



IMI RESPONSE and RESOURCE GUIDE FOR STAFF/FACULTY

Identifying and Responding to Students in Distress

1. Purpose: to help department members identify and respond to students in distress.

2. Scope: This resource guide provides information about what to do and how to effectively respond to a student in distress. This guide includes examples of situations requiring immediate attention or referral, as well as contact information for resources both on and off campus.

3. COVID-19 In-Class Instruction Guidelines

COVID-19 In-Class Instruction Guidelines:

As government regulations and public health advice continues to evolve and the University resumes in-person instructional activities, in addition to normal classroom management, this resource provides guidelines for:

- Understanding and integrating the U of T prevention measures
- What's important information to share with students
- How to manage issues that arise in class, including what to do if a student says they feel sick?

§ COVID-19 In-Class Instruction Guidelines

- Website: <https://teaching.utoronto.ca/wp-content/uploads/2020/08/COVID-19-In-Class-Instruction-Guidelines-for-Course-Instructors.pdf>
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A student is exhibiting signs of being in mental health distress:

You may notice one or several indicators that could suggest that a student is experiencing difficulty. Any single safety risk indicator (e.g., a student writes a paper expressing hopelessness) or a cluster of lesser signs (e.g., emotional outbursts, repeated absences) indicates a need to act to support the student. Do so outside the class/tutorial and remember:

- **You should not be taking on the role of counsellor.**
- **It is important to respond in ways that do not compromise anyone's safety.**
- **Safety trumps confidentiality.**

There is a difference between an Immediate Emergency and a Long Term response.



For Immediate Emergencies:

If you believe that a student poses an immediate danger or risk, to her/himself, you, or others, (for example; throwing items around a room or at someone, threatening to harm themselves or others, a situation involving weapons), contact both campus police/regional police immediately.

§ UTM Campus Police (24/7; emergency)

- Phone number: 905-828-5200

§ Peel Regional Police (24/7; emergency)

- Phone number: 911

For Non-Emergencies – Referral for Long Term Response:

To get advice, if you are not sure what to do, but it is not an immediate emergency (for example; they feel overwhelmed with their school workload, they are very upset over grades, they feel they cannot keep up with their classmates or with the program demands, they have overwhelming life/home pressures, they are frequently absent) – this is more of a long-term care situation - then contact:

- 1- **Student Crisis Response Office.** This is a tri-campus resource office for Faculty and Staff (not students) to contact when dealing with complex student situations (NOT for immediate emergencies).

This office is open Monday to Friday, 9am to 5pm. The staff are case managers and take over total care of a student (whether they need mental health, physical health, academic help, etc):

- Laura Bercuson, Intake Coordinator, Student Crisis Response, Student Progress & Support: 416-946-711 (for all three UofT Campuses)
- 2- **Community Safety Office:** This is a tri-campus resource for students, staff and faculty and the office is open Monday to Friday, 9am to 5pm. It provides support to staff, faculty and students who express personal safety and workplace safety concerns. Provide consultation to those dealing with concerning behavior:
 - Deborah Warner: 416-978-1485 (for all three UofT Campuses)
 - 3- § UTM **Health and Wellness Centre** (Confidential mental health and physical health services provided by an interdisciplinary team of health professionals)
 - Phone: 905-828-5255 (9:00am – 5:00pm, Monday to Friday)
 - Email: health.utm@utoronto.ca

Unwelcome sexual overtures:

If you or a student is experiencing sexual harassment, sexual violence or sexual assault by another member of the U of T community, you should immediately seek advice from the Sexual Violence Prevention and Support Centre.



§ **Sexual Violence Prevention and Support Centre**

- Phone: 416-978-2266 (a tri-campus resource)
- Website: www.svpscentre.utoronto.ca

Online harassment:

If you or a student receives a message online from a member of the U of T community that upsets, annoys or frightens you, do not respond immediately. Your first reply to the sender should be a brief and courteous request to stop. If the unwelcoming messages persist, do not reply to them. Do not delete them—save them and make a hard copy. Seek advice from the Community Safety Office and/or the Sexual Violence Prevention & Support Centre.

§ **Community Safety Office** (Monday to Friday, 9:00am – 5:00pm, tri-campus resource)

- Phone: 416-978-1485
- Website: www.communitysafety.utoronto.ca

§ **The Sexual Violence Prevention and Support Centre**

- Phone: 416-978-2266 (tri-campus resource)
- Website: www.svpscentre.utoronto.ca

Additional Resources:

Campus Resources:

§ **Academic Success Centre** (Helps with navigating the University, building academic skills, staying focused and organized, and flourishing)

- Phone: 905-828-3858
- Website: <https://www.utm.utoronto.ca/asc/our-mission>

§ **Good-2-Talk Student Helpline** (Professional counselling, information, and referrals helpline for mental health, addictions, and students' well-being)

- Phone: 1-866-925-5454 (24/7)
- Website: <https://good2talk.ca/>

Community Resources:

§ **Anishnawbe Health Toronto Mental Health Crisis Line** (Improves health & wellbeing with Anishnawbe Health Toronto traditional healers, Elders and medicine people, and other health professionals)

- Phone: 416-360-0486 or 416-920-2605
- Website: <http://www.aht.ca>



§ **Assaulted Women's Helpline** (Offers a 24-hour telephone and TTY crisis line to all women who have experienced abuse)

- Phone: 1-866-863-0511 (24/7)
- Website: www.awhl.org/home

§ **Distress Centres** (Provides crisis and emotional support as well as suicide prevention, intervention, and postvention services)

- Phone: 416-408-4357 (24/7)
- Website: <https://www.torontodistresscentre.com/>

§ **Drug & Alcohol Helpline** (Provides confidential and free information about drug and alcohol addiction services in Ontario)

- Phone: 1-800-565-8600 (24/7)
- Website: <https://www.ementalhealth.ca/>

§ **Gerstein Centre Mental Health Crisis Line** (Provides mental health crisis support, strategies for addressing immediate problems, and connections to services offering support)

- Phone: 416-929-5200; TTY-416-929-9647 (24/7)
- Website: <http://gersteincentre.org/>

§ **LGBTQ Youthline** (Confidential, non-judgmental & informed LGTBTTQQ2SI peers support)

- Phone: 1-800-268-9688 (24/7)
- Website: <https://www.youthline.ca/>

§ **Sexual Assault & Domestic Violence Care Centre** (A comprehensive service that assists women, men, and trans people who are victims/survivors of sexual assault and domestic/intimate partner violence)

- Phone: 416-891- 8606
- Website: <https://www.womenscollegehospital.ca/care-programs/sexual-assault-domestic-violence-care-centre/>

§ **Toronto Rape Crisis Centre Crisis Line** (A grassroots, women and non-binary run collective working towards a violence-free world by providing anti-oppressive, feminist peer support to survivors of sexual violence through support, education, and activism)

- Phone: 416-597-8808 (24/7)
- Website: <https://trccmwar.ca/>

Online Resources:

§ **Bounce Back Ontario** (A free skills-building program designed to help adults and youth manage symptoms of depression and anxiety)

- Phone: 1-866-345-0224
- Website: <https://bouncebackontario.ca/>