

## Queen's Register of Support Providers

### Students in Distress: Guidelines for Support Providers

There may be occasions when you are working with a student and he/she becomes very upset or distressed. Each situation is different, but the following guidelines set out a framework of steps you can take in these situations. The guidelines operate on a University-wide basis for any member of staff, but some specific elements have been adapted for Support Providers. Please see appendix A for a summary of the guidance given below.

#### **A. Emergency Situations on Campus**

If you are concerned about a student's mental health, ask them very direct questions such as "Are you thinking of harming yourself or someone else?" or "Do you have a plan?" Their responses will suggest how you should react next. If you feel there is an **immediate threat** of harm to you, your student or someone else, then you should contact Queen's Security on 028 90 975099 (or ext 2222 from an internal phone). Security will contact an ambulance or the police as appropriate.

If you are concerned about a student, but there is not an immediate threat of harm, please use the following guidelines:

#### **B. Non-Emergency Situations on Campus Between 9 am – 5 pm, Monday – Friday**

1. **Talk to the student** and see if you can determine what has brought on this reaction. Attempt to calm the student, and, if possible, **encourage them to contact someone** that may be able to help like their Personal Tutor, lecturer, Disability Officer, friend or family member. Alternatively, ask for their permission to speak to someone on their behalf. If the student remains distressed or upset and you cannot get them to talk to you, please contact Disability Services for further advice.

If the student is distressed about their disability-related support in particular, please encourage them to contact **Disability Services** (028 90 975251) to speak to their Disability Officer. The student's Disability Officer will be able to help the student manage the current situation and determine appropriate actions in consultation with the Head of Disability Services and other University support areas. He/she will also be able to liaise with the student's School if appropriate. If your student is unwilling to approach Disability Services themselves, ask for their permission to speak to/email the Service on their behalf at [disability.office@qub.ac.uk](mailto:disability.office@qub.ac.uk) or [supportprovider@qub.ac.uk](mailto:supportprovider@qub.ac.uk).

2. If your student would prefer to speak with a professional counsellor, suggest that they contact the **Counselling** Appointments Line on freephone 0800 8000016 or at [qubstudents@carecallwellbeing.com](mailto:qubstudents@carecallwellbeing.com). It may be preferable to take the student to a quieter location so they have some privacy. If you are in the Student Guidance Centre (SGC), speak to someone at the Information Desk and they will try to accommodate you.

If your student feels unable to dial themselves, check with them and then make the call for them. Indicate that you are with a student who has requested urgent/immediate support and then hand the telephone over to the student. The person answering the telephone will be based at Carecall and their systems require some basic details before they can see availability of appointments:

When a student speaks to the Appointments Line, their options will be as follows:

- Student is offered an **immediate / same day appointment**. This might be in the SGC or at 84 University Street (see Appendix 2 for a map of the campus). If the student is in obvious distress, you may wish to accompany them to their appointment. **Once you have appraised the person at Carecall of the situation from your perspective, you have fulfilled your duty of care.** Indicate to the student that you will be in contact after a period of time to see how they are doing or to reschedule an appointment, though follow-up should be undertaken in consultation with the Disability Services team (see section E).
- If a student is requesting a same day appointment and can only be offered one within the next 3 days, Carecall will offer the option of **telephone counselling**. This is via a freephone number, even from a mobile. It requires the student to hang up, find a private place to 'phone, and call back. The SGC will endeavour to offer a private location and telephone to do this if the student chooses this option.
- Student is offered an **appointment within 3 days**. If student chooses this option, but still appears to be in distress, they should be encouraged to speak to their Disability Officer or another member of the **Student Welfare** team (028 90 972893) as soon as possible.

### C. Out-of-Hours on Campus

If you are meeting a student outside of office hours (ie before 9 am and after 5 pm), there are a few measures that you should take to ensure the **safety and wellbeing of both yourself and the student**:

- If you can, meet your students on campus and in a public location.
- Be aware of the nearest Queen's Security location. Twenty four hour Security staff members are based in the Administration Building (ground floor) and they make regular patrols of the campus. They are also at the entrance to the McClay Library whenever it is open and there is a 24 hour Security and reception presence at Elms Village, Malone Road.
- Be prepared - have the Queen's Security number in your mobile 'phone (028 90 975099, 24 hours) or know the location of the nearest internal telephone (ext 2222). For incidents occurring on campus, the Security team is best placed to contact emergency services, meet with them and ensure that they are appropriately guided to your location

If you are concerned about your student, but do not feel that it is an emergency situation, you can do the following:

- Check where the student is planning to go next and whether or not they will have a **support network** around them such as friends/family. Ensure that the student has the telephone number for **Counselling** support (0808 800 0016) or **Lifeline** (0808 808 8000).
- Help the student to contact their **GP's Out of Hours number**. This is usually available on an answer the telephone message when contacting the GP surgery or can be found on the internet.
- Help the student to contact the freephone **24 hour telephone Counselling** support (0808 800 0016). This is free from a landline or mobile.
- Contact the student's **Disability Officer** (or the Register of Support Providers if you do not know who this is) the following morning with your concerns. The student's Disability Officer will then follow up with the student to discover if the Service can be of any further assistance.

#### **D. Off Campus**

If, when your student contacts you, they are off campus and not in University accommodation, and they do not have an immediate support network around them, the support they have available to them includes:

- 24 hour **Counselling** or **helplines** such as Lifeline and the Samaritans.
- **GP** Out of Hours.
- **Accident and Emergency** by contacting 999.

If you are unable to calm the situation by talking with them, or the student is making reference to harming themselves or others, try to ascertain their location and dial the Emergency Services on 999.

#### **E. Follow-up on a Distressing Situation**

It is very important that Register staff and/or the student's Disability Officer (or in their absence another member of the Disability Services team) is made aware of any situation where you have been very concerned for a student's wellbeing. Please advise Disability Services and let the team know about any actions you have taken. Disability Services will ensure that follow-up contact is made with the student and the student's Disability Officer will contact other support areas if appropriate.

## F. Key Contacts

Name	Telephone	Location / Email
Disability Services	028 90 975251	SGC <a href="mailto:disability@gub.ac.uk">disability@gub.ac.uk</a> <a href="http://www.gub.ac.uk/disability">www.gub.ac.uk/disability</a>
Queen's Register of Support Providers	028 90 975268	<a href="mailto:supportprovider@gub.ac.uk">supportprovider@gub.ac.uk</a>
Student Welfare Team – to access other members of the Welfare Team if you cannot reach Disability Services	028 90 972893	SGC
Student Guidance Centre Information Desk/Reception	028 90 972727	SGC
Counselling Service – Carecall	0808 800 0016 0808 800 0002 (Freephone)	SGC or 80 University Street <a href="mailto:gubstudents@carecallwellbeing.com">gubstudents@carecallwellbeing.com</a> <a href="http://www.gub.ac.uk/counselling">www.gub.ac.uk/counselling</a>
Out-of-hours Lifeline	0808 808 8000 (Freephone)	
Queen's Security	028 90 975099 or x2222 (internal)	<a href="mailto:securitycontrol@gub.ac.uk">securitycontrol@gub.ac.uk</a>
<b>Student Support Services</b>		
Student Guidance Centre (9 am – 5 pm)	028 90 972727	SGC <a href="mailto:sgc@gub.ac.uk">sgc@gub.ac.uk</a>
Disability Services	028 90 975251	SGC <a href="mailto:disability.office@gub.ac.uk">disability.office@gub.ac.uk</a>
Careers, Employability and Skills	028 90 972727	SGC <a href="mailto:careers@gub.ac.uk">careers@gub.ac.uk</a>
Learning Development Service	028 90 973106	SGC <a href="mailto:lds@gub.ac.uk">lds@gub.ac.uk</a>
Student Records & Examinations	028 90 972727	SGC <a href="mailto:s.records@gub.ac.uk">s.records@gub.ac.uk</a>
International Student Support (9am – 10 pm)	028 90 973899	International and Postgraduate Centre <a href="mailto:internationalstudentsupport@gub.ac.uk">internationalstudentsupport@gub.ac.uk</a>
Postgraduate Student Centre (9am – 10 pm)	028 90 972585	International and Postgraduate Centre <a href="mailto:pg.centre@gub.ac.uk">pg.centre@gub.ac.uk</a>
Students' Union Advice Centre	028 90 971049 028 90 971166 028 90 971135	Students' Union, Floor 2 Finance: <a href="mailto:connie.craig@gub.ac.uk">connie.craig@gub.ac.uk</a> Finance: <a href="mailto:d.forsey@gub.ac.uk">d.forsey@gub.ac.uk</a> Accommodation and Education: <a href="mailto:agnes.crawford@gub.ac.uk">agnes.crawford@gub.ac.uk</a>
University Health Centre (8.30 am – 5.30 pm)	028 90 975551 028 90796220 (out-of-hours)	5 Lennox Vale, Stranmillis Road <a href="http://www.universityhealthcentreatqueens.co.uk">www.universityhealthcentreatqueens.co.uk</a>
Chaplaincies	See website	<a href="http://www.gub.ac.uk/chaps">www.gub.ac.uk/chaps</a>
Accommodation and Hospitality	028 90 974525	Elms Village, 78 Malone Road <a href="mailto:accommodation@gub.ac.uk">accommodation@gub.ac.uk</a>
Occupational Health	028 90 975220	<a href="mailto:occhealth@gub.ac.uk">occhealth@gub.ac.uk</a>

## **SIX POINT PLAN FOR RESPONDING TO STUDENTS IN DIFFICULTY OR DISTRESS**

- Stay calm
- Consider safety – yours, others, the student's.
- Engage with the student – is there anyone they feel they could talk to?
- Be direct and clear – especially about limits on your time and what you feel comfortable talking about; reinforce the professional boundaries of the Support Provider/student relationship.
- Take threats of self-harm and attempted suicide seriously and get the student to appropriate support.
- Do not promise confidentiality. Tell the student that if you are concerned about them, you would like their permission to speak to relevant support but that you may have to act without their permission.
- Consult with others - this can be done without disclosing the student's identity.

### **IF IN DOUBT, CONTACT:**

#### **Disability Services**

90 975251; [disability.office@qub.ac.uk](mailto:disability.office@qub.ac.uk)

#### **Queen's Register of Support Providers**

90 975268; [supportprovider@qub.ac.uk](mailto:supportprovider@qub.ac.uk)

**Counselling Service** for Students, delivered in partnership with Carecall Wellbeing.

Tel: 0808 800 0016 (24 hour telephone counselling support)

Email: [qubstudents@carecallwellbeing.com](mailto:qubstudents@carecallwellbeing.com)

## **Appendix A: Guidance Summary**

### **A. Emergency (on-campus):**

- Call QUB Security on 90 975099 or ext 2222

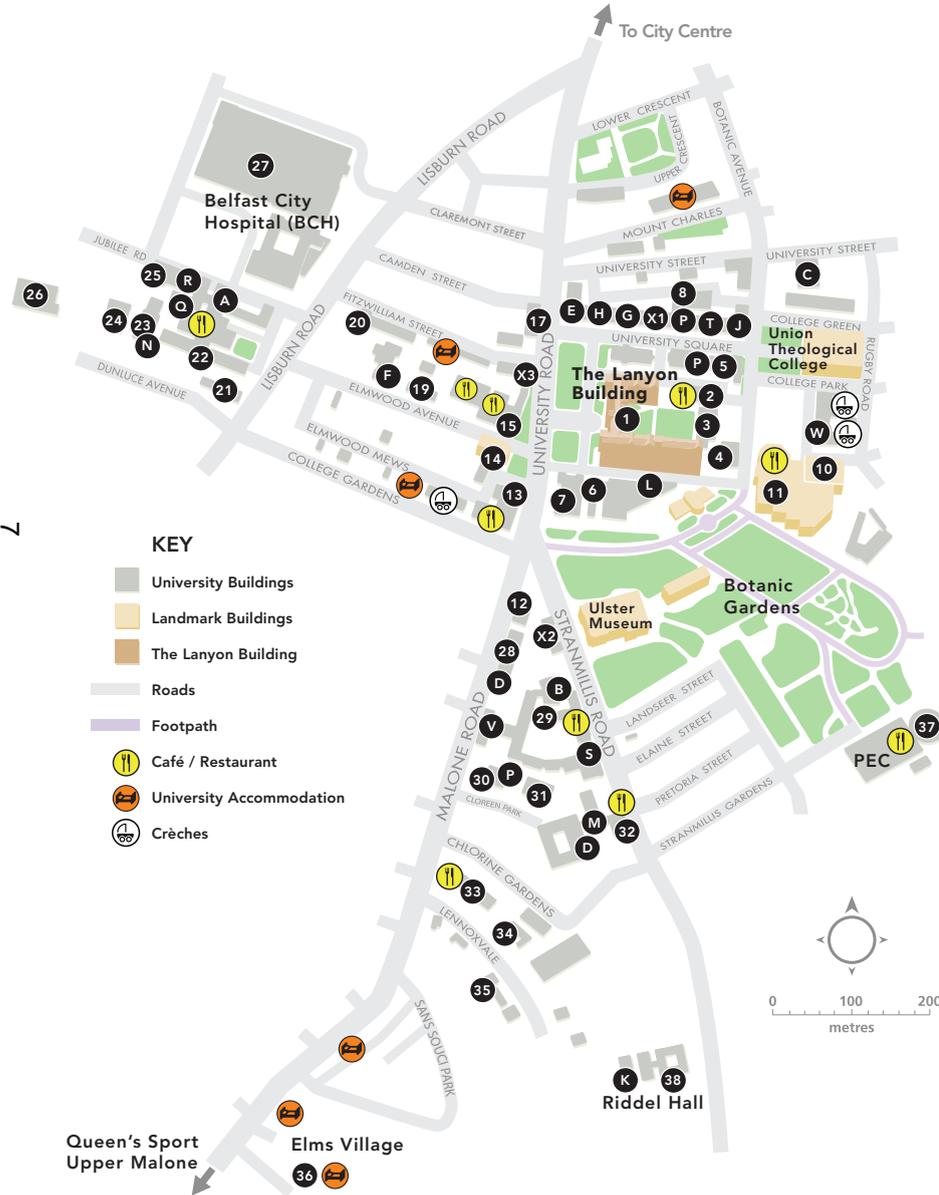
### **B. Emergency (off-campus):**

- Call Accident & Emergency on 999
- Suggest 24 hour Counselling or other helplines such as Lifeline, Samaritans
- Suggest calling GP Out of Hours

### **C. Non-Emergency:**

- Encourage your student to talk to someone eg friend, family member, Personal Tutor, Lecturer, Disability Officer, Register staff
- Suggest Student Counselling via Carecall on freephone 0800 800016
- Suggest making an appointment with University Health / GP

# Queen's University Belfast Campus Map



## School Offices

Biological Sciences	A	Estates	3
Chemistry and Chemical Engineering	B	Festival Office	1
Creative Arts	P	Finance	3
Education	C	Great Hall	1
Electronics, Electrical Engineering and Computer Science	D	Harty Room, School of Creative Arts	5
English	E	Health Sciences Building	26
Geography, Archaeology and Palaeoecology	F	Human Resources	3
History and Anthropology	G	Information Services	11
Law	J	Institute of Professional Legal Studies (IPLS)	34
Mathematics and Physics	L	Institute of Theology	12
Mechanical and Aerospace Engineering	M	International and Postgraduate Student Centre (IPSC)	4
Medicine, Dentistry and Biomedical Sciences	N	International Office	1
Modern Languages	H	INTO at Queen's	33
Nursing and Midwifery	Q	Jobshop	13
Pharmacy	R	Lanyon Building	1
Planning, Architecture and Civil Engineering	S	Mathematics	10
Politics, International Studies and Philosophy	T	McClay Research Centre	25
Psychology	V	Medical Biology Centre (MBC)	22
Queen's University Management School	K	Naughton Gallery at Queen's	1
Sociology, Social Policy and Social Work	W	Northern Ireland Technology Centre (NITC)	31
		Occupational Health	35
		Peter Froggatt Centre (PFC)	2
		Pharmacy	25

## Faculty Offices

Arts, Humanities and Social Sciences	X1	Physical Education Centre (PEC)	37
Engineering and Physical Sciences	X2	QUBIS Ltd	17
Medicine, Health and Life Sciences	X3	Queen's Film Theatre (QFT)	8

## Location

Academic and Student Affairs	3	Registrar	1
Administration Building	3	Research and Enterprise	17
Ashby Building	32	Riddel Hall	38
Belfast City Hospital	27	Sonic Arts Research Centre (SARC)	30
Bernard Crossland Building	28	South Dining Hall	6
Canada Room/Council Chamber	1	Student Guidance Centre (SGC)	13
Careers, Employability and Skills	13	Student Plus	1
Centre for Cancer Research and Cell Biology (CCRCB)	24	Students' Union	15
Chrono-radiocarbon dating centre	20	The McClay Library	11
Counselling Service	13	University Health Centre	35
David Bates Building	10	Vice-Chancellor's Office	1
David Keir Building	29	Welcome Centre	1
Development and Alumni Relations	1	Whitla Hall	7
Disability Services	13	Whitla Medical Building	23
Drama and Film Centre at Queen's	8		
Dunluce Health Centre	21		
Elms Village	36		
Elmwood Hall	14		
Elmwood Learning and Teaching Centre (ELTC)	19		

## Off Campus Sites

ECIT at Titanic Quarter	
Medicine and Dentistry at Royal Victoria Hospital	
Marine Research Centre at Portaferry	
Northern Ireland Advanced Composites and Engineering (NIACE) Centre at 2A Airport Road	
Queen's Sport Upper Malone	