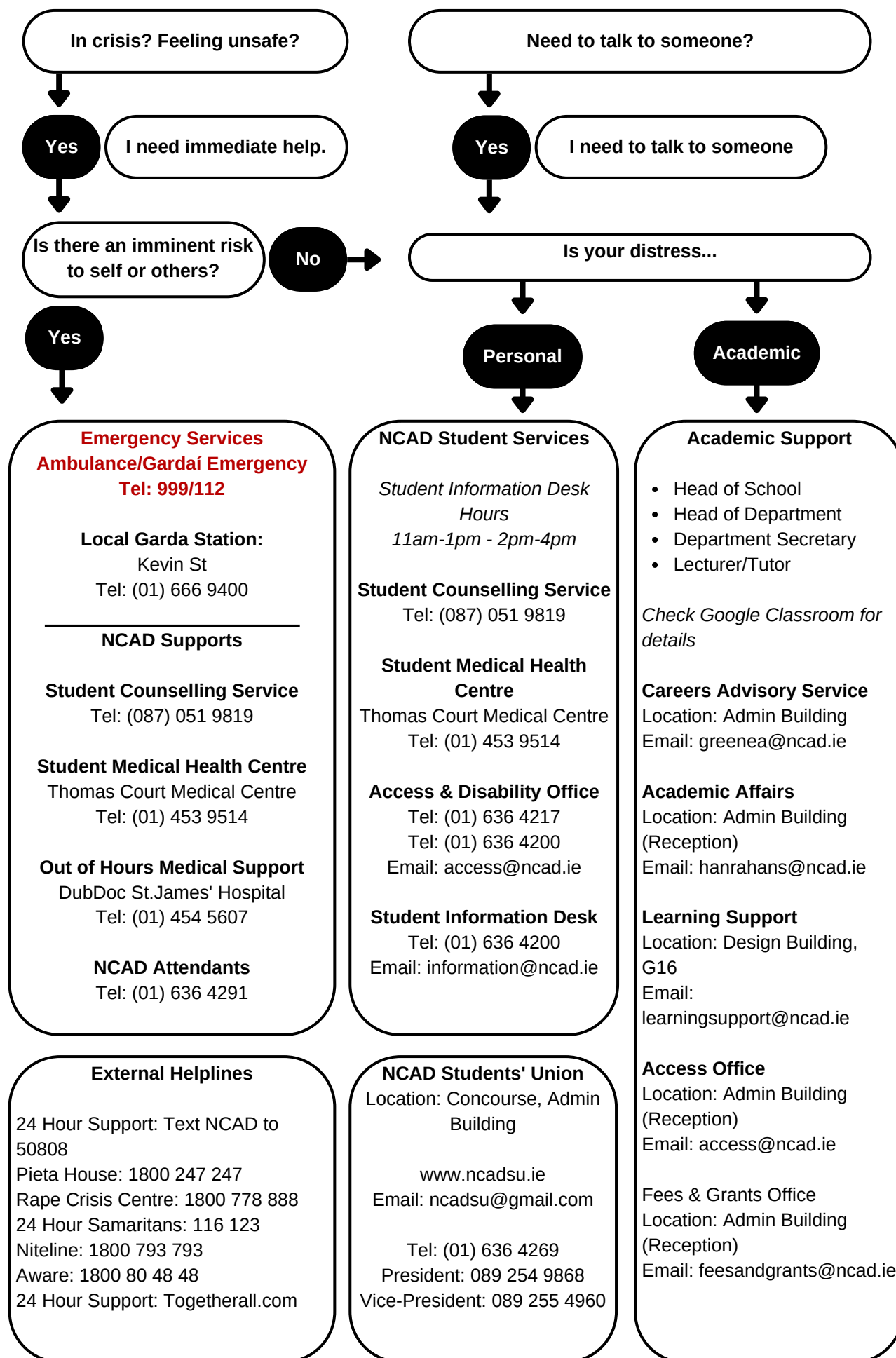


Responding to Students In Distress



In crisis? Feeling unsafe?

Yes I need immediate help.

Is there an imminent risk to self or others? No

Yes

Emergency Services
Ambulance/Gardaí Emergency
Tel: 999/112

Local Garda Station:
Kevin St
Tel: (01) 666 9400

NCAD Supports

Student Counselling Service
Tel: (087) 051 9819

Student Medical Health Centre
Thomas Court Medical Centre
Tel: (01) 453 9514

Out of Hours Medical Support
DubDoc St.James' Hospital
Tel: (01) 454 5607

NCAD Attendants
Tel: (01) 636 4291

Need to talk to someone?

Yes I need to talk to someone

Is your distress...

Personal

Academic

NCAD Student Services

Student Information Desk Hours
11am-1pm - 2pm-4pm

Student Counselling Service
Tel: (087) 051 9819

Student Medical Health Centre
Thomas Court Medical Centre
Tel: (01) 453 9514

Access & Disability Office
Tel: (01) 636 4217
Tel: (01) 636 4200
Email: access@ncad.ie

Student Information Desk
Tel: (01) 636 4200
Email: information@ncad.ie

Academic Support

- Head of School
- Head of Department
- Department Secretary
- Lecturer/Tutor

Check Google Classroom for details

Careers Advisory Service
Location: Admin Building
Email: greenea@ncad.ie

Academic Affairs
Location: Admin Building (Reception)
Email: hanrahans@ncad.ie

Learning Support
Location: Design Building, G16
Email: learningsupport@ncad.ie

Access Office
Location: Admin Building (Reception)
Email: access@ncad.ie

Fees & Grants Office
Location: Admin Building (Reception)
Email: feesandgrants@ncad.ie

External Helplines

24 Hour Support: Text NCAD to 50808
Pieta House: 1800 247 247
Rape Crisis Centre: 1800 778 888
24 Hour Samaritans: 116 123
Niteline: 1800 793 793
Aware: 1800 80 48 48
24 Hour Support: Togetherall.com

NCAD Students' Union
Location: Concourse, Admin Building
www.ncadsu.ie
Email: ncadsu@gmail.com
Tel: (01) 636 4269
President: 089 254 9868
Vice-President: 089 255 4960

Supporting Students Experiencing Mental Health Difficulties - Guidelines for Staff

Promise support but not 'secrecy', as you will have to consult with and inform others if you have concerns for a student's safety or the safety of others.

Note: when alerting the Tutor or Head of Department that you have concerns about a student's safety, all you need to say is that you are concerned about the student's safety or that of others. You do not need to inform them of the details of the student's story if the student has requested that some of the details are kept confidential i.e. abuse. What is important is that the staff are informed of what they need to know so as to discharge their responsibilities and duty of care.

Do not take on a student's problem when it is outside your own level of competence and requires professional support. Your role is to support appropriately and to refer to professional services or staff.

If a student has refused to avail of any of the professional supports, do not be tempted to act beyond your expertise. Boundaries are important for your own well-being and the student's. Your role is to support and refer, not to diagnose and treat. Do not undervalue the support you are offering by just listening and being available.

Do not be afraid to ask a student if they have contemplated ending their life.

You cannot put the idea of suicide into someone's head.

Get support for yourself by contacting either the Counsellor, Linda Mackin at Ext 1110 or College Doctor through Reception

Referring Reluctant Students:

When you believe that a student might benefit from professional help, it is best to be honest about your reasons and express your concern about their well-being. Sometimes students may be reluctant or shy in accepting a referral, so here are some suggestions.

Second opinion needed: Present the referral as a help to you. Explain that the student's

problem is outside of your area of expertise and that you require a second opinion.

Dispel myths about seeking help from professionals:

Dispel myths that surround seeking help, as this group dislikes being anything but self-reliant.

Encourage the student to schedule 'just one' appointment with a professional. Suggest that to get help is a positive sign of personal strength.

Suggest all options: Some students may not feel comfortable about seeing a counsellor, but will agree to visit a G.P.

Explore the student's reluctance: If the student is reluctant to seek help, ask why they are not keen on seeing a professional. Possibly it relates to a previous negative experience. Or maybe there is a misconception that, if they see the college counsellor, the information will be passed on to their lecturers and family. If you explore the reluctance, you may be able to resolve the concerns.

Honesty about involving others: If you feel the situation is an emergency (you believe there is the possibility of harm to the student or others) and the student will not see the counsellor or doctor, you may need to speak to someone on his or her behalf. If possible, before doing so, gently explain that you will need to speak with a professional and/or the student's family. Give the student the choice about whom you will contact.

What if the student still refuses? A student has the right to refuse support. They may just need time to think about a referral. Make a follow-up appointment with the student or offer an open invitation to come back to you. When you see the student again, ask how they are and reiterate that support is available if they want it. However, refusal to seek professional help does not mean that you must provide help that is outside your area of expertise. It is a matter for the student to choose whether to accept a referral, and to avail of the supports offered.

<p>Self Harm (Eg. Cutting)</p>	<ul style="list-style-type: none"> • Do not criticise or judge • Ask if the student wants help • Call for medical help if necessary (heavy bleeding) • Refer to counsellor (Ext. 1110) or College Doctor (Call reception - Ext. 4200)
<p>Suicide Attempt (Eg. Overdose)</p> <ul style="list-style-type: none"> • Acute distress • Cry for help 	<ul style="list-style-type: none"> • Call main attendants office (Ext. 4291) and ask for an ambulance • Call College Doctor and ask for advice while waiting (01 453 9514) • Keep pill bottles to show ambulance crew and try to find out what the student has taken • Ask if student wants family or friends contacted
<p>Suicide Ideation (Talking about suicide)</p> <ul style="list-style-type: none"> • Ask student if they have made any specific plan to end their life 	<ul style="list-style-type: none"> • Refer to Counsellor or Doctor and accompany the student to the service • If you cannot do this ask another member of staff to do so
<p>Panic</p> <ul style="list-style-type: none"> • Incapacity to act • Intense apprehension/fear • Oral breathing or gasping • Feeling dizzy 	<ul style="list-style-type: none"> • Firm reassurance • Breathe from cupped hands or paper bag • Breathe in to count of four and out to count of 8 • Refer and accompany student to Doctor or Counsellor
<p>Confusion</p> <ul style="list-style-type: none"> • Muddled, restless, irritable • May not co-operate • May be disorientated and fearful • May experience hallucinations • May not be in touch with reality 	<ul style="list-style-type: none"> • Speak simply and clearly • Have adequate lighting • Constantly reassure in a friendly manner • Call Doctor (01 453 9514) or Counsellor (1110)
<p>Drowsiness</p> <ul style="list-style-type: none"> • Complete slowing down of mental/physical function • No spontaneity • Not able to interact • May be a sign of over-dose, alcohol or drug use. 	<ul style="list-style-type: none"> • Ascertain if the student has taken any substances • Do not leave student unattended • Student may hear what is being said, so reassure • Call Doctor (01 453 9514) • Call Attendants (4291) and ask for an ambulance
<p>Memory Loss</p> <ul style="list-style-type: none"> • May be due to illness • If sudden, likely to be shock 	<ul style="list-style-type: none"> • Speak simply and clearly • Reassure student • Call or take to Doctor