

Crisis Intervention for Students in Distress

Staff Guide



Crisis Intervention for Students in Distress

This Guide is designed to:

- Help you recognise when a student may be in difficulty
- Help you know how to respond or refer on appropriately and effectively
- Remind you of the sources of support with your institution
- Raise awareness of issues relating to student mental health

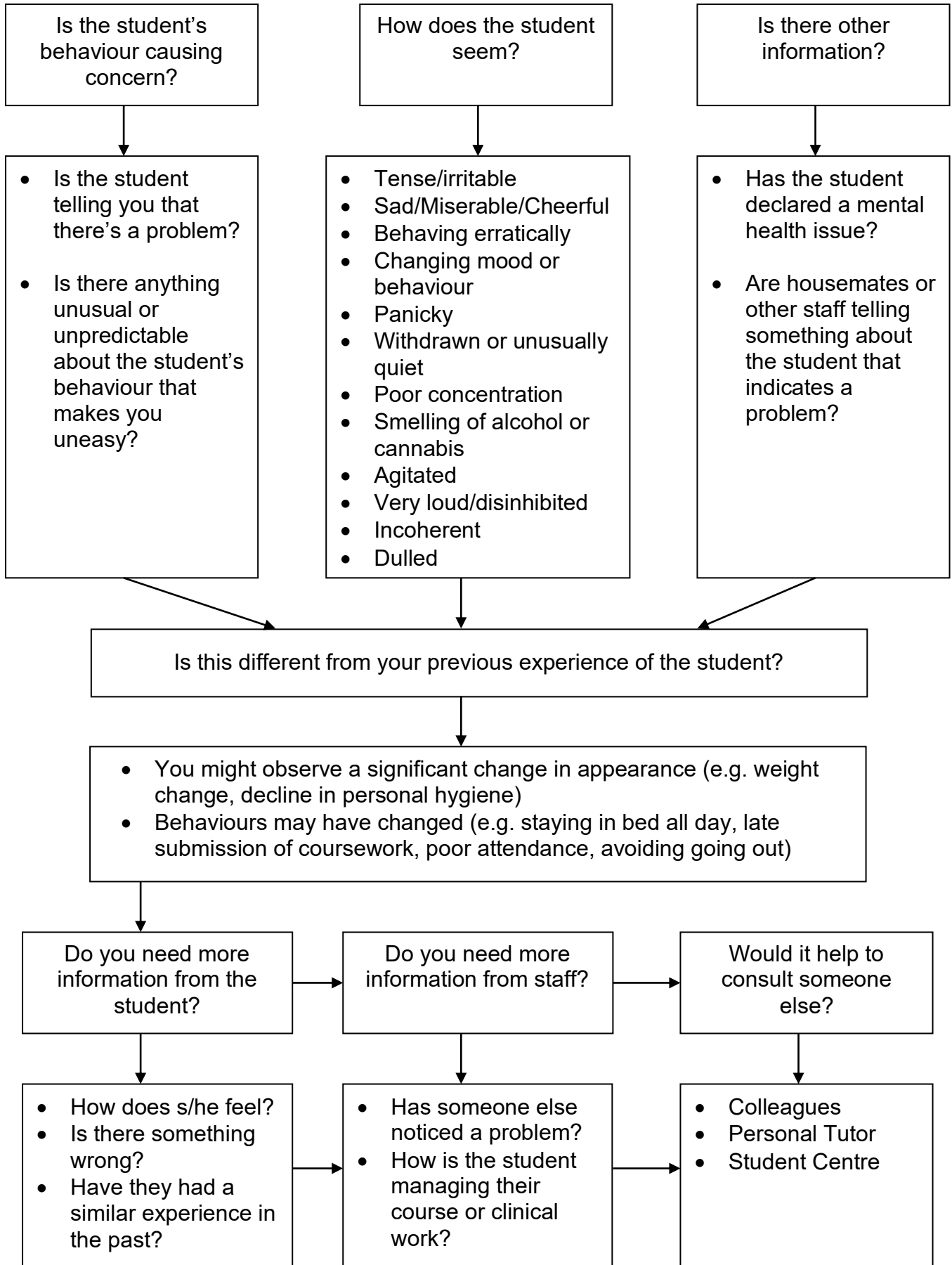
Things you CAN do in a crisis:

- Listen without judgment
- Give the student time to talk
- Understand the situation from his or her point of view
- Be sympathetic and not dismissive
- Help the student to feel safe
- Make appropriate referrals

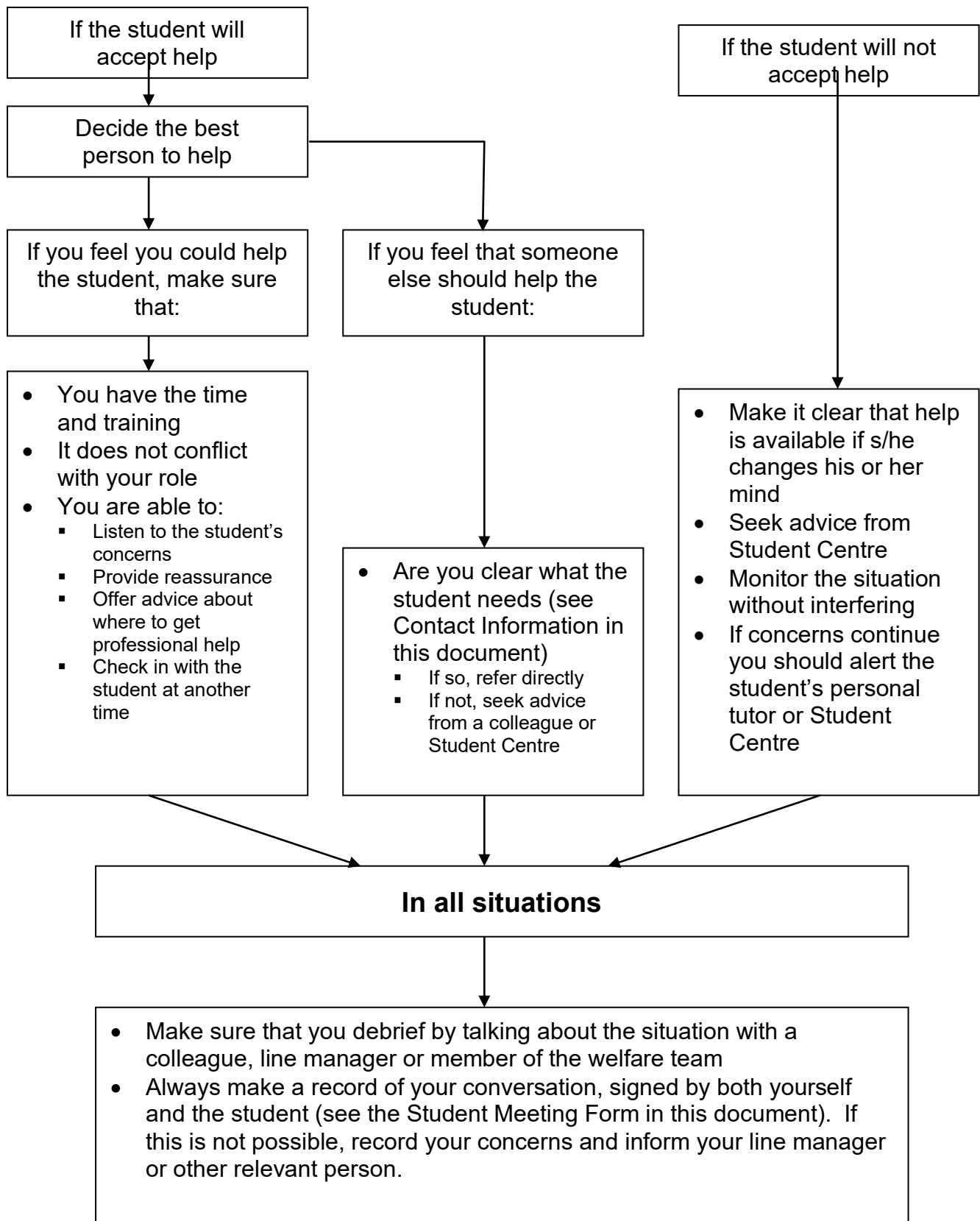
Things you CAN'T do in a crisis:

- Solve all the student's problems
- Take responsibility for his or her emotional state or actions

Evaluation



If the situation does not require immediate action



What to do if the situation is urgent

The situation is urgent if you are concerned for one or more of the following reasons

- The student may be at risk of serious harm from self or other
- The student is threatening violence to people or property
- The student has completely stopped functioning
- The student seems very disoriented or out of touch with reality
- The student's behaviour is extreme and out of character
- The student expresses suicidal thoughts

If the student will accept help

In office hours:

- Ask the student to contact their GP or the Counselling Service. If possible, arrange for the student to be accompanied.
- Failing this, take the student to A&E.
- Inform the Assistant Registrar (Student Services) or a senior manager

Out of hours:

- Call the GP on the student's behalf. Failing this, dial 999 or take the student to A&E
- If there is any reason for concern contact Security (x0909)
- Advise Assistant Registrar (Student Services) & the Welfare Team

If the student will not accept help

In office hours:

- Ask registry to contact the student's GP. If unknown or not available call emergency services.
- Inform and get advice from Welfare team, Counselling Service or Assistant Registrar in Student Services
- In Halls contact Security/RA if concerned for student's or others' safety.

Out of hours:

- Contact the student's GP if possible. If unknown or not available call emergency services.
- In Halls contact security if concerned for student's or others' safety.
- Advise Assistant Registrar & the Welfare Team

In All Situations

- Stay Calm
- Keep yourself and other people present safe
- Engage with student if possible but put safety first
- Get back up help
- Keep a written record
- Debrief after the event with PT lead or line manager

Critical Incidents

A critical incident is defined as the following:

- A fatality, near fatality or dangerous incident likely to affect a member of the university community
- Threats and acts of extreme aggression or violence towards students or staff
- Physical or sexual assault, murder or suicide involving students or their family
- Traffic accident involving serious injury to a student or staff member
- Sudden death of a student or staff member
- Unexplained disappearance of a student or staff member
- Actual or attempted robbery or other serious crime

In All Situations

- Establish your own safety first
- If you are safe, proceed
- If not, remove yourself to a place of safety



- Call security immediately
- Get immediate backup from colleagues
- Call Emergency Services as appropriate
- Immediately inform Academic Registrar or Assistant Registrar (Student Services)



- Academic Registrar will establish Incident Response Team
- Proceed as instructed by Academic Registrar until relieved.

- Stay Calm
- Keep yourself and other people present safe
- Engage with student if possible but put safety first
- Get back up help
- Keep a written record
- Debrief after the event

Roles and Responsibilities

Sources of Support:

- Remember that there may be more than one problem and the one you are presented with may not be the main one. Focus on getting support for the student rather than problem solving.
- In a crisis the most important thing to do is to get help that is acceptable to the student. More specific referral can happen later, if needed.

Offering Support Directly:

If you decide to offer support yourself be sure that:

- You can commit to the time it will take to give that support
- It doesn't conflict with other parts of your role
- You can get support and supervision for yourself
- There are people you can go to for advice if your concerns continue, which includes members of the Welfare Team*.

It is important to remember that you are not personally or solely responsible for the student's emotional state or safety. Be aware that if you are becoming personally distressed it may be time to refer the student to someone else.

Confidentiality:

- Do not disclose personal information about students to anyone other than those responsible for his or her wellbeing without his or her explicit permission. This includes parents, siblings, friends and partners.
- If parents wish to contact the student you can offer to pass messages on to the student
- Treat all personal information with discretion
- Seek the student's consent to share information with others, in writing if possible.
- Even if consent is not gained, make it clear to the student that you may need to talk to colleagues and the circumstances under which you may have to do so. Do not promise absolute confidentiality.
- If you need more information about the boundaries of confidentiality seek advice from your Line Manager or the Student Affairs and Compliance team.

Case Reporting:

- Maintaining an information trail is a key part of ensuring that the student receives appropriate support from you and others (a pro-forma Reporting form is included in this document).
- If it is inappropriate to keep your meeting notes in the student's main Registry file, be sure they are stored securely. Always note on the student's main file that you are holding additional information on the student.

Contact Information-- Internal

Contact	Extension	email
Resident Advisors	07717 291253	warden@sgul.ac.uk
Horton Halls	020 8696 1133	
SGUL Student Centre	020 8266 6344	studentcentre@sgul.ac.uk
SGUL Security	020 8725 0909	
Elizabeth Gilby	X5006	egilby@sgul.ac.uk
Assistant Registrar		
Gavin Taylor*	x6355 07805 140518	gtaylor@sgul.ac.uk
Academic Registrar	(Major Incidents)	
Jenny Laws	X5204	jlaws@sgul.ac.uk
Accommodation		accommodation@sgul.ac.uk
Nicola Fitzgerald	x6348 07919 497 596	nfitzger@sgul.ac.uk
Counselling Service	x3628	counselling@sgul.ac.uk
Julia Hutchinson (Head)*		
Disability Advisor		disability@sgul.ac.uk
Emma Catlow	x0143	ecatlow@sgul.ac.uk
Examinations and Assessments		
Katie Perkins	x2912	kperkins@sgul.ac.uk
Financial Support		studentfinance@sgul.ac.uk
Jude O'Brien	x0962	jobrien@sgul.ac.uk
International Student Support		
Elizabeth Witter	x1981	ewitter@sgul.ac.uk
Learning and Study Skills Support		
Rosie MacLachlan	x 0681	rmaclach@sgul.ac.uk
Occupational Health	x1661/x1662	(emergencies only pm)
Personal Tutors		
Suman Rice (Lead)*	x1155	srice@sgul.ac.uk
Student Affairs		
Rachael Elliott	x 5225	rbevilac@sgul.ac.uk
Denise Chase	x 4705	dchase@sgul.ac.uk
Student Union		
George Hadjiyiannakis	x 0451	vpeducation@su.sgul.ac.uk
Lon Teija	x 0641	lteija@sgul.ac.uk

Contact Information—Urgent Support

Resource	Extension	email
Mental Health First Aid		
Joe Kilbride	x 6344	jkilbrid@sgul.ac.uk
Emma Catlow	x 0143	ecatlow@sgul.ac.uk
Nicola Fitzgerald	x 6348	nfitzger@sgul.ac.uk
Gavin Taylor	x 6355	gtaylor@sgul.ac.uk
ASIST (Suicide Intervention)		
Elizabeth Gilby	x 5006	egilby@sgul.ac.uk
Nicola Fitzgerald	x 6348	nfitzger@sgul.ac.uk
Gavin Taylor	x 6355	gtaylor@sgul.ac.uk
DASH (Domestic abuse, stalking and harassment) risk assessment		
Gavin Taylor	x 6355	gtaylor@sgul.ac.uk
Emma Catlow	x 0143	ecatlow@sgul.ac.uk

Academic Leads

Resource		Extension	email
Dean for Students*	Aileen O'Brien	x 5525	aobrien@sgul.ac.uk
Deputy Dean for Students*	Jane Cronin-Davis	x 0326	J.Cronin-Davis@sgul.kingston.ac.uk
Personal Tutor Co-Ordinator*	Suman Rice	x 1155	srice@sgul.ac.uk
Personal Tutor Lead (FHSCE)	Paty Paliokosta	02084175403	p.paliokosta@kinston.ac.uk
Personal Tutor Lead (Biomed. Sci) *	James Buckley	x 6924	jbuckley@sgul.ac.uk
Personal Tutor Lead (HCS)	Cynthia Simon	x 5360	csimon@sgul.ac.uk
Personal Tutor Lead (Clin.I Pharm.)	Lila Mayahi	02088710691	lmayahi@sgul.ac.uk
Personal Tutor Lead (MBBS) *	Linda Perkins-Porras	x 3587	lperkins@sul.ac.uk
Pastoral Care Lead (Paramedic) *	Katie Pavoni	07769935860	Katie.Pavoni@sgul.kingston.ac.uk
Personal Tutor Lead (Physician Associate and Postgraduate School) *	Amy Donaldson-Perrott	x 2624	aperrott@sgul.ac.uk

*Part of the welfare team who meet weekly to deal with student welfare issues.

Student Meeting Record Template

This information is confidential and must be kept securely on the Student's File

Student	ID No.
Faculty	Course
Staff Contact	Student Mobile

Use this space to make a general note of your discussions with the student. If the student declares a disability please make sure the student is aware of disability support at SGUL.

Tick here if you are keeping additional confidential notes from this meeting

If appropriate, provide notes of any referrals to further support. You may wish to include supporting teams or committees.	Who will seek referral?
	Staff/Student
	Staff/Student
	Staff/Student
	Staff/Student
	Staff/Student

Tick here if you are arranging a follow-up meeting

Meeting to be arranged by? Staff/Student	By (date)
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Student Signature:	Date:
Staff Signature:	Date:

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