

Actions Advised in Helping a Student in Distress or in Crisis

Staff member concerned about mental health of student

If the Student is Armed or Very Threatening or Very Aggressive
 Call Gardai (0) 112 or (0) 999
 Inform UCC Security 3111

Life Threatening Emergency

Overdose Possible or Definite:
 Request Ambulance 999 or 112
 Inform UCC Security 3111
 Inform Student Health 2311

Non-Urgent

If the student seeks help or:

- Is withdrawn, low in mood, tearful or unduly anxious, or shows unusual academic deterioration **and**
- Does not display features considered as Urgent/Emergency (see over)

Urgent/Emergency

If the student is or appears

- Suicidal/ wishing they were dead
- Reporting self-harm or threatening harm to others
- Expressing bizarre thoughts or ideas which are out of touch with reality
- Unduly agitated or behaving in a bizarre manner

- Explain your concerns to student.
- Advise and encourage the student to contact Student Counselling, Student Health Department, or their own GP or Psychiatrist.
- Arrange follow up appointment.
- If a student does not wish to follow your advice, their wishes should be respected.
- You may wish to discuss your concerns at this stage on a no-name basis with Student Counselling or Student Health
- Further action is appropriate at any stage where their condition or situation deteriorates to become Urgent or Emergency as over.
- Keep record of incident/ response

- If possible consult colleague: Do not act alone
- Explain concerns to student unless you believe this will inflame the situation.
- Seek consent to contact Student Counselling and Development, Student Health Department, or Student's own GP or Psychiatrist.
- If consent withheld consider contacting anyway.
- Arrange an urgent appointment with one of the professional services listed above.
- Accompanying student to appt. if possible.
- Consider A+E/SouthDoc/An Garda Siochana if other services unavailable or closed.
- If off-campus or overseas consider contacting host university/institution, local health services, An Garda Siochana or local Police and request advice or assistance.
- Keep record of incident/ response

Consider if the student may have breached Student Rules, and/or if Fitness to Continue in Study, or Fitness to Practise Polices need to be invoked, and contact relevant personnel to discuss