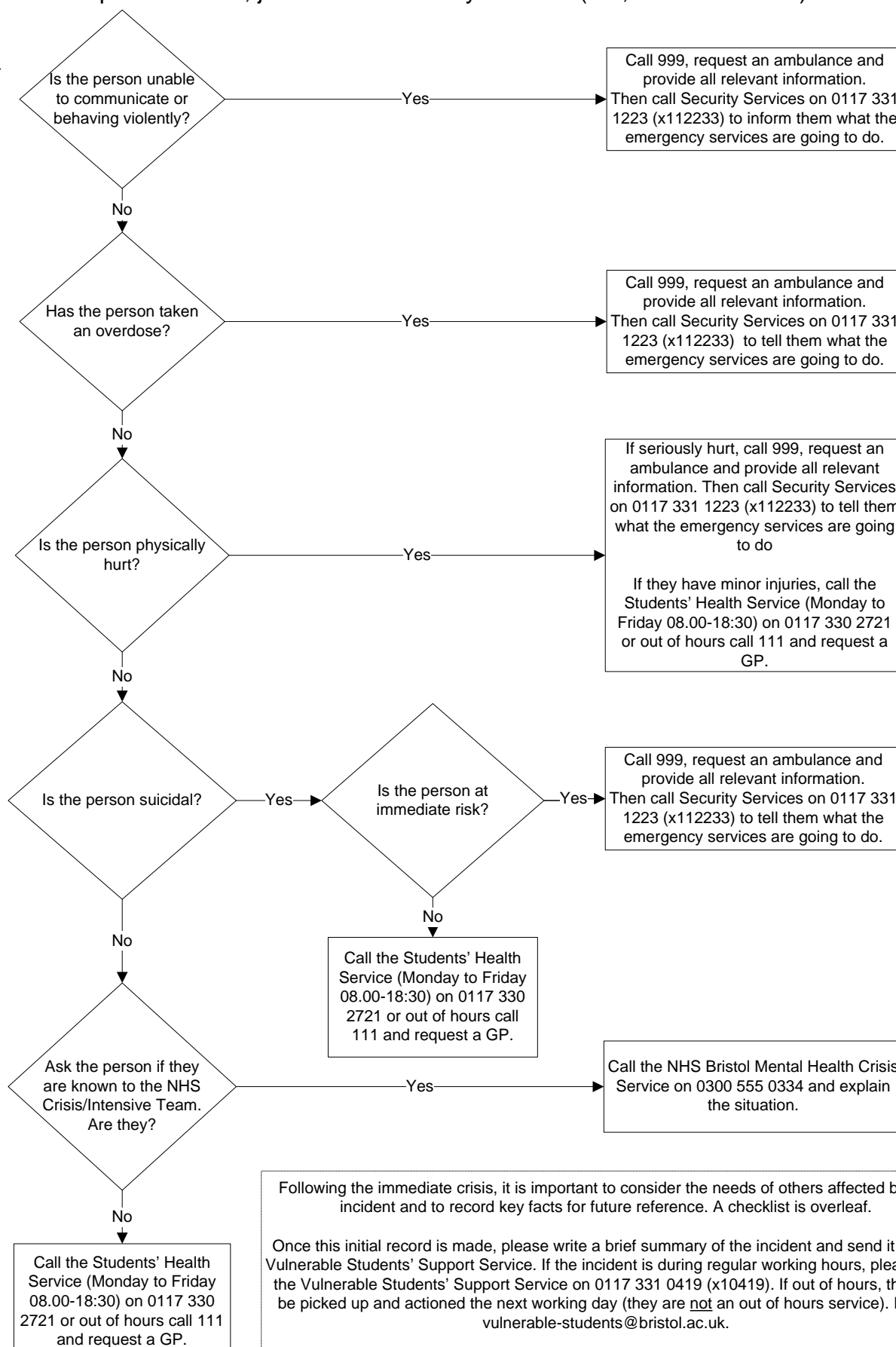


# Mental ill health emergency response protocol

This process applies 24 hours a day, 365 days a year. If an incident occurs in a Unite building instead of calling University Security Services, call Unite's Emergency Contact Centre on 0300 303 1611. If you live in the private sector, just call the statutory services (GP, ambulance etc.) as listed.

**START HERE:**  
Ask the student for  
consent where  
you can



Following the immediate crisis, it is important to consider the needs of others affected by the incident and to record key facts for future reference. A checklist is overleaf.

Once this initial record is made, please write a brief summary of the incident and send it to the Vulnerable Students' Support Service. If the incident is during regular working hours, please call the Vulnerable Students' Support Service on 0117 331 0419 (x10419). If out of hours, this will be picked up and actioned the next working day (they are not an out of hours service). Email [vulnerable-students@bristol.ac.uk](mailto:vulnerable-students@bristol.ac.uk).

If the incident results in the death of a student, please refer to the Student Death Procedure [bristol.ac.uk/planning/crisismanagementandbcm](http://bristol.ac.uk/planning/crisismanagementandbcm)



## Mental ill health emergency response protocol

Once the immediate health and welfare of the ill student have been managed, please now consider the impact that the incident has had on anyone else involved.

Each situation is different and it is impossible to develop a procedure that will cover every detail of every possible situation. However, these principles will help.

- 1. List who else has been involved, and record their contact details – address, student number, mobile phone number**
  - 1.1. Students
  - 1.2. Flat/housemates – including students from the University and other institutions
  - 1.3. Senior residents
  - 1.4. University staff
- 2. What impact did the incident have on those involved?**
  - 2.1. Record who saw what
  - 2.2. What impact did it have on them?
- 3. Who did what, where and when?**
  - 3.1. Think what everyone did and record this
- 4. Containing the situation**
  - 4.1. What needs to happen now?
  - 4.2. What needs to happen when the University re-opens during normal working hours?

Once this initial record is made, please write a brief summary of the incident and send it to the Vulnerable Students' Support Service. If the incident is during regular working hours, please call the Vulnerable Students' Support Service on 0117 331 0419 (x10419). If out of hours, this will be picked up and actioned the next working day (they are not an out of hours service). Email [vulnerable-students@bristol.ac.uk](mailto:vulnerable-students@bristol.ac.uk).

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