

What to do in an URGENT mental health situation

It is urgent if the person:

- Has deliberately harmed themselves OR attempted suicide- **If required call emergency services on 111**
- Is violent or is threatening violence – **Call the Police on 111** and campus security on 07 838 4444
- Is expressing thoughts of suicide or self-harm
- Behaving out of character
- Appears disorientated and out of touch with reality

If the student agrees to support

In office hours (0830-1700):

- Contact the student health and ask for the campus mental health nurse (07) 838 4037
- If unavailable contact (07) 838 4037 and inform them of situation and concerns
- Utilise campus security as required, 07 838 4444

Out of office hours (1700-0830):

- If immediate danger (to student, yourself or others) **Call the Police on 111**
- Contact Waikato mental health crisis service (CAHT) on 0800 50 50 50
- For additional support and advice call/text 1737
- Utilise campus security if required, (07) 838 4444

If the student will not accept support

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- If unavailable contact (07) 838 4037 and inform them of situation and concerns
- Utilise campus security as required, 07 838 4444
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In all urgent situations

- Prioritise your own safety
- Stay calm
- Ask for help
- Engage with the student if possible
- Debrief with head/supervisor
- Seek EAP support as needed