

Here to help: A quick reference listing of internal support offices for leaders in departments, faculties, colleges and units

Choose your applicable situation; more than one can apply. University first response offices triage as needed.

SITUATION	WHO CAN HELP FOR STUDENTS	WHO CAN HELP FOR EMPLOYEES
EMERGENCY Life-threatening danger Fire Crime in progress Threatening violence Self-harm Hazardous chemical spills	911 (24hrs) → After calling 911, inform U of A Protective Services, 780-492-5050 (24hrs) → In the field or international locations: call local emergency services, then call U of A Protective Services 780-492-5050 (24hrs) → Office of Emergency Management (emergencymanagement@ualberta.ca) coordinates on and off campus responses impacting U of A activities	911 (24hrs) → After calling 911, inform U of A Protective Services, 780-492-5050 (24hrs) → In the field or international locations: call local emergency services, then call U of A Protective Services 780-492-5050 (24hrs) → Office of Emergency Management (emergencymanagement@ualberta.ca) coordinates on and off campus responses impacting U of A activities
People in non-emergency distress - timely assistance	U of A Protective Services (780-492-5050) (24hrs) → U of A Peace Officers triage calls for community service partners	U of A Protective Services (780-492-5050) (24hrs) → U of A Peace Officers triage calls for community service partners
Security concerns - not urgent	U of A Protective Services (780-492-5050) (24hrs)	U of A Protective Services (780-492-5050) (24hrs)
Health and Wellness	Student health and wellness services Office of the Dean of Students	Employee health and wellness services Your HR Partner
Student support + concerns	List of Immediate Supports (24hrs) Dean of Students Office Student Service Centre International Service Centre	List of Immediate Supports (24hrs) Dean of Students Office Student Service Centre International Service Centre
Employee relations + support		Your HR Partner Faculty Relations Your Chair or Dean
Discrimination + harassment matters	Office of the Vice-Provost (Equity, Diversity and Inclusion) Office of Safe Disclosure & Human Rights (for individuals) Office of the Dean of Students	Office of the Vice-Provost (Equity, Diversity and Inclusion) Office of Safe Disclosure & Human Rights (for individuals) Your HR Partner

SITUATION	WHO CAN HELP FOR STUDENTS	WHO CAN HELP FOR EMPLOYEES
Sexual assault/harassment matters Relationship violence matters	Office of the Dean of Students Options Navigations Network Sexual Violence Response Coordinator Sexual Assault Centre Office of Safe Disclosure & Human Rights (for individuals) Office of the Vice-Provost (Equity, Diversity and Inclusion)	Your HR Partner Options Navigations Network Sexual Violence Response Coordinator Sexual Assault Centre Office of Safe Disclosure & Human Rights (for individuals) Office of the Vice-Provost (Equity, Diversity and Inclusion)
Risks of harm to self or others (non-emergency situation)	Helping Individuals At Risk Program	Helping Individuals At Risk Program
SITUATION	ADDITIONAL USEFUL CONTACTS	
Maintenance	Urgent: Campus Control Centre at 780 492 5555 (24hrs) General: Submit a Maintenance Request	
Occupational health and safety (includes research, environment)	Urgent: Campus Control Centre at 780 492 5555 (24hrs) Health, Safety and Environment	
Issues management Crisis communications	Issues Management & Strategic Initiatives, or Your Communications & Marketing Partner (faculty/unit specific) Supports available during a crisis	
Media requests	Media Relations	
Social media concerns	Your Communications & Marketing Partner, or Social Media Team (socmedia@ualberta.ca)	
Legal concerns	Office of the General Counsel	
Privacy breaches, FOIP concerns	Information and Privacy Office: privacy@ualberta.ca , 780-492-9419	
Human + animal research ethics	Research Ethics Office	