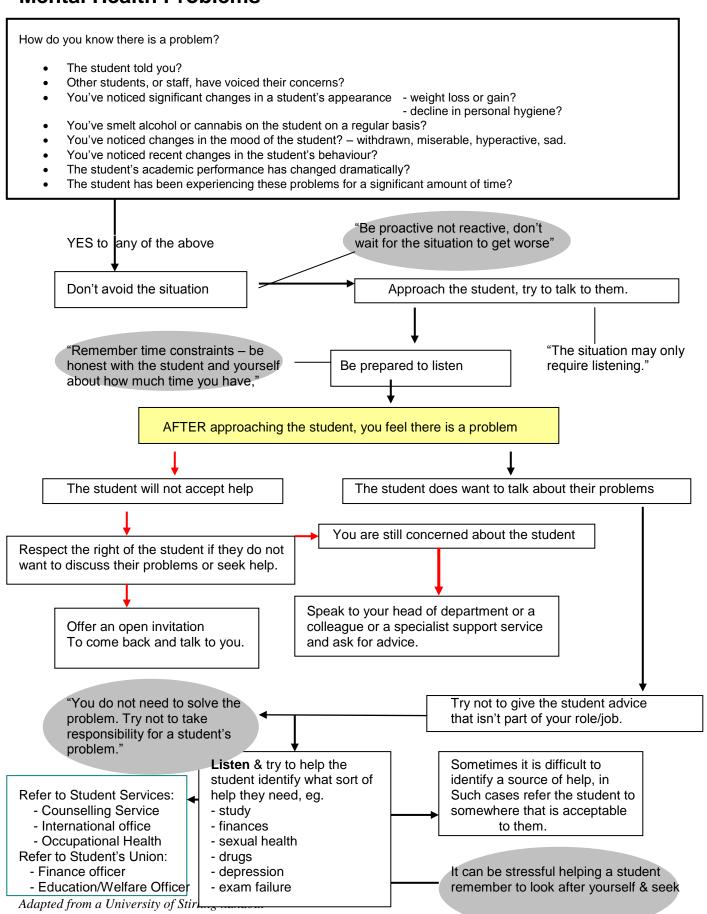
Practical Guidelines for Staff Supporting Students with Possible Mental Health Problems



SIX POINT PLAN FOR RESPONDING TO STUDENTS IN DIFFICULTY

- Stay calm
- Consider safety: yours, others, the student's.
- Engage with the student (if appropriate).
- Be direct and clear
- Take threats of self harm and attempted suicide seriously.
- When in doubt consult with others.

IF IN DOUBT CONTACT:

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

TEL: 0808 800 0016 E-mail: qubstudents@carecallwellbeing.com

This is a free & confidential, professional service for students.

Confidentiality & the Counselling Service

Staff working for the Student Counselling Service will not pass on personal information about clients to anyone outside the Service subject to the following exceptions:

- Where the member of staff has the express consent of the client to disclose the information.
- Where the member of staff would be liable to civil or criminal court procedure if the information was not disclosed.
- Where the member of staff believes the client or third party is in serious danger.

In any of these circumstances the counsellor will normally encourage the client to pass on information to the relevant person/agency. If there is no indication that this has happened, or is likely to happen, or if the crisis or danger is sufficiently acute, the counsellor may pass on the information directly.

Students may make counselling appointments by phoning the Counselling Service at 0808 800 0016 (24 hr freephone) or emailing qubstudents@carecallwellbeing.com.