STUDENT SUPPORT ESCALATION PROCESS

Student behaviour:
- Severe distress
- Behaving differently to usual
- Threat to self / others (if immediate call Police on 999)

If the student is injured, do not follow the process – instead call an ambulance on 999

Do you feel it is unsafe to leave the student?

- NO
  - Is the student refusing to leave?
    - NO
      - Refer to Student Welfare Team ext. 4777
        - If appropriate, hand the student a 'Look after yourself at university' card (available from the Student Services Reception in the Carrington Building)
    - YES
      - Ask the student to call a friend or relative
      - Call Security on ext. 6300 to inform them of the situation
      - They will advise the next steps

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- YES
  -涉及管理人员 / 同事 ASAP 并立即拨打 Security 6300（如有需要）
  - 安全人员将联系当班客舱警卫或布里斯托尔心理健康危机团队（根据情况）
  - 他们将提供下一步的建议

DAYTIME (9AM – 4PM)
- Call the Suicide Prevention duty phone on 0118 378 6233
- The Clinical Practitioner will make a judgement of possible outcomes
- The member of staff on duty is qualified and responsible for assessment and decision making

Evenings & Weekends
- Security will contact the on-duty Hall Warden or Berkshire Mental Health Crisis Team as appropriate
- They will then provide advice on the next steps

Deemed not serious / urgent
- Refer to the University Duty Doctor (0300 365 0300)

Follow up
1. Record the incident by submitting a 'Notification of concern' through your Support Centre
2. Look after yourself: Take some time to recover. You may benefit from some support to come to terms with what happened. Talk to your line manager and consider using the Employee Assistance Programme