

Student Mental Health & Wellbeing Policy

Cork Institute of Technology



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Student Mental Health & Wellbeing Policy

The purpose of this document is to outline *Cork Institute of Technology (CIT) Student Mental Health & Wellbeing Policy*.

CIT recognises that mental health and wellbeing is crucial to students' academic performance, capacity to learn and ability to engage fully with the wider experience of higher education and is therefore a vital concern of *CIT*.

As defined in [CIT Strategic Plan 2012-2016](#) *CIT* aims to provide inclusive access to higher education by making available education opportunities which empower all motivated individuals to pursue personal, intellectual and professional enhancement. *CIT* is committed to respecting and protecting the dignity and rights of individuals through practices which promote fairness and equality for all.

CIT promotes an environment which encourages mental health and wellbeing for all students and provides additional supports where it is appropriate and reasonable to do so. For example, supports are targeted at individual students who have mental health difficulties and to cohorts of students with particular needs, for instance, international students who might face cultural and language barriers as a result of being isolated from family and home for the first time.

Concepts

The concept of mental health and illness is introduced and defined in this section.

The concept of mental health as used in this policy is broader than the mere absence of a mental disorder and encompasses a wide spectrum of experiences including mental wellbeing, mental health difficulties/distress and mental disorder/illness.

These concepts are further defined below.

Mental Health

Defined as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her/his community¹.

Mental health difficulties/distress

Incorporates a wide range of experiences that affect individuals' thinking and behaviour and results in a less effective ability to cope with and manage the person's life, particularly when faced with a change in environment or lifestyle. Evidence of mental health difficulties/distress may

¹ World Health Organisation. 2018. Mental health: a state of well-being. [ONLINE] Available at: http://www.who.int/features/factfiles/mental_health/en/. [Accessed 5 February 2018].

include low level anxiety or depression, poor concentration and performance, difficulty with eating/excessive eating, withdrawal from peer group, substance abuse, changed behaviour and appearance, suicide ideation, obsessive attitude towards work/pre-occupation with failure etc. Such difficulties will not necessarily warrant specialist mental health care or admission to a specialist facility.

Mental illness

Describes the experience of severe mental health difficulties. It includes conditions such as schizophrenia, depression, bipolar disorder, anxiety/panic disorders, eating disorders, obsessive compulsive disorders and attention deficit/hyperactivity disorder.

Principles

The objectives of the *Student Mental Health & Wellbeing Policy* are outlined in this section.

CIT encourages the promotion, protection and restoration of mental health and wellbeing amongst all its students. This Policy aims to promote student health and wellbeing by aligning *CIT's* practices and policies to support that goal and to provide support to staff.

Towards achieving this aim, the following are the objectives of this Policy:

- To promote a learning environment which is supportive of mental health and wellbeing and in which mental health difficulties are openly acknowledged.
- To direct and inform students with
 1. diagnosed mental health difficulties or
 2. concerns about their mental healthon the supports that are available and how to avail of these supports.
- To direct staff to procedures that should be followed if they:
 1. encounter an emergency arising from a student's mental health difficulties, or
 2. suspect a student might be experiencing a mental health difficulty, but where there is no apparent emergency.

Responsibilities

The responsibilities of *Cork Institute of Technology (CIT)* in providing a supportive and inclusive community are outlined in this topic.

Central to *CIT* vision as outlined in its [strategic plan](#) is the promotion of a supportive and inclusive community, which develops and fosters the talents of its students and ensures that the dignity and rights of all individuals are respected and protected. In this regard, safeguarding mental health and wellbeing is a concern for all members of the *CIT* community, and all members share in the responsibility for promoting an inclusive environment which supports the promotion, protection and restoration of mental health and wellbeing.

While *CIT* is committed to providing a supportive environment, there are, of necessity, limits to the extent of that support. It is not the responsibility of *CIT* to replicate services that already exist in the community and/or through the HSE.

CIT respects and supports the rights, needs and privacy of students experiencing mental health difficulties and endeavours to provide a supportive environment that assists students with mental health difficulties to realise their full academic potential. However, *CIT* also has a duty to balance the rights of students experiencing mental health difficulties with the overall duty of care it has to its students and staff.

Legislation

Existing government legislation that was considered in developing the *Student Mental Health & Wellbeing Policy* is outlined in this section.

In implementing this Policy, *CIT* will be mindful of its obligations to students under relevant legislation including the Equal Status Acts 2000-2015, the Mental Health Acts 2001-2016, the Disability Act, 2005 and the Data Protection Acts 1988 and 2003. Please refer to the [Irish Statute Book](#) for more information on these Acts.

Policy Overview

CIT's different levels of interventions are described in this section.

CIT employs an integrated approach to student mental health and wellbeing with four levels of intervention which are further outlined below:

1. For all students, *CIT* policies and practices are designed with the goal of ensuring that positive mental health is promoted, wellbeing is protected and the creation of a community and campus environment that is supportive and inclusive, encouraging student engagement and connection.
2. For students who want or require skills development to protect their mental health, resources and services are available informing them about the importance of mental health for academic success, helping them attempt maintain and regain mental health and wellbeing and early signs of poor coping and strategies for coping.
3. For students seeking or requiring professional intervention, clear guidelines are in place on how to apply for academic supports and accommodations, and policies exist to ensure that students with mental health difficulties are not subject to discrimination.
4. For students who require professional intervention urgently, procedures are in place to mitigate risk and coordinate a response which escalates or refers decision making to those appropriately qualified in mental health care.

Roles

The role and responsibilities of both student and staff with due regard to *CIT Student Mental Health & Wellbeing Policy* are discussed in this topic.

Staff role

The role of staff with regard to this policy is discussed in this topic.

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. Therefore, all staff should familiarise themselves with this Policy and where/how to direct students in need of support.

Additional information and training on mental health are available, and staff are strongly encouraged to avail themselves of these resources.

Staff should respond to any disclosure of mental health difficulties by a student in a non-judgemental and supportive manner. Staff should be sensitive in their choice of language. Negative or dismissive

language can discourage students from disclosing mental health difficulties and can further stigmatise such difficulties.

Staff should be ready to offer support to students but are not expected to assume responsibilities outside the parameters of their role. Staff should be aware of their personal limitations and should avoid taking on a pastoral role unless properly trained. The appropriate course of action for staff members who become concerned about a student's mental health depends on the urgency of the situation.

If a member of staff has concerns about a student and wishes to seek advice with regard to the best course of action s/he is encouraged to contact *CIT's* [Counselling Service](#). Alternatively, staff members are advised to contact a member of *CIT* [Medical Centre](#).



Note: The identity of the student should not be disclosed without their permission.

Staff/students who are concerned about a student's wellbeing should refer that student to the relevant resources and encourage him/her to seek support at the earliest opportunity. Students or staff may wish to direct the student to the *CIT* Student Counselling Service, Student Medical Centre, chaplains, or the Student Union Welfare Officer. More information on these services are available via in the [Appendix](#) of this document.

If a student discloses that s/he has a diagnosed mental health condition which might affect his/her academic performance, staff should make the student aware of the services provided by the *CIT* [Disability Support Service \(DSS\)](#).

In order to register for supports from the DSS, [new students](#) are required to register for DSS supports using the instructions outlined in the [Appendix](#) of this policy document. Students are encouraged to register as early as possible in the academic year.

Temporary Supports are also available for students with mental health difficulties during examinations. Some students may wish to defer their exams until they are feeling well enough to take their exams and in this scenario the student should refer to *CIT's* [Examination Supports](#).

Staff need to make themselves aware of the procedures for dealing with urgent and non-urgent cases as outlined in this policy document.

Student Role

The role of students with regard to this policy is discussed in this topic.

Students are encouraged to take care of their own mental health. In particular, students should ensure that they get adequate rest and exercise, take medication if prescribed, and access appropriate support whether inside or outside *CIT*.

Students are responsible for communicating their needs and seeking support within *CIT*. *CIT* cannot offer appropriate and reasonable supports without this information.

Students are strongly encouraged to disclose if they have mental health difficulties. Without such disclosure, *CIT* cannot provide appropriate supports or make appropriate referrals.

Students with diagnosed mental health conditions are encouraged to seek support from *CIT* [Disability Support Service \(DSS\)](#).

In order to register for supports from the DSS, [new students](#) are required to register for DSS supports using the instructions outlined in the [Appendix](#) of this document. Students are encouraged to register as early as possible in the academic year.

Temporary Supports are also available for students with mental health difficulties during examinations. Some students may wish to defer their exams until they are feeling well enough to take their exams and in this scenario the student should refer to *CIT's* [Examination Supports](#).

Many programmes in *CIT* are subject to *CIT* [Fitness to Practice](#) and [Fitness to Study](#) policies. Students who intend enrolling and who are enrolled in such programs are obliged to adhere to these policies.

Staff/students who are concerned about a student's wellbeing should refer that student to the relevant resources and encourage him/her to seek support at the earliest opportunity. Students or staff may wish to direct the student to the *CIT* Student Counselling Service, Student Medical Centre, chaplains, or the Student Union Welfare Officer. More information on these services are available via in the [Appendix](#) of this document.

The [Student Regulations](#) apply to every student. Students should be aware that any behaviour which impacts negatively on fellow students or staff, or which is in any way disruptive or which breaches *CIT*'s policies and procedures, is not acceptable and will be subject to the appropriate policy/procedure.

Students should be aware of their personal limitations.

Environment

Central to *CIT*'s mission and vision is to provide a supportive environment for *CIT* students through the provision of effective, student-centred supports and services. *CIT* recognises that the student experience is an essential element of a student-centred institution and that education involves more than academic studies. Joining a society gives students the opportunity to interact and socialise with other students with similar interests, which in turn relieves academic pressures.

The [Sports Office](#) plays a key role in the life of *CIT*, assisting students in the running of clubs which bring students with similar interests together. By making connections in class and through engagement with student societies, sports clubs, and peer mentoring, students are encouraged to form small communities and friendships. Such connections reduce students' isolation and enhance their sense of belonging.

CIT is committed to running a series of events throughout the year to promote mental health awareness and to build students' capacity to understand the signs and symptoms of poor coping. These events encourage students to intervene on their own behalf in a timely way to prevent the onset of more serious mental health difficulties.

CIT provides campus based support services to assist students who require additional advice or who might require further intervention. Course coordinators, Heads of Department, chaplaincy and the *CIT* Students Union Welfare Office etc can help direct students to these services. More information on the full range of services that *CIT* is available in the [Appendix](#).

Reference Material

[Cork Institute of Technology \(CIT\) Mental Health Supports](#) on page 14

A summary of the mental health support services provided by *CIT*.

Policy Procedures

[Advice for concerned students](#) on page 9

The following outlines how to deal with the situation if you are feeling distressed or if you are concerned that a fellow student might be distressed.

[Emergency Situation](#) on page 9

This topic provides advice in dealing with an emergency situation.

[Student Non Emergency Situation](#) on page 10

This topic outlines advice for students are dealing with a non-emergency situation.

[Staff Non Emergency Situation](#) on page 12

This section provides advice for staff that are dealing with a non-emergency situation with a student.

Confidentiality

Any disclosure of a mental health difficulty by a student to *CIT* staff must be treated sensitively, respectfully, and confidentially. This is important for protecting data, and for creating an environment 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. Students should be informed about who information will be shared with and why, and be assured that this will be done appropriately, in confidence, and in their best interests, and that it will not affect their academic standing.

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

Information should only be given to external third parties, such as parents, with the student's express consent, preferably in writing. While it is permissible to listen to and receive information from external third parties, it should be made clear to the third party that the student in question has a right to know the content and source of such information. If external third parties, e.g. a parent or a spouse, are concerned about a student, staff should direct the third party to contact the student directly to encourage the student to make contact with the relevant services. If the third party is concerned about the safety of the student, staff should direct the third party to contact emergency services to report their concerns.

Information can be disclosed without a student's consent in the following limited circumstances:

- Where the student is considered a danger to him/herself or others.
- Where a crime is being investigated and information is requested.
- Where information is required for the purposes of safeguarding the State by a member of An Garda Síochána of the rank of Chief Superintendent or higher or by an officer of the Permanent Defence Force designated by the Minister for Defence and who holds the rank of colonel or higher.
- Where disclosure is required by law, for example by a court or legislation such as the [Children First Act, 2015](#).

Relationship with other *CIT* Policies

This Policy will operate parallel to other *CIT* policies and procedures, including:

- [Fitness to Practice Policy](#)
- [Fitness to Study Policy](#)
- [Student Disciplinary Procedure](#)
- [other relevant policies and procedures](#).

Records

Records will be managed in accordance with *CIT* Data Protection Policy and legal requirements.

Responsible Office

The Office of the Registrar & Vice President for Academic Affairs has responsibility for overseeing the implementation of this Policy.

Procedures

This section provides an overview of the policy procedures associated with the *Student Mental Health & Wellbeing Policy*.

Advice for concerned students

The following outlines how to deal with the situation if you are feeling distressed or if you are concerned that a fellow student might be distressed.

Initially you need to make an assessment about the situation you face yourself in and you need to make a judgement if the situation is an emergency.

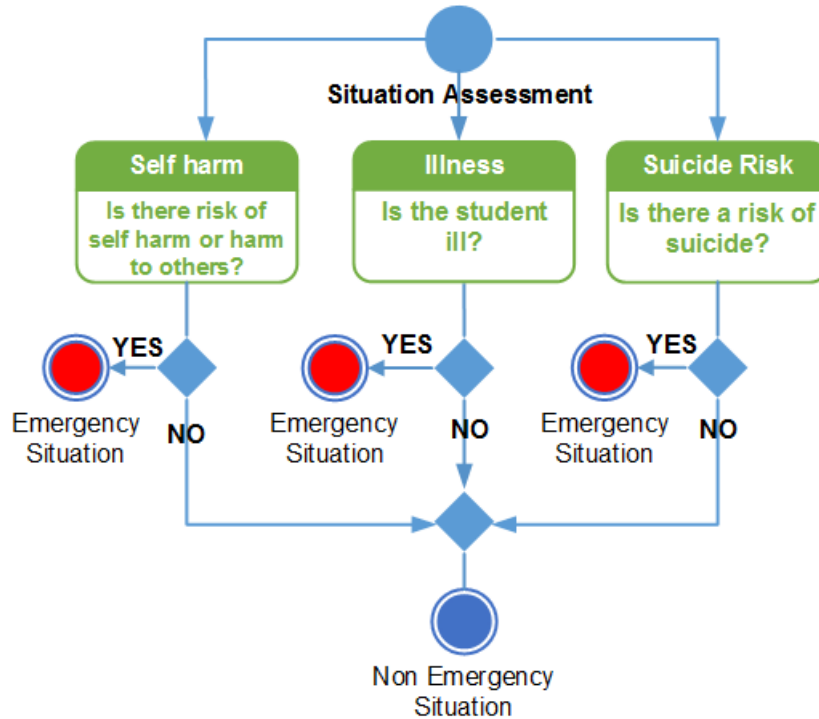


Figure 1: Assessment Risk

When accessing the situation you face consider the following questions:

- You think you might hurt yourself or others, or you think your fellow student might hurt themselves or others?
- You or your fellow student is seriously ill?
- You or your fellow student is at risk of suicide?

If you answer:

- YES to any of the questions above then you should refer to the procedure [Emergency Situation](#).
- NO to all the questions above then you should refer to [Non Emergency Situation](#).

Reference Material

[Cork Institute of Technology \(CIT\) Mental Health Supports](#) on page 14
A summary of the mental health support services provided by *CIT*.

Additional Information

[Environment](#) on page 7

Emergency Situation

This topic provides advice in dealing with an emergency situation.

1. If you are on campus contact a member of *CIT*'s [Safety Response Team \(SRT\)](#).
2. If an individual i.e. student has overdosed or requires assistance for self harm or has exhibited violent, armed and/or aggressive behaviour then an ambulance should be requested by calling emergency services on 999 or 112.

3. Once help is on its way, if it is safe to do so, reassure the student and wait with him/her until help arrives.

After the incident

- Talk about it with friends or family while ensuring to respect the confidentiality of the student.
- Consider talking to [CIT Counselling Service](#).
- Talk to your Academic Department about what has happened, you might need a few days away from your studies or arrange an extension, for example. For more information on these supports please refer to [CIT policy on Individual Extenuating Circumstances](#) and [MyCIT online form](#).

Reference Material

[Cork Institute of Technology \(CIT\) Mental Health Supports](#) on page 14

A summary of the mental health support services provided by [CIT](#).

Additional Information

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Student Non Emergency Situation

This topic outlines advice for students are dealing with an non-emergency situation.

1. If you are concerned about your own mental health:
 - a) Resources are available in [CIT](#) to inform you about mental health issues and to help you attempt to regain mental wellbeing. Please refer to topic on [CIT Mental Health Supports](#). Students with diagnosed mental health conditions are encouraged to seek support from [CIT Disability Support Service \(DSS\)](#).
 - b) Please refer to the relevant resources and seek support at the earliest opportunity. In particular refer to the [CIT Student Counselling Service](#), [Student Medical Centre](#), [Chaplaincy](#), or the [Student Union Welfare Officer](#). More information on these services are available in the [Appendix](#) of this policy.
 - c) In order to register for supports from the [DSS](#), new students are required to register for DSS supports using the instructions outlined in the [DSS Registration](#) topic of this policy document. Students are encouraged to register as early as possible in the academic year.
2. If you are concerned about a fellow student's mental health:
 - a) Be aware of your personal limitations.
 - b) Express your concern to your fellow student, and encourage him/her to seek support. More information on these services are available via in the [Cork Institute of Technology \(CIT\) Mental Health Supports](#) topic.
 - c) You can talk to the [Students' Union Welfare Officer](#) or to [Chaplaincy/Pastoral Care](#) on a no-names basis.



Note: If someone is in immediate danger or is a danger to others, emergency services should be called (telephone 999 or 112).

Reference Material

[Cork Institute of Technology \(CIT\) Mental Health Supports](#) on page 14

A summary of the mental health support services provided by [CIT](#).

Additional Information

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Advice for concerned staff

The following outlines how to deal with the situation if you are concerned that a student is showing signs of distress.

Staff should be ready to offer support to students but are not expected to assume responsibilities outside the parameters of their role. Staff should be aware of their personal limitations and should avoid taking

on a pastoral role unless properly trained. The appropriate course of action for staff members who become concerned about a student's mental health depends on the urgency of the situation.

Initially you need to make an assessment about the urgency of the situation you face yourself in and you need to make a judgement if the situation is an emergency.

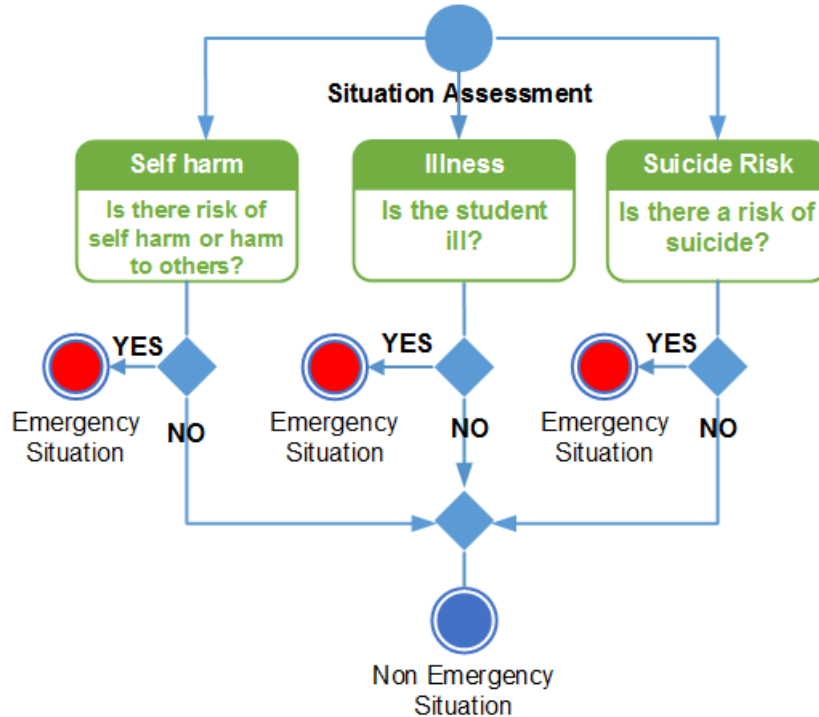


Figure 2: Assessment Risk

When accessing the situation you should consider the following questions:

- Do you think the student might hurt themselves or others?
- Do you think the student is seriously ill?
- Do you feel that the student is at risk of suicide?

If you answer:

- YES to any of the questions above then you should refer to the procedure [Emergency Situation](#).
- NO to all the questions above then you should refer to [Non Emergency Situation](#).

If you are unsure about making an assessment then concerned staff should consider seeking advice from colleagues, line manager [CIT Counselling Service](#) [Student Medical Service](#) or [Chaplaincy/Pastoral Care](#).

Emergency Situation

This topic provides advice in dealing with an emergency situation.

1. If you are on campus contact a member of [CIT's Safety Response Team \(SRT\)](#).
2. If an individual i.e. student has overdosed or requires assistance for self harm or has exhibited violent, armed and/or aggressive behaviour then an ambulance should be requested by calling emergency services on 999 or 112.
3. Once help is on its way, if it is safe to do so, reassure the student and wait with him/her until help arrives.

After the incident

- Talk about it with friends or family while ensuring to respect the confidentiality of the student.
- Consider talking to [CIT Counselling Service](#).

- Talk to your Academic Department about what has happened, you might need a few days away from your studies or arrange an extension, for example. For more information on these supports please refer to *CIT* policy on [Individual Extenuating Circumstances](#) and [MyCIT online form](#).

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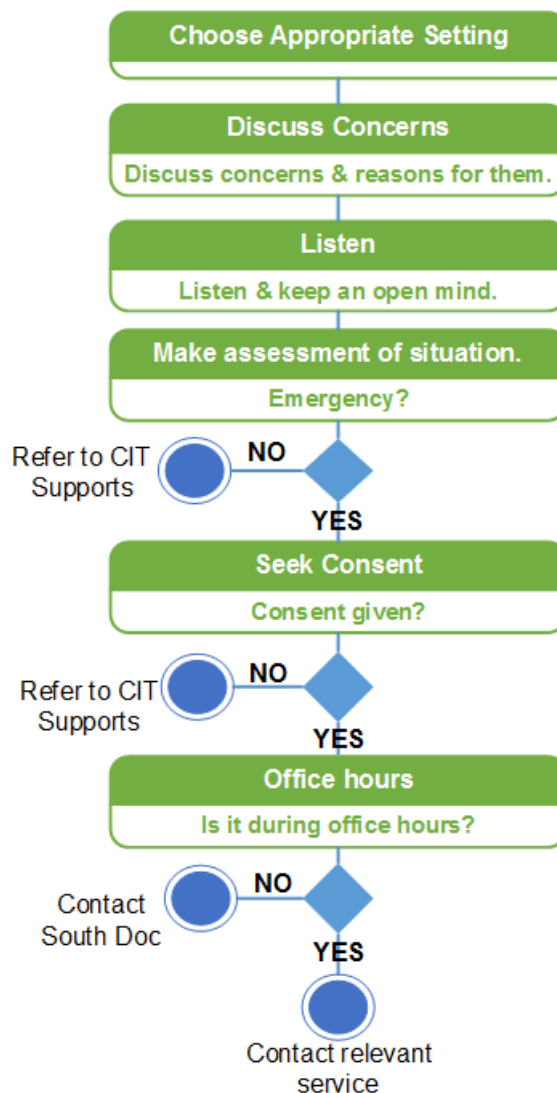
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Staff Non Emergency Situation

This section provides advice for staff that are dealing with a non-emergency situation with a student.

The following outlines the steps that staff should take if a student wishes to discuss an issue with them or in cases where they initiate a conversation with a student.



1. When discussing sensitive issues you should arrange to speak to the student in a setting where s/he can be assured of his/her confidentiality.
2. If you have concerns about the student and their wellbeing, discuss with the student your concerns and reasons for them.
3. Listen to the student, try not to make judgements and keep an open mind. The process of listening itself might be helpful to the student.

4. If during the conversation the student expresses suicidal ideation, wishes they were dead, threatens self-harm, expresses bizarre thoughts or ideas or becomes unduly agitated, then you should contact your line manager for further advice and after the incident complete an [Accident/Incident Report Form](#). In addition, you should follow the guidelines indicated below and select the most appropriate action:
 - a) Consent for help given during office hours - you should try and seek consent of the student and if provided contact one of the following services with CIT's [Student Medical Service](#), [Student Counselling Service](#) or the student's GP.
 - b) Consent for help given during non office hours - you should try and seek consent of the student to contact South Doc on (1850) 335999. This service is available from 18.00 – 08.00 (next day).
 - c) Student withholds consent - If the student withholds consent to contact medical services, advise the student to contact his/her family or seek his/her consent to contact his/her family directly.
5. If anything has given you reason to be concerned about the safety of the student or anyone else, you should treat this as urgent. If this case follow the procedure as outlined in the topic [Emergency Situation](#).

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[Cork Institute of Technology \(CIT\) Mental Health Supports](#) on page 14
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Disability Support Service Registration

The purpose of this document is to outline for to register for CIT's Disability Support Service (DSS) Registration.

If you need any supports for your lectures or exams when you are at CIT because of your learning difference, health condition or disability you will need to register with the [CIT Disability Support Service \(DSS\)](#). Please complete the steps indicated below.

1. At the end of August complete the online registration form. This form is secure and confidential.
 - The online registration form will be available at www.mycit.ie/dss.
 - The link to the online registration form will also be sent to new students' myCIT email in the first week of Semester 1 (mid September).
 - If the link is not available you can request access to it by contacting dss@cit.ie.
2. Provide and submit the [required documentation](#) providing as much information as possible on the full diagnosis. Please do not submit original copies of the documentation.
 - You can submit copies of the documentation either by email to dss@cit.ie.
 - Alternatively, you can hand the documentation in to the Access Service office.

The DSS is provided copies of your documents if you sent them to the CAO/DARE. We do not need another copy unless you have new or updated information.

3. You will have a needs assessment meeting (either one to one or in a small group) with a member of the DSS staff team. An email will be sent arranging details of this meeting.



Note: Please expect to wait a few weeks with regard to DSS assessment meetings. DSS assessment meetings will be scheduled in September or October.



Note: You must register fully with the DSS (includes attending an assessment meeting) before certain dates in order to request exam supports for end-of-semester exams (see [website](#) and/or [DSS Student Guide](#) for exam deadline dates).

Appendix

This appendix contains useful reference information related to the *Student Mental Health & Wellbeing Policy*.

Cork Institute of Technology (CIT) Mental Health Supports

A summary of the mental health support services provided by CIT.

Support Name	Support Description	Telephone	Email address	Web Address
Disability Service	The aim of this service is to encourage the participation and access of students with learning differences, disabilities and health conditions into third level education. Every student with a disability has the right to reasonable and appropriate accommodations determined on an individual basis according to the student's certified disability/learning difference/health condition.	(021) 4335107 (021) 4335137 (087) 1776755 (087) 1389772	dss@cit.ie	DSS Student Web Page DSS Staff Web Page
Access Service	The Access Service aims to lead the way in high quality, professional and responsive access provision. This is achieved through a strong commitment to education and social inclusion principles. The Access Service organises and delivers a range of pre-entry, entry and post-entry support programmes for various groups including students with disabilities.	(021) 4335140	access@cit.ie	Access Service Web Page
Counselling Service	The Counselling Service offers a confidential space for you to reflect and explore these issues without being judged, and to enable you to develop ways of overcoming your difficulties. The Counselling Service is a professional and confidential service which is available to all registered full time CIT students free of charge.	(021) 4335772	counselling.service@cit.ie	Counselling Service Student Web Page Counselling Service Staff Web Page

Support Name	Support Description	Telephone	Email address	Web Address
Student Medical Centre	The Medical Centre is situated on the Bishopstown Campus. The medical centre is available to all full-time students including those in the <i>CIT</i> Cork School of Music, the <i>CIT</i> Crawford College of Art and Design and the National Maritime College of Ireland. The medical centre is open to students during term time and provides a comprehensive range of services suitable for students' needs.	(021) 4335780		Medical Centre Web page
Student Chaplaincy Service	Chaplaincy is a dynamic presence at the <i>Cork Institute of Technology (CIT)</i> recognising and responding to the pastoral and spiritual needs of students and staff. An "Open Door" policy exists to enable students to feel welcome and to seek support, especially in times of distress, illness and bereavement. Chaplaincy/Student Support team work in close co-operation with the student support services in the college campus.	(021) 4335060	chaplaincy@cit.ie	Chaplaincy Web page

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[Staff Non Emergency Situation](#) on page 12

This section provides advice for staff that are dealing with an non-emergency situation with a student.

Safety Response Team (SRT)

Contact details of the SRT.

Emergency Number	CIT Safety Response	021-432 6112
Caretakers Mobile	Caretakers	021-432 6945/6946
CIT Medical Unit	Medical Centre	021-433 5782
Janice Hegener	Senior Technical Officer	021-433 5490

Liam Good (SRT Leader)	Manufacturing	021-433 5788
John Rea	Automobile & Transport	021-433 5791
Barry O' Sullivan	Audio / Visual	021-432 6298
Mary O' Leary	Staff Officer	021-433 5352
Eddie Fitzgerald	Biological Science	021-432 6882
David Twomey	Chemical Engineering	021-433 5874
Niall Cremin	Finance / Accounts	021-433 5544
Patricia Madden	Tourism & Hospitality	021-433 5833
Michael Coughlan	Building & Estates	021-432 6418

Changes Summary

Change	Summary
Figure Inserted	In the section Advice for concerned students a figure was inserted to make a risk assessment.
Figure Inserted	In the section Advice for concerned staff a figure was inserted to make a risk assessment.
Figure Inserted	In the section Staff Non Emergency Situation a figure was inserted to help summarise procedure.
DSS Registration	Section DSS Registration text was updated to make it more generic and targeted for all students and not just incoming first year students.
Index	Index was completed for ease of search and navigation.
Keywords	Keywords were added to describe each section of the document for web searching.

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