

Student Expectations while Attending Virtual Courses

Students attending virtual courses are encouraged to develop a plan in case of emergency or other distress. The plan should include but is not limited to the following;

- Know the location of the nearest exit in case of fire or the need to evacuate
- Ensure that a first aid kit is available for incidents or injuries which may require first aid
- Prepare for medical emergencies by having a cell phone available or an individual who can provide emergency assistance
- Individuals off campus with immediate safety concerns should call 911
- Individuals on campus should call McMaster Security at 905-522-4135

The University is not responsible for the availability of cell phones, first aid kits or any other items as part of a student emergency plan for off-campus. Students will be responsible for all necessary supports as part of their individual plan.

McMaster Resources:

The [McMaster Student Wellness Centre](#) has both on-site and virtual services available. They provide a range of counselling options, medical services and wellness programs.

Student Wellness Centre Crisis Supports: <https://wellness.mcmaster.ca/crisis-support/>

24/7 Resources:

Good2Talk is a free, confidential helpline providing professional counselling and information and referrals for mental health, addictions and well-being to post-secondary students in Ontario, 24/7/365. **1-866-925-5454 or dial 211** and ask to be connected to Good2Talk.

Empower Me (for Graduate Students)

24/7 accessible counselling services to empower you to thrive, crisis support, mental health and well-being services. **1-844-741-6389**

For Instructors:

Should someone visually appear to be in distress and require immediate assistance:

- Call 911 (either yourself or direct someone else on the call to do this)
- Encourage the individual in distress to stay on the call with you until help arrives
- Ask them for their current location/address, phone number
- Ask them what is wrong and provide this information to first responders
- Ask participants not involved in providing support to disconnect from the call

For non-urgent matters – refer students to the [Student Wellness Centre](#) or their health-care practitioner.

For information on how to support a student in distress:

<https://wellness.mcmaster.ca/resources/#tab-content-helping-a-student-in-distress>