

Students in Distress Procedure

1. Assist the student to contact the Counselling Appointments line. This can be as simple as you dialling the number (0808 800 0016), indicating that you are with a student who has requested urgent/immediate support, and then handing the phone to the student. The person answering the phone will be based at Carecall, and their systems require some basic details before they can see availability of appointments.

It may be preferable to take the student to a slightly more private location so they can have a bit of privacy with their discussion.

2. Options when student speaks to the Carecall appointments line:
 - Student is offered an immediate / same day appointment. This might be in the SGC or at Carecall's Belfast office. Provide a leaflet with map. If the student is in obvious distress, it may be appropriate for someone to accompany them to the address (walking or by taxi, depending on location).
 - Student is offered and chooses immediate telephone counselling support. This is freephone, even from a mobile. It requires the student to hang up, find a private place to phone, and call back. The staff in the SGC will endeavour to offer a private location and telephone to do this if the student chooses this option.
 - Student is offered a face to face appointment, but told that Carecall will contact them when an appointment becomes available or appointment not on same day. If student chooses this option but remains in significant ongoing distress, they can also request immediate telephone support in addition to the scheduled appointment.
3. After the student concludes their telephone discussion with the Carecall appointments line or telephone counsellor, the person assisting them to make the call will check that the student is satisfied with the response. The student should be provided with the counselling 24 hour telephone number (free from mobile or landline – see list of contacts on page 2).

If a student is facing personal or emotional crisis and finds themselves awaiting confirmation of a counselling appointment, but still feel a need to speak to someone more urgently, they can be made aware of the Resilience and Wellbeing team, and arrange an appointment to discuss their situation (studentwellbeing@gub.ac.uk). Speaking to a member of the Student Resilience and Wellbeing team will not provide a student immediate access to counselling, but they will be able to speak to a person who has experience with students in distress to determine the nature of the difficulty, if there are elements of the difficulty that can be addressed immediately (e.g. study skills support) or if there is a perceived immediate risk (refer to GP).

*List of contacts on page 2.

4. Student Welfare Contacts

Name	Telephone	Location
<p>1. Contact Student Affairs, indicating who you are, where you are calling from and requesting that you are put through to a member of the Student Welfare Resilience and Wellbeing team. Please indicate at that point if the student is with you. Tel: 028 9097 2893 (ext 2893)</p> <p>We try to have this number staffed between 9 – 5, though it is not always possible to have lunch cover. If no answer at this number, please contact the Student Guidance Centre information desk. Tel: 028 9097 2727</p> <p>At both of these numbers, a member of the team will endeavour to find the most appropriate member of the Student Welfare Resilience and Wellbeing Team to assist you.</p>		
*Head of Student Welfare	028 9097 2893	SGC
*Joanne Barnes	028 9097 5224	SGC
*Clare McFadden	028 9097 2893	SGC
*Rebecca Rutherford	028 9097 3899	SGC
*Dr Denis Todd	028 9097 5520	Lennoxvale
*Kara Bailie	028 9097 2585	Graduate School
Helen McNeely	028 9097 3019	Administration Building
Further contacts for staff to discuss student cases (not first point of contact for Students in Distress)		
*Dee Corbett	028 9097 5190	Lanyon Building
Richard Robinson	028 9097 4713	Elms Village
*Gwen Smyth	028 9097 4376	Elms Village

*Denotes member of Student Multidisciplinary Team

1. Other Key Contacts:

Counselling appointments and 24 hour counselling support for students	0808 800 0016 (freephone)	gubstudents@carecallwellbeing.com www.gub.ac.uk/counselling
Counselling support for staff	0800 389 5362	
Security	028 9097 5099	security@gub.ac.uk
Security internal emergency number	028 9097 2222	
Student Support Services		
Student Guidance Centre	028 9097 2727	sgc@gub.ac.uk
Disability Services (SGC)	028 9097 5251	disability.office@gub.ac.uk
Careers, Employability and Skills (SGC)	028 9097 2727	careers@gub.ac.uk
Learning Development Service (SGC)	028 9097 3618	lds@gub.ac.uk
Student Records & Examinations (SGC)	028 9097 2727	s.records@gub.ac.uk
International Student Support (ISS)	028 9097 3820	iss@gub.ac.uk
The Graduate School	028 9097 2585	graduateschool@gub.ac.uk
Advice SU	028 9097 3726	studentadvice@gub.ac.uk
University Health Centre	028 9066 4634	
Chaplaincies	See website	www.gub.ac.uk/Discover/Campus-and-facilities/Chaplains-and-Religious-Representatives
Accommodation and Hospitality	028 9097 4525	accommodation@gub.ac.uk
Occupational Health	028 9097 5220	occhealth@gub.ac.uk
INTO Queen's	028 9097 6850	into@gub.ac.uk

*Currently 80 University Street; Carecall will be relocating to Lombard St scheduled for Nov. 2016.