

AT-RISK STUDENT PROCEDURE

Procedure Section & Number:			Effective Date:	June 15, 2022
Policy Owner:	Vice President, Academic		Last Revised:	April 29, 2021
Policy Administrator:	Director, Student Services		Review Scheduled:	April 29, 2025
Approver:	Executive Committee			
<i>The official controlled version of this document is held with the Policy & Procedures Coordinator</i>				

A. PROCEDURES

This procedure outlines how At-Risk Students are identified, when to refer to the Early Alert Program, and what actions to take to connect the Student to supports internal and external to the College. The Early Alert Program occurs during business hours.

1. IDENTIFYING AT-RISK STUDENTS

1.1 Instructors, other student-facing Employees, and Student peers are in the optimal position to identify students who are at risk because they can observe changes in behaviour.

2. INDICATORS A STUDENT IS AT RISK

2.1 At-Risk Students may exhibit the following behaviours:

- a. Have stopped attending class;
- b. Have stopped communicating with their instructor(s) or other Students;
- c. Are performing poorly academically;
- d. Are chronically absent or disinterested;
- e. Seems isolated, withdrawn, and/or distracted;
- f. Are exhibiting behavioural or emotional issues.

3. METHODS OF REPORTING AN AT-RISK STUDENT

3.1 Instructors and members of the College Community can refer the Student to the Early Alert Program if they suspect the Student is experiencing issues with their mental health and wellness. The Wellness Services team is contacted via email.

3.2 Instructors and members of the College Community can refer an At-Risk Student who is experiencing academic challenges to the Academic Success Coach.

4. INITIAL RESPONSE TO AN AT-RISK STUDENT REPORT

4.1 Wellness Services and/or the Academic Success Coach will indicate to the referring individual that the Alert was received.

- 4.2 Consent must be obtained from the At-Risk Student for any further information to be disclosed to the referral source.
- 4.3 Wellness Services and/or the Academic Success Coach may also reach out to the referring individual and collect more information to determine the severity of the Alert.
- 4.4 Wellness Services will contact the Student via email, phone, or text within 24 business hours of receiving the Alert. The team will aim to reach out to the Student the same day, within business hours.
- 4.5 The Academic Success Coach will contact the Student via email, phone, or text within 48 business hours of receiving the Alert. The team will aim to reach out to the Student the same day, within business hours.
- 4.6 Student participation in the Early Alert program is voluntary unless there are issues of safety to self or others.
- 4.7 Wellness Services and the Academic Success Coach will refer students to each other or other internal and external resources to ensure that they are connected to the appropriate support resources.

5. STUDENTS WHO ARE A DANGER TO THEMSELVES OR OTHERS

- 5.1 The Wellness Services team will follow-up with Students who are in danger of harming themselves or others to quickly intervene.
- 5.2 The Wellness Services team will call or email the Student within 24 hours that they receive the Alert during business hours. If the Student responds, Wellness Services assesses the risk of self-harm or harm to others using the suicide protocol.
 - a. If the risk of harm to self or others is mild: a Safety Plan is created with the Student. The student is connected to supports, but attendance is voluntary. The Student is also connected with Wellness Services for counselling the same week.
 - b. If the risk of harm to self or others is moderate to severe: Wellness Services calls the Mental Health Crisis Worker at the Hospital Emergency Services department. Wellness Services informs the Mental Health Crisis Worker that they are bringing a Student to be assessed and provide their assessment of the Student to the Crisis Worker.
 - i. Wellness Services will accompany the student to the Emergency Room of the Hospital and stay with them until they are assessed by the Mental Health Crisis Worker.
 - ii. Once the student has been assessed and provided with a Safety Plan, Wellness Services will accompany the student back to the college and follow up on what is required for their safety plan to be implemented.
 - iii. If it is determined that the safety plan cannot be followed with the current living arrangements of

the student, the Manager of Wellness and Accessibility Services will call a meeting with the required internal stakeholders to determine next steps including possible requirement to withdraw from the college. (See Non-Academic Misconduct Policy and Procedure).

- 5.3 If the Student is at risk of harming themselves or others, but does not respond when contacted, Wellness Services calls the Student's emergency contact person on file.
- 5.4 If Wellness Services does not receive a response from the Student's emergency contact person the same day, within business hours, the RCMP are contacted and asked to go assess the situation at the Student's residence.
- 5.5 Security and other College services are engaged as needed to support the Student and College Community.

6. FREQUENCY OF FOLLOW-UP

- 6.1 Initial contact is made with the Student within 24 business hours of receiving the Alert for Wellness Services and 48 business hours for the Academic Success Coach. Contact is made to their Keyano email, personal email and phone number on file.
- 6.2 A second follow-up occurs after 48-72 hours if Student does not respond back in that time frame. The time of follow-up is impacted by the severity of the initial Early Alert.
- 6.3 Wellness Services and the Academic Success Coach stop reaching out after two unsuccessful attempts to contact the Student if there is no known safety risk.
- 6.4 Wellness Services and the Academic Success Coach report back to the referral source that they are following up on the early alert.
- 6.5 For students that are suspected to be a danger to self or others, follow procedure in section 5.

7. RECORD KEEPING

- 7.1 Wellness Services and the Academic Success Coach will document all Alerts, follow-ups made, and interventions completed in writing in the Student's electronic file with the Student Services department. Information is *not* put on the Student's transcript.

B. DEFINITIONS

- (1) **Academic Success Coach:** means the College Employee who supports students who are academically at-risk.
- (2) **Alert:** means the referral generated to by a member of the College Community to identify an At-Risk Student.

- (3) **At-Risk Student:** means a Student whose academic success is at risk. The Student is unlikely to pass academically without intervention and has an unexplained decrease in academic performance. It can also mean a Student who is experiencing, or at risk of experiencing, elevated risk of physical, mental, and/or social harm.
- (4) **College:** means Keyano College.
- (5) **College Community:** means individuals who are directly connected to any College activities and initiatives, and it includes all Employees, Students, contractors and volunteers.
- (6) **Early Alert Program:** means the program at the College used to identify Students who are at risk due to issues with their mental health and wellness.
- (7) **Employee:** means an individual who is engaged to work for the College under an employment contract.
- (8) **Safety Plan:** means the plan created by Wellness Services with the student if the risk of harm is mild or the Mental Health Crisis Worker if the risk of harm is severe.
- (9) **Student:** means an individual registered in a credit course or program of study at Keyano College.
- (10) **Wellness Services:** means the team at the College that provides mental health supports to Students, including two (2) Mental Health Coordinators and a Wellness Navigator.
- (11) **Manager of Wellness and Accessibility Services** means the manager of Wellness and Accessibility Services. They are responsible for involving necessary stakeholders when assessing the requirements for the implementation of a safety plan for cases of severe risk of harm to self or others.

C. RELATED LEGISLATION

- *Freedom on Information and Protection of Privacy Act (FOIP)*

D. RELATED DOCUMENTS

- Academic Integrity Policy and Procedure
- Accommodations for Students with Disabilities Policy and Procedure

- Non-Academic Misconduct Policy and Procedure
- Student Code of Conduct Policy and Procedure
- Sexual Violence Policy and Procedure
- Student Rights Policy and Procedure

E. REVISION HISTORY

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)
04/29/2021	New	All	Director, Student Services	Vice President Academic