

TU DUBLIN STUDENT MENTAL HEALTH POLICY AND GUIDELINES



TABLE OF CONTENTS

| | |
|---|----------------|
| 1. Purpose & Scope | Page 3 |
| 2. Mental Health & Wellbeing | Page 5 |
| 3. Guidance For Staff on Responding to a Student Experiencing Mental Health Difficulties | Page 12 |
| 4. Administrative Policies and Procedures | Page 17 |
| 5. Disciplinary Policy & Procedures | Page 21 |
| 6. Confidentiality & Disclosure | Page 22 |
| 7. Appendices | Page 24 |

TU DUBLIN STUDENT MENTAL HEALTH POLICY AND GUIDELINES

1. Purpose and Scope

- 1.1.1 This Mental Health Policy seeks to establish a coherent framework and a set of procedures to help promote Student Mental Health and Well-Being in TU Dublin Campuses.
- 1.1.2 An effective Student Mental Health Policy recognises the need for the university's collective engagement and responsibility for the promotion and support of Student Mental Health. The Policy should be succinct and clear for all members of the university community and provide support, guidelines and training for the effective delivery of support for Students throughout their journey while Studying at TU Dublin.
- 1.1.3 The policy is intended for students attending TU Dublin and supports staff in supporting the mental well-being of all students in the University.
- 1.1.4 Document Control Summary

| Area | Document Information |
|---------------|--------------------------------|
| Author | Student Services and Wellbeing |
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1.5 Legislative issues

The primary pieces of legislation that underpin this policy include the

- » Mental Health Act, 2001
- » Disability Act, 2005
- » Equal Status Acts, 2000-2004.
- » Mental Health (Amendment) Act 2015
- » Mental Health (Amendment) Act 2018

TU Dublin's Role and Responsibility

TU Dublin recognises the need to develop services and provide a supportive environment to support students with mental health difficulties. Students reporting mental health difficulties within the University are referred to services within TU Dublin and supported by them, where appropriate. Primary responsibility for the provision of community mental health services lies with the Health Service Executive. TU Dublin therefore aims to;

- » Provide a range of Student Support Services, including the Student Health, Student Counselling, Disability Support, Pastoral Care, Financial Aid, Accommodation and Access Support Services, Student's Union and a broad range of services to support, Student Life and Student Success.
- » Provide referrals to relevant external agencies where appropriate.
- » Maintain appropriate contact between the university and relevant external agencies that support student's with mental health difficulties.
- » Provide ongoing support for staff in the support of students with mental health difficulties.
- » Encourage students with mental health difficulties to actively seek ongoing support both internally and externally.
- » Provide unambiguous and widely accessible information about the availability of resources and support to both current students and those intending to study at TU Dublin.
- » Promote an environment in which mental health difficulties are openly acknowledged and not stigmatised through education and training.
- » Challenge any discrimination directed at those who may be experiencing mental health difficulties through promotion and education.
- » Promote a healthy lifestyle and raise awareness of the adverse effects of drug and alcohol abuse and misuse through promotion and education.
- » Ensure the confidentiality of personal information provided by students with mental health difficulties, except in grave circumstances - See section (data protection and privacy statement for Student Support).
- » Ensure the implementation of this and contingent policies, ensure adequate training to all staff in relation to this policy and the provision of operating procedures to ensure all Students receive the support and advocacy discussed in this document.

1.6 TU Dublin's Student Policies

The Primary pieces of policy that underpin this policy include the

- » Admissions Policy
- » Student Disciplinary Procedures
- » Fitness to Practice Policy
- » Fitness to Continue to Study.
- » Data Protection Policy
- » Privacy Statement for Student Health Service
- » Student Charter
- » Student Crisis/Concern and Deferral Guides
- » Student Death Protocol

2. Mental Health and Wellbeing

The concept of 'Mental Health' as defined by the World Health Organisation (WHO) is:



A state of mental well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community. It is an integral component of health and well-being that underpins our individual and collective abilities to make decisions, build relationships and shape the world we live in.



Mental Health encompasses a broad spectrum of experiences including mental (psychological-emotional) well-being, mental health difficulties and mental health disorders. These can manifest as a range of biological, psychological, social, cultural, and historical variables that affect the thoughts, emotions, and behaviour of an individual when faced with life's situations.

In 2020, the National Student Mental Health and Suicide Prevention Framework: [HEA – National Student Mental Health and Suicide Prevention Framework](#) was developed to address the increasing demand for student mental health support in Irish Higher Education. This provides a coherent framework and guidelines for developing a cohesive mental health strategy for third-level education institutions. The framework outlines the implementation of effective mental health support in the third level setting under the following nine themes:

- » **Lead:** Building and support national and institutional strategies for student mental health
- » **Collaborate:** Developing partnerships on campus and in the community with health services to support student mental health
- » **Educate:** Building campus knowledge and skills on student mental health and suicide prevention
- » **Engage:** Creating campus communities that are connected, safe, nurturing, inclusive and compassionate
- » **Identify:** Prioritising awareness training for all staff and students to enhance recognition and referral
- » **Support:** Providing students with safe, accessible, and well-resourced mental health support
- » **Respond:** Ensuring that institutions have the critical incident protocols required for varying levels of student mental health crisis
- » **Transition:** Establishing student supports throughout the higher education journey
- » **Improve:** Collecting and analysing data to inform measures to improve student mental health

Under the themes 'Lead' and 'Respond', the framework requires third level institutions to develop and put in place effective policies, procedures, and strategies for supporting student mental health and responding to students experiencing crisis.

The framework also states that:



The HEI mental health strategy should work together with existing procedures of student care (Braden and Caleb 2019) such as: health and safety policy, critical incident procedure, distressed student protocol, student death policy, confidentiality and privacy policy, fitness to study/practice policies, temporary leave and return policy, communication strategy, and student code of conduct

The Framework provides clear guidance and performance indicators for implementing an effective mental health strategy and services within the third level setting. HEA are currently reviewing the framework which, along with the HEA Healthy Campus Framework, provide a whole institution approach to health & wellbeing.

In their 'Sharing the Vision' (STV) Mental Health Strategy Document. The HSE have outlined a new framework for the continued development and enhancement of mental health services in Ireland from 2020 to 2030. This policy identified four domains that underpin its core values and service delivery principles:

- » Promotion, Prevention and Early Intervention
- » Service Access, Co-ordination and Continuity of Care
- » Social Inclusion
- » Accountability and Continuous Improvement

The STV strategy emphasises a whole system approach to mental health services that addresses the full spectrum of mental health conditions and needs, from supporting positive mental health to specialised care for those experiencing a mental health disorder.

2.1 Mental Health Distress

Mental health distress is associated with a wide range of experiences that affect how we think, feel and behave and results in a less than effective ability to cope with and manage our lives, particularly when we are faced with a change in lifestyle and a new environment. Evidence of mental health distress may include, among other factors: anxiety or depression, poor concentration and performance, difficulty with eating (or eating to excess), withdrawal from peer group, alcohol and narcotic abuse, changed behaviour and appearance, suicidal ideation, obsessive attitude towards work/pre-occupation with failure. It should be noted that mental health distress may be experienced by anyone at any time and the World Health Organisation maintains that one in six individuals will experience mental health distress at some point in their lives. The experience may not necessarily warrant specialist mental health care or admission to a specialist facility. Common presentations of Mental Health Distress are included in Appendix 1.

2.2 Mental Disorder

Mental Disorders is characterised by the WHO as:




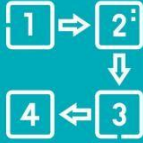



A clinically significant disturbance in an individual's cognition, emotional regulation, or behaviour. It is usually associated with distress or impairment in important areas of functioning. There are many different types of mental disorders. Mental disorders may also be referred to as mental health conditions. The latter is a broader term covering mental disorders, psychosocial disabilities and (other) mental states associated with significant distress, impairment in functioning, or risk of self-harm.



A student experiencing an acute mental health episode, in addition to needing appropriate professional support, may also cause concern and anxiety among his/her fellow students, and members of staff. For guidance on acute mental health episodes, see Students in Distress guide. (Full Guide below and in Appendix)



TU DUBLIN STUDENT IN DISTRESS GUIDE

| WHEN TO ACT | FIRST STEPS | WHAT IF? | REMEMBER | SUPPORT FOR STAFF | CONTACT DETAILS |
|---|--|--|---|---|---|
|  <ul style="list-style-type: none"> 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. |  <ul style="list-style-type: none"> Tell the student that you are concerned and that you will need to contact one of the following services: <ul style="list-style-type: none"> 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. |  <ul style="list-style-type: none"> 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). |  <ul style="list-style-type: none"> In the event of a life-threatening situation on-site: <ul style="list-style-type: none"> 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, Gardaí, etc. Inform Campus Security: General: 01 220 7666 Out of Hours: 01 220 7615 / 7616 |  <ul style="list-style-type: none"> 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) | <p>Internal</p> <ul style="list-style-type: none"> 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 <p>External</p> <ul style="list-style-type: none"> 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 |

2.3 **Help Available for Students experiencing mental health difficulties**

Many students experience periods of varying degrees of mental distress during their time at university. Life events such as financial worries, course choice, bereavement, parental separation, unplanned pregnancy, relationship breakdown, and addictions can be traumatic and distressing for students. In addition, transition to university and academic anxiety are common sources of stress. Such issues and stresses have a direct impact on the student experience, academic performance, and student retention.

In addition, some students will enter university with an established mental health diagnosis whilst others may develop a mental health disorder whilst there. The support networks available to a student vary from individual to individual, and according to whether they are still residing at home with their family/caregiver, or living away from home for the first time, and whether or not they have previously had access to or been supported by Mental Health Services. It is important to help students build on existing supports, whilst providing access to additional sources of help when necessary.

There are many services available both on site and externally for students experiencing mental health difficulties.

Please see Appendix 3: External and Internal Supports Please also see Students Concern Guide.

For further guidance for staff on supporting students, please see section 3 below

3. GUIDANCE FOR STAFF ON RESPONDING TO A STUDENT EXPERIENCING MENTAL HEALTH DIFFICULTIES






3.1 Non-urgent/non-emergency situations

Members of staff who become concerned about a student who appears withdrawn, low in mood, tearful or unduly anxious, or who has deterioration in academic performance or failure to meet deadlines for submission of assignments should consider one or more of the following courses of actions.

- » Make the student aware of your concern and the basis for that concern.
- » Advise the student to consider obtaining help/support as per section 2 of this policy.
- » Assure the student that discussions are confidential and remain so unless you judge them to be a danger to themselves or to other students, or it is a criminal matter.
- » Offer to communicate your concern to their family, GP, Student Counselling Service 086 082 0543, or the Student Health Service (01) 2205700.
- » Arrange a specific date to meet the student to review the outcome.
- » If a student does not wish to avail of support services, or does not wish to follow your advice, his/her wishes should be respected.
- » Unless and until their situation or condition deteriorates to become Urgent/Emergency as below, no further action is appropriate at this stage.

See 'Student Concern' guide below and in appendix for further guidance and information

TU DUBLIN STUDENT CONCERN GUIDE

| WHEN TO ACT | ACADEMIC /EXAM RELATED ANXIETY | ACADEMIC CONCERNS | STUDENT SUPPORT SERVICES | PERSONAL CONCERNS | CONTACT DETAILS |
|---|---|--|---|---|---|
|  <ul style="list-style-type: none"> ~ If a student has approached you while being in distress; however, they are not in immediate danger and there is no risk to others. ~ For students where the student is in immediate danger and/or there is risk to others, refer to "Student in Distress" Guide. |  <ul style="list-style-type: none"> ~ Anxiety: Refer to TU Dublin Counselling Service/Year Tutor/TU Dublin Student Hubs and TU Dublin Students Union ~ Discuss Results/Options/Next Step: Refer to Year Tutor/ Programme Coordinator/ Head of Discipline/TU Dublin Career Coach/ Disability Support Service (if student registered with DSS) ~ Query/Challenge Grades: Refer to TU Dublin Students' Union/Lecturer/ Year Tutor/Head of Discipline/School, local Examinations Office/TU Dublin Student Hubs |  <ul style="list-style-type: none"> ~ Unhappy In Course/ Thinking of Leaving: Refer to 'Thinking of Leaving' Guide. Refer to Year Tutor/Programme Coordinator/Head of Discipline or TU Dublin Career Coach/Disability Support Service (if student registered with DSS) ~ Fee Concerns: Refer to local TU Dublin Student Hubs ~ Grant Concerns: Refer to SUSI (0761 08 7874), other grant ~ Bullying Concerns: Refer to local TU Dublin Student's Union/ TU Dublin Student Counselling Service/TU Dublin Pastoral care. |  <ul style="list-style-type: none"> ~ Disability/Learning Support Concerns: Refer to Disability Support Service or local Learning Support Office ~ Mental Health/Well-being: Refer to TU Dublin Student Counselling Service/TU Dublin Student Health Centre/ TU Dublin Pastoral Care ~ Physical Health/Illness: Refer to TU Dublin Student Health Centre, Contact Emergency Services (Ambulance 999/112) ~ Addiction/Substance Abuse or Pregnancy Concerns: Refer to TU Dublin Student Health Centre/TU Dublin Student Counselling Service |  <ul style="list-style-type: none"> ~ Financial Concerns OR Homelessness: Refer to TU Dublin Financial Aid/TU Dublin Accommodation Services, TU Dublin Student Hubs/TU Dublin Students Union ~ Sexuality: Refer to TU Dublin Counselling Service or TU Dublin Student Health service ~ Discrimination/ Racism: Refer to TU Dublin Students' Union or TU Dublin Student Counselling Services. ~ Family/Relationship Issues or Isolation/ Loneliness/ Homesickness: Refer to TU Dublin Counselling Service/TU Dublin Pastoral Care | <p>Internal</p> <ul style="list-style-type: none"> ~ 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 ~ Student Hubs: studenthubdesk.city@tudublin.ie +353 1 220 6003 studenthubdesk.blanchardstown@tudublin.ie +353 1 220 8088 studenthubdesk.tallaght@tudublin.ie +353 1 220 8490 ~ Campus Security: General 01 220 7666 Out of Hours 01 220 7615 / 7616 <p>External</p> <ul style="list-style-type: none"> ~ 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 |

3.2 Urgent/ Emergency situations

In circumstances where staff have become concerned about a student and believe the student to be an immediate risk of harm to self or others, one or more of the courses of actions listed below should be undertaken. Such circumstances could include some or all the following:

- » If a student is expressing suicidal thoughts or other thoughts such as that they wished, they were dead.
- » If a student is threatening self-harm.
- » If a student appears unduly agitated or aggressive or is exhibiting bizarre behaviour.
- » If a student is expressing bizarre thoughts or ideas.
- » If a student appears to be not in touch with reality.

In responding to a student who is causing concern, Staff should only act to the limit of their competency, should always consider involving a colleague and should avoid taking on a pastoral role unless properly trained. The course of action may also need to be reviewed if the situation alters.

3.3 Actions advised in Urgent/Emergency situations.






- » Try not to act alone, if possible, seek the help/advice from another colleague.
- » If the Student has taken an overdose or injured themselves, telephone 999 or 112 for an emergency ambulance and inform the University at (01) 2207666 or out of hours (01) 2207615/7616
- » If the incident occurs between 9:15-1pm or 2:15- 5 pm contact the Student Health Service (01) 2205700 to seek advice/help until the ambulance arrives. For more information on making 112/999 calls, please see click on this link:
https://youtu.be/PSFmM47fz_k?si=wZ2ppZE9IMOnnHQD

- » If the student is very aggressive/threatening, seek help from Gardaí on 999 or 112.
- » Otherwise, if none of the above applies, make the student aware of your concern and the basis for that concern.
- » Ask the student if they are already attending University Counselling/Student Health Service /GP/Psychiatrist. Get details and with the student's consent contact one of these services explain your concerns, requesting their immediate help/intervention and confirm an appointment.
- » Accompany the student to the appointment if possible.
- » If the student refuses consent to disclose information or refuses to avail of an appointment with any of these agencies, and you believe the student or others to be in danger, you should still consider informing one of the agencies above and/or the student's next of kin. It may be best to explain to the student that you are doing this, unless you judge doing so will inflame the situation by making the student more agitated.
- » If the incident occurs outside the operating hours of any of the above services, consider contacting the emergency department of the local area see [HSE.ie](https://www.hse.ie) for information.
Urgent and emergency care - HSE.ie
- » If the incident occurs whilst off-campus on a field trip for instance, contact local health services for advice or assistance. Ensure you have the contact details of nearest A+E service and Out of Hour's emergency GP service before departure.
- » In exceptional circumstances the provisions of the Mental Health Act may need to apply. See Appendix for further details

See 'Student in Distress' guide below and in appendix for further guidance and information.

TU DUBLIN STUDENT IN DISTRESS GUIDE



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4. ADMINISTRATIVE POLICIES AND PROCEDURES

TU Dublin is committed to a policy of equal opportunity and welcomes applications from students with disabilities including those with mental health difficulties. The university makes every effort, where possible, to facilitate access and participation of students with mental health difficulties in all aspects of university life. Furthermore, TU Dublin is dedicated to the creation of an environment in which the stigma surrounding mental health can be reduced. In this environment, students experiencing mental health difficulties will be enabled to access the appropriate support at the earliest juncture.

The University uses the definition of disability as defined in the Disability Act 2005: “disability’, in relation to a person, means a substantial restriction in the capacity of the person to carry on a profession, business or occupation in the state or to participate in social or cultural life in the State by reason of an enduring physical, sensory, mental health or intellectual impairment”.

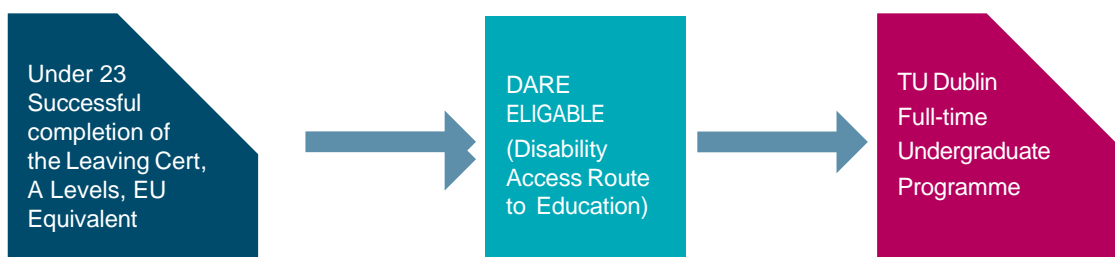
4.1 Admissions to TU Dublin

Students with mental health difficulties may enter TU Dublin through the Standard CAO Process or the CAO Supplementary Admission Process such as DARE. The Disability Access Route to Education (DARE) is a third level alternative admissions scheme for school-leavers whose disabilities have had a negative impact on their second level education. DARE offers reduced points places to school leavers who, as a result of having a disability, have experienced additional educational challenges in second level education.

DARE was set up by a number of colleges and universities as evidence shows that disability can have a negative impact on how well a student does at school and whether they go on to college.

TU Dublin reserves 5% of places on all full-time undergraduate programmes to offer on a reduced-points basis to DARE-eligible students.

Some rounding is applied where 5% of available places are not an even number.



For further information on applying through the CAO Supplementary Admission Route please see:

[DARE | TU Dublin](#)

Students who do not enter through the CAO process (e.g. postgraduates, apprentices, part-time students, Access Foundation Programme students) are also supported by the Disability Support Service if the student presents medical evidence of impact of disability from an appropriate consultant.

Students with mental health difficulties may register with the Disability Support Service at any time during the academic year to avail of necessary supports.

4.2 **Supporting the Educational Impact of Mental Health Difficulties**

The Disability Support Service (DSS) fulfils an important function with respect to the support of students encountering mental health difficulties during their studies. Staff at the DSS recognise that the concept of mental wellbeing is a universally pertinent one and that many people experience some of the symptoms associated with mental health difficulties at some stage in their lives.

Students are met on a one-to-one basis to determine the relevant supports applicable to their needs.

4.3 **Alternative Examination Arrangements**

TU Dublin is committed to ensuring that learners with disabilities will be enabled to demonstrate their knowledge and competency on an equal footing with their peers. A reasonable accommodation might be any action that helps to alleviate a substantial disadvantage.

The granting of reasonable accommodations to learners with mental health difficulties is always consistent with the academic rigour of programmes and also maintains academic standards. The regime of reasonable accommodations also ensures fairness to learners without disabilities in that it will not advantage learners with mental health difficulties over their peers.

When a student with mental health difficulties registers with the Disability Support Service, they are assessed for alternative exam arrangements, as part of the initial needs assessment. The accommodations may include

- »Sitting the exam in a room on their own
- »Sitting the exam in a smaller venue.



4.5 Deferring or Splitting Exams

Students with mental health difficulties can also be afforded the opportunity to extend one year of their programme over two years or to split the exams over summer and autumn exam schedules without penalty. These arrangements are put in place once medical verification has been supplied to substantiate the rationale for this accommodation.

For more information, please see Exam Form Guide below and in appendix.

TU DUBLIN STUDENT EXAM FORM GUIDE



WHAT SHOULD I DO IF?

AN EMERGENCY HAS IMPACTED MY EXAMS



- Due to serious and unforeseen factors, my performance in an examination or assessment was adversely affected and/or I was unable to submit an end of semester assessment. I wish the assessment board to take these factors into account when judging my exam performance or the lack of submission of the assessment.
- Click [here](#) for Forms and further details of this process.
- You should complete the "Extenuating Circumstances" form and accompanying "Professional Opinion Form" and submit both to Academic Affairs within three days of the scheduled exam or assessment hand-in date.
- Please be aware there are significant supports available to you in the University. For more information, please see Students in Concern/Distress Guide.

I NEED TO DEFER AN ASSESSMENT OR EXAMS



- I have engaged with my programme throughout the semester, but due to personal circumstance, I would like to defer an upcoming assessment(s), project or examination(s).
- You should complete an online "Assessment Deferral Form" and submit to school.
- Click [here](#) for Forms and further details of this process.
- Unhappy In Course/Thinking of Leaving: Refer to "Thinking of Leaving" Guide; Refer to Career Coach and/or Programme Coordinator/Student Hub.
- If you are feeling unwell or have personal circumstance that are affecting your coursework please refer to Students in Concern/Distress Guide for support and assistance for your situation.

I NEED TO DEFER MY STUDIES



- I have not been able to engage during the semester due to ongoing issues and I would like to defer all my modules to the next academic year. You should complete an online "Defer Studies Form" and submit to school.
- Mental Health/Well-being:** TU Dublin Student Counselling Service and/or TU Dublin Student Health Centre
- Physical Health/Illness:** Refer to TU Dublin Student Health Centre, Contact Emergency Services (Ambulance 999/112)
- Financial Concerns and/or Homelessness:** Refer to TU Dublin Financial Aid and/or TU Dublin Accommodation Services or local TU Dublin Students' Union/Student Hub
- Family/Relationship Issues or Isolation/Loneliness/Homesickness:** Refer to TU Dublin Counselling Service/ TU Dublin Pastoral Care.
- Sexuality:** Refer to TU Dublin Counselling Service or TU Dublin Student Health service.
- Discrimination/Racism:** Refer to TU Dublin Students' Union or TU Dublin Student Counselling Services.

BEAR IN MIND

The university has, in limited circumstances, an option to "carry a module"; this should be discussed with your Programme Coordinator

5. DISCIPLINARY POLICY AND PROCEDURES

5.1 Mental Health and Disciplinary Issues

All students are subject to TU Dublin's Student rules and regulations, and the rights of an individual with a mental health difficulty must be balanced with the right of all members of the University to study and work in a safe and productive environment.

Students with a mental health difficulty may behave inappropriately because of that mental health difficulty and care should be taken to ensure that disciplinary procedures do not result in inappropriate action against a student with a mental health difficulty without making all possible efforts to involve specialist psychiatric support. When a student is significantly distressed, it is always worthwhile considering the Policy and Procedures to Support and Determine a Student's Fitness to Continue to Study.

If a student chooses not to engage in treatment or refuses to attend for psychiatric assessment, the disciplinary process will continue.



6. CONFIDENTIALITY AND DISCLOSURE

Confidentiality is essential in encouraging students to seek help whenever appropriate. It is important therefore that students feel assured that any personal information they give a staff member will be treated with respect and discretion.

In accordance with [TU Dublin Data Privacy Policy](#), the university intends to meet all relevant data protection, privacy and security requirements, whether originating from legal, regulatory, or contractual obligations. The university also embraces Privacy by Design and Privacy by Default principles in all its services and functions both current and future. This ensures that the public can maintain a high level of trust in the university's competence and confidentiality while handling personal data. For Further details please see: [TU Dublin Explore GDPR](#).

6.1 When to Disclose Information

Information regarding the mental wellbeing of a student is confidential and should only be divulged with the consent of the student. If consent to disclose information is refused, information may be disclosed if any of the following circumstances apply:

- » Where it is considered that there is a danger to the life or safety of the student or another person.
- » Where a crime is being investigated.
- » Where it is a requirement of law.
- » Where there is a reporting obligation under the Child Protection Legislation.
- » When procedures under the Mental Health Act 2001 are invoked.

6.2 Guidelines for Disclosure and Communication of Information

To ensure appropriate disclosure, the following guidelines should be observed:

- » Where a student does agree to personal information being disclosed, ensure, if possible, the student is informed: - Who will be receiving the information - Why the information is being disclosed - What information is being disclosed.
- » Where appropriate, personal information may be discussed in multi-disciplinary case management meetings e.g. between Student Counselling Service and Student Health Centre for the purposes of supporting the student effectively.
- » Personal information should only be disclosed on a 'need to know' basis.
- » Issues relating to a student's mental health should not be discussed in public. Ensure that any discussion, whether in person or by telephone, is done in a discreet, sensitive and private manner.
- » Personal identifiable health information should not usually be sent via e-mail.


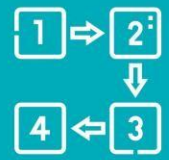




6.3 Guidelines for Record Keeping

It is good practice to keep brief notes of any interactions with students where there has been guidance or decisions in relation to personal issues, and to inform the student that you are making a record of the encounter. The record should be dated and written as soon as possible after the interaction with the student. It should state the nature of the interaction and any action taken or advice given. If appropriate, it should also state if the student consented for further action. Records should be as per:

[TU Dublin GDPR EXPLORE](#)






APPENDIX 1:

TU DUBLIN STUDENT IN DISTRESS GUIDE

| WHEN TO ACT  | FIRST STEPS  | WHAT IF?  | REMEMBER  | SUPPORT FOR STAFF  | CONTACT DETAILS  |
|---|--|---|---|---|---|
| <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> Tell the student that you are concerned and that you will need to contact one of the following services: <ul style="list-style-type: none"> 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. | <ul style="list-style-type: none"> 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). | <ul style="list-style-type: none"> In the event of a life-threatening situation on-site: <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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) | <p>Internal</p> <ul style="list-style-type: none"> 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 <p>External</p> <ul style="list-style-type: none"> 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 |

APPENDIX 2:

TU DUBLIN STUDENT CONCERN GUIDE

| WHEN TO ACT | ACADEMIC /EXAM RELATED ANXIETY | ACADEMIC CONCERNS | STUDENT SUPPORT SERVICES | PERSONAL CONCERNS | CONTACT DETAILS |
|--|---|--|---|---|--|
|  <ul style="list-style-type: none"> If a student has approached you while being in distress; however, they are not in immediate danger and there is no risk to others. For students where the student is in immediate danger and/or there is risk to others, refer to "Student in Distress" Guide. |  <ul style="list-style-type: none"> Anxiety: Refer to TU Dublin Counselling Service/Year Tutor/TU Dublin Student Hubs and TU Dublin Students Union Discuss Results/Options/Next Step: Refer to Year Tutor/Programme Coordinator/TU Dublin Career Coach/Disability Support Service (if student registered with DSS) Query/Challenge Grades: Refer to TU Dublin Students' Union/Lecturer/Year Tutor/Head of Discipline/School, local Examinations Office/TU Dublin Student Hubs |  <ul style="list-style-type: none"> Unhappy In Course/Thinking of Leaving: Refer to 'Thinking of Leaving' Guide. Refer to Year Tutor/Programme Coordinator/Head of Discipline or TU Dublin Career Coach/Disability Support Service (if student registered with DSS) Fee Concerns: Refer to local TU Dublin Student Hubs Grant Concerns: Refer to SUSI (0761 08 7874), other grant Bullying Concerns: Refer to local TU Dublin Student's Union/TU Dublin Student Counselling Service/TU Dublin Pastoral care. |  <ul style="list-style-type: none"> Disability/Learning Support Concerns: Refer to Disability Support Service or local Learning Support Office Mental Health/Well-being: Refer to TU Dublin Student Counselling Service/TU Dublin Student Health Centre/TU Dublin Pastoral Care Physical Health/Illness: Refer to TU Dublin Student Health Centre, Contact Emergency Services (Ambulance 999/112) Addiction/Substance Abuse or Pregnancy Concerns: Refer to TU Dublin Student Health Centre/TU Dublin Student Counselling Service |  <ul style="list-style-type: none"> Financial Concerns OR Homelessness: Refer to TU Dublin Financial Aid/TU Dublin Accommodation Services, TU Dublin Student Hubs/TU Dublin Students Union Sexuality: Refer to TU Dublin Counselling Service or TU Dublin Student Health service Discrimination/Racism: Refer to TU Dublin Students' Union or TU Dublin Student Counselling Services. Family/Relationship Issues or Isolation/Loneliness/Homesickness: Refer to TU Dublin Counselling Service/TU Dublin Pastoral Care | <p>Internal</p> <ul style="list-style-type: none"> 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 Student Hubs: studenthubdesk.city@tudublin.ie +353 1 220 6003 studenthubdesk.blanchardstown@tudublin.ie +353 1 220 8088 studenthubdesk.tallaght@tudublin.ie +353 1 220 8490 Campus Security: General 01 220 7666 Out of Hours 01 220 7615 / 7616 <p>External</p> <ul style="list-style-type: none"> 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 |

APPENDIX 3:

TU DUBLIN STUDENT EXAM FORM GUIDE



WHAT SHOULD I DO IF?

AN EMERGENCY HAS IMPACTED MY EXAMS



- Due to serious and unforeseen factors, my performance in an examination or assessment was adversely affected and/or I was unable to submit an end of semester assessment. I wish the assessment board to take these factors into account when judging my exam performance or the lack of submission of the assessment.
- Click here for Forms and further details of this process.
- You should complete the "Extenuating Circumstances" form and accompanying "Professional Opinion Form" and submit both to Academic Affairs within three days of the scheduled exam or assessment hand-in date.
- Please be aware there are significant supports available to you in the University. For more information, please see Students in Concern/Distress Guide.

I NEED TO DEFER AN ASSESSMENT OR EXAMS



- I have engaged with my programme throughout the semester, but due to personal circumstance, I would like to defer an upcoming assessment(s), project or examination(s).
- You should complete an online "Assessment Deferral Form" and submit to school.
- Click here for Forms and further details of this process.
- Unhappy In Course/Thinking of Leaving: Refer to "Thinking of Leaving" Guide; Refer to Career Coach and/or Programme Coordinator/Student Hub.
- If you are feeling unwell or have personal circumstance that are affecting your coursework please refer to Students in Concern/Distress Guide for support and assistance for your situation.

I NEED TO DEFER MY STUDIES



- I have not been able to engage during the semester due to ongoing issues and I would like to defer all my modules to the next academic year. You should complete an online "Defer Studies Form" and submit to school.
- Mental Health/Well-being:** TU Dublin Student Counselling Service and/or TU Dublin Student Health Centre
- Physical Health/Illness:** Refer to TU Dublin Student Health Centre, Contact Emergency Services (Ambulance 999/112)
- Financial Concerns and/or Homelessness:** Refer to TU Dublin Financial Aid and/or TU Dublin Accommodation Services or local TU Dublin Students' Union/Student Hub
- Family/Relationship Issues or Isolation/Loneliness/Homesickness:** Refer to TU Dublin Counselling Service/ TU Dublin Pastoral Care.
- Sexuality:** Refer to TU Dublin Counselling Service or TU Dublin Student Health service.
- Discrimination/Racism:** Refer to TU Dublin Students' Union or TU Dublin Student Counselling Services.

BEAR IN MIND

The university has, in limited circumstances, an option to "carry a module"; this should be discussed with your Programme Coordinator

APPENDIX 4:

Application of the Mental health act 2001.

Where a student of the University develops a Mental Disorder (as defined in Section 3 of the Mental Health Act 2001), and is deemed to require in-patient treatment, he/she will be encouraged to accept treatment in a Psychiatric Unit/Hospital. The Universities' professional staff involved with the student will facilitate a voluntary admission for such treatment.

Where a student of the University develops a Mental Disorder (as defined in Section 3 of the Mental Health Act 2001) and where the student is deemed by a Registered Medical Practitioner/Doctor to require treatment for this disorder but is unable or unwilling to accept voluntary hospitalisation, the procedures of the Mental Health Act 2001 will be followed:

The Act sets out regulations for the involuntary detention of persons to psychiatric hospitals. Before an adult 18 years and over may be involuntarily detained, the Mental Health Act (2001) requires that:

- » (S)He is suffering from a "mental disorder" within the meaning of the Act.
- » In addition, one of the following two conditions must also be met, as set out in section 3(1) of the Act, as follows:
- » a) because of the disorder there is a serious likelihood of the person concerned causing immediate and serious harm to himself or herself or to other persons.
- » or b) (i) because of the severity of the disorder the judgement of the person concerned is so impaired that failure to admit the person to an approved centre would be likely to lead to a serious deterioration in his or her condition or would prevent the administration of appropriate treatment that could be given only by such admission and b) (ii) the reception, detention and treatment of the person concerned in an approved centre would be likely to benefit or alleviate the condition of that person to a material extent.

The following are the steps undertaken under the Mental Health Act 2001 to detain a person aged 18 years and over. Any student less than 18 years of age and who is not, and has never been married, is treated as a child under the Mental Health Act 2001, and a different procedure applies- see details of Mental Health Act 2001 on www.mchirl.ie

Step 1: An application is made on one of the statutory forms 1-4

Step 2: The application will be made* either by a spouse/relative, an HSE Authorised Officer, a member of An Garda Síochána, or a member of the Public

Step 3: A Registered Medical Practitioner will assess the person within 24 hours of the receipt of the Application. This may be a Student Health Doctor, a GP or his locum team.

Step 4: If the Registered Medical Practitioner makes a recommendation that the person should be admitted to a Psychiatric Unit/Hospital under the Mental Health Act, 2001, arrangements will be made to transfer the person to an appropriate Hospital.

**Note the applicant is almost always a member of the student's family, and involvement of another category of applicant is likely to be needed only in the event of unavailability of a family member.*

APPENDIX 5:

Descriptions of common mental health disorders World Health Organisation (2022)

Anxiety Disorders

In 2019, 301 million people were living with an anxiety disorder including 58 million children and adolescents (1). Anxiety disorders are characterised by excessive fear and worry and related behavioural disturbances. Symptoms are severe enough to result in significant distress or significant impairment in functioning. There are several different kinds of anxiety disorders, such as: generalised anxiety disorder (characterised by excessive worry), panic disorder (characterised by panic attacks), social anxiety disorder (characterised by excessive fear and worry in social situations), separation anxiety disorder (characterised by excessive fear or anxiety about separation from those individuals to whom the person has a deep emotional bond), and others. Effective psychological treatment exists, and depending on the age and severity, medication may also be considered.

Depression

In 2019, 280 million people were living with depression, including 23 million children and adolescents (1). Depression is different from usual mood fluctuations and short-lived emotional responses to challenges in everyday life. During a depressive episode, the person experiences depressed mood (feeling sad, irritable, empty) or a loss of pleasure or interest in activities, for most of the day, nearly every day, for at least two weeks. Several other symptoms are also present, which may include poor concentration, feelings of excessive guilt or low self-worth, hopelessness about the future, thoughts about dying or suicide, disrupted sleep, changes in appetite or weight, and feeling especially tired or low in energy. People with depression are at an increased risk of suicide. Yet, effective psychological treatment exists, and depending on the age and severity, medication may also be considered.

Bipolar Disorder

In 2019, 40 million people experienced bipolar disorder (1). People with bipolar disorder experience alternating depressive episodes with periods of manic symptoms. During a depressive episode, the person experiences depressed mood (feeling sad, irritable, empty) or a loss of pleasure or interest in activities, for most of the day, nearly every day. Manic symptoms may include euphoria or irritability, increased activity or energy, and other symptoms such as increased talkativeness, racing thoughts, increased self-esteem, decreased need for sleep, distractibility, and impulsive reckless behaviour. People with bipolar disorder are at an increased risk of suicide. Yet effective treatment options exist including psychoeducation, reduction of stress and strengthening of social functioning, and medication.

Post-Traumatic Stress Disorder (PTSD)

The prevalence of PTSD and other mental disorders is high in conflict-affected settings (3). PTSD may develop following exposure to an extremely threatening or horrific event or series of events. It is characterised by all of the following: 1) re-experiencing the traumatic event or events in the present (intrusive memories, flashbacks, or nightmares); 2) avoidance of thoughts and memories of the event(s), or avoidance of activities, situations, or people reminiscent of the event(s); and 3) persistent perceptions of heightened current threat. These symptoms persist for at least several weeks and cause significant impairment in functioning. Effective psychological treatment exists.

Schizophrenia

Schizophrenia affects approximately 24 million people or 1 in 300 people worldwide (1). People with schizophrenia have a life expectancy 10-20 years below that of the general population (4). Schizophrenia is characterised by significant impairments in perception and changes in behaviour. Symptoms may include persistent delusions, hallucinations, disorganised thinking, highly disorganised behaviour, or extreme agitation. People with schizophrenia may experience persistent difficulties with their cognitive functioning. Yet, a range of effective treatment options exist, including medication, psychoeducation, family interventions, and psychosocial rehabilitation.

Eating Disorders

In 2019, 14 million people experienced eating disorders including almost 3 million children and adolescents (1). Eating disorders, such as anorexia nervosa and bulimia nervosa, involve abnormal eating and preoccupation with food as well as prominent body weight and shape concerns. The symptoms or behaviours result in significant risk or damage to health, significant distress, or significant impairment of functioning. Anorexia nervosa often has its onset during adolescence or early adulthood and is associated with premature death due to medical complications or suicide. Individuals with bulimia nervosa are at a significantly increased risk for substance use, suicidality, and health complications. Effective treatment options exist, including family-based treatment and cognitive-based therapy.

Disruptive Behaviour and Dissocial Disorders

40 million people, including children and adolescents, were living with conduct-dissocial disorder in 2019 (1). This disorder, also known as conduct disorder, is one of two disruptive behaviour and dissocial disorders, the other is oppositional defiant disorder. Disruptive behaviour and dissocial disorders are characterised by persistent behaviour problems such as persistently defiant or disobedient to behaviours that persistently violate the basic rights of others or major age-appropriate societal norms, rules, or laws. Onset of disruptive and dissocial disorders, is commonly, though not always, during childhood. Effective psychological treatments exist, often involving parents, caregivers, and teachers, cognitive problem-solving or social skills training.

Neurodevelopmental Disorders

Neurodevelopmental disorders are behavioural and cognitive disorders, that arise during the developmental period, and involve significant difficulties in the acquisition and execution of specific intellectual, motor, language, or social functions.

Neurodevelopmental disorders include disorders of intellectual development, Autism, and attention deficit hyperactivity disorder (ADHD) amongst others. ADHD is characterised by a persistent pattern of inattention and/or hyperactivity-impulsivity that has a direct negative impact on academic, occupational, or social functioning. Disorders of intellectual development are characterised by significant limitations in intellectual functioning and adaptive behaviour, which refers to difficulties with everyday conceptual, social, and practical skills that are performed in daily life. Autism constitutes a diverse group of conditions characterised by some degree of difficulty with social communication and reciprocal social interaction, as well as persistent restricted, repetitive, and inflexible patterns of behaviour, interests, or activities.

Effective treatment options exist including psychosocial interventions, behavioural interventions, occupational and speech therapy. For certain diagnoses and age groups, medication may also be considered.'



APPENDIX 6:

Internal Support Services

Internal Supports

Academic Writing & Learning Centre
Email: academicwritingcentre@tudublin.ie

Access Support
Tel: +353 1 220 8575
Email: access.supports@tudublin.ie

Accommodation & Living in Dublin
Tel: +353 1 220 5600
Email: studentaccommodation@tudublin.ie

Counselling Service
Tel: +353 86 0820 543
Email: counselling.service@tudublin.ie

Disability Support Service
Tel: +353 1 220 5097
Email: disability.support@tudublin.ie

Exams Office

Blanchardstown
Email: exams.blanchardstown@tudublin.ie

Aungier Street, Bolton Street, Grangegorman
Tel: +353 1 220 6001

Aungier Street: exams.aungierst@tudublin.ie
Bolton Street: exams.boltonst@tudublin.ie
Grangegorman: exams.grangegorman@tudublin.ie

Conservatoire: registrations.conservatoire@tudublin.ie

Tallaght
Tel: +353 1 220 7660
Email: examinations.tallaght@tudublin.ie

Fees & Grants

Aungier Street, Bolton Street,
Grangegorman Tel: + 353 1 220 7500
Email: studentfees.city@tudublin.ie

Blanchardstown
Tel: +353 1 220 8084
Email: feesandgrants.blanchardstown@tudublin.ie

Tallaght
Tel: +353 1 220 7715
Email: fees.tallaght@tudublin.ie

Financial Aid Service

Tel: 01 2208556
Email: financial.aid@tudublin.ie

Health Centre

Grangegorman
Tel: +353 1 220 5700

Aungier Street
Tel: +353 1 220 5700

Tallaght
Tel: +353 1 220 7739
Email: studenthealth.tallaght@tudublin.ie

Blanchardstown
Tel: +353 1 220 8117
Email: nurse.blanchardstown@tudublin.ie

Mathematics Learning Centre

Email: mlsc@tudublin.ie

Pastoral Care & Chaplaincy

Tel: +353 1 220 7076
Email: suzanne.greene@tudublin.ie

Registration

Aungier Street, Bolton Street, Grangegorman
Tel: +353 1 220 6002
Email: registrations.city@tudublin.ie

Blanchardstown
Tel: +353 1 220 8084
Email: registration.blanchardstown@tudublin.ie

Tallaght
Tel: +353 1 220 7670
Email: registration.tallaght@tudublin.ie

Student Hub

Aungier Street
Tel: +353 1 220 6003
Email: studentservices.city@tudublin.ie

Grangegorman
Tel: +353 1 220 6003
Email: studentservices.city@tudublin.ie

Blanchardstown
Tel: +353 1 220 8088
Email: sid@tudublin.ie

Tallaght
Email: studenthubdesk.tallaght@tudublin.ie
Tel: +353 1 220 8490

Students' Union

Email: General hello@tudublinsu.ie Help
advice@tudublinsu.ie

External Support Services

Alcoholics anonymous

<https://www.alcoholicsanonymous.ie/>

AWARE's Depression Line

1800 80 48 48 (10am—10pm Freephone)
supportmail@aware.ie

Bodywhys

<https://www.bodywhys.ie/>

Supporting people affected by eating disorders

Crisis Textline

Text: TUDub to 50808

Emergency services (fire brigade, Gardaí, ambulance)

999 or 112

Pieta House

Tel: 1800 247 247 or Text HELP 51444

Web: <https://www.pieta.ie/>

Samaritans

Tel: 116 123 (24 hours Freephone)

Web: <https://www.samaritans.org/ireland/samaritans-ireland/>

Narcotics Anonymous

<https://www.na-ireland.org/>

HSE Drugs and Alcohol Support Line –
Callback service – voicemail or email

9:30am – 5:30pm: 1800 459 459

Email: helpline@hse.ie

Niteline

Every night during term time, 9pm –
2:30am

1800 793 793

Teenline

(students up to age 18) 24 hours a day
1800 833 634

LGBT Helpline

Monday to Thursday: 6:30pm to 10:00pm,
Fridays: 4:00pm to 10:00pm,
Weekends: 4:00pm to 6:00pm

1800 929 539

Chat Support, same hours: <https://lgbt.ie/instant-messaging-support-service/>

External Support Services

The Switchboard

Evenings and Weekend Afternoons: 01 872 1055

BeLong To

LGBTQIA+ Youth Support ages 14-23
Give us a Call: 01 670 6223 (we are open Mon-Fri, 9am-5pm)
Send us an Email: info@belongto.org

ALONE

(National Support & referral line- students over 55) 8am – 8pm
0818 222 024

Rape Crisis Centre

National Helpline (24 hours a day):
1800 77 8888
Web Chat (10am-5pm Mon-Fri): <https://www.drcc.ie/services/helpline/webchat/>

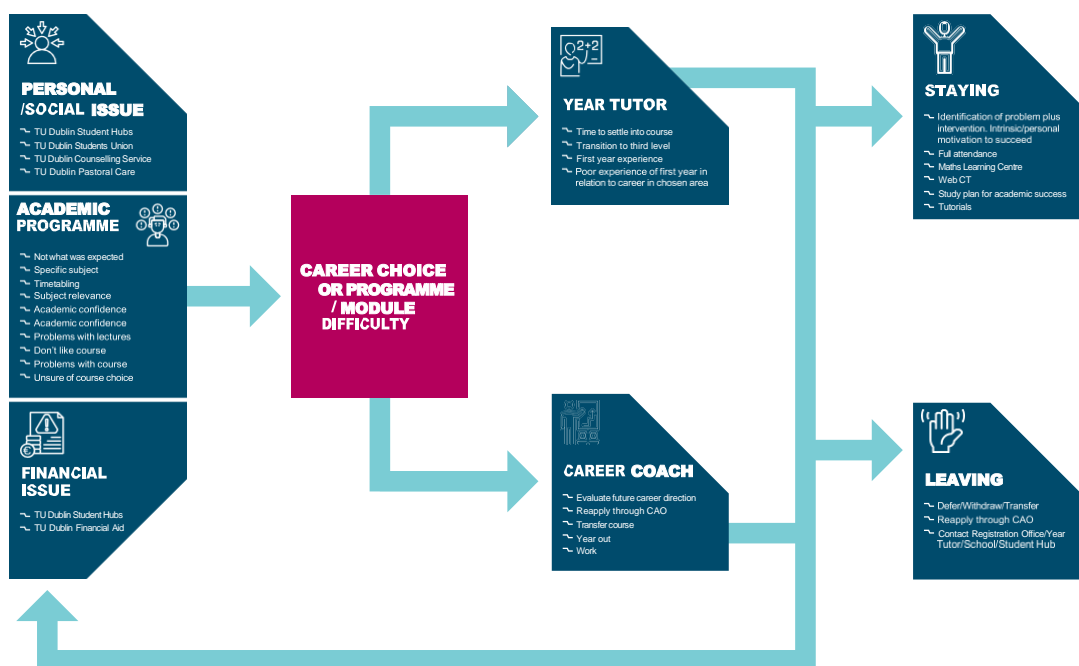
HSE Mental Health Services and Supports:

<https://www2.hse.ie/mental-health/services-support/supports-services/>



APPENDIX 7:

TU DUBLIN THINKING OF LEAVING GUIDE



TU DUBLIN STUDENT MENTAL HEALTH POLICY AND GUIDELINES



Approved By Academic Council 07/05/2025