# Flow Chart 1 - How do you know there is a problem?

# Trusting your judgement – Check the following

Is the students behaviour causing concern or having an impact on the community?

Is the student telling you there is a problem?

Is there anything unusual/unpredictable about the student's behaviour that makes you feel uneasy?

How does the student seem?

- Tense/irritable
- Sad/miserable/tearful
- Behaving erratically
- Changeable mood/behaviour
- Panicky
- Withdrawn/very quiet
- Poor concentration
- Smelling of alcohol/cannabis
- Agitated
- Very loud/disinhibited
- Talking incoherently

Is there other information?

Has the student reported previous mental health issues/have Mental Health Support been involved?

Are other residents, flat mates, friends or other staff telling you something about the student that indicates a problem?

Has the Proctor been involved?

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)

Behaviors 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?

How does he or she feel? Is there something wrong? Has there been a similar experience in the past? Do you need more information from other staff?

Has anyone else noticed a problem?

How is the student functioning academically?

Would it be helpful to consult with someone else?

- Your colleagues
- Student Support Services
- Mental Health Support
- Proctor

# Flow Chart 2

# What you should do if the situation does NOT require immediate action

It is NOT urgent if:

There is no immediate risk to the student or others, although the student may be:

- Depressed, anxious, generally stressed
- Homesick, lonely and
   Has low self-esteem isolated
- Having relationship problems
- Bereaved
- Having unexplained study or money problems

If the student will accept help

Decide who the best person to provide help is

If you decide you can help the student you must ensure that:

You have the time and/or skill to deal with the situation

It doesn't conflict with your role

You are able to:

- Listen to the student's concerns
- Offer practical advice
- Provide reassurance
- Follow up on the conversation at another time

If you feel that someone else should help the student:

Are you clear what the student needs? If you are then refer directly and use Flowchart 4 to identify correct referral pathway If you are unsure seek further advice from your Residential Leader If you are concerned about

the impact of behaviour on other students discuss with your Residential Leader

If the student will not accept help

Make it clear to the student that you will help if they change their mind

Alert the relevant person/s about the continuing concerns (Duty MHS/Liaison)

If you are concerned about the impact of behaviour on other students discuss with your Residential Leader

## In all situations

- Make sure you debrief by talking the situation through with an appropriate support person
- If appropriate make a record of the conversation
- Follow up and check how the student is at the nearest opportunity

# Flow Chart 3 What you should do if the situation IS urgent

#### It is urgent if:

You are concerned that the student may:

- Be at risk of harming themselves
- Is violent or is threatening violence to people or property
  - Call the Police on 111

- Has completely stopped functioning
- Seems very disorientated and out of touch with reality

- Is behaving out of character
- Is expressing suicidal thoughts

# If the student will accept help

### In office hours:

Refer the student directly to Duty MHS -Phone 0800479821 and inform the receptionist of your role and tell them it is for urgent advice/appointment Utilise Campus Watch for support Inform you Residential Leader

## Out of office hours:

Ring the Mental Health Crisis line for support/advice - Call/Text 1737 Call EPS - 0800467846 Utilise Campus Watch for support If in immediate danger (you, the student or others) Call the Police on 111 Inform your Residential Leader

# If the student will not accept help

#### In office hours:

Contact Duty MHS – Phone 0800479821 and inform the receptionist of your role and tell them it is for urgent advice. Utilise Campus Watch for support

If in immediate danger (you, the student or others) Call the Police on 111 Inform you Residential Leader

#### Out of office hours:

Ring the Mental Health Crisis line for support/advice - Call/Text 1737 Call EPS - 0800467846 Utilise Campus Watch for support If in immediate danger (you, the student or others) Call the Police on 111 Inform your Residential Leader

# In all situations

- Try to stay calm
- Engage with the student if possible but put safety first
- Prioritise your own safety and that of others at the scene
- Whenever possible make sure that you have support available
- Make sure that you debrief by talking through the situation with you Residential Leader or MHS
- If appropriate keep a written record

Flow Chart 4
What sort of support does the student need?

