

HELPING DISTRESSED STUDENTS A GUIDE FOR UNIVERSITY STAFF

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The health and welfare of all members of the University is everyone's concern. This guide gives you advice on dealing with both crises and more everyday situations.

It is important to be prepared for emergencies, but be aware they occur very rarely and that expert help is available.

YOU CAN:

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Listen	Give the student time to talk	Be sympati	neti		
Understand the situation from his/her point of view					
Help the student to feel contained					
YOU C	AN'T:				

Solve all the students' problems

Take reponsibility for his/her emotional state or actions

CONTENTS

Introduction

Is there a problem? Trusting your judgement
What you should do in non-urgent situations
What sort of support does the student need?
What you should do in urgent situations
Roles and responsibilities: Identifying and offering suppor
Key contacts: Internal

ic and not dismissive

Aake appropriate referrals

THIS GUIDE WILL:

1

Help you to recognise when a student may be in difficulty.

2

Provide advice to help you respond/refer appropriately and efficiently.

3

Remind you of the sources of support within the University.

4

Raise awareness of issues relating to student mental health.

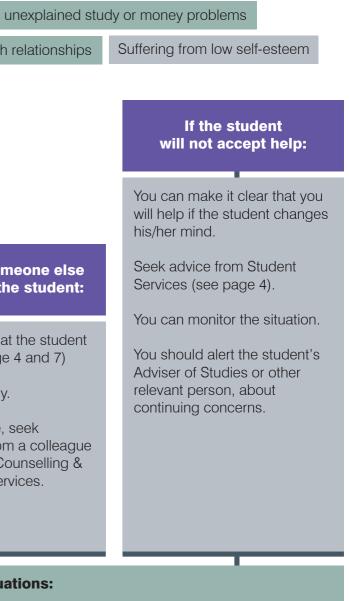
IS THERE A PROBLEM? TRUSTING YOUR JUDGEMENT

Is the student's behaviour causing concern?	How does the student seem?	Is there other information?
The student is telling you there is a problem. There is something unusual or unpredictable about the student's behaviour that makes you uneasy.	 Agitated Dulled Behaving erratically Changing mood/behaviour Panicky Poor concentration Sad/miserable/tearful Smelling of alcohol/cannabis Talking inconherently Tense/irritable Very loud/disinhibited Withdrawn/very quiet 	The student declared a mental health problem. Housemates or staff are telling you something about the student that indicates a problem.
	Is this different from your previous experience of this person?	
	You might see a significant change in appearance (e.g. weight change, decline in personal hygiene).	
	Behaviours may have changed (e.g. staying in bed all day, work handed in late, not attending classes, avoiding going out).	
Do you need more information from the student?	Do you need more information from other staff?	Would it be helpful to consult with someone else?
How does he/she feel?	Has anyone else noticed a problem?	Your colleagues.
Is there something wrong?	How is the student functioning academically?	Line manager/senior colleague. Student Support Services (see

WHAT YOU SHOULD DO IN NON-URGENT SITUATIONS

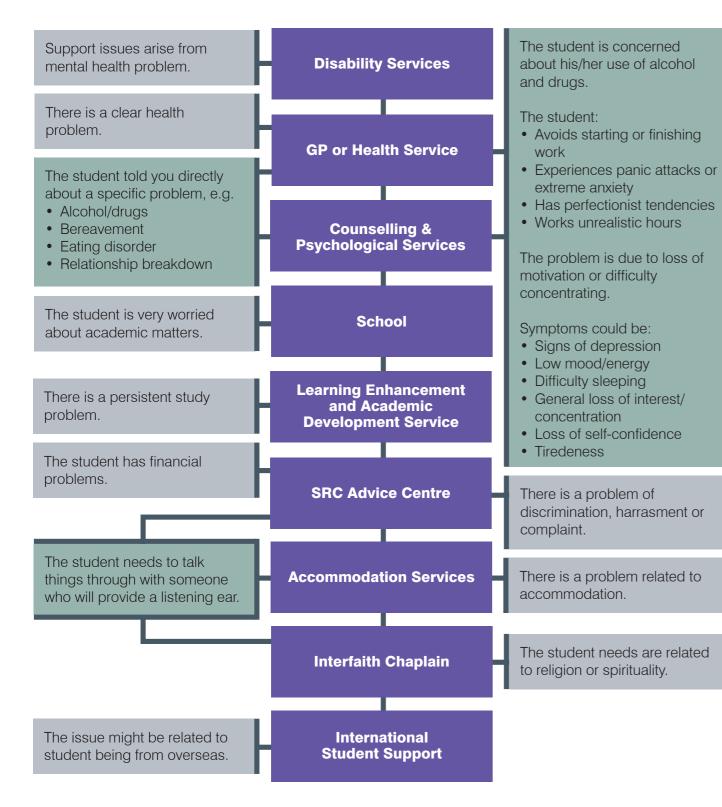
The situation is not urgent if there is no immediate risk to the student, or others, although the student may be:

Bereaved	Depressed, anxiou	s, gen	erally	Having u	unexp
Homesick,	lonely and isolated	Hav	ing prob	lems with	relati
	the student accept help:				
Decide wh to help.	o is the best person	\vdash			
	el you could help lent ensure that:			feel son d help th	
It does not role. You are ab Listen to concerns Offer pra Provide i Show yo following	the student's		needs? If so, ref If you ar further a or speał Psycholo	clear wha (see page er directly e unsure, dvice fron to the Co ogical Ser	e 4 an seek n a co ounse vices
Dobriof by	■ talking the situation th	arouat	a with a		or the
	your concerns and ir				



e or the Counselling & Psychological Services. Make priate.

WHAT SORT OF SUPPORT DOES THE STUDENT NEED?



MORE INFORMATION:

- See the MyGlasgow Students site: www.glasgow.ac.uk/students
- Contact the Student Services Enquiry Team (SSET) on +44 (0) 141 330 7000

WHAT YOU SHOULD DO IN URGENT SITUATIONS

The situation is urgent if you believe or are given information that the student may be at risk of harm to him/herself or others. You are concerned for one or more of the following reasons. The student:

May be at risk of serious self-harm	Is violent or threa	
Has completely stopped functioning	Seems very dis	

In these circumstances the University Crisis Team helps provide central support for these situations.

ACCESSING CRISIS TEAM:

Phone Security: +44 (0) 141 330 4444 (during and out of office hours).

Have as much information to hand about the situation as possible. If the situation is immediately life threatening, call the emergency services.

IMMEDIATE DANGER: 999

BENEFICIAL INFORMATION TO COLLECT:

Name and registration number of student

Contact details of any family or friends to help support

Details of the incident and any other relevant information: Has it happened before? Are they on any medication? Have they registered with the Counselling or Disability Services?

ALSO, CONSIDER THE FOLLOWING:

	Try to stay calm	Whenever possible make sure you h	
	Engage with the student if possible		Always note the i
Ensure to debrief by talking the situation through with a Psychological Services			

REMEMBER: Friends and family can be a source of support!

atening violence to people or property

sorientated and out of touch with reality

Where do they stay – address and phone details

GP's name and practice

have back-up available

incident and details of action taken in Support Works

colleague or with someone in the Counselling &



HELPING DISTRESSED STUDENTS: 7

ROLES AND RESPONSIBILITIES: IDENTIFYING AND OFFERING SUPPORT

It is not always possible to know what the best source of support might be. The student may have more than one problem, or the initial problem may not be the most central.

If in doubt about the available or most suitable services, contact the Student Services Enquiry Team.

If you offer support yourself, you must ensure that:

You have sufficient within the context of your other commitments to do this.

It does not conflict with other aspects of your role.

Remember: you are not solely responsible for the student's emotional state

Do not disclose personal information about students to anyone outside the University, including parents, without the student's explicit consent.

If parents wish to contact the student, you can offer to forward a communication or tell the student they have been in touch.

> The Counselling & Psychological Services offer a confidential consultation service to all staff who may wish to discuss their concerns about a student in difficulty.

Identifying sources of support:

It is important in the first instance to refer the student to somewhere that is acceptable to him/her.

A further referral can be made later, if appropriate.

If you think the student is in crisis, phone: +44 (0) 141 330 4444

You have access to colleague support.

You seek advice from colleagues or Student Services if you have persistent concerns.

Confidentiality:

Treat personal information about students with discretion.

Do not promise absolute confidentiality and advise the student that you may have to consult a colleague.

KEY CONTACTS: INTERNAL

STUDENT SERVICES ENQUIRY TEAM (SSET)

If in doubt contact the Student Services Enquiry Team (SSET) in non-urgent situations.

Monday to Tuesday, 0900 - 1700 Wednesday, 0930 - 1700 Thursday to Friday, 0900 - 1700

Level 2, The Fraser Building University Avenue Glasgow G12 8QQ

Telephone: +44 (0) 141 330 7000 **Email:** studentservices@glasgow.ac.uk Web: www.glasgow.ac.uk/sset

CRISIS TEAM

Contact the Team if you think a student is in crisis and are unsure what to do.

Phone Security: +44 (0) 141 330 4444 (24 hours)

Have as much information to hand about the situation as possible. If the situation is immediately life threatening, call the emergency services.

COUNSELLING &

During office hours this Service will provide a priority response if a student is in a mental health crisis and/or staff need advice.

Monday to Friday, 0900 - 1700

67 South Park Avenue Glasgow G12 8LE

Telephone: + 44 (0) 141 330 4528 **Email:** studentcounselling@glasgow.ac.uk Web: www.glasgow.ac.uk/counselling

PSYCHOLOGICAL SERVICES



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