

Guidelines for Responding to a Student in Distress and Emergency Situations

CONCERNED ABOUT THE MENTAL HEALTH OF A STUDENT?



RESPONDING TO A DISTRESSED STUDENT



If the student appears:

- Withdraw, low mood, tearful or unduly anxious
- Has a sudden deterioration in academic performance.
- Noticeable change in behaviour or presentation.
- Has any other presentation that gives you cause for concern.



What to do:

Listen- Support- Refer

1. Explain your concerns to the student.
2. Listen to the student
3. Offer any support in line with your role within the institute.
4. Advise to contact Student Counselling, Health Dept, or their own GP.
5. Consider contacting the above services on behalf of the student with their permission.
6. Arrange follow up with student
7. If a student does not wish to follow your advice, his/her wishes should be respected.
8. No further action is appropriate at the stage unless their condition deteriorates into a crisis/emergency

RESPONDING TO A STUDENT IN CRISIS/EMERGENCY

If the student is or appears:

- Aggressive/threatening (seek help from TU Porters (number below) and/ or Gardai on 999
- Suicidal/ wishing they were dead.
- Threatening self-harm
- Expressing bizarre thoughts or ideas.
- Unduly agitated or behaving in a bizarre manner



What to do:

Listen- Support- Refer

1. Consult Colleagues/ Try not to act alone.
2. Explain concerns to student.
3. Contact Counselling service/ Health service, or Student's GP or Psychiatrist.
4. Explain need to contact professional services.
5. Explain need to contact next of Kin.
6. Arrange an urgent appointment with one of the professional services listed above.
7. Consider accompanying student to appointment if within the college or consider contacting the TU Chaplain to accompany the student. (Chaplaincy number below)
8. Consider Hospital Emergency Dept (number below) if other services are unavailable or closed.
9. If incident is off-campus contact local health services. (see footer)

LIFE THREATENING EMERGENCY

If a student is or appears to be :

- ATTEMPTING SUICIDE OR HAS ATTEMPTED SUICIDE

REQUEST AMBULANCE	999 OR 112
INFORM PORTERS	NUMBER BELOW
INFORM STUDENT HEALTH	NUMBER BELOW
INFORM STUDENT COUNSELLING	NUMBER BELOW

- IS VIOLENT OR ARMED

CONTACT GARDAI	999 OR 112
INFORM PORTERS	NUMBER BELOW

contact details

- TU Dublin Student Counselling Hours: 9am-1pm, 2pm-5pm Mon-Fri Phone (01) 220 6233 (086) 0820543
- Student Health Department Hours 9am-9pm Mon to Fri, 9-1pm Sat. Phone: +353 1 220 8117
- IT City Campus Security: itsupport.blanchardstown@tudublin.ie
- Chaplaincy: +353 1 220 7089 / +353 86 0671548
- A & E Connolly Hospital 24 hours: +353 1 646 6250
- Blanchardstown Garda Station 24 hours. Phone no: +353 1 666 7000

Community Mental Health Services:

- Pieta House: 1800 247 247
- Samaritans: 116 123
- Aware: 1800 666 666