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?

Yes

Get them an ambulance by calling 999

No

Call the police on 999

No

Contact Student Wellbeing Service:
http://ncl.ac.uk/enquiries/
0191 208 3333 (Office hours only)
Include student details and incident information so that SWS staff can follow up the next working day.

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 16.30 – 22.30 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

If they want to talk to someone?

Yes

Arrange a follow up contact with the student the next working day

No

Advise them to call out of hours help