

UNIVERSITY OF ST ANDREWS

Strategy Relating to the Mental Health and Wellbeing of Students – Appendix 2

GUIDANCE FOR RESPONDING TO STUDENTS WITH MENTAL HEALTH EMERGENCIES

(for use by students and staff)

Please be aware of your own limitations and only work within the boundaries of your own competence and experience. If you are in any doubt, seek advice as detailed below

For the purposes of this document, mental health emergencies may consist of any of the following:

- *The student is considered to be an immediate danger to themselves*
- *The student is considered to be an immediate danger to others*

In a mental health emergency, contact the Emergency Services by phoning 999 and please also inform the University (see below)

From 9am-7pm, Monday to Friday during semester weekdays 9am-5pm at all other times

Advise the student to go to the ASC (Advice and Support Centre) where a member of the Student Services team will see them immediately. You may need to arrange for the student to be accompanied to the ASC if they are distressed.

If the situation is critical and the student is unable to go to the ASC, you should contact the ASC team (01334 462020) who will arrange for a member of staff from Student Services to attend the scene.

Out of office hours (after working hours, at weekends and during holidays)

Call the Out of Hours team (01334 476161), who will liaise with Student Services in order to provide you with guidance and/or assistance.

If the situation is occurring within a University residence, contact the relevant Warden. The details of how to contact the Wardennial teams can be found under [Wardennial Services](#).

For all situations

- Try to stay calm
- Engage with the student if possible
- Consider your own safety and that of others at the scene
- Get back-up from others
- Treat all personal information sensitively
- Write down some notes following the incident
- Seek assistance – if in doubt at any point, contact the ASC or contact the Out of Hours Team (as outlined above), who will advise you
- Consider reflectively reviewing the situation by talking the situation through with your line manager, or Student Services.

Remember: If you believe someone to be at risk you must pass on to the University or emergency services any information which may assist with preserving life.

Only in very limited and extreme circumstances, and when other agencies such as the police or NHS have been unable to contact the nominated emergency contact, when it is believed that a student may be in very serious danger, will the University contact a student's emergency contact. Emergency contacts are nominated by the student at the time of matriculation and students are asked to ensure they be kept up to date. The record can be amended by the student at any time. N.B. Emergency contacts are not always the Next of Kin.