

# Actions Advised in Helping a Student in a Psychological and/or Medical Crisis

## Staff member is concerned about the well-being of the student



### Non-Emergency

If the student appears withdrawn, low in mood, tearful or unduly anxious, has a sudden deterioration in academic performance and does not display features considered to indicate an emergency:

- Explain your concerns to the student
- If your discussions with the student lead you to believe their upset is more than transitory, ask are they seeing a University Professional e.g. a member of the Counselling Service, Health Service or Disability & Learning Support Service
- If yes, recommend and signpost the student to contact the relevant professional
- If no, recommend and signpost the student to contact the Counselling Service on 5165 or the Health Service on 5143
- If the student is not willing to accept help, organise a follow-up meeting and monitor. Mention support again



If you are not comfortable with any of the above, get in touch with **Student Advice on 7165** and a member of staff will assist you



### Life Threatening Emergency

Complete all of the following:

- Contact 24/7 Emergency Services on **999** or **112**
- Inform 27/7 Security on **5999**
- Inform the Student Health Service (9am-5pm) on **085 1388983** or on **01 700 5143**
- Inform the Dean of Students/Deputy Dean of Students at your earliest convenience on **01 700 5164/9032**

### Emergency

- If the student is threatening or very aggressive contact Security on 5999
- If the student is suicidal/threatening self-harm/out of touch with reality:



- Consult with a colleague, try not to act alone
- Explain your concern to the student (unless you believe that will inflame the situation)
- Ask are they attending a University service (e.g. Health, Counselling)
- If yes, contact the relevant service
- If no, suggest and organise an appointment with the Counselling Service or the Health Service
- If the student is not willing to accept help, outline your concerns about their/others' safety, explain your need to consult with the Counselling Service or the Health Service
- For out-of-hours assistance, contact Security on 5999