Faculty, Staff and Teaching Assistants are often the first to become aware that a student is in distress. You can be instrumental in helping the student seek and receive the support needed. The information provided here is designed to assist you in identifying and responding to students in distress.

**Emergency**
Life threatening situation or threat of immediate physical danger

- Call 911 and UTM Campus Police
  905-569-4333 (24/7)

**Urgent**
Student crisis situations or situations requiring immediate referral or reporting, such as:

- Direct or indirect reference to suicide (hopelessness, feelings of guilt, powerlessness, expressed desire to die)
- Disruptive or menacing behaviour
- Lack of controlled behaviour (incoherent, unintelligible, cannot be calmed)
- Threatening or intimidating behaviour
- Concerns of personal safety (stalking, abuse, bullying, assault, self-harm)

- See Section 2

**Non-Urgent**
Ongoing persistent difficulties or changes in behaviour, such as:

- Visible distress (emotional or physical)
- Academic difficulties
- Problems with sleeping or eating
- Social withdrawal

- See Section 3

*Safety trumps privacy.* You can maintain a student’s privacy and confidentiality by sharing information with professional staff with whom you are consulting and your supervisor but not out to others.
Urgent: Student crisis situations or situations requiring immediate referral or reporting

After Hours

UTM Campus Police: 905-569-4333

Suicidal Thoughts

UTM Student Case Coordinator: 905-569-5758
U of T Student Crisis Response: 416-946-7111
UTM Health & Counselling Centre: 905-828-5255

Threats to Safety

UTM Campus Police: 905-569-4333
UTM Student Case Coordinator: 905-569-5758
U of T Community Safety Office: 416-978-1485

Bizarre/Menacing Behaviour

UTM Student Case Coordinator: 905-569-5758
UTM Campus Police: 905-569-4333
U of T Community Safety Office: 416-978-1485

Ongoing Concerning Behaviour

UTM Student Case Coordinator: 905-569-5758
U of T Student Academic Progress: 416-946-0424
UTM Office of the Registrar: 905-828-5399

Emergency Funding

UTM Student Case Coordinator: 905-569-5758
UTM Office of the Registrar: 905-828-5399

Emergency Housing

UTM Campus Police: 905-569-4333
U of T Community Safety Office: 416-978-1485

Illness/Injury

UTM Health & Counselling Centre: 905-828-5255
UTM Campus Police: 905-569-4333

If you are unsure about which resource is appropriate, please contact UTM Student Affairs (905-569-5758).
If you consult or refer a student to any of the above resources, notify your supervisor of the action you have taken.

safeTALK

safeTALK is a 4-hour training session that prepares participants to identify people with thoughts of suicide and to connect them with suicide first aid resources in our community. safeTALK training is available to anyone at UTM. Visit www.utm.utoronto.ca/safeTALK for training opportunities.
Non-Urgent: Ongoing persistent difficulties or changes in behaviour

Notify your supervisor if you are concerned about a student. You may also consult with, or refer the student to, any of these resources (see section 4 on making an effective referral). For an additional resource list consult: www.utm.utoronto.ca/mentalhealth

### CAMPUS RESOURCES

- **UTM Office of Student Affairs & Services**
  - 905-828-3872
  - www.utm.utoronto.ca/sas
- **UTM Health & Counselling Centre**
  - 905-828-5255
  - www.utm.utoronto.ca/health
- **UTM AccessAbility Resource Centre**
  - 905-569-4699
  - www.utm.utoronto.ca/access
- **UTM International Education Centre**
  - 905-569-4716
  - www.utm.utoronto.ca/international
- **UTM Campus Police**
  - 905-828-5200 (24/7)
  - www.utm.utoronto.ca/police
- **UTM Equity and Diversity Office**
  - 905-569-4916
  - www.utm.utoronto.ca/equity-diversity
- **UTM Academic Dean’s Office**
  - 905-828-3719
  - www.utm.utoronto.ca/dean
- **UTM Financial Aid**
  - 905-828-5399
  - www.utm.utoronto.ca/financial
- **UTM Office of the Registrar**
  - 905-828-5399
  - www.utm.utoronto.ca/registrar
- **U of T Community Safety Office**
  - 416-978-1485
  - www.communitysafety.utoronto.ca
- **UTM Student Housing**
  - 905-828-5286
  - www.utm.utoronto.ca/housing
- **U of T Student Academic Progress**
  - 416-946-0424

### COMMUNITY RESOURCES

- **Good2Talk – Ontario’s Post-Secondary Student Helpline**
  - 1-866-925-5454 (24/7)
  - www.good2talk.ca
- **Interim Place**
  - (support for women who are abused)
  - 905-403-0864 (24/7)
  - www.interimplace.com
- **Lesbian Gay Bi Trans Youth Line**
  - 1-800-268-9688 (Sunday–Friday, 4pm–9:30pm)
  - www.youthline.ca
- **Distress Centre of Peel**
  - 905-278-7208 (24/7)
  - www.distresscentrepeel.com
- **Hope Place**
  - (support for survivors of sexual assault)
  - 1-800-810-0180 (24/7)
  - www.hopeplace.ca
- **Peel Crisis Services**
  - (mental health helpline)
  - 905-278-9036 (24/7)
Making an effective referral

In any given situation there are likely to be several right ways to offer assistance. The only real risk is to do nothing.

1. Consult: Discuss your concerns with the appropriate resource (see sections 2 and 3) and notify your supervisor. If you are unsure who to contact, call:
   a. UTM Student Affairs: 905-569-5758
   b. UTM Campus Police: 905-569-4333 (emergency, 24/7) or 905-828-5200 (non-urgent, 24/7)

2. Approach: It is okay to ask and express concern; be specific about the behaviour that is of concern. Use phrases such as “I’ve noticed (behaviour). I am concerned about you.”

3. Listen: Meet in a safe and private location on campus and give the student your full attention. Listen carefully and keep an open mind. Use phrases such as “tell me more” to obtain more information and understanding.

4. Acknowledge: Acknowledge and express concern in a compassionate way. Use phrases such as “I can understand why you feel upset in this situation.” Offer hope by letting her/him know you and the University are there to help and that she/he is not alone.

5. Resource: Ask what resources they know of that could help - this allows her/him to feel as though they are part of the process. If she/he is not familiar with any resources, introduce what is available and share whatever information you have about the resources.

6. Connect: Facilitate the connection by offering to sit with the student while she/he makes the call. Follow up with the student to demonstrate that you care and to ask if the referral was effective. You can be supportive and provide additional resources but you are not responsible for her/his ongoing care.

If a student says “no” to a referral, respect her/his decision. Unless it is an emergency (life threatening situation/threat of immediate physical danger), accepting or refusing assistance should be left up to the student.