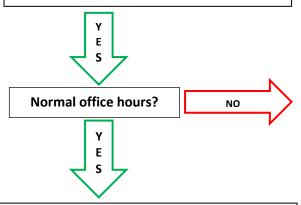
Responding to a Student Mental Health Concern/Incident

Is the matter an emergency?

(i.e. do any of the following apply?)

- The student may be at risk of harming themselves or others
- There is a concern regarding risk of suicide
- The student expresses ideas not based on reality
- The student is exhibiting uncharacteristic/ strange behaviour
- There is a severe lack of personal functioning
- There is a severe and/or sudden personal withdrawal
- The student presents a serious threat to other students/staff.



In an emergency:

If you are with the student:

 Try to keep them with you and contact Student Development and Well-being for assistance on:
 * (0151) 291 3427.

Or

- Accompany the student to Student Development
 Well-being (1st floor Gateway Building) for help
- If the student is in a heightened state of distress and/or is reluctant to receive your help/stay with you, seek the assistance of a staff colleague where possible and try to keep the student with you, if it is safe to do so. Contact the relevant Security Lodge immediately for assistance; then contact Student Development and Well-being for further advice on: * (0151) 291 3427.

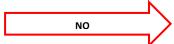
Security Lodge Tel. No's

Hope Park 0151 291 3800 **Creative** 0151 291 3700

Aigburth 0151 727 7262 or 07736 106 185

If you are not with the student:

Ascertain their exact location, ask the student to remain where they are and contact SDW on: *291 3427. If on a Zoom call, ideally, stay on with the student until further advice is received; if on a telephone call, tell the student that you, or someone from SDW will ring them back, then contact SDW immediately for assistance.



Out of hours:

For students residing in halls of residence:

Contact the relevant Security Lodge for assistance. They will contact the relevant manager and emergency services, where necessary.

Security Lodge Tel. No's

Hope Park 0151 291 3800 **Creative** 0151 291 3700 **Aigburth** 0151 727 7262

or 07736 106 185

For students living offcampus:

Ensure that you have the exact location of the student and contact 999 emergency services.
Report the incident to Student Development and Well-being at the earliest opportunity.

Non-emergency:

(i.e. where there is no concern about an immediate risk of harm to student or others)

If the student will accept help:

- Listen to the student's concerns
- Reassure the student that they have done the right thing sharing their concerns
- Inform the student about the University support services available within Student Development & Well-being
- Advise the student to make an appointment with Student Development & Well-being at the earliest opportunity; OR ask the student if they would like you to make a referral on their behalf
- Arrange a follow-up meeting with the student to check the situation and monitor the situation
- Contact Student Development and Wellbeing on ext: 3427 or sdw@hope.ac.uk

If the student will not accept help:

- Make it clear to the student that help is available should they change their mind
- Seek further advice from the Student Development and Well-being
- Monitor the situation without intrusion

Good practice:

- Try to seek the student's consent to share your concerns with SDW (although consent is not essential where there is significant concern about immediate risk of harm)
- Seek the help of a colleague/campus security if necessary
- Manage any sensitive information carefully. If there is a need to share information, limit what is shared and who it is shared with, on a 'need to know basis'
- Monitor the situation and keep Student Development and Wellbeing informed
- Seek support from <u>Personnel</u> if you have been affected by the situation (0151 291)

* During periods of lockdown:

Ring: 07734 879 015 for Student Development and Well-being

Or

Main switchboard (0151) 291 3000 if the mobile number is unavailable.