

Newcastle University

Procedures to follow in the event of a student being taken seriously ill and/or admitted to hospital

1. Introduction:

In the event that a student of the University is taken seriously ill and/or admitted to hospital, thereby rendered unable to study, it is important that appropriate departments of the University are informed to ensure that certain actions are undertaken. This policy is to be used whilst the student is studying on campus or on any other University business, i.e. field trips, including those abroad.

News of such an incident might be received through a variety of channels and by any member of the University's staff or student body. This document is designed to make clear whom you should contact if you receive news of this nature, and to provide an outline of who does what within the University once that news has been passed on.

It is difficult to describe a procedure that will fit every case as circumstances vary so much. The information provided in this document is to be used as a guide and is not meant to be prescriptive.

2. Procedure

If you receive this news from any source other than the Academic Registrar's Office, you should contact the Student Wellbeing Service on 0191 222 5910, unless you know that someone else has already made contact. You should provide as much detail as possible about the incident, including where the student is being treated.

It may be that staff in the Student Wellbeing Service are already aware of the incident from other sources, but please do not assume that this will be the case.

Sensitive cases:

Please note that, if the incident is the result of a sensitive situation, for example involving drugs or an attempt to self harm or commit suicide, special measures need to be put in place. Please contact the Student Wellbeing Service for further advice in the first instance.

a) The Head of Student Wellbeing or a nominee will:

- contact the following departments (depending on the circumstances) to advise them of the incident

The Head of School and/or personal tutor

The Student Progress Service

The Safety Office

The Finance Office

The Accommodation Office

Sports and Physical Recreation (if related to a sporting accident)

The President of the Union Society

- In the case of hospital admission, make contact with the hospital to enquire into the student's wellbeing, whether that be in the UK or abroad.
- Where appropriate, send an e-mail to the student prior to his/her return to study, to offer an appointment with the relevant member of staff to ensure that arrangements are made for the appropriate support to be put in place for their return.

b) The Head of the Student's School (or his/her nominee) will:

- with the student's consent, ensure that the next of kin are aware of the situation. DO NOT CONTACT WITHOUT CONSENT.
- ensure that School records are amended accordingly and that measures, such as concessions, are put in place to allow the student to re-integrate following his/her period of recovery.
- if the injury necessitates a long-term break from study or results in disability, be prepared to discuss with the student and/or next of kin, the options and process of re-integration into the University.
- arrange for a member of the student's School to visit/contact the student to see if there is anything that he or she needs and to advise him/her of the support services available and also arrange for any messages from the student to be relayed.
- contact the Finance Office in order to clarify if the incident is covered by University insurance
- arrange for any personal belongings requested by the student to be delivered to the hospital.

c) The Student Progress Service will:

- issue a notice of 'Suspension of Studies' and update campus management
- where appropriate inform the LEAs/Student Loan Companies

d) The University Safety Office will:

- liaise with the Health and Safety Executive, if necessary and support the University in any accident investigation.

e) The Finance Office will:

- liaise with the Head of the student's School to ensure that the School and family are fully aware of the insurance cover available.

f) The Accommodation Office will:

- ensure that an appropriate member of staff is available when required to provide the student's family or other individuals nominated by the student with access to the student's room to collect belongings
- If the student is living in private rented accommodation, inform the property's landlord of the incident.

g) Sport and Physical Recreation *(if related to a sports injury)* will:

- inform the President of the Athletics Union
- liaise with any external sporting bodies, such as BUSA or local clubs, to ensure any insurance claims or other external administrative or pastoral procedures are followed.

3. Key contact details

Department	Named contact	Contact details
Student Wellbeing Service	Ann Musk / Stephanie Matthews	5910
Student Progress Service	Maggie Donnelly	6587
Accommodation Office	Vivienne Robinson	6270
Finance Office	Jane Richards	6516
University Safety Officer	Katherine Wilson	6324
Sports Centre	Nick Beall	5159

(If hospitalisation is a result of sports injury)