

## Staff member concerned about a student in distress

### Non-Urgent

If the student is or appears:

- Withdrawn, low in mood, tearful or unduly anxious or has a sudden deterioration in academic performance AND
- Does not display features considered as Urgent/Emergency

### Urgent/Emergency

- Very aggressive/threatening towards the staff member or other students
- Suicidal/actively talking about suicide
- Disorientated or is displaying psychotic behaviour
- Taken an overdose of drugs/alcohol
- A recent victim of an assault or an attack
- A risk to self or others

- Talk to the student and explain your concerns
- Clarify why the student is upset and identify what existing support is in place
- Identify if the student wishes or is willing to seek help
- Advise the student of the services available to them and encourage the student to make contact with the relevant services themselves by providing them with contact details
- If a student does not wish to follow your advice, respect their wishes. No further action should be taken at this stage unless the student's condition deteriorates to become Urgent/Emergency.
- Do not probe further. It is now up to the student to decide how much/if any information they wish to share.

- If possible consult a colleague and try not to act alone (it is important to ensure your own safety and that of the distressed student)
- Talk to the student and explain your concern (unless you think this will aggravate the situation) and if it is a life-threatening emergency, request an ambulance by calling 999. Inform the Creative Academy Manager (seek the student's consent but contact anyway).
- In non life-threatening yet urgent situations, identify if the student is willing to seek help and seek consent from the student to contact the relevant professional services, the student's own GP, the Creative Academy counsellor, the Head of Wellbeing or the student's own emergency contact.
- Contact A&E if other services are unavailable or closed.