

Effective date: June 14, 2024

Approved by the Board of Governors: June 14, 2024

Responsible Officer: Vice-Principal Student Affairs



## STUDENT SUPPORT AND WELLBEING POLICY

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### PREAMBLE

The Student Support and Wellbeing Policy ("The Policy") is in direct alignment with the Policy for Student Mental Health and Wellbeing and in appendix to the Student Code of Conduct. Bishop's University has the right to address the conduct of a student of concern to protect the student and the University community. This policy aims to provide transparency toward Bishop's University's response to students of concern; however, as part of an ongoing commitment to protect privacy, certain information will be kept strictly confidential.

### 1. PURPOSE

The Policy is designed to prevent and respond to possible incidents of violence and self-harm by:

- a) ensure a safe(r), enriching learning environment and experience for the Bishop's community.
- b) Identify at-risk students to promote their academic success and well-being.
- c) Assess the level of risk identified students pose to themselves and the Bishop's University Community.
- d) Educate the community on the Student Care Team's function and the role the community plays.

### 2. SCOPE

This policy applies to the at-risk behaviour of currently registered Bishop's University students whether occurring on-campus, off-campus (Refer to Off-Campus Activities and Travel Policy).

All members of the Bishop's Community have a responsibility to take action that is appropriate in the circumstances if they observe a student at-risk.

### 3. BISHOP'S UNIVERSITY STUDENT CARE TEAM (BU-SCT)

The BU-SCT will provide a proactive, collaborative campus-wide approach for responding to students of concern/students at risk by working closely with academic, administrative and support units, student groups and other key stakeholders. In doing so, we strive to promote academic success and the health and safety of students and the broader university community. Responses for dealing with at-risk students may differ depending on the level of risk posed by the student and is set out in the [procedure](#) below.

The BU-SCT team strives to prevent students from harming themselves and their academic record 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 BU-SCT will meet on a bi-weekly basis throughout the Fall and Winter semesters 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 Bishop's University.

When an urgent matter presents itself, the Chair may call a meeting to develop a plan to ensure the safety of the student at risk and the Bishop's community.

The BU-SCT team is trained in Violence Threat Risk Assessment (VTRA) Level Two Training.

### 3.1 BU-SCT Membership

BU-SCT is comprised of key campus stakeholders from across the University.

- Vice Principal Student Affairs or designate.
- Director of Student Life & Services or designate (Case Manager).
- Manager of Security or designate.
- Registrar and Director of Admissions.
- Manager of Health Services.
- Manager of International, Indigenous and Intercultural Relations.
- University Chaplain.

The BU-Student Care Team may invite a Bishop's community member to a meeting when there is a matter that relates to their position within the University, or their expertise or knowledge is required.

## 4. CONFIDENTIALITY

Due to the level of information shared, concerns regarding confidentiality must be addressed. Whenever it is possible and reasonable to do so, consent to disclose personal information should be obtained from the student of concern.

The University falls under the Quebec Act Respecting Access to Documents Held by Public Bodies and the Protection of Person Information Act. The Act states that personal information is confidential, except in the following cases:

- (1) The person to whom the information relates consents to the disclosure.
- (2) The situation is urgent, and there is an imminent threat to the life, health or safety of the person concerned or others.

Any action taken by the BU-SCT 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.

## 5. REFERRALS

General inquiries and specific concerns can be sent via the [Student Support and Wellbeing Referral Form](#) or by email to [studentreferral@ubishops.ca](mailto:studentreferral@ubishops.ca). Messages sent to the Student Referral email address **will generally receive a response within three (3) calendar days from September to June**. Response time for July and August will be increased due to vacations.

In the event of an emergency, imminent threat, or harm, contact Security (2711 from a campus phone), and/or call emergency services (911).

## 6. PROCEDURE

### 6.1 Contact & Data Collection

Once a referral has been received, the case manager or designate will initiate further data collection. Response to the situation is based on the level of risk, as outlined in [Appendix 2](#).

Data gathering may include but not limited to interviews with all parties who can contribute information regarding the situation, an interview with the student displaying the behaviour, a review of the student's academic record and/or disciplinary history. The case will then be presented and reviewed by the BU-SCT. Once a [level of risk](#), if any, has been determined, appropriate intervention strategies will be discussed, developed, and implemented.

### 6.2 Follow-up and ongoing support

The BU-SCT will determine a plan for follow-up for each case. Intervention strategies will be implemented and monitored by the case manager or designate.

### 6.3 Possible outcomes

Possible actions to address the risk assessment include, but are not limited to:

- No further action
- Continued monitoring of the student's behaviour
- Participation in on, or off campus counselling
- Referral to Student Accessibility Services
- Referral to other internal or external services
- Modification of course load
- Recommended voluntary/involuntary leave or withdrawal until such time the student can address issues without incurring formal consequences,
- Relocation within residence,
- Eviction from residence,
- No contact order,
- Suspension of privileges,
- Restriction restricted movement on campus,
- Agreement and compliance with a residence behaviour contract,

When reasonable grounds exist, and less intrusive measures are unfeasible or have been exhausted, a psychiatric or psychological assessment may be requested. Failure to produce

results of the evaluation that demonstrates the student at risk's fitness to remain on campus may result in an involuntary leave or withdrawal from The University. When a student is notified of a request to go under psychiatric or psychological assessment, they may choose a health professional of their choice. The student will be notified of this outcome and the rationale for this request by the VPSA. The student will be provided with a document to guide the health professional to conduct and report on the evaluation to satisfy The University's concerns.

#### 6.4 Ongoing support

The case manager will ensure a wellness plan is put in place to support success. This plan can include a variety of interventions such as Counselling, referral to Student Accessibility Services and/or other interventions that promote personal wellbeing.

### 7. ACTIVE CASES

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

### 8. RESOLVED/INACTIVE CASES

The BU-SCT 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 refused to comply with interventions but has modified their behaviours; and/or
3. the student has left the University either permanently or temporarily due to voluntary or conditional leave or withdrawal.

If a student of concern withdraws from the University on a voluntary or conditional basis and intends to return to regular study at the University later, the student must follow the *Return to Campus Procedure*, as detailed in Section 7 (Conditional Leave & Withdrawal) to be re-activated as a student.

### 9. LEAVE & WITHDRAWAL

The BU-SCT will endeavour to work with students that are subject to a leave or withdrawal to help minimize academic and or financial impact when possible.

#### 9.1 Voluntary Leave

Voluntary leave occurs when a student agrees to temporarily withdraw themselves (up to 2 weeks) from The University for a short period of time due to mental or physical health reasons. A request for voluntary leave is made in collaboration with the student and may require appropriate medical documentation. Voluntary leave may also involve conditions that must be

fulfilled should the student wish to return to The University and will be outlined in Decision Notification and *Return to Campus Procedure*.

### 9.2 Voluntary Withdrawal

Voluntary withdrawal occurs when a student agrees to temporarily withdraw themselves from the university for a longer period of time (often, one semester, or one academic year,) due to medical or physical health reasons. A request for voluntary withdrawal requires the appropriate medical documentation. Students should complete the appropriate forms from the registrar's office to avoid academic penalties in advance of the withdrawal, or as soon as reasonably possible. Voluntary withdrawals may also involve conditions that must be fulfilled should the student wish to return to The University, and will be outlined in the decision notification and [Return to Campus Plan](#).

### 9.3 Involuntary Leave

If involuntary leave is recommended by the BU-SCT, the student will receive notice that their case has been referred for decision under this policy and the reasons why this recommendation was made. The student will be afforded an opportunity to present their views on the matter to the VPSA prior to the final decision. If the VPSA accepts the involuntary leave recommendation, the student will not be permitted on campus until specific conditions have been met. Prior to an involuntary leave decision, the student will be first offered to take a voluntary leave.

### 9.4 Involuntary Withdrawal

An involuntary withdrawal will result in removal from all campus and academic activities. Involuntary withdrawal may last one academic year or longer as determined by the VPSA or designate. Prior to an involuntary withdrawal decision, the student will first be offered to take a voluntary withdrawal.

## 10. DECISION NOTIFICATION

If the BU-SCT determines that a student of concern should be placed on voluntary or involuntary leave or withdrawal, the student of concern shall be notified of that decision of the associated terms and conditions by letter. A copy of the letter will be included in the student's file in the Registrar's Office. Where conditional withdrawal is invoked, the student of concern will be blocked from re-enrollment as per the terms and conditions. Upon notification of leave or withdrawal, the student of concern will also be provided with information regarding their return to campus.

## 11. RETURN TO CAMPUS PROCEDURE

Following a leave or withdrawal (voluntary or involuntary), the student must apply in writing to the VPSA to return to campus. The request will require the following to be considered:

- evidence that all terms and conditions associated with the conditional leave have been met,
- if applicable, additional documentation completed by appropriate treating medical professional(s).

The VPSA will evaluate completed requests and accompanying documentation and consult with the BU-SCT to develop a return to campus plan. During the review process, the student may be required to provide additional, more recent documentation from treating medical professional(s).

The BU-SCT may suggest follow-up support services to ensure student success. Additionally, the BU-SCT may suggest other necessary accommodations or actions that the student and/or university should undertake to support the student's return to campus. The student's return to campus plan may include monitoring of the student of concern by the case manager or designate.

## 12. APPEALS

Students may appeal the decisions made under the process and procedures for responding to student of concern, under the following circumstances:

- when there was clear evidence of bias; or
- when new information has been produced which could influence the decision.

Appeals must be submitted in writing to the Office of the Vice-Principal Student Affairs within ten (10) working days of the student having received notification. The appeal must be signed by the student and include the grounds of the appeal.

Involuntary leave or withdrawal applied by the VPSA may be appealed through the Academic Standing and Admissions Policy Committee (ASAP) within ten (10) working days of having received the notification.

If there are insufficient grounds for appeal, the student shall be notified in writing within ten (10) working days of having filed the request for an appeal by the ASAP Committee.

## APPENDIX 1 - DEFINITIONS

### **Student of Concern**

Refers to any student whose physical or mental state is such that they may be or have become a threat to themselves, others, the educational process, or the Bishop's community in general. This state may or may not involve allegations of misconduct by the student.

### **Consultation**

An action or process of discussing a situation whereby someone is seeking the advice and/ or opinion of a professional or expert. A consultation may include the recommendation of specific strategies to address the behaviour and/ or recommendation to submit a referral to BUSOCRT.

### **High Risk**

A person's words or conduct that, while not necessarily indicative of a clear, immediate threat, give rise to a reasonable apprehension that they may engage in conduct injurious to others or themselves in the near future. It also refers to a student whose physical or mental state is such that they may be or have become a threat to themselves, others, the educational process, or the campus community in general.

### **Imminent Risk**

At this level, there is an immediate risk (within 24 to 48 hours) to the health and safety of an individual and/or group.

### **Voluntary Leave**

Voluntary leave refers to the voluntary withdrawal of a student from The University for a brief period, typically up to 2 weeks, due to mental or physical health concerns. This decision is made by the student in collaboration with the university and may necessitate the submission of relevant medical documentation.

### **Voluntary Withdrawal**

Voluntary withdrawal refers to the voluntary removal of a student from The University for an extended duration, often spanning one semester or academic year, due to medical or physical health considerations. A request for voluntary withdrawal requires pertinent medical documentation.

### **Involuntary Leave**

Involuntary leave refers to the compulsory removal of a student from campus for a brief period, typically up to 2 weeks, due to mental or physical health concerns. Before an

involuntary leave is imposed, the student will be offered the option to opt for voluntary leave.

### **Involuntary Withdrawal**

Involuntary withdrawal refers to the compulsory exclusion of a student from all campus and academic engagements. The duration of involuntary withdrawal, which may extend for a period of one academic year or more, will be determined by the Vice President for Student Affairs (VPSA). Preceding the decision for involuntary withdrawal, the student will initially be provided with the option to opt for voluntary withdrawal.

### **Student**

A student is any person who is registered for classes at Bishop's University.

### **Threatening Behaviour**

Any expression of intent to do harm or act out violently against someone or something. Threats can be spoken, written, drawn, symbolic, posted on social media sites or made by gesture. Threatening behaviour typically leaves one feeling frightened and in fear of his/her personal safety. Threats may be indirect, conditional or veiled, and a student can be guilty of threatening behaviour even if the person who is the object of the threat does not observe or receive it so long as it can be reasonably interpreted as a serious expression of intent to harm.

### **Worrisome Behaviour**

As defined in the *Violence Threat Risk Assessment Level One Training Guide for Post-Secondary Edition*, Canadian Centre for Threat Assessment and Trauma Response, worrisome behaviours are:

“Those behaviours that cause concern for members of the institution or community system that may indicate that an individual is moving toward a risk of serious violent behavior. This would include instances where the individual may be engaging in behaviours such as drawing pictures, writing stories in the classroom/workplace, or making vague statements that do not, of themselves, constitute “uttering threats” as defined by law but are causing concern for some members of the campus community because of their violent content.”

Difficulties in work or at school, relationship challenges, conflict with coworkers, students, and financial difficulties are some examples of work/life challenges that could lead to worrisome behaviours not typical of the individual. While the observation of worrisome behaviours in an individual is not a clear indication that violence will occur, it should not be overlooked. Worrisome behaviors may in fact be a warning of escalating behaviours towards violence. One of the biggest challenges often facing violence



prevention is the under-reaction to often blatant indicators that someone is moving on a pathway to serious violence.

### **Traumatic Event**

As defined by the Diagnostic and Statistical Manual of Mental Disorders – fifth edition – Text revision (DSM 5-TR), a traumatic event is direct exposure to actual or threatened death, serious injury or sexual violation.

### **Suicidal Thoughts**

Suicidal thoughts mean thinking about or planning suicide. Thoughts can range from a detailed plan to a fleeting consideration.

## Appendix 2 – LEVELS OF INTERVENTION

When assessing a situation, the BU-SCT will refer to the following guidelines to determine the appropriate level of intervention according to the individual situation. It is important to understand that not all situations will be treated in the same fashion. We take the individual situation into great consideration.

	Behaviours	Guidelines
<b>Level 1</b>	<ul style="list-style-type: none"> <li>• Worrisome behavior</li> <li>• Sudden /unexpected escalations of behavior</li> <li>• Suicidal ideation</li> </ul>	<ul style="list-style-type: none"> <li>• Conversation(s) with a student; <i>Wellness check / boundary setting</i></li> <li>• Referrals to on or off campus support services.</li> <li>• Internal notification.</li> <li>• Consultation with Program/Department Chairperson or Deans, Registrar's Office</li> <li>• Consultation with on campus Support Services such as Student Counselling services, Student Health Services, or Campus Security.</li> </ul>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Cluster of worrisome behaviours</li> <li>• Previous behaviours continue despite interventions and / or escalation in frequency and / or intensity of behaviour.</li> <li>• Written or verbal threatening behaviour including homicidal threats to kill or injure are expressed others feel threatened because of writings, drawings, vague threatening statements.</li> <li>• Hate motivated violence targeting a particular student / group.</li> <li>• Acts of aggressions</li> <li>• Verbal / written threat to kill / injure self or others; this includes threats made through social media.</li> <li>• Possession of a weapon / replica</li> <li>• Unusually fearful and suspicious / paranoia and / or delusional</li> <li>• Behavior that causes the observers to feel frightened for their own safety or the safety of others</li> </ul>	<ul style="list-style-type: none"> <li>• Notify Security</li> <li>• Notification of Deans and / or Department Heads and Registrar</li> <li>• Referral to BU-SCT</li> <li>• BU-SCT reviews and assesses the situation and if appropriate, interventions are determined and implemented (dependent on level of risk)</li> <li>• BU-SCT may continue to monitor the situation for a period.</li> <li>• High level university officials are notified where appropriate</li> </ul>

<p><b>Level 3</b></p>	<ul style="list-style-type: none"> <li>• Weapon in possession that poses a serious threat to others.</li> <li>• Targeted bomb threat.</li> <li>• Student expresses a direct and immediate threat to harm / assault an identified target.</li> <li>• Suicidal and not engaging with the services that have been suggested.</li> <li>• Homicidal / suicidal behaviour that threatens safety of self and others.</li> <li>• Risk is imminent</li> </ul>	<ul style="list-style-type: none"> <li>• Call 911</li> <li>• Call Bishop's Security</li> <li>• Emergency notification system may be activated.</li> <li>• High level University officials are notified.</li> <li>• BU-SCT members assist where possible to carry out emergency plans.</li> <li>• Once the campus is safe, BU-SCT will review the information and where appropriate develop interventions.</li> </ul>
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## APPENDIX 3 - CAMPUS & COMMUNITY RESOURCES

Concern	Resources
Disruptive and/or aggressive behaviour	Bishop's University Security: 711 or 819-822-9711 Or Emergency: 911
Emotional Distress	<b><u>Referral to appropriate support:</u></b>  Bishop's University Security: 711 or 819-822-9711 Or Student Services – 819-822-9695  <b><u>After Hours Consultation</u></b> Info-sociale/Urgence Detresse – 811 option 2 - For the student or helper Kid's Help Phone: 1-800-668-6868 (across Canada) Tel-Jeunes: 1-800-263-2266 (Quebec) - Services offered via text, live chat or email <a href="https://www.teljeunes.com/Tel-jeunes-en">https://www.teljeunes.com/Tel-jeunes-en</a>
Medical Condition	Bishop's University Health Centre Clinic hours: 8:00am to 11:45am – 1:00pm to 3:45pm 819-822-9696 <a href="mailto:Nurse@ubishops.ca">Nurse@ubishops.ca</a>  Or  Security 711 or 911 depending on gravity
Illness, injury or obvious medical Emergency (may include suicide and/or psychiatric concerns)	Bishop's University Health Centre Clinic hours: 8:00am to 11:45am – 1:00pm to 3:45pm 819-822-9696  Bishop's University Security: 711 or 819-822-9711  JEVI for concerns of suicide – 1-866-277-3553
Traumatic Event	Bishop's University Security: 711 or 819-822-9711  Emergency: 911  Student of Concern Response Team: <a href="mailto:studentofconcern@ubishops.ca">studentofconcern@ubishops.ca</a>

Missing Student	<p>Bishop's University Security: 711 or 819-822-9711</p> <p>OR</p> <p>911</p>
Sexual Assault/Violence	<p>Sexual Violence Support Centre 819-822-9600 ext 2911 <a href="mailto:SVSC@ubishops.ca">SVSC@ubishops.ca</a></p> <p>Outside of office hours: CALACS – 819-563-9999 or 1-877-563-9999</p> <p>Bishop's University Security: 711 or 819-822-9711</p> <p>Bishop's University Health Centre Clinic hours: 8:00am to 11:45am – 1:00pm to 3:45pm 819-822-9696</p>