

Responding to Students in Distress

EMERGENCY - Imminent risk to self or others

- Threats of violence
- Substance overdose
- Serious injury
- Seizure

ACTION

Phone 911 and Campus Security emergency line at 416-736-5333

Keep yourself and others as safe as possible

CRISIS - Not life-threatening but urgent

- Thoughts of suicide or death Psychosis
- Recent assault or accident

ACTION

During office hours: Office of Student Community Relations (OSCR)

416-736-5231, oscr@yorku.ca

Centre for Sexual Violence Support at 416-736-5211

Campus Security at 416-650-8000

Counselling Services at 416-736-5297

After office hours: Campus Security emergency line at 416-736-5333

Good2Talk at 1-866-925-5454, www.good2talk.ca

PERSONAL OR ACADEMIC DISTRESS

Behaviour

- Social withdrawal, agitation
- Changes in appearance
- Disjointed thoughts
- Self-injury
- Acting out/conflict

ACTION

Provide student with service information, such as:

Office of Student Community Relations (OSCR)

<https://students.yorku.ca/oscr>

Counselling Services at
416-736-5297

Good2Talk

1-866-925-5454

<http://good2talk.ca/>

Academic Stress

- Noticeable decline/risk of failing
- Considering withdrawal
- Personal issue impacting all courses

ACTION

Provide student with service information, such as:

Academic Advising by faculty - listed at

<https://students.yorku.ca/advising>

Learning Skills Services
416-736-5144

Accessibility/ Inclusion

- Academic accommodation concerns re: learning, mental health, physical or sensory disability
- Discrimination
- Financial stress

ACTION

Provide student with service information, such as:

Student Accessibility Services
416-736-5755

Centre for Equity, Human Rights & Accessibility
416-736-5682

Student Financial Services
416-872-9675