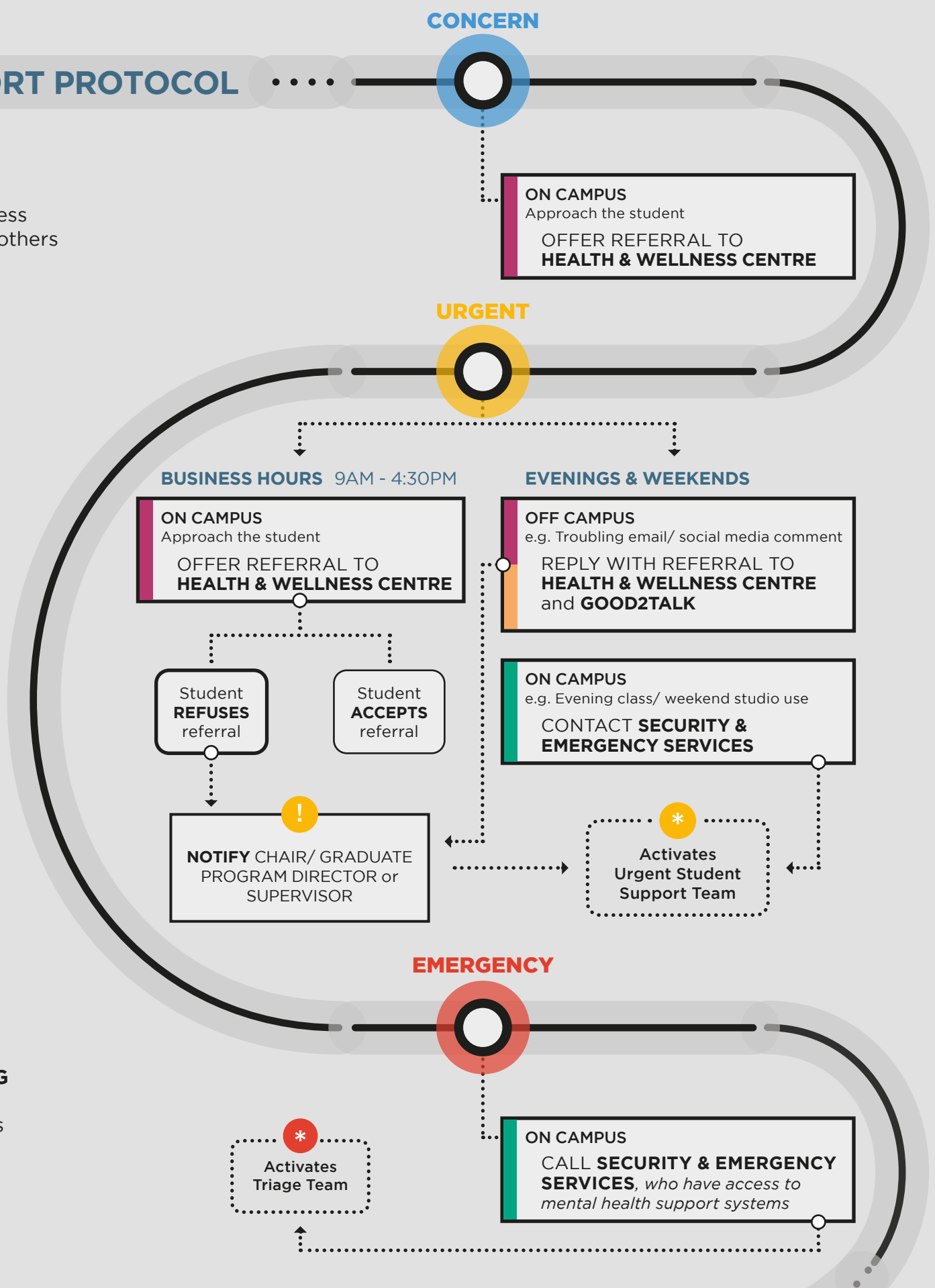
Some of the signs may include:

- Talk of suicide
- Expressions of hopelessness
- Out of touch with reality
- Serious emotional difficulties

EMERGENCY

If the student is **ACTIVELY PLANNING SUICIDE** or **POSSESSES THREAT OF IMMEDIATE HARM** to self or to others

This may include cases of apparent drug/ alcohol abuse or drug reaction



HEALTH & WELLNESS CENTRE

Medical & Counselling Services

MONDAY TO FRIDAY 9AM - 4:30PM

416-977-6000 (Ext. 260) | hwc@ocadu.ca

Call, email or Walk-in

51 McCaul St, 2nd Floor, Student Centre

GOOD2TALK POST-SECONDARY HELPLINE

Counselling & Mental Health Resources

AVAILABLE 24/7/365

1-866-925-5454 | Good2Talk.ca

SECURITY & EMERGENCY SERVICES

Medical, Crisis Intervention, Crime Prevention

SEE HOURS OF OPERATION

EMERGENCY 416-977-6000 (Ext. 511) or Pick-up the RED PHONE

NON-EMERGENCY 416-977-6000 (Ext. 366)

100 McCaul Street, Main Lobby Security Console



For more information please refer to *A Guide to Supporting Students in Distress* created by AVP Students and OCAD U Mental Health Steering Committee. Email Health & Wellness Centre for the guide,