

Student Support

Supporting Students in Distress



Is the student?

- In immediate danger either from self or others?
- Disoriented or appears out of touch with reality, or behaving unusually?

Then

- Call emergency services on 999, and contact University of Bath Security Services on **01225 383999** or by using the SafeZone app
- Call the Staff Advice Line on **4321** (7 days a week, 9.00-5.00pm)

Is the student?

- Very distressed or needing support urgently, but safe from immediate risk?

Then

- Call the Staff Advice Line on **4321** (7 days a week, 9.00-5.00pm)
- Encourage the student to make an appointment with their GP asap, and to contact the Student Support Advice Service to make an appointment.

Is the student?

- In need of support but safe from immediate risk and willing/able to engage with services?

Then

- Encourage the student to make an appointment with their GP asap, and to contact the Student Support Advice Service to make an appointment.

If you're worried about a student but they are unsure about engaging with support, you can call the **4321** Staff Advice Line for guidance.

Contact information for staff:

Student Support & Safeguarding can provide advice and guidance for staff on a range of student related issues

Staff Advice Line – 01225 384321
(7 days a week 9.00 - 5.00pm) Email: 4321@bath.ac.uk

University Security Services are able to provide 24/7 support on and off campus and are First Aid and Mental Health First Aid trained. 01225 385349 or 01225 383999 (emergencies)

Support information for students:

Student Support Advice Service

Email: Studentsupport@bath.ac.uk
www.bath.ac.uk/guides/student-support-advice-service

University Medical Centre

Surgery phone +44 (0)1225 789100
www.umcbath.co.uk

Other useful contacts

NHS – 111 (for non-emergency response/advice) Samaritans – 116 123
Nightline – 01225 383030 (9pm - 8am)
Students Union Advice and Support Service – suadvice@bath.ac.uk