



# A student comes to your office



## LISTEN

### and SEEK TO UNDERSTAND

Listen and determine key issues or concerns

Gather basic information to inform your approach and next steps

- Student name
- What faculty are they in?
- Does the student live in residence or off-campus?



## RECOGNIZE

Assess level of risk to determine next steps (refer to risk assessment chart for assistance)

### Low Risk

Seeking **ADVICE OR INFORMATION**

- Provide information about resources
- Encourage student to utilize resources
- Ensure the student feels comfortable seeking you out as a resource in the future

### Mild to Moderate Risk

**NON-URGENT** but referral may be needed

- Advocate for the student by offering to call/email support resources together
- Ensure student is safe
- If referral to resources is done use Care Zone Referral Card
- Encourage Student to reconnect with you
- With permission contact respective Academic Counselling offices for their follow-up

### High to Very High Risk

Non-life-threatening but **REQUIRES IMMEDIATE ACTION**

### Emergency/Crisis

**IMMEDIATE RISK** (life-threatening) to self or others

## GET HELP IMMEDIATELY

**Campus Police: 9-1-1** from campus phone or **519-661-3300** from cellphone  
**Student Health Services (UCC 11) 519-661-3030**  
**Psychological Services (WSSB 4100) 519-661-3031**  
 Inform respective Academic Counselling office about referral to crisis help

## RESPOND

## REFER

### REFER to Appropriate Campus Resources

- Academic concerns ..... Academic Counselling
- Learning difficulties ..... Learning Development and Success
- Accommodation concerns ..... Accessible Education
- Medical or mental health concerns... Student Health/ Psychological Services
- Sexual Assault/Violence concerns.... Sexual Violence Prevention Education Coordinator
- Residence Concerns ..... Student Housing
- Financial Concerns/OSAP..... Student Central
- Writing Support concerns ..... Writing Support Centre

### REFER with email/phone introduction of concern to appropriate campus resources

- Academic concerns ..... Academic Counselling
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### AFTER HOURS SUPPORT

- Good2Talk** ..... 1-866-925-5454
- ReachOut247.ca** ..... 519-433-2023  
or visit in person 24/7: **CMHA Walk-In at 648 Huron St. London, ON**
- Anova**..... 519-642-3000  
24/7 crisis line (sexual assault)



## RECORD & FOLLOW UP