

Student of Concern Protocol

Mount Allison University

CASE TEAM:

(Chair) Anne Comfort, Director, Accessibility & Student Wellness

Karen Geldart, Residence Life Manager

Cindy Crossman, Nurse Educator

Melissa Baxter, Mental Health Educator

Faculty Member (to be determined)

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Mount Allison wishes to acknowledge and give appropriate credit to the **University of Saskatchewan** and its Student of Concern Advisory Team document which served as the template for this document.

CONTACT INFORMATION

STUDENT OF CONCERN CASE TEAM (SOCCT)
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FACULTY MEMBER (TO BE DETERMINED)

1. PURPOSE

The University wishes to support students in order to achieve academic success and personal wellness. In certain situations, individuals may display behavior that is concerning and may pose a threat to themselves. In cases such as these, a student may be referred to the Student-of-Concern Case Team in order to put the supports and services in place to ensure wellness and success. According to the Canadian Mental Health Association, individuals with mental illness are much more likely to be victims of violence than to be violent. Any behavior that is threatening or violent will be dealt with under the Student Code of Conduct (Non-Academic). This document can be accessed on the Mount Allison University website under Student Services.

2. GUIDING PRINCIPLES

1. We value accessibility and inclusion in providing support to students,
2. We recognize and will work to address systemic and individual barriers and stigma associated with mental health issues,
3. We believe that positive mental health and wellness is created through campus culture and as a campus community,
4. We support advocacy for students facing mental health challenges,
5. We will work with faculty, staff, and students on education, awareness, resources, and crisis response,
6. We will be open and receptive to meeting the needs of our students, and
7. We will continue to advocate for resources to do our work.
8. We recognize that we have a responsibility to accommodate students with all disabilities and will do so in accordance with the Human Rights legislation.

3. STUDENT OF CONCERN CASE TEAM (SOCCT)

The SOCCT's role is to institute and provide a supportive, collaborative campus-wide approach for responding to students of concern by working closely with academic and administrative and support units, student groups and other key stakeholders.

The SOCCT team strives to prevent students from harming themselves, and to support and assist students in need. We provide supportive interventions for behaviours that place the student at risk. We gather information from and consult with the appropriate stakeholders, and develop strategies and interventions to address individual incidents and cases. The interventions will be designed to promote continued student engagement and student success.

The SOCCT will be used to provide a coordinated response and support plan for the student-of-concern. Protocol for dealing with a student-of-concern may differ depending on the needs of the student-of-concern. In addition, the SOCCT will meet on a regular basis as a working group on campus to support each other and to continue to develop and deliver a coordinated response to the students-of-concern at Mount Allison University.

3.1 SOCCT Membership

SOCCT is comprised of key campus stakeholders from across the university.

- Director, Accessibility & Student Wellness, Chair of SOCCT
- Residence Life Manager
- Nurse Educator
- Mental Health Educator

- Faculty member (to be determined)

The Chair will be the sole recipient of emails sent to the studentofconcern@mta.ca email address and will only communicate information that is essential to respond to the student of concern. Other members of the University community will be consulted to provide input on SOCCT cases as necessary and appropriate.

4. REFERRALS TO THE SOCCT

General inquiries and specific concerns can be sent to the Chair of the SOCCT through the studentofconcern@mta.ca email address. Individual members of the SOCCT can likewise be contacted directly via their Mount Allison email addresses. Messages will be treated as confidential to the extent that circumstances and privacy regulations permit. For more details about confidentiality, please refer to Section 7 of this document. In the case that the SOCCT deems that a student would be better served through the Student Code of Conduct, the SOCCT will assist faculty, staff, and students in that process.

Messages sent to the SOCCT email address will normally receive a response within two (2) calendar days. In the event of an emergency or imminent threat, contact 911.

4.1 Contact & Data Collection

Once a referral has been received, the Chair will initiate further data collection whereby all relevant stakeholders are contacted. Data gathering may include interviews with all parties who can contribute information regarding the situation, an interview with the student, and a review of the student's academic record. The case will then be reviewed by the SOCCT. Once a level of intervention, if any, has been determined, appropriate support strategies will be discussed, developed, and implemented. Data collected by the SOCCT will be maintained and kept secure by Student Affairs. Any action taken by the SOCCT will not form part of a student's academic file unless it is determined through consultation with the student that leave or withdrawal will occur.

4.2 Follow-Up

The SOCCT will determine a plan for follow-up of each case. This may include consulting with faculty and staff regarding student wellness and periodic meetings between the student and a SOCCT member or members. Action on any recommendation(s) by the SOCCT is the responsibility of the appropriate university personnel tasked with the responsibility. It is expected that this individual (or designate) report back to the SOCCT regarding the outcome of the intervention.

4.3 Ongoing Support

The SOCCT will work with the student to put in place a wellness plan in order to support success. This plan can include a variety of interventions such as student development counseling, academic advising, referral to the Meighen Centre, and/or other interventions that promote personal wellness.

5. ACTIVE CASES

Any referrals which satisfy the criteria listed under "Levels of Intervention" (Appendix 1) and for which the SOCCT agrees that direct, immediate, and coordinated action is necessary, will be deemed active. Active simply refers to the fact that ongoing strategies, interventions, and supports are being carried out and/or put in place by the SOCCT for the benefit of the student.

6. RESOLVED/INACTIVE CASES

The SOCCT will consider the case complete/closed and the student “inactive” when one or more of the following has occurred:

1. the student has participated in the suggested interventions and is on a path to wellness
2. the student has left the university either permanently or temporarily due to leave or withdrawal.

If a student-of-concern withdraws from the University on a voluntary or involuntary basis, and if the same student later intends to return to regular study at the University, the student must follow the Return to Campus Procedure, as detailed in Section 8 (Leave & Withdrawal) to be re-activated as a student.

The SOCCT will review the case and any required documentation. The SOCCT may suggest follow-up and other necessary accommodations or actions that the student and/or university should undertake to support the student’s return to campus (Section 8). The student’s return to campus plan may include ongoing support by the SOCCT.

7. CONFIDENTIALITY

The University falls under the New Brunswick Right to Information and Protection of Privacy Act. That Act says 46 (1) A public body (Mount Allison) may disclose personal information only...(i) if necessary to protect the mental or physical health or safety of any individual or group of individuals. Personal information includes personal health information about a student.

8. LEAVE & WITHDRAWAL

If the SOCCT, in consultation with the student of concern, recommends leave or withdrawal, this recommendation will be presented to the Vice-President, International and Student Affairs (VPISA). In such cases, application for re-admission may be required.

8.1 Return to Campus Plan

Where a student has received approval to return to campus following leave or withdrawal, the SOCCT shall prepare a return to campus plan that outlines any support required to ensure student success. The SOCCT Chair will oversee the return to campus plan and support the student's transition back to campus. The person supporting the return to campus plan shall regularly report the student's progress back to the SOCCT.

CAMPUS & COMMUNITY RESOURCES

Concern	Resources
Emotional Distress	<p>Refer to appropriate on-campus support</p> <p>Student Counselling Services (506) 364-2163 Wellness Centre (506) 364-2163 International Centre (506) 364-2124 Disability Services (Meighen Centre) (506) 364-2527 Indigenous Affairs Coordinator (506) 364-2127 University Chaplain (506) 364-2227</p> <p>After-Hours Consultation: CHIMO Help Line 1-800-667-5005 www.chimohelpline.ca Kids Help Phone: 1-800-668-6868 Mobile Mental Health Crisis Team: 1-866-771-7760 (12-10 pm, 7 days/week)</p>
Disability / Medical Condition	<p>Disability Services (Meighen Centre): 364-2527 Wellness Centre: 364-2163</p>
Illness, injury or obvious medical Emergency (may include suicide and/or psychiatric concerns)	<p>Wellness Centre: 364-2163 Sackville Memorial Hospital: 364-4100 Telecare: 811 Emergency: 911</p>
Traumatic Event	<p>Mount Allison Security: 364-2444 (8:30 am – 4:30 pm) 364-2228 (7:00 pm – 2:00 am)</p> <p>Emergency: 911</p> <p>Student of Concern Case Team (SOCCT) : studentofconcern@mta.ca</p>
Missing Student Sexual Assault	<p>Mount Allison Security: 364-2444 (8:30 am – 4:30 pm) 364-2228 (7:00 pm – 2:00 am)</p> <p>Director of Student Life: 364-2255 SHARE: 540-7427</p> <p>File a Missing Persons Report (RCMP) Local: 533-5151 (8:00 am – 4:00 pm) After Hours: 1-800-665-6663</p>