

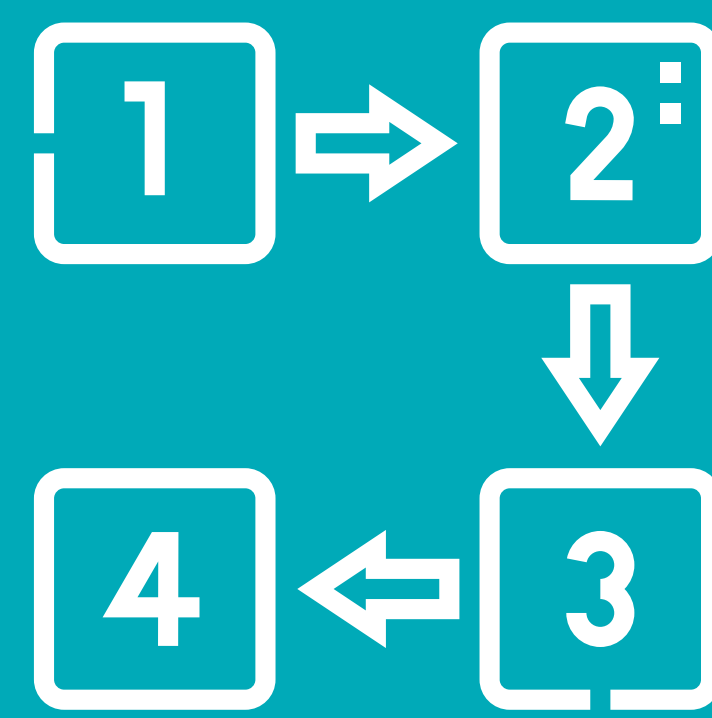
TU DUBLIN STUDENT IN DISTRESS GUIDE

WHEN TO ACT



- ⚡ If a student is in immediate danger of harming themselves or somebody else (e.g. suicide, plans to harm others, threatening violence).
- ⚡ If a student is acting in a bizarre manner or out of contact with reality.
- ⚡ If the student is in a situation where they could come to immediate serious harm.

FIRST STEPS



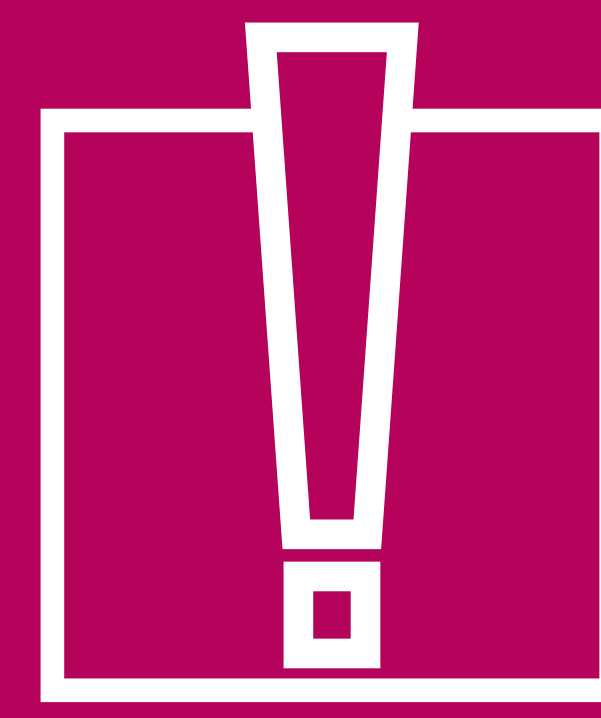
- ⚡ Tell the student that you are concerned and that you will need to contact one of the following services:
 - TU Dublin Student Counselling Service or TU Dublin Student Health Centre, or the student's own GP (during normal business hours).
 - Involve the student in the deciding which service to contact and ring the appropriate service. Remain with the student.

WHAT IF?



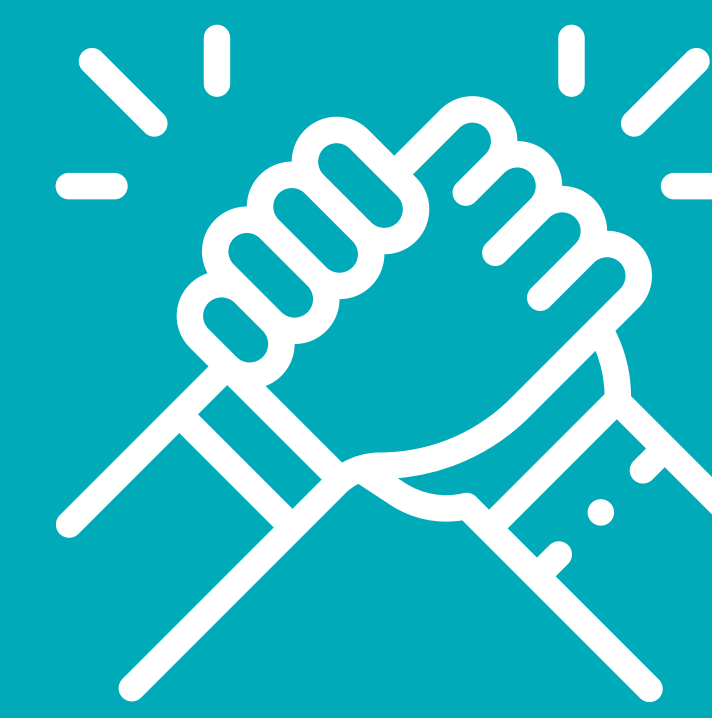
- ⚡ If the student is unwilling to accept help, contact (ideally in the student's presence) TU Dublin Student Counselling Service, Student Health service or the student's own GP.
- ⚡ If services are unavailable or if the student refuses to use services - contact 'next of kin' (try involving student in the decision unless this might further escalate the situation).

REMEMBER



- ⚡ In the event of a life-threatening situation on-site:
 - if a student is or appears to be attempting suicide or has attempted suicide.
 - if a student is threatening to harm others.
- ⚡ Contact the appropriate emergency services on **999** or **112**: Ambulance, Gardai, etc.
- ⚡ Inform Campus Security:
General: **01 220 7666**
Out of Hours: **01 220 7615 / 7616**

SUPPORT FOR STAFF



- ⚡ Please ensure you inform your line manager of any situation you are aware of/staff needing personal support during/after dealing with a crisis, can contact the Employee Assistance Programme (EAP)

CONTACT DETAILS

Internal

- ⚡ Student Counselling Service Hours:
Monday to Friday 9am - 1pm and 2pm - 5pm
Phone **+353 86 082 0543**
- ⚡ Student Health Centre Hours:
Monday to Friday 9am - 1pm and 2pm - 5pm
Phone **01 220 5700**
- ⚡ Campus Security:
General **01 220 7666**
Out of Hours **01 220 7615 / 7616**

External

- ⚡ The Samaritans: 24 hour free telephone line **116123**
- ⚡ Pieta House 24 hour suicide helpline **1800 247 247**
- ⚡ "Text About It" 24 hours. Text TUDUB to **50808**
- ⚡ In the case of an emergency, please contact your local medical service or Emergency Department.
- ⚡ Employee Assistance Service:
Freephone **1800 814 243**
Text 'Hi' using WhatsApp or SMS to **087 369 0010**