

PROCEDURE



Students at Risk Procedure

Contact Officer

Vice-Provost and Dean of Student Affairs

PROCEDURE	Purpose	In conjunction with the <i>Threat Assessment Protocol</i> and the <i>Students at Risk Policy</i> , the <i>Students at Risk Procedure</i> sets out a framework for senior university officials to interact in a team setting to rapidly and effectively identify, assess and coordinate responses to students at risk.
	Procedure	<p>IDENTIFICATION AND ASSESSMENT</p> <p>While any individual (faculty member, student or staff) may initially identify a student who is potentially at risk, the primary responsibility for the initial evaluation of the situation lies with those university departments that have as their primary function student and employee safety and/or health and wellness. These departments include:</p> <ul style="list-style-type: none"> • Campus Security and Emergency Services (CSES); • Student Affairs (including departments such as Student Wellness Services (SWS), Residence Life, Athletics and Recreation, etc.); • Faculty/School department offices; • Human Resources; • Faculty Relations; • Human Rights Office; and • Environmental Health and Safety. <p>Upon being made aware of a potential student at risk, the above-mentioned departments are responsible for bringing the actions of the student to the attention of CSES or SWS in accordance with the following criteria:</p> <ul style="list-style-type: none"> • Level 1: HIGH RISK/URGENT: to be reported to CSES immediately. Situations deemed to be very serious or which involve an imminent risk to the individual or to others, should be reported to CSES immediately. For High Risk and Urgent concerns, the Threat

Assessment Protocol will be activated. The Threat Assessment Team (TAT)¹ will meet within twenty-four (24) hours.

- **Level 2: EMERGENT CONCERN: to be directed to the CSES for response** in a timely manner. For emergent concerns, the TAT Coordinator and CSES will determine whether consultation with the TAT is required. If it is determined that consultation is required, a TAT meeting will be convened to review the case and make recommendations on how to proceed. If it is determined that a TAT meeting is not required, the situation will be monitored and may be referred to a different procedure or office including Students at Risk, Student Wellness Services, Human Rights, Non-Academic Misconduct or Human Resources.
- **Level 3: OTHER CONCERNS: to be directed to SWS as soon as possible.** For behaviours of concern (e.g. expressions or behaviours indicative of self-harm, substance abuse, eating disorders), SWS staff will determine whether consultation with the Assessment and Care Team (ACT) is required. If it is determined that consultation is required, a meeting will be convened to review the case and the ACT will make recommendations on how to proceed.

In certain circumstances, the ability to define the specific level of threat or risk may be beyond the expertise of the TAT, or the professional staff at SWS. In this situation, a student may be required to undergo an assessment with specialists independent of the university as a condition of remaining on or returning to campus.

ASSESSMENT AND CARE TEAM (ACT)

The ACT will provide a coordinated response to students at risk and will meet on an as-needed basis for this purpose. The ACT team is comprised of: Director, Counselling Services or designate, Vice-Provost and Dean of Student Affairs or designate, Director, CSES or designate, a representative from the student's home faculty/school and may include representatives from other units/departments as appropriate (e.g. University Legal Counsel, Residence Life, Human Rights Office).

Administrative support to the ACT, including meeting coordination, minutes and appropriate reporting of the incident and all subsequent

¹ The TAT is an inter-disciplinary body to which situations that represent a perceived threat are referred. The TAT operates in accordance with the Threat Assessment Protocol. The Assessment and Care Team (ACT) is a sub-group of TAT, and is the body to which students at risk, but who are not deemed to be an immediate threat to themselves or others, are referred.

actions taken will be provided by the Office of the Vice-Provost and Dean of Student Affairs.

CONFIDENTIALITY AND PRIVACY

Reports developed and collected under this policy are subject to the *Freedom of Information and Protection of Privacy Act* (FIPPA, 1990), and the *Personal Health Information Protection Act* (PHIPA, 2004), which regulate the collection, use and disclosure of personal information and personal health information, respectively.

Information can be disclosed without consent, per FIPPA and PHIPA, in emergency or other urgent situations, and in these circumstances, will be disclosed on a need-to-know basis only. For example, where violence or threats are directed at or are likely to be directed at particular individuals or units, that information will be communicated to the individual or unit involved, as well as to other appropriate authorities. Disclosure will occur per Information and Privacy Commissioner [fact sheets](#) and [practice tools](#) for universities.

The ACT/TAT Coordinator and members will only share the identity of the person who makes the report with the individual being reported, if the reporter provides explicit permission to do so, or if required by law or university policies or collective agreements.

ASSESSMENT AND CARE TEAM RESPONSES

The ACT will review the information provided and determine if ongoing monitoring² of the behaviour is sufficient or if further information or action is required. The ACT may take a range of preventative and/or supportive actions. When necessary, these actions are developed in consultation with health professionals outside Queen’s University.

Normally, in its review, a sub-group of ACT, is encouraged to meet with the student as early in the process as possible, in order to provide the student with an opportunity to respond to the concerns and to provide any additional information the student considers relevant.

The student will be **encouraged to use the services provided by the University Ombudsman and will be** advised that they are entitled to have a friend or support person, accompany the student to the meeting.

² For the purpose of this protocol, the term “monitoring” refers to efforts on the part of University departments to continue to offer services to a student at risk, while providing pertinent information to the ACT as necessary.

1) Actions that may be applied, in what the ACT considers to be lower- risk situations, include, but are not limited to:

- Referrals to optional/voluntary support services (e.g., Counselling);
- Referrals for assessment;
- Encouraging the student to submit a request for academic consideration to their Faculty/School;
- Encouraging the student to request a change to their academic courseload to maximize the opportunity for academic success (for students not taking courses, such as graduate students conducting research for their thesis, or carrying out other non-coursework related degree requirements, modifications to the student's current research and/or progress-to-completion timelines could be requested);
- Non-association/no contact directives;
- Encouraging the student to voluntarily withdraw, to address any possible health issue(s) without incurring formal consequences³; and;
- Implementation of a behavioural contract.

These actions, if taken, will be outlined in a Decision Letter to the student from the Vice-Provost and Dean of Student Affairs or other senior university official.

Students will be advised in the Decision Letter that they will continue to be governed, and must abide, by all the academic regulations of their home faculty/school.

2) Actions that may be applied, in what ACT considers to be higher-risk situations, may include, but are not limited to:

- Non-association/no contact directives;
- Notifying parents/guardians of the circumstances;
- Suspension of student privileges (e.g., access to athletic facilities);

³ Students registered in the School of Graduate Studies should be encouraged to request "inactive" status under the applicable SGS general regulation.

- Notice of Prohibition;⁴
- Where the student is in residence and there are issues with respect to their housing placement, relocating the student to alternative housing on a temporary or indefinite basis, or withdrawing the student from Residence pursuant to Residence policy;⁵
- Encouraging the student to submit a request for academic consideration to their Faculty/School;
- Encouraging the student to request a change to their academic courseload to maximize the opportunity for academic success (for students not taking courses, such as graduate students conducting research for their thesis, or carrying out other non-coursework related degree requirements, modifications to the student's current research and/or progress-to-completion timelines could be requested);
- Encouraging the student to voluntarily withdraw, to address any possible health issue(s), without incurring formal consequences;⁶ and;
- A recommendation to temporarily suspend the student from the university.

These actions, if taken, will be outlined in a Decision Letter to the student from the Vice-Provost and Dean of Student Affairs or other senior university official.

Students will be advised in the Decision Letter that they will continue to be governed, and must abide by, all the academic regulations of their home faculty/school.

VOLUNTARY WITHDRAWAL⁷

Students at risk may be encouraged to consider Voluntary Withdrawal from academic study due to one or more health conditions, for either a specific period of time or until specified conditions are met. If this option is chosen by the student, the university will endeavour to mitigate the impact the withdrawal may have on the student's academic program.

Students who voluntarily withdraw will be provided with information regarding the university's Return to Campus and Appeal procedures and will be encouraged to avail themselves of the services provided by the University Ombudsman.

⁴ A Notice of Prohibition is a notice to a particular individual that they have been prohibited from all or part of the campus of Queen's University.

⁵ Students required to withdraw from residence may request an expedited appeal process under SARD section 35(d).

⁶ See comment in footnote 3 for student registered in the School of Graduate Studies.

⁷ Students enrolled in the School of Graduate Studies should be aware that a failure to register is also referred to as a voluntary withdrawal.

Return to Campus Procedures - Voluntary Withdrawal

1) Following a Voluntary Withdrawal, the withdrawn student must apply in writing to ACT in care of the Vice-Provost and Dean of Student Affairs, or designate, in order to return to campus. The student's *Return to Campus* application will require the following in order to be considered:

- Evidence that all terms and conditions associated with the Voluntary Withdrawal have been addressed and met;
- If requested, the completion of a *Health Care Practitioner "Return to Campus" Questionnaire Form*; and
- Evidence that the student is aware that they must abide by all academic regulations of their home faculty/school that govern a return to studies following a voluntary withdrawal.

2) Completed *Return to Campus* applications will be submitted to the ACT in care of the Office of Vice-Provost and Dean of Student Affairs for consideration. At any time during its review of an application, the ACT may require the student to provide additional documentation, including but not limited to, documentation from the treating Health Care Professional(s).

3) If the student's academic record is such that they are also required to withdraw on academic grounds, or because of a departure from academic integrity, the student must also meet all the academic requirements and appeal processes of their home faculty/school to return to studies.

4) If the *Return to Campus* application is accepted by the ACT, in conjunction with the student's home faculty or school, the team will develop a *Return to Campus Management Plan*.

The Vice-Provost and Dean of Student Affairs, or designate, shall inform the student of the ACT decision. The Vice-Provost and Dean of Student Affairs, or designate, will further meet with the student to review the *Return to Campus Management Plan*. The Vice-Provost and Dean of Student Affairs, or designate, and the student, must agree to and sign the *Return to Campus Management Plan* in order for the student to return to campus. *The Plan* may include ongoing conditions with which the student must comply. The purpose of these conditions is to assist the student in successfully completing the academic program.

5) If the student's *Return to Campus* application is denied, the Vice-Provost and Dean of Student Affairs, or designate, will communicate that decision to the student in writing. This document will include an explanation of the basis for the decision and information regarding the support mechanisms available to the student.

6) Upon returning to Queen's University, the Vice-Provost and Dean of Student Affairs, or a designate from ACT, will be responsible for monitoring the student's transition as per the *Return to Campus Management Plan*. This individual will be responsible for reporting the student's status to ACT on an ongoing basis.

Financial Reimbursement - Voluntary Withdrawal

In the event a student voluntarily withdraws from their studies after the university's financial withdrawal date, financial reimbursement will be considered on a case-by-case basis by the University Registrar.

Students in the School of Graduate Studies (SGS) are advised to consult with SGS on how they might mitigate financial hardship that may arise from voluntary withdrawal. Upon request from the SGS, the Vice-Provost and Dean of Student Affairs, or designate, will be responsible for bringing cases of financial reimbursement to the attention of the University Registrar.

Academic Studies - Voluntary Withdrawal

In situations of Voluntary Withdrawal, the Vice-Provost and Dean of Student Affairs, or designate, will work with the appropriate academic officer of the student's home faculty/school, in an attempt to facilitate the withdrawal of the affected student with the appropriate transcript designation that reflects an academic result appropriate to the circumstances. This may include advising the student on the appropriate academic appeals process (e.g. late drops of courses, credit or aegrotat standing in courses etc.) that could be made to the home faculty/school.

TEMPORARY SUSPENSION

In the circumstance that a student's situation or condition is such that they cannot safely remain at Queen's University, the university may require a Temporary Suspension from studies (with or without a *Notice of Prohibition*). A recommendation to impose a Temporary Suspension will be made by the ACT and will be conveyed to the Provost and Vice-Principal (Academic), or designate.

The ACT may also recommend a Temporary Suspension if it finds that there is a reasonable basis to conclude that the student is likely to harm themselves or others, either physically or psychologically.

When feasible, the student will be provided with advance notice that the University is considering imposing a Temporary Suspension.

Decision Notification - Temporary Suspension

If, after considering the information provided by the ACT, the Provost and Vice-Principal (Academic), or designate, is in agreement with a Temporary Suspension recommendation, the Provost and Vice-Principal (Academic), or designate, will meet with the student to advise them of the requirement to withdraw.

The student will be **encouraged to avail themselves of the services provided by the University Ombudsman** and will be advised that a friend or other support person, is entitled to accompany the student to the meeting.

Following the meeting, the Provost and Vice-Principal (Academic), or designate, will notify the student, in writing, of the decision and any additional terms and conditions. Notice of the decision will be delivered either

- 1) in person and by email to the student's assigned queensu email address; or
- 2) by registered mail to the address on file with the Office of the University Registrar, and by email to the student's assigned queensu email address.

The decision may include conditions the student must meet in order to return to campus; for example, the student may be required to show evidence that the situation or conditions which led to the suspension is/are being managed effectively and that the student is capable of participating meaningfully and/or appropriately in the academic environment.

Notification of a Temporary Suspension will be communicated in writing to all appropriate university departments, including the Registrar's Office. In some cases, where a suspended student is receiving care from SWS, arrangements may be made to continue that care for a defined period of time.

Upon notification of a Temporary Suspension, the student will be provided with information regarding the University's *Appeal Procedures and Return to Campus Procedures* and will be **encouraged to avail themselves of the services provided by the University Ombudsman**.

Return to Campus Procedures - Temporary Suspension

- 1) Following a Temporary Suspension, the suspended student must apply in writing to the Vice-Provost and Dean of Student Affairs or designate, via email to vpdean.sa@queensu.ca, in order to return to campus.

The student's *Return to Campus* application will require the following in order to be considered:

- Evidence that all terms and conditions associated with the Temporary Suspension have been addressed and met;
- If requested, the completion of a *Health Care Practitioner "Return to Campus" Questionnaire Form*; and
- Evidence that the student is aware that they must abide by all academic regulations of their home faculty/school that govern a return to studies following a Temporary Suspension.

2) Students must submit the Completed *Return to Campus* applications to the ACT in care of the Office of Vice-Provost and Dean of Student Affairs for consideration.

At any time during its review of an application, the ACT may require the student to provide additional documentation, including but not limited to documentation from the treating Health Care Professional(s).

3) If the student's academic record is such that they are also required to withdraw on academic grounds, or because of a departure from academic integrity, the student must also meet all the academic requirements and appeal processes of their home faculty/school in order to return to studies.

4) If the *Return to Campus* application is accepted by the ACT, it will recommend to the Provost and Vice-Principal (Academic), or designate, that the student be permitted to return to campus. The ACT's recommendation to the Provost and Vice-Principal (Academic) must contain a *Return to Campus Management Plan*, developed by the ACT in conjunction with the student's home faculty or school.

The recommendation to return, and the *Return to Campus Management Plan*, must be approved by the Provost and Vice-Principal (Academic), or designate, before further steps are taken. The Provost and Vice-Principal (Academic), or designate, may require revisions to the *Return to Campus Management Plan* before approving it.

If the Provost and Vice-Principal (Academic), or designate, approves the recommendation to return, and the *Return to Campus Management Plan*, this decision will be communicated to the Vice-Provost and Dean of Student Affairs, or designate, who shall inform the student of the decision, in writing and who shall meet with the student to review the *Return to Campus Management Plan*.

In order for the student to return to campus, the student must agree to the terms of the *Return to Campus Management Plan*. Both the student and the Vice-Provost and Dean of Student Affairs, or designate, must sign the plan. The plan may include ongoing conditions with which the student must comply. The purpose of these conditions is to assist the student in successfully completing the academic program.

5) Upon returning to Queen's University, the Vice-Provost and Dean of Student Affairs, or a designate from the ACT, will be responsible for monitoring the student's transition as per the *Return to Campus Management Plan*. This individual will be responsible for reporting the student's status to the ACT on an ongoing basis.

6) If the student's *Return to Campus* application is denied, the Provost and Vice-Principal (Academic), or designate, will communicate that decision to the student in writing. This document will include the basis for the decision and information regarding the support mechanisms available to the student.

Financial Reimbursement - Temporary Suspension

In the event a student is issued a Temporary Suspension from their studies after the university's financial withdrawal date, financial reimbursement will be considered on a case-by-case basis by the University Registrar or designate.

Students in the School of Graduate Studies (SGS) should consult with SGS on ways to mitigate any financial hardship that may arise from this action.

Academic Studies - Temporary Suspension

In situations of Voluntary Withdrawal, the Vice-Provost and Dean of Student Affairs, or designate, will work with the appropriate academic officer of the student's home faculty/school in an attempt to facilitate the withdrawal of the affected student with the appropriate transcript designation that reflects an academic result appropriate to the circumstances. This may include advising the student on the appropriate academic appeals process (e.g. late drops of courses, credit or aegrotat standing in courses etc.) that could be made to the home faculty/school.

APPEALS

Appeals of decisions rendered under the Students at Risk Policy and Students at Risk Procedure will be submitted to and heard by the Chair of the University Student Appeal Board (USAB).

	<p>The student’s appeal submission must be submitted to the University Ombudsman within two (2) weeks of the student receiving notification of the decision in question.⁷ If the decision is communicated by email, receipt of notification is deemed to have occurred on the date the email was sent, or, on the following business day if the email was sent after 4:30 p.m. If the decision is communicated by registered mail, receipt of notification is deemed to have occurred on the third business day following the date of mailing.</p> <p>The responding party will be the Vice-Provost and Dean of Student Affairs, or designate, who will submit a written response to the student’s submission within two weeks of receiving the student’s appeal from the Chair of the USAB.</p> <p>The decision under appeal, including any actions and/or preventative measures outlined in the decision, shall remain in effect, pending the appeal. (Revision to SARD s.35 required.)</p> <p>An oral hearing will be held at the discretion of the USAB Chair.</p> <p>If the student appeals a decision to impose a Temporary Suspension or a decision to deny the student’s <i>Return to Campus</i> application, the student may request that the USAB Chair expedite the hearing of the appeal pursuant to section 35(**) of the <i>Senate Policy on Student Appeals, Rights & Discipline</i> (revision to SARD required).</p>
<i>Assessment and Care Team (ACT)</i>	<i>ACT will identify, assess and coordinate university response in situations involving potentially at risk students.</i>
<i>Student Affairs</i>	<i>Provide administrative support to Assessment and Care Team</i>
<i>Vice-Provost and Dean of Student Affairs</i>	<i>Overall responsibility for the policy and the authority to make key decisions regarding students at risk</i>
<i>Provost</i>	<i>Authority to make key decisions including approval of temporary suspensions upon recommendation of the ACT</i>

Date Approved	<i>May 12, 2017</i>
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⁷ See Senate Policy on Student Appeals, Rights and Discipline at section 25.

Approval Authority	<i>Board of Trustees</i>
Date of Commencement	<i>2017/05/08</i>
Amendment Dates	<i>N/A</i>
Date for Next Review	<i>2020/05/08</i>
Related Policies, Procedures and Guidelines	<i>Threat Assessment Protocol, Students at Risk Policy, Student Code of Conduct, the Harassment and Discrimination Complaint Policy and Procedure, Academic Consideration for Students in Extenuating Circumstances (2016)</i>

April 12, 2107