Concerned about a student?

Slightly concerned
If a student appears upset or you notice a change in their behaviour that concerns you, talk to them. Problems such as relationship issues or exam stress are a normal part of life. Self help materials, workshops and talking to others will help the student.

**What can you do?**
Encourage them to talk to friends, family, a College Tutor, or their Academic Supervisor. Advise them to look at the health and wellbeing pages webpages [york.ac.uk/students/health](http://york.ac.uk/students/health)
You can share your concerns with their Assistant Head of College.

Really concerned
If a student has ongoing signs of emotional distress arising from relationship issues, academic issues or bereavement, for example, they should be signposted to Open Door.

**What can you do?**
Talk to the student. Let them know you are concerned and encourage them to complete the Open Door Online Referral form at [york.ac.uk/students/health/help](http://york.ac.uk/students/health/help)
You can share your concerns with the Open Door team.

Emergency situation
If the student you are concerned about is in immediate danger of hurting themselves or someone else, call for an ambulance.

- **999** - off campus
- **01904 32 3333** - on campus

Ringing 3333 is the quickest way to get emergency help on campus. Security Services ensure emergency services are sent straight to your exact location.

Seriously worried
If the student has significant mental health issues, for example eating disorders or psychosis, they may need professional help via their GP. Specialist help for mental health is provided by NHS Adult Mental Health Services.

**What can you do?**
Talk to the student and encourage them to make an appointment with their GP to access specialist help.

The student should also complete the Open Door Online Referral form at [york.ac.uk/students/health/help](http://york.ac.uk/students/health/help)
You can share your concerns with the Open Door team.

Look after yourself
Some discussions can be upsetting so take some time out and talk to a colleague, a Mental Health First Aid Contact, or access the Employee Assistance Programme.
[york.ac.uk/admin/hr/browse/health-and-well-being](http://york.ac.uk/admin/hr/browse/health-and-well-being)

Not sure?
If you are still concerned or uncertain which advice is most appropriate, contact Open Door.
Telephone **01904 32 2140** or email opendoor@york.ac.uk
[york.ac.uk/staff/supporting-students](http://york.ac.uk/staff/supporting-students)