

# ***University College Dublin***



## ***Dealing With Acute Student Situations and Other Emergencies***

### ***- Health and Safety Guidelines -***

**Dealing With Acute Student (and other) Situations and Emergencies**  
**A Guide for Staff**

**Quick Guide to Staff Support Services**

UCD Unit	Details	Contact Details	Contact When
<b>Campus Services</b>	Campus Services offers support to the university community in the event of an emergency, security incident, or similar on campus.	Emergency Line ext. 7999 (24hrs per day)  General Line ext. 7000	<ul style="list-style-type: none"> <li>• If immediate assistance is needed to deal with an emergency situation or incident involving a student or member of the public contact the Emergency Line</li> <li>• If concerned about the immediate welfare of a student contact the Emergency Line who can liaise with the emergency services if needed</li> </ul>
<b>Student Health Service (inc. Student Counselling Service)</b>	Provision of medical, psychological and psychiatric care to students.	Ext. 3133 / 3143 Note opening hours below.	<ul style="list-style-type: none"> <li>• There is an immediate concern about the welfare and safety of a student</li> </ul>
<b>Student Advisors / Chaplaincy Services</b>	Provision of pastoral support and assistance for students	See <a href="http://www.ucd.ie">www.ucd.ie</a> for contact details of the various advisors and chaplains	<ul style="list-style-type: none"> <li>• There is a concern about the ongoing wellbeing of a student.</li> </ul>
<b>SIRC Office</b>	Referral of staff members affected by their interactions with students to occupational health services	Ext. 8771 / 8770	<ul style="list-style-type: none"> <li>• If as a staff member you have been negatively affected by an interaction with a student or a situation you have experienced and would like to discuss with an occupational health doctor</li> </ul>
<b>Legal Office</b>	Provision of legal advice	Ext. 8708	<ul style="list-style-type: none"> <li>• If you require advice on any legal issues around dealing with acute student situations or similar events</li> </ul>
<b>Employee Assistance Programme</b>	A confidential self-referral service offered to all staff members and their families providing access to counselling and information services	see <a href="http://www.ucd.ie/hr">www.ucd.ie/hr</a>	<ul style="list-style-type: none"> <li>• If as a staff member you have been negatively affected by an interaction with a student or a situation you have experienced and you feel you would benefit from the services offered by the service</li> </ul>
<b>Human Resources</b>	HR Partners can support management and make referrals to occupational health for staff	See <a href="http://www.ucd.ie/hr">www.ucd.ie/hr</a> for contact details of HR Partners	<ul style="list-style-type: none"> <li>• If as a staff member you have been negatively affected by an interaction with a student or a situation you have experienced and would like to discuss with an occupational health doctor If as a manager you need advice in managing ongoing acute situations</li> </ul>

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## **1. Introduction**

This document is designed to provide staff members who work in public offices and have face to face interactions with students and members of the public with a set of guidelines for dealing with various types of emergency situations that may arise when dealing with same, e.g. disruptive or threatening behaviour; emotionally distressed students, student or staff injury.

This document is not designed to be a definitive guide but is designed to give general guidance that can be adapted by individual staff and units as and when situations arise.

The guidance in this document is supported by training which is facilitated by UCD HR. Details of the training can be obtained from [staffdevelopment@ucd.ie](mailto:staffdevelopment@ucd.ie)

Additional training can be obtained from the Safety, Insurance, Operational Risk and Compliance (SIRC) Office in:

- Practical fire fighting
- First aid
- Defibrillator use

Details of this training can be obtained from [sirc@ucd.ie](mailto:sirc@ucd.ie)

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## **2. University Resources**

### *UCD Campus Services*

Campus Services offers support to the university community in the event of an emergency, security incident, or similar on campus. Campus Services operate a 24hr 7 day emergency line on ext. 7999. Calls to this line are given immediate and absolute priority over all other campus activities. If a staff member is ever concerned about their personal safety they should call the Campus Services emergency line. Campus Services is located in the Agriculture and Food Science Centre, Belfield Campus (entrance at basement level facing the James Joyce Library building). A local office is also operated in the Smurfit Graduate School of Business on the Blackrock campus in Block E. See [here](#) for details.

During out of hours periods contact can be made with Campus Services using the Emergency Line, who can then involve external agencies if required.

### *UCD Student Health Service*

The Student Health Service is located on the Belfield Campus in the Student Centre and provides medical, psychological and psychiatric care to students. The service is normally only available via appointment. However in emergency situations same day consultations can be arranged. If an urgent referral is required then contact ext. 3133 / 3143. Surgery hours vary throughout the year but the core hours are Monday – Friday from 9.30am – 12.30pm and 2.00pm – 4.30pm. The surgery telephone is attended from 9am – 1pm and 2pm – 5pm. During term time opening hours may be longer. Further details are available [here](#).

Access to medical services between 6pm – 10pm weekdays and 10am – 6pm weekends and bank holidays is available from the *Eastdoc Service* on 01 221 4021. Hospital Accident and Emergency departments provides a 24 hour service for physical and mental health emergencies.

### *UCD Student Counselling Service*

The Student Counselling Service is a component part of the Student Health Service. It is a free service offered to students and staffed by psychologists and counsellors. It can be contacted via the Student Health Service. If an urgent referral is required then this can be arranged by contacting ext. 3133 / 3143 (see hours of operation above).

### *UCD Student Advisers*

Student Advisers provide support and assistance for students during normal office hours. There are a number of Student Advisers, each assigned to a different cohort of students within the

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university. Details of the various advisers and their contact details can be found [here](#). If the student adviser for that particular cohort is unavailable, you may contact another student adviser in their absence.

*UCD Chaplaincy Service*

The UCD Chaplaincy Service provides pastoral support and counselling assistance for all students and work closely with administrative staff from other university units. Chaplains are assigned to different groups of students in the university. Details of the chaplains and their contact details can be found [here](#). Chaplains are resident on-campus at St Stephen's Chaplaincy Centre (close to the Sutherland Law School, on the walkway going towards the exit to the N11).

*University Safety Insurance, Operational Risk and Compliance (SIRC) Office*

The SIRC Office can provide support to staff members who are emotionally affected by their interactions with students or work related incidents. Referrals can be made to occupational health specialists and / or to counselling professionals for staff members if required. The office can be contacted on ext. 8771 / 8770.

*UCD Legal Office*

The UCD Legal Office can provide legal advice to Colleges, Schools and Units with respect to their interactions with students or following any incidents. It can be contacted on ext. 8708.

*Employee Assistance Programme*

The Employee Assistance Programme is a confidential service offered to all staff members and their families. It provides easy access to counselling and information services across a broad range of areas. Staff members can access the service via [www.ucd.ie/hr](http://www.ucd.ie/hr) The service is completely confidential.

*UCD HR*

UCD HR has assigned 'HR Partners' for different areas of the university. These HR partners can support management teams and are also available to assist individual staff members who may require confidential guidance, advice or support. HR Partners can also make staff referrals to occupational health specialists if required. Details of the HR Partners and their roles can be found [here](#).

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### **3. Levels of Response**

When dealing with emergencies or difficult situations involving students or members of the public there are two levels of response that can be initiated.

*Local Response:* In such circumstances you as a staff member can deal with the emergency or the student / member of the public. In some cases you may wish to ensure that a colleague is present. In such situations you are confident that there is no risk to you, your colleagues' or any individuals' safety.

*Assisted Response:* In some circumstances you may be concerned about your personal safety or that of another person or you may not be able to deal with the emergency yourself. In such circumstances assistance can be obtained in the first instance from Campus Services by dialling the emergency line on ext. 7999.

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#### **4. Response Plans**

A unit or office may wish to draw up a general local plan for dealing with acute student situations and other emergencies to complement this document. A suggested template for doing so is to be found in Appendix 1 of this document.

However in some cases based on previous behaviour by a student or member of the public or current circumstances, a unit may wish to consider drawing up a specific response plan for dealing with said individuals or addressing the current situation. Such plans could be required when:

- Staff are concerned about their safety in connection with a particular student or cohort of students
- There are perceived threats against staff
- Staff are advised of a situation that may cause conflict with a student or member of the public
- There is a foreseeable risk to staff or student safety

If a unit or staff member considers that there is a credible threat from a particular individual or set of circumstances then they should contact Campus Services in the first instance for advice and assistance. Campus Services can then assist in the development of an appropriate response plan, involving other university resources where necessary

Response plans can outline administrative controls that can be used to manage various scenarios and interactions with certain persons. For example protocols relating to how to respond to the presence of a particular individual in the working area can be set down; the use of coded communications and 'emergency words' can be outlined; etc.

Plans may also identify additional physical risk reduction measures that may be required to ensure continued staff and other persons' safety, such as the installation and use of panic alarms linked to a monitoring station who will call the Gardaí when required; the temporary relocation or re-tasking of persons, etc.



## **5. Suspected Cases of Student Mental Health Difficulty**

### *5.1 Introduction*

Often the first person a student discloses a mental health difficulty to, or to notice that a student may have a mental health difficulty, will be a member of staff, for example a lecturer or student adviser. Therefore staff should familiarise themselves with the [UCD Student Mental Health and Wellbeing Policy and Procedures](#). Additional information and training on mental health is available, and staff are strongly encouraged to avail themselves of these resources.

### *5.2 Confidentiality*

Any disclosure of a mental health difficulty by a student to university staff must be treated sensitively, respectfully, and confidentially. This is important on a statutory basis, for protecting data, and for creating a safe space in which students feel safe to talk about mental health difficulties. Some students will be concerned about the sharing of their information. Therefore, the sharing of information should be discussed in each individual case with the student beforehand. The student should be informed about who the information will be shared with and why, and that this will be done appropriately, in confidence, in their best interests, and that it will not affect their academic standing.

If a student does not consent to their information being shared, it should not be shared unless required by law and/or as provided for below. Students should be made aware that if permission is not given to share their information with relevant staff, it might not be possible to make recommended reasonable accommodations or to put recommended supports in place.

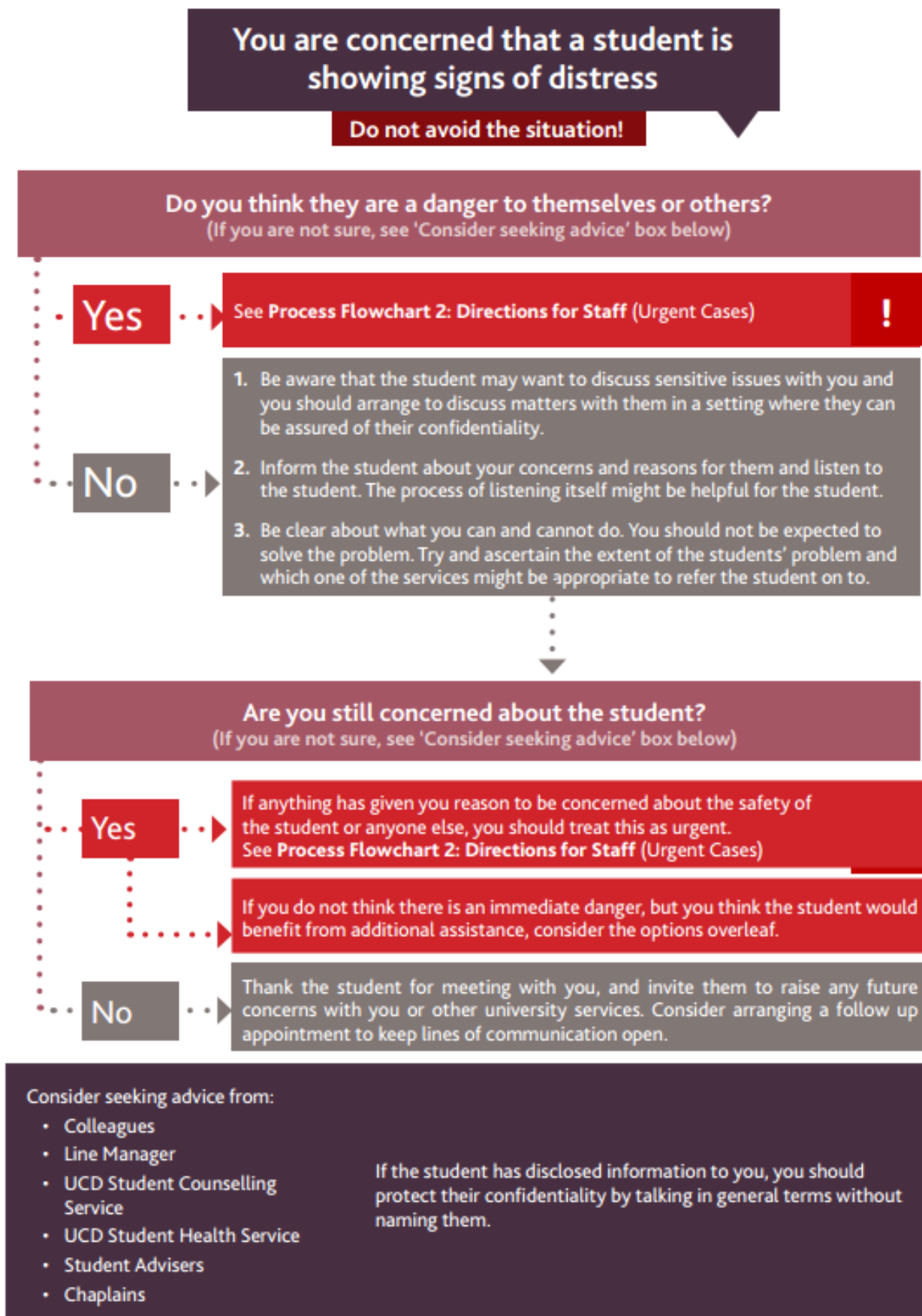
More information on confidentiality as it relates to suspected cases of a student having mental health difficulties is included in the [UCD Student Mental Health and Wellbeing Policy and Procedures](#).

The following process flowcharts are taken from the [UCD Student Mental Health and Wellbeing Procedures](#). Staff should follow these process flowcharts when they suspect that a student may have a mental health difficulty, adhering to the procedures on confidentiality and on the role of staff set out in the [UCD Student Mental Health and Wellbeing Procedures](#). The process flowcharts set out below are as follows:

Process Flowchart 1: Directions for Staff (Non-Urgent Cases)

Process Flowchart 2: Directions for Staff (Urgent Cases)

## Process Flowchart 1: Directions for Staff (Non-Urgent Cases)



If you do not think there is an immediate danger, but you think the student would benefit from additional assistance, consider the following options.

**Consider seeking advice from:**

Colleagues | Line Manager | UCD Student Counselling Service |  
UCD Student Health Service | Student Advisers | Chaplains

If the student has disclosed information to you, you should protect their confidentiality by talking in general terms.

**You can refer the student to...**

**Web resources**

www.pleasetalk.ie provides information on available resources

The HSE provides advice through yourmentalhealth.ie and #LittleThingsMatter campaign - search for Little ThingsHub on Facebook and Twitter.

**Library resources**

Books on mental health and improving self-esteem can be found in:

**The Life Skills Collection** in the James Joyce Library (Level 1 beside the Service Desk)

The UCD Books on Prescription Scheme in the UCD Health Sciences Library (ground floor, behind stairs).

**UCD Counselling Service**

The Student can make an appointment themselves, or with the student's permission you can make an appointment on their behalf.

**If the student is reluctant to accept a referral you could try one of the following:**

**Suggest that a second opinion would be helpful for them and you.**

Explain to the student that their difficulties are outside your area of expertise.

**Dispel myth about seeking help from a professional.**

Encourage the student to schedule 'just one' appointment, and suggest that seeking professional support is a sign of strength and maturity.

**Request that they consider other options.**

Some students might not wish to see a counsellor but will agree to visit a GP. Others might prefer to talk to a chaplain or a local support group. You can outline a range of options.

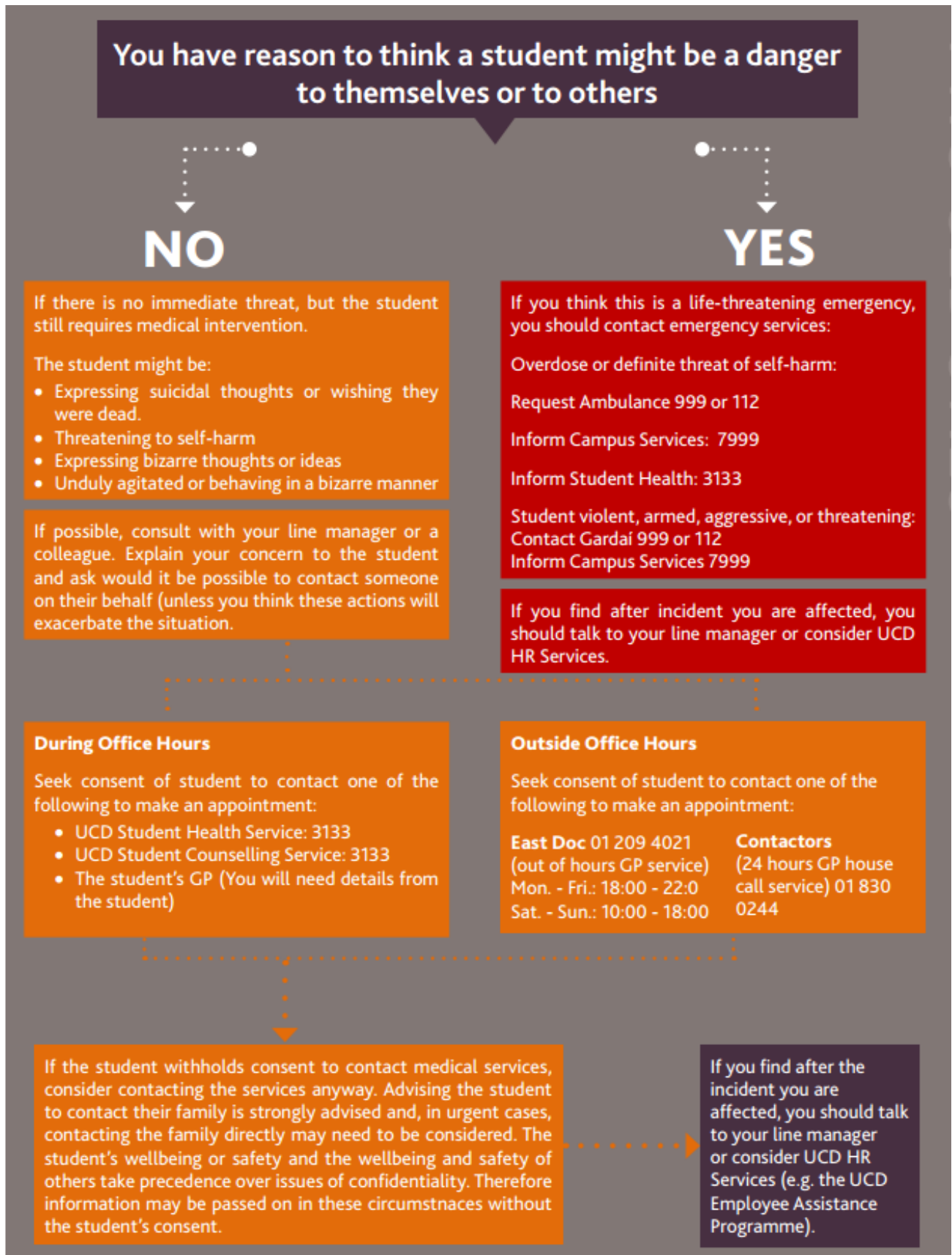
**Explore the student's reluctance.**

A reluctance to seek help might relate to previous negative experiences or a misconception that information about help-seeking will be passed on to lecturers or family. If you explore the reluctance, it might be possible to resolve the concern.

If the student remains reluctant to accept a referral, unless you have fears in relation to safety, this should be respected and no further action is appropriate at this point. A student with mental health difficulties is more likely to benefit from professional help without coercion. The student might seek professional help later.

Arrange a follow-up appointment to keep lines of communication open and revisit the situation.

Process Flowchart 2: Directions for Staff (Urgent Cases)



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***6. The Student Who Reports Bullying, Assault, Stalking, or Harassment***

Students may confide in staff instances of bullying, assault, abuse, stalking or harassment. This may be related to the actions of another student or may be separate to their UCD activities. If a student reports any of the above to you then you should:

- Immediately encourage the student to move to a private area.
- Ask the student to explain their situation.
- The student may report an instance of bullying, harassment, etc. from a fellow student or UCD staff member. In such cases you should encourage the student to make contact with their Student Adviser or Chaplain. You can offer to make a call on their behalf whilst they are present. You should remind them that the [UCD Student Code](#) and the [UCD Policy on Dignity and Respect](#) is designed to prevent this sort of behaviour and that there are mechanisms in place within the university to deal with such instances. Once the student has left your presence you should record the details of your conversation with the student and in particular the names of alleged perpetrators. This information should be passed to the affected student's Programme Dean or equivalent.
- In the event that the situation involves an allegation against a non UCD student or staff member then again the student should be encourage to make contact with their Student Adviser or Chaplain. Details of the allegation should be passed by the staff member concerned to the affected student's Programme Dean or equivalent. In the event that you suspect that a crime has been committed against the student you should also contact the Legal Office (ext. 8708) to obtain advice on legal issues around your possession of such knowledge.
- In some instances the student may report a more serious issue such as assault or sexual abuse. In such cases you should encourage them to contact the Gardaí. You should also encourage them to contact the Student Health Service on ext. 3133 / 3143 to access the student counselling services. You can suggest contacting them in the presence of the student to make an appointment on their behalf. In the event that you suspect that a crime has been committed against the student you should also contact the Legal Office (ext. 8708) to obtain advice on legal issues around your possession of such knowledge.
- Do not downplay or minimise the incident in question.
- Do not investigate or follow up on the complaints on your own.

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## **7. The Violent / Aggressive Student / Member of the Public**

You may come across a student or member of the public whose behaviour you find threatening and in some cases these individuals may turn violent. In any case where as a staff member you feel that your own or another person's safety is threatened then you should immediately seek assistance from Campus Services on ext. 7999. You should not wait for a potentially aggressive situation to progress before seeking help; if you have any concerns at all you should seek assistance immediately.

There are a number of warning signs that a person may be about to become aggressive or violent. These include:

- Encroachment into your personal space
- Raised voice / shouting
- A direct or implied threat
- Display of a weapon
- Clenched fists
- Extreme agitation

In some cases previous behaviour by a specific individual may give cause for concern. This may include previous incidents when the individual was aggressive or communication from the individual in advance of any face to face interaction which causes you concern. In such cases a specific response plan can be developed in conjunction with other resources within the university (see Section 4 above) and risk reduction measures identified.

If you are dealing with any person whose behaviour makes you concerned for your own or anyone else's immediate safety then you should:

- Contact the Campus Services Emergency Line on ext. 7999 immediately for assistance – do not hesitate, if you have any concerns at all seek assistance from Campus Services in the first instance. If necessary request that they call the Gardaí.
- If possible get a colleague to stay close by
- Do not allow yourself to become cornered by the individual, always ensure you have a means of escape or a refuge

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- Try and keep a barrier between you and the individual e.g. counter top, table, etc.
- Do not get into an argument with the individual
- Do not try and restrain / touch the individual
- Maintain a neutral and even tone to your voice
- Do not enter into a verbal debate with the individual but calmly inform the individual that their behaviour is making you feel threatened and ask them to stop / leave.

You must ensure that all aggressive incidents are reported to Campus Services so that they can be followed up.



## **8. The Intoxicated Student / Member of the Public**

You may come into contact with intoxicated students or members of the public. Intoxication can be due to legal drugs, illegal drugs or prescription medicines. There are a number of signs that a person may be intoxicated. These include:

- Slurred speech
- Incoherence
- Poor verbalisation
- Excess sweating
- Blood shot eyes
- Dilated pupils
- Very slow or very fast speech
- Smell of alcohol
- Unsteadiness
- Disorientation
- Vomiting
- etc.

In some cases intoxication may lead to aggression – see Section 6 above for response to aggressive behaviour.

If encountering an intoxicated individual you should ask them to leave the area as soon as possible until such time as they are coherent again. In the case of students you should inform them that you cannot deal with their requests at this time and that they should return at a later time.

If any intoxicated person become aggressive or belligerent then you should contact Campus Services Emergency Line on ext. 7999 immediately.

If you are concerned for the safety of the intoxicated individual in their current state then you should contact Campus Services.



## **9. Robbery**

Staff and offices who deal with members of the public may be at risk of robbery, especially if there is a perception that cash is held locally. In the event of a robbery:

- Staff members should cooperate with the aggressors at all times and do nothing to inflame the situation
- Staff members should remain calm
- Staff members should try to observe all persons involved in the robbery and remember details on their appearance, accents, build, hair colour, clothes, vehicles, etc. If possible write details down as soon as the raiders have left and it is safe to do so
- As soon as it is safe to do so Campus Services must be informed of any robbery on ext. 7999
- Preserve the scene of the robbery intact for Garda examination. Do not touch anything the raiders have touched and do not move anything

Dealing with a robbery is an emotionally demanding situation. Any staff member who becomes involved in such an event should contact the University SIRC Office (ext. 8768 / 8770 / 8771) following the episode. The SIRC Office can arrange for support services for the affected staff members to be put into place.

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**10. Bomb Threat**

You may as a staff member receive a telephoned warning of a bomb threat. In such cases you should do the following:

- Try and memorise the conversation with the caller – make notes if you can
- Can you see the number they are calling from?
- Is the caller male or female?
- Does the caller have an accent?
- Are there any distinctive background noises?
- Note exactly the location of the threat if this is given – if a general area is named try and get the name of the building; if a building is named ask for the location within
- Do not hang up on the caller, allow them to end the call
- As soon as the call is ended call Campus Services on ext. 7999

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## **11. Medical Emergency/ Injury**

If you need assistance to deal with a person who presents to you with a relatively minor injury then you can either contact a local first aider or contact Campus Services on ext. 7999 who can provide first aid.

If you become aware of a more serious incident that requires medical intervention then contact Campus Services on ext. 7999 immediately. Campus Services will contact the emergency services directly and will coordinate an on campus escort to the scene of the emergency. If you become aware at any time someone else has called the emergency services directly then call Campus Services to inform them of this fact. Informing Campus Services is key to a rapid response; otherwise emergency vehicles may be delayed in reaching the location of the emergency.

If a heart attack is suspected then inform Campus Services of this fact. Cardiac conditions can be indicated by:

- Chest pain
- Upper body pain in the neck, jaw or arms
- Shortness of breath
- Sweating
- Nausea
- Light headedness
- Loss of consciousness
- Weakness
- Tiredness

Age is not an indication of a heart attack; young persons can suffer cardiac failure. You should always be aware of the location of your nearest defibrillator. See [here](#).

If a stroke is suspected then inform Campus Services of this fact. Symptoms of stroke include:

- Inability to control or move face, e.g. face has fallen to one side; inability to smile; etc.
- Inability or difficulty in raising one or both arms and keeping them aloft
- Slurred speech

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- Numbness, weakness or paralysis on one side of the body
- Confusion
- Blurred vision or sight loss
- Unsteady on feet
- Severe headache

If you encounter a deceased student, please consult the *UCD Student Death Response Plan*.  
[Insert weblink]

Upon discovering the body of a deceased student, having ascertained that it is not possible to offer any immediate assistance, an initial call should be made to the **Services First Response Room on the 24 hour emergency line (01) 716 7999** who will alert the emergency services, An Garda Síochána and the Student Death Response Plan Coordinator. The body and the surrounding area should not be touched and the area should be preserved as much as is practicable. The emergency services and An Garda Síochána will transport the body and will seal the room or location and determine the most appropriate entity to investigate the circumstances of death. It is the responsibility of An Garda Síochána to notify the next of kin.

UCD First Response staff who attend first at the scene will block off the area of the incident from all non-concerned persons. Information about the incident should be shared only with university officials or authorised personnel such as An Garda Síochána, Health & Safety officials etc.

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## **12. Fire**

The following is a general set of guidelines as to what to do if you hear a fire alarm. Persons should make themselves familiar with local arrangements to include the location of evacuation assembly points, the location of firefighting equipment and the emergency exits from their working area and their building.

*If you hear the fire alarm:*

1. Do not panic, but prepare to leave the building.
2. If the alarm sounds continuously begin a building evacuation.
3. Leave the building immediately in an orderly fashion by following the green man running signs to the nearest exit. Please note that this may not be the same way that you entered the building.



4. Classes in session must be dismissed and students directed to leave.
5. Persons in laboratories and workshops should make their area safe before leaving by turning off equipment where possible, closing chemical containers, securing biological agents, securing animals, etc.
6. Do not use the lift.
7. Do not go back to your working area for any reason.
8. If safe to do so nominated *Fire Marshals* should inspect their designated areas.
9. If for any reason you are unable to leave the building make your way to a protected stairwell or a room with an external window and shut the door. If possible inform Campus Services (ext. 7999) or a colleague of your location and the reason you cannot safely exit the building.
10. Proceed to the emergency assembly area for your building.
11. Report any knowledge you may have of missing or injured persons to a Fire Marshal / Services Personnel.
12. Return to the building only after the Chief Fire Marshal / Services Personnel has given the all clear signal.
13. Report any knowledge you may have of missing or injured persons to a *Fire Marshal*.

*If you observe a fire:*

1. Activate the fire alarm by breaking a red wall mounted break glass unit. These are located in all UCD buildings.

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2. If it is safe to do so and you have been trained to do so the fire may be tackled using a suitable fire extinguisher, but only if this does not place any person at risk of injury.
3. If you decide to fight a fire ensure that you have a safe and clear means of escape from the fire at all times.
4. In the event that you cannot fight the fire or the fire begins to get out of control evacuate the area immediately.

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**13. Contacting the Emergency Services**

In all instances contacting the Emergency Services must be done via Campus Services using the 24hr Emergency Line (ext. 7999). Campus Services personnel will then contact the Emergency Services and ensure that they are met upon their arrival on campus and are escorted to the correct location of any incident. Campus Services staff will also ensure that road barriers are opened and emergency access routes are made available.

If you become aware at any time someone has called the emergency services directly then call Campus Services to inform them of this fact. Informing Campus Services is vital to a rapid incident response; otherwise emergency service vehicles may be delayed in reaching the location of the emergency.

**Appendix**

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**General Local Response Plan Template**



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**General Local Response Plan Template**

**School / Unit:** \_\_\_\_\_

**Location:** \_\_\_\_\_

*(note a separate document should be completed for each unit / school location if the unit / school is spread amongst several locations / buildings).*

**Key Contact Details**

UCD Unit	Contact Details	Contact When
<b>Head Of School / Unit</b>	<i>Insert contact details here</i>	<ul style="list-style-type: none"> <li>Following an incident occurrence</li> </ul>
<b>Campus Services</b>	Emergency Line ext. 7999  (24hrs per day)	<ul style="list-style-type: none"> <li>If immediate assistance is needed to deal with an emergency situation</li> <li>If concerned about the immediate welfare of a student</li> </ul>
<b>Student Health Service</b>	Ext. 3133 / 3143 Note restricted opening hours	<ul style="list-style-type: none"> <li>There is an immediate concern about the welfare and safety of a student</li> </ul>
<b>Student Advisor</b>	<i>Insert details of relevant Student Advisor here</i>	<ul style="list-style-type: none"> <li>There is a concern about the ongoing wellbeing of a student.</li> </ul>
<b>SIRC Office</b>	Ext. 8768 / 8770	<ul style="list-style-type: none"> <li>If as a staff member you have been negatively affected by an interaction with a student or a situation you have experienced and would like to discuss with an occupational health doctor</li> </ul>
<b>Legal Office</b>	Ext. 8708	<ul style="list-style-type: none"> <li>If you require advice on any legal issues around dealing with acute student situations or similar events</li> </ul>
<b>Employee Assistance Programme</b>	see <a href="http://www.ucd.ie/hr">www.ucd.ie/hr</a>	<ul style="list-style-type: none"> <li>If as a staff member you have been negatively affected by an interaction with a student or a situation you have experienced and you feel you would benefit from the services offered by the service</li> </ul>
<b>Local First Aider</b>	<i>Insert details here. In the absence of such a person Campus Services can be contacted via the Emergency Line</i>	<ul style="list-style-type: none"> <li>When first aid assistance is required</li> </ul>
<b>Emergency Services</b>	Contact visa the Campus Services Emergency Line ext. 7999  (24hrs per day)	<ul style="list-style-type: none"> <li>If an ambulance or fire brigade is needed</li> </ul>
<i>Insert other key contacts as required</i>		

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**Activities Where the Risks of an Acute Student Situation May Arise - Risk Assessment & Identification Of Control Measures**

Give details of those activities where the risks of an acute student situation may arise. These include areas such as:

- Dealing with students around exam results
- Handing cash
- Lone working out of normal office hours
- Dealing with complaints
- Dealing with a high volume of student interactions
- Any other situation that places a member of staff in a situation with a student or member of the public where there is a potential risk of a negative interaction between same

For each activity identified list the control measures that the unit / school has or can take to reduce the risk\* Once these control measures have been identified and implemented assess the risk from the activity.

Activity	Control Measures <i>Control measures are designed to reduce the risk from the activity identified to as low a level as possible</i>	Risk <i>(low / medium / high)</i>
<b>Example:</b>  Handling cash	<b>Example:</b>  1. All staff should be familiar with the robbery response – see <i>Dealing With Acute Student Situations and Other Emergencies- A Guide for Staff</i> – for further details 2. Do not handle large amounts of cash in public view 3. Minimise the handling of cash – encourage the use of u-card payments or similar 4. Use safes and bank money regularly and in accordance with best practise in this area (contact Bursars Office for advice) 5. Know how to summon help in an emergency	<b>Example:</b>  Low Risk
<b>Is the risk acceptable once the control measures have been implemented:</b>  <b>Example:</b> Yes		

*\*copy table as necessary for each identified*

**Summoning Assistance**

Outline how staff members can summon assistance if required during a negative interaction with a student or member of the public

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**Risk Control Measures**

Risk control measures are designed to reduce the likelihood of an acute student situation arising; or if an event does occur to reduce the severity of the outcome of that event. Control measures can be administrative in nature or can be physical. Examples of risk control measures are given below.

**Administrative**

- Have all relevant staff be suitably trained in how to deal with acute situations?
- Can staff - student interactions be limited to certain times of the day when multiple staff are present?
- Can interactions be restricted to a limited number of offices?
- Can steps be taken to ensure no lone working in relation to certain activities / interactions?
- Would a buddy system whereby staff 'check in' with 'buddies' both before meeting a third party and at a prearranged time afterwards assist in reducing risks?
- Are emergency code words required between staff members?
- Can cash handling be minimised?
- All reports of negative staff – student interactions must be investigate by the Unit Head.
- Staff should utilise the university support services

**Physical**

- Can public areas be laid out such that they are visible to multiple staff?
- Would the installation of a counter or similar between staff and non-staff help reduce the risk?
- Can doors be left open when meeting with third parties?
- Do certain doors need viewing panes so that staff can be observed from outside by colleagues?
- Can access to certain areas be physically restricted to approved personnel only?
- Are 'no access' signs required in some areas?
- Are door chimes required to warn of entry into public offices?
- Can assistance be contacted easily in an emergency by telephone or other means?
- Are personal alarms required?

*Note the above represents general guidance – if there is a concern about a particular individual or set of circumstances then the Unit should contact Campus Services in the first instance for advice in drawing up a specific set of safety protocols.*