## HOW TO RESPOND TO A STUDENT IN A PSYCHOLOGICAL AND/OR MEDICAL CRISIS

# Staff member concerned about well-being of student

### **Life Threatening Emergency**

(e.g. overdose/confirmed or estimated / immediate suicide risk)

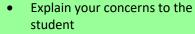
- Inform Security (5999)
   (they will contact ambulance/Gardaí
   999 or 112 if required)
- Inform Health Service (5143/5766)
- Inform Director of Student Support
   & Development (5164)

#### **Non Emergency**

 If withdrawn, low in mood, tearful or unduly anxious, has a sudden deterioration in academic performance and does not display features considered an emergency.

#### **Emergency**

- If threatening, very aggressive contact security (5999)
- If suicidal/threatening self-harm, expressing bizarre thoughts/ideas, out of touch with reality.



- If your discussion with the student leads you to believe their upset is more than transitory, ask are they seeing a professional at DCU:
  - If yes, contact that professional, explain concerns and arrange appointment.
  - If no, suggest and organise appointment with Counselling (5165/5161) or with the Health Service (5143/5766)
- If student is not willing to accept help, organise a follow up meeting and monitor. Mention support again.

- Consult colleague, try not to act alone.
- Explain concern to student (unless you believe this will inflame the situation)
- Ask are they seeing a college professional.
  - If yes, contact that professional, explain concerns.
  - If no, suggest and organise an appointment with Counselling Service (5165/5161) or with the Health Service (5143/5766)
  - Consider accompanying student to appointment.
  - If student not willing to accept help, outline concerns about their/others safety, explain your need to consult with Counselling or Health Service.
- For out-of-hours assistance contact Security (5999) and, at next possible opportunity, contact the Director of Student Support & Development or the Health Centre.

#### **Contact Details**

Security
Health Service
Counselling & Personal Development Service
Director of Student Support & Development