Emergency Situations Out of Hours

If it is not clear from the above what action should be taken ring Security on 0191 208 6817

Is the student saying they are going to harm themselves or someone else?
Is the student in a highly confused mental state or agitated?

Yes

Do they agree they need hospital?

Yes

Get them an ambulance by calling 999

No

Call the police on 999

No

Do they want to talk to someone?

Yes

Arrange a follow up contact first thing next working day

No

Advise them to call out of hours help

Telephone/email Student Wellbeing:
Head of Service 0191 208 5870
Team Leader 0191 208 3751
Include student details and incident information so that Student Wellbeing staff can follow up.

Nightline: available every night during term time 20.00 – 08.00 on 0191 261 2905
Samaritans: available 24 hours a day, 7 days a week on freephone 116 123
HOPELineUK: available Mon – Fri 10.00 – 22.00, weekends 14.00 – 22.00 and bank holidays 14.00 – 17.00 on 0800 068 4141
SANEline: available every evening 18.00 – 23.00 on 0300 304 7000
If emergency services are called, please notify Security.