Emergency Situations Out of Hours

Newcastle University

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?
- **No** → Arrange a follow up contact first thing next working day → Contact Student Health and Wellbeing:
  Head of Service **0191 208 5870**
  Team Leader **0191 208 3751**
  Include student details and incident information so that staff can follow up.
- **Yes** ↓ Advise them to call out of hours help →

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.

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