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

**Staff member concerned about well-being of student**

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- If withdrawn, low in mood, tearful or unduly anxious, has a sudden deterioration in academic performance and does not display features considered an emergency.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

- 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)
- If student is not willing to accept help, organise a follow up meeting and monitor. Mention support again.

- For out-of-hours assistance contact Security (5999) and, at next possible opportunity, contact the Director of Student Support & Development or the Health Centre.

**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)

**Contact Details**
- Security 700 5999
- Health Service 700 5143/5766
- Counselling & Personal Development Service 700 5165/5161
- Director of Student Support & Development 700 5164