

STUDENT CRISIS SUPPORT GUIDE



You may be the first person to notice a student in distress and in need of help. It is important to remember that you have the ability to help. Being aware of distress signals, ways to intervene, and resources available to help the student, you can make a positive difference.

Indicators of Distress: What to look for

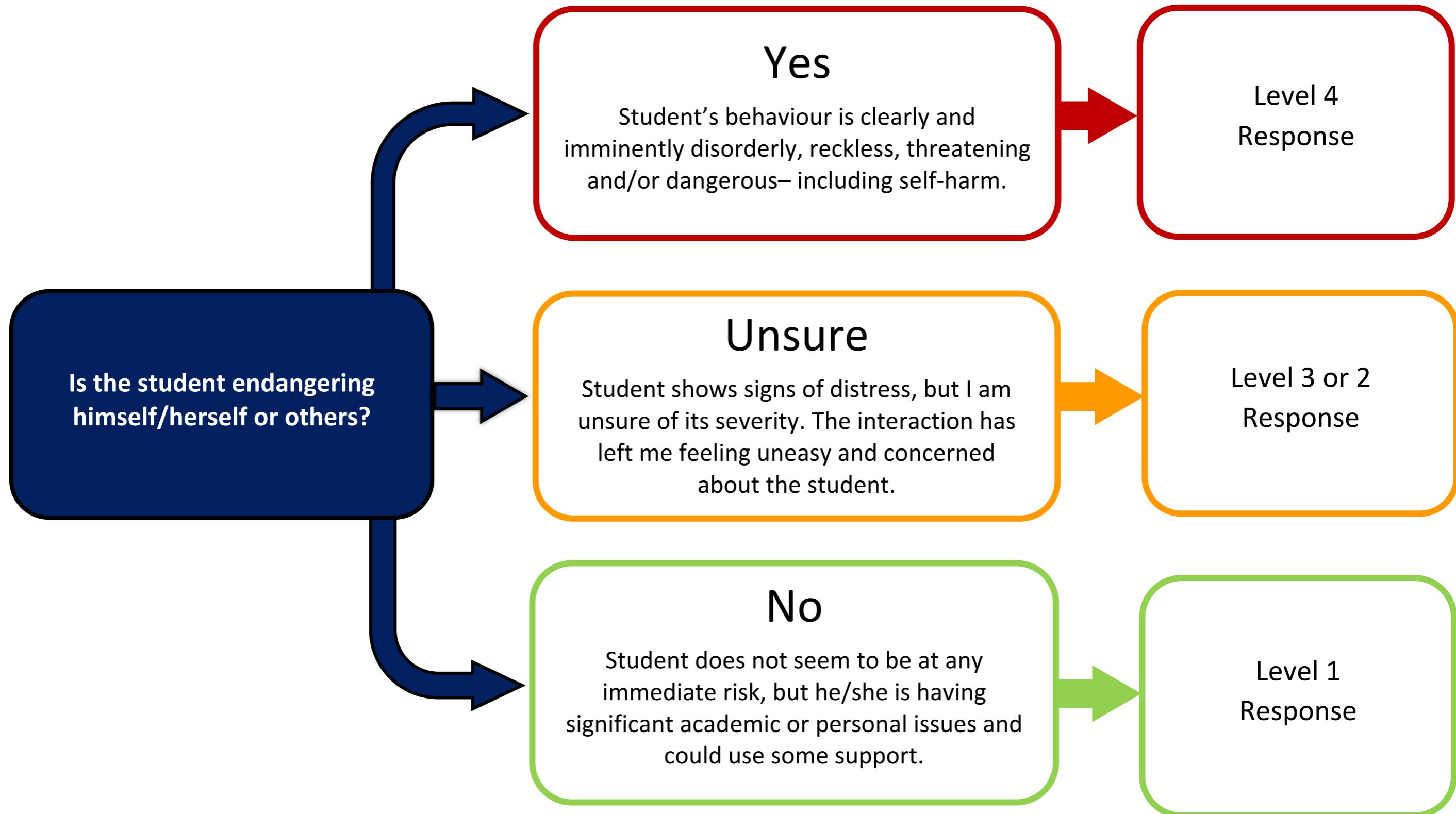
Look for frequency, duration and severity, and not just isolated symptoms.

ACADEMIC INDICATORS	PHYSICAL INDICATORS	BEHAVIOURAL & EMOTIONAL INDICATORS
<ul style="list-style-type: none"> ✓ Significant decline in quality of work and grades ✓ Repeated absences ✓ Frequent classroom disruptions ✓ Multiple requests for extensions of assignment deadlines ✓ Bizarre content in writings or presentations ✓ Academic assignments which have themes of hopelessness, rage, worthlessness, suicidal ideation 	<ul style="list-style-type: none"> ✓ Deterioration in personal hygiene ✓ Excessive fatigue/sleep disturbance ✓ Visible changes in weight ✓ Disorganised, rapid or slurred speech ✓ Out-of-control behaviour ✓ Delusion and paranoia 	<ul style="list-style-type: none"> ✓ Unprovoked anger ✓ Vulnerability or excessive crying ✓ Social withdrawal ✓ Severe anxiety or irritability ✓ Unusual/disproportionate emotional response to events ✓ Expressions of concern about the student by his/her peers ✓ Implying or making a direct threat to harm self or others

LEVEL AND CATEGORY OF CASES	EXAMPLES	RESPONSE
Level 4 Life-Threatening Danger	<p>The student:</p> <ul style="list-style-type: none"> • is threatening immediate danger to self • is unconscious or is unresponsive • tells you that he/she has ingested pills beyond the recommended dose (regardless if it is a suicide attempt or not) • attempts to cause physical harm to someone else or people in general 	<ul style="list-style-type: none"> • Call for immediate assistance: <ul style="list-style-type: none"> ✓ Police (999) and Fire Command & Control (FCC) (67805999) ✓ Ambulance (995) if medical attention is required ✓ Next-of-kin • Follow-up <ul style="list-style-type: none"> ✓ Contact your Reporting Officer and inform him/her of the situation ✓ Inform your School's/Dept's Management
Level 3 Considerable Danger	<p>The student:</p> <ul style="list-style-type: none"> • makes statements that are suggestive of suicidal/homicidal thinking • reports a history of self-injuries behaviour (e.g. cutting or burning) and now states a desire to engage in this behaviour again • appears emotionally distraught and does not respond to your attempts to calm him/her • behaves in a bizarre or alarming manner (e.g. extreme attention seeking behaviour that was not observed before) 	<ul style="list-style-type: none"> • Call for assistance: <ul style="list-style-type: none"> ✓ Student Care (67805959) ✓ FCC (67805999) <ul style="list-style-type: none"> ○ Provide all relevant information about the student and the situation ○ The Student Care Counsellor will work with you to determine the proper course of action • If you need <u>further assistance</u> after office hours: <ul style="list-style-type: none"> ✓ Consult TP's appointed crisis management vendor (FHI, 97673369) and take recommend actions ✓ Consult SOS (1-767) or IMH Hotline (63892222) and take recommended actions ✓ Inform your Reporting Officer of the situation ✓ Contact the next-of-kin
Level 2 Moderate Danger	<p>The student:</p> <ul style="list-style-type: none"> • reports anxiety and depression, but denies suicidal thoughts and shows no warning signs • is withdrawn from others, shows marked change in behaviour, mood and/or hygiene 	<ul style="list-style-type: none"> • Refer the case to the Para-counsellor for follow-up: <ul style="list-style-type: none"> ✓ Provide all relevant information about the student and the situation ✓ The Para-counsellor will work with you to determine the proper course of action
Level 1 Little or No Danger	<p>The student:</p> <ul style="list-style-type: none"> • reports of anxiety from school work or relationships and wants to explore coping strategies to manage stress • makes statement of feeling low mood (e.g. due to peer relationship issue) and wants to explore on how to improve interpersonal skills • is concerned with family financial situation and wishes to explore financial aid scheme available to him/her 	<ul style="list-style-type: none"> • Refer the case to a Befriender or Para-counsellor for follow-up: <ul style="list-style-type: none"> ✓ Provide all relevant information about the student and the situation ✓ The Befriender or Para-counsellor will work with you to determine the proper course of action

Who To Contact:

Follow the chart to determine the level of response required when faced with a disruptive or distressed student



RESOURCES AND TIPS	USEFUL NUMBERS AND EMAILS AT A GLANCE
<ul style="list-style-type: none"> ✓ Safety First: When a student exhibits potentially violent or threatening behaviour, the safety of the campus community is the topmost consideration. Do not hesitate to call for assistance. ✓ Be proactive: Attend and engage the student as early as possible. ✓ Be direct: Ask the student if he is under the influence of drugs or alcohol, feeling confused, or having thoughts of harming themselves or others. ✓ Be attentive in listening: Adopt a non-confrontational approach, speaking slowly and calmly. ✓ Consult and document: Always document your interactions with the student in distress and consult your Reporting Officer or SSCS/Student Care. 	<p>My School/Dept's Para-counsellor</p> <p>Name _____</p> <p>Contact No. _____</p> <p>Police: 999</p> <p>Ambulance: 995</p> <p>FCC: 67805999</p> <p>Student Care/SSCS Hotline: 67805959</p> <p>Email: care@tp.edu.sg</p> <p>To Schedule Counselling Appointment (Non-crisis): https://for.edu.sg/booktpcs</p> <p>Student Crisis Management Support*</p> <p>(After-Hours) : 97673369</p> <p>*Click on link to log case to SSCS</p>

COMMUNITY HOTLINES			
Samaritans of Singapore (SOS)	1-767 [24 hrs]	ComCare	1800 2220000
Institute of Mental Health (IMH)	63892222 [24 hrs]	Pregnancy Crisis Service	63399770
Help123 Cyber Wellness	1800 6123123	National Addictions Management Service	1800 6668668