Emergency Situations Out of Hours

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?

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?

Do they want to talk to someone?
Yes → Arrange a follow up contact first thing next working day
No → 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.

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