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 or 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. 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

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


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

Queen’s Register of Support Providers
90 975268; 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
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 8000016
   • Suggest making an appointment with University Health / GP
Queen’s University Belfast
Campus Map

School Offices
- Biological Sciences
- Chemistry and Chemical Engineering
- Education
- Electronics, Electrical Engineering and Computer Science
- English
- Geography, Archaeology and Palaeoecology
- History and Anthropology
- Law
- Mathematics and Physics
- Mechanical and Aerospace Engineering
- Medicine, Dentistry and Biomedical Sciences
- Modern Languages
- Nursing and Midwifery
- Pharmacy
- Planning, Architecture and Civil Engineering
- Politics, International Studies and Philosophy
- Psychology
- Queen’s University Management School
- Sociology, Social Policy and Social Work

Faculty Offices
- Arts, Humanities and Social Sciences
- Engineering and Physical Sciences
- Medicine, Health and Life Sciences

Location
- Academic and Student Affairs
- Administration Building
- Ashby Building
- Belfast City Hospital
- Bernard Crossland Building
- Canada Room/Council Chamber
- Careers, Employability and Skills
- Centre for Cancer Research and Cell Biology (CCRCB)
- Chrono-radiocarbon dating centre
- Counselling Service
- David Bates Building
- David Keir Building
- Development and Alumni Relations
- Disability Services
- Drama and Film Centre at Queen’s
- Dunluce Health Centre
- Elms Village
- Elmwood Hall
- Elmwood Learning and Teaching Centre (ELTC)

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