

Mental Health Emergency

In office hours | Monday - Friday | 9-5PM



PRIFYSGOL
BANGOR
UNIVERSITY

Is the problem urgent?

Do you think the student:

- Has stopped functioning academically or in other areas of life?
- Has stopped looking after her/himself
- Is seriously physically ill
- May be a serious risk to her/himself or others
- Is at risk of suicide

Yes

Will the student accept help?

Yes

No

No

Can you help?

Do you have the time and /or skill?

No

Yes

Consult one of the following:

- BU's Mental Health Adviser: 01248 382032
- Counselling Service: 01248 388520
- Line Manager
- Mental Health 1st Aider

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If the situation is escalating contact:
University Security (3475 or 2795) or
phone 999 and call an ambulance

1. Has the student previously seen a **Mental Health Practitioner**? Can this person be contacted or an **urgent appointment** arranged?
2. **Contact a GP** (student's own GP or Bodnant Surgery (01248 364492) for an urgent appointment. You or the student might make the appointment as appropriate.
3. **Contact BU's Mental Health Adviser (01248 382032)**. You or the student might make the appointment as appropriate
4. If above is unavailable, contact **Arfon Community Mental Health Team: 01248 363470**.

Appropriate support may include:

- **Listen**
listen to the student's concerns
- **Support**
Arranging a network of support through: Student Services / Academic Departments / Chaplaincies / Students' Union
- **Advise**
Offer practical advice if appropriate
- **Record**
Keep a record of the main issues
- **Sharing concerns**
Sharing your concerns when appropriate on a 'need to know' basis

A note about confidentiality:

Initial advice

You can seek initial advice, without breaching confidentiality, by withholding the student's identity.

Seeking permission

Before consulting someone about a student's welfare, the student's permission should be sought, if possible.

Breaching Confidentiality

If you feel that confidentiality should be breached, always consult a line manager first when possible.

Refused permission

If the student refuses permission but you feel their safety or the safety of others is a risk you need to share this information as a 'duty of care'

Sharing Information

Information, both verbal and written, should be shared on a 'need to know' basis.