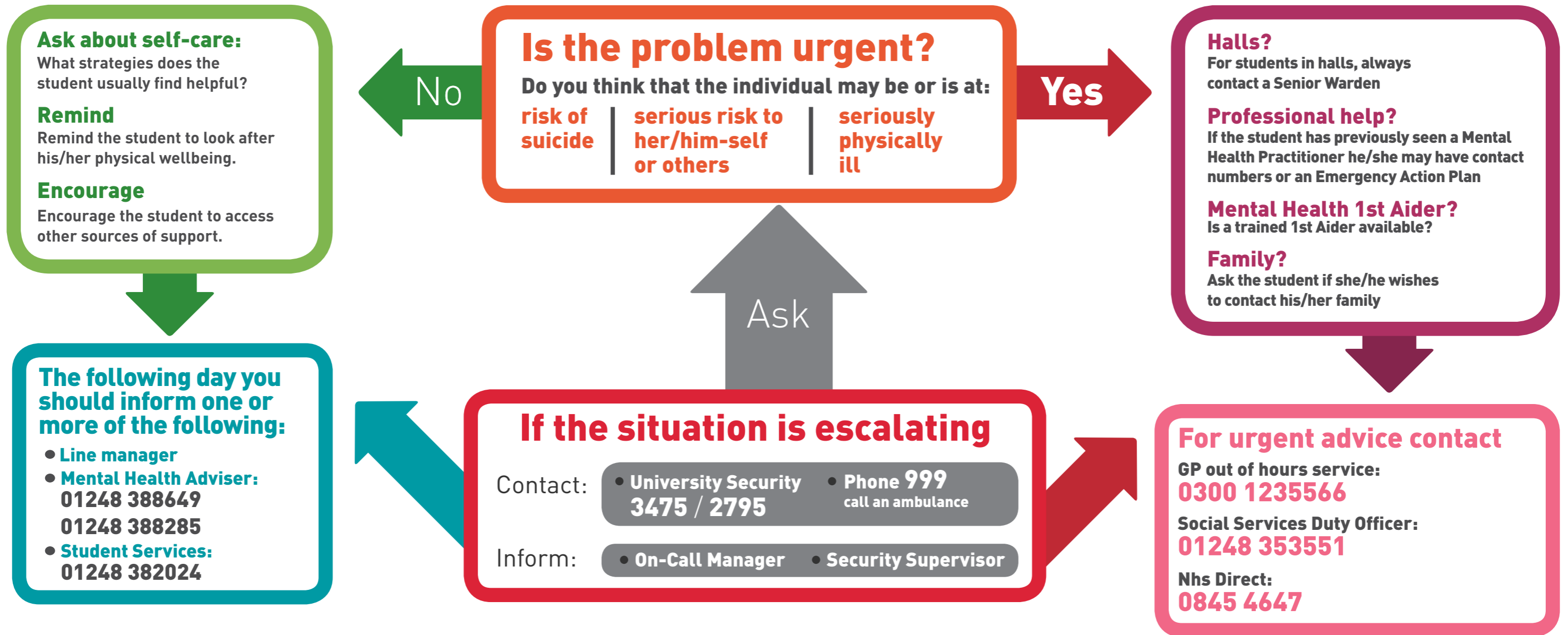


Mental Health Emergency

Evening | Night time | Weekends



PRIFYSGOL
BANGOR
UNIVERSITY



Useful tips:

- Listen** listen to the student's concerns
- Speak** Talk slowly and calmly
- Reassure** Provide reassurance
- Record** Keep a record of the main issues
- Advise** Offer practical advice if appropriate
- Communicate** Talk to your line manager or senior warden, when possible

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.