



Student Services

UCD Student Mental Health and Wellbeing Policy



Version: 1

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Many people experience emotional and psychological difficulties at some stage in their lives. The university environment can be an exciting and invigorating one, but it can also be stressful. Good mental health and wellbeing is a valuable support when faced with the kind of difficulties that many students in higher education encounter, such as financial concerns and managing workload or concurrent deadlines.

UCD seeks to ensure that the promotion of mental health and wellbeing is part of the UCD Student Experience.

I encourage faculty, staff, and students to read this policy and procedures document and to refer to it when appropriate. Safeguarding mental health and wellbeing is a concern for all of us and all members of the UCD community share in the responsibility of promoting an inclusive environment which supports the promotion, protection, and restoration of mental health and wellbeing.

Mark Rogers,
Registrar,
University College Dublin



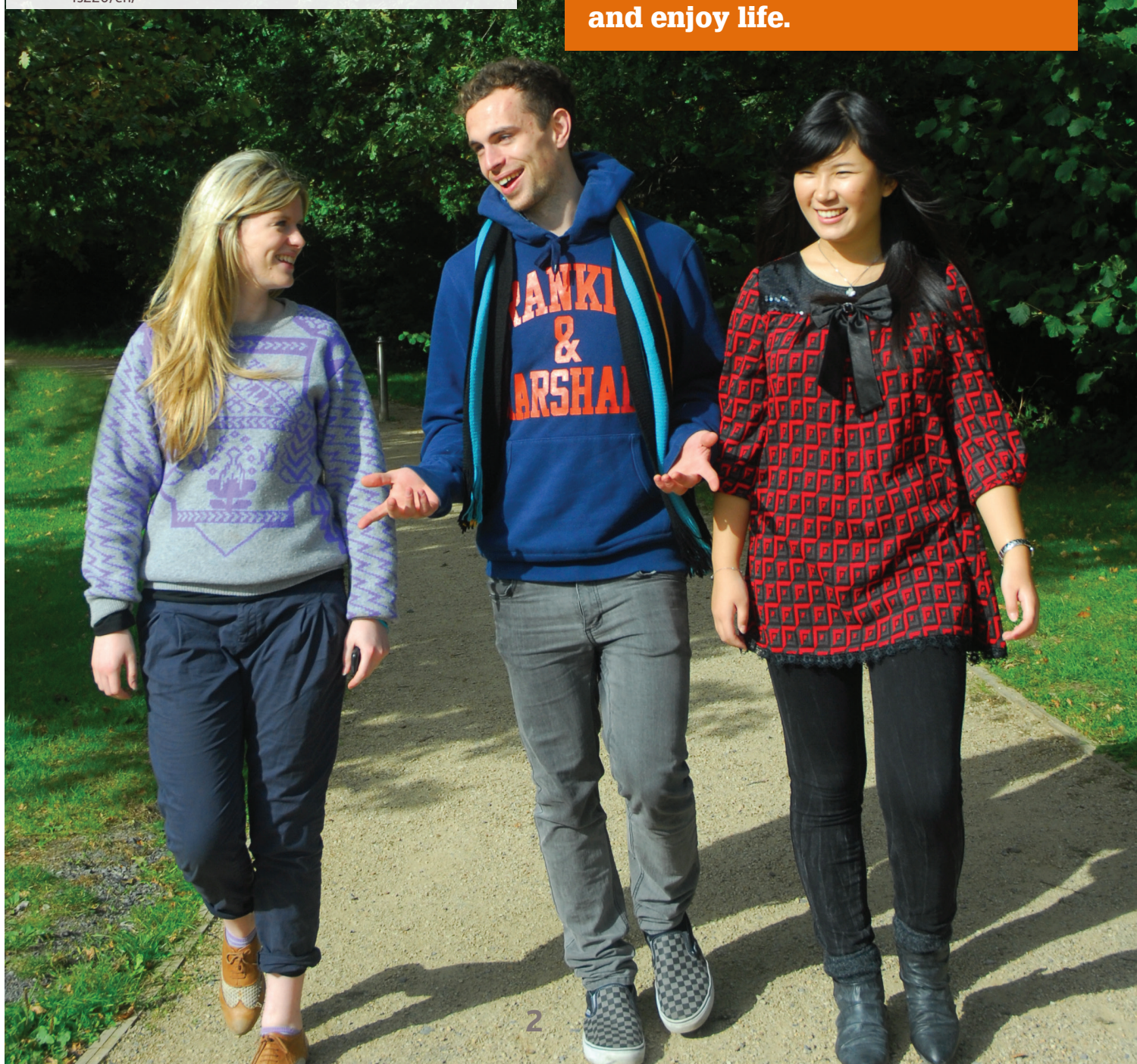
1. Introduction

1.1 Mental health and wellbeing is an integral and essential component of health which enables individuals to realise their own abilities, cope with the normal stresses of life, work productively, and contribute to their community. It is fundamental to our collective and individual ability as humans to think, emote, interact, earn a living, and enjoy life. On this basis the promotion, protection, and restoration of mental health can be regarded as a vital concern of individuals, communities, and societies.¹ It follows 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. It is therefore a vital concern of the UCD community.

¹ WHO Factsheet No. 220: www.who.int/mediacentre/factsheets/fs220/en/

1.2 UCD 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 while being isolated from family and home for the first time.

Mental Health is fundamental to our collective and individual ability as humans to think, emote, interact, earn a living, and enjoy life.



2. Principles

2.1 UCD encourages the promotion, protection, and restoration of mental health and wellbeing amongst all its students. This policy aims to promote student mental health and wellbeing by aligning university policies and practices to support that goal.

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

- To promote a university environment which is supportive of mental health and wellbeing and in which mental health difficulties are openly acknowledged and not stigmatised.
- To direct students with a) diagnosed mental health difficulties, or b) concerns about their mental health, to advice and information on the university supports which are available and how to avail of these supports.
- To direct staff to procedures that should be followed if a) they encounter an emergency arising from a student's mental health difficulties, or b) they suspect a student might be suffering from a mental health difficulty but where there is no apparent emergency.

2.2 UCD has a duty to respect and support the rights, needs, and privacy of students experiencing mental health difficulties and provides a supportive environment that assists students with mental health difficulties to realise their full academic potential and to fully complete their course. However, the University also has to balance the rights of students experiencing mental health difficulties with the overall duty of care it has for all of its students and staff. Whilst it is committed to providing a supportive environment, the services provided by UCD are not intended to replace services that already exist in the community or through the HSE.

UCD provides a supportive environment that assists students with mental health difficulties to realise their full academic potential



3. Overview of Student Mental Health and Wellbeing Policy and Procedures

3.1 UCD employs an integrated approach to student mental health and wellbeing with four levels of intervention.

3.1.1 For all students, University policies and practices are aligned to support mental health and wellbeing and to create a university community and campus environment that is supportive and inclusive, encouraging student engagement and connection.

3.1.2 For students who want or require skills development, resources are available to inform them about the importance of mental health for academic success, how to help maintain mental health and wellbeing, early signs of poor coping and strategies, and services to help regain mental wellbeing. Many members of staff are also trained to identify students who may need further support and to refer students who require additional support to the relevant resources and services.

3.1.3 For students seeking or requiring professional intervention, clear guidelines are in place for how to apply for academic supports and accommodations, and policies exist to ensure that students with a disability arising from a mental illness are not subject to discrimination.

3.1.4 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 healthcare (please see the associated UCD Student Mental Health Procedures, starting on page 8).

Levels of Intervention

4. Emergencies

Procedures to be followed by staff who encounter an emergency arising from a student's mental health difficulties

3. Students requiring professional intervention

Contact information for accessing services and seeking advice or supports

2. Students who require or want skills to protect their mental health

- Advice and skills development for help-seeking students
- Early identification of students who require support

1. All students

- Policies and practices which promote mental health and well-being
- Supportive staff and campus environment



4. Responsibilities

4.1 Central to UCD's mission and vision is the building-up of a supportive and inclusive community, as outlined in objective 7 of the *UCD Strategic Plan 2015-2020*. Safeguarding mental health and wellbeing is a concern for all members of the UCD community, and all members share in the responsibility of promoting an inclusive environment which supports the promotion, protection, and restoration of mental health and wellbeing.

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

ROLE OF STAFF

4.3 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 this policy and the associated UCD Student Mental Health and Wellbeing Procedures. Additional information and training on mental health is available, and staff are strongly encouraged to avail themselves of these resources.

ROLE OF STUDENTS

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

4.5 Students are responsible for communicating their needs and seeking support within UCD. The university cannot offer appropriate and reasonable supports without this information.

4.6 Students with diagnosed mental health conditions are encouraged to seek support from the UCD Access Centre. In order to register with the Access Centre students must provide a diagnosis, which

is no older than 5 years, of a mental health condition from a psychiatrist. The Access Centre invites students to participate in a needs assessment where they will agree on a support plan and reasonable accommodations can be put in place to reduce the impact of the mental health condition on the student's academic studies. Reasonable accommodations may include alternative exam arrangements, classroom supports, academic skills supports and assistive technology tools.

4.7 Students not registered with the UCD Access Centre may apply for temporary supports for an end-of-semester examination due to a mental health difficulty. Students wishing to apply for such supports should consult www.ucd.ie/registry/tempexamsupport.

4.8 The UCD Student Charter and UCD Student Code applies 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 UCD's policies and procedures for the maintenance of good academic and behavioural discipline, is not acceptable and will be subject to UCD's Student Code and the UCD Dignity and Respect Policy.

4.9 Many programmes in UCD are also subject to Fitness to Practise statements. Students on such programmes are obliged to adhere to the principles set out in the relevant Fitness to Practise statements.

4.10 Students concerned about a fellow student's mental wellbeing should refer their fellow student to the available resources and encourage them to seek support at the earliest opportunity. Students may wish to direct their fellow student to the UCD Student Counselling Service, UCD Student Health Service, UCD Student Advisers, UCD Chaplains, or the UCD Students' Union Welfare and Equality Officer. Students should be aware of their personal limitations. If someone is in immediate danger or is a danger to others, students should call emergency services (telephone 999 or 112), and if on campus should contact Campus Services (telephone 01 716 7999).



5. Benefits of Disclosure

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

6. Environment

6.1 Central to UCD's mission and vision is the building-up of a supportive and inclusive community of students, staff, alumni, and diaspora. In classes and through student societies, sports clubs, and peer mentors students are encouraged to form small communities and friendships. Such connections reduce students' isolation and enhance their sense of belonging. Recognition events and competitive awards in these fields raise standards and promote excellence.

6.2 UCD 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.

6.3 UCD provides campus-based support services to assist students who require additional advice or who might require further intervention. Student advisers, programme offices, chaplains, and the UCD Students' Union Welfare and Equality Office can help direct students to these services.

7. Confidentiality

7.1 Students can expect that UCD will treat information about their mental health confidentially. Information is only shared with a student's consent and the student will be told who the information is being shared with and the reasons for sharing this information. There are limited exceptions to this rule, for example where a student is considered a danger to themselves or others, where a crime is being investigated, where disclosure is required by law, or where procedures of the Mental Health Acts 2001-2009 are invoked, for example for the purpose of an involuntary admission to an approved centre such as a hospital.

8. Procedures and Appendices

8.1 UCD provides procedures to be followed by staff and guidelines for students when dealing with concerns related to mental health.

Intervention Levels	Details	See
All Levels	Procedures to be followed by staff concerned that a student is showing signs of distress	UCD Student Mental Health and Wellbeing Procedures
Level 2	Advice for students who are concerned about their own mental health or the mental health of a fellow student	Appendix 1
All Levels	Promoting Skills and Awareness: calendar and directories	Appendix 2
Levels 2, 3 and 4	Overview of UCD Student Health Service and UCD Student Counselling Service	Appendix 3

UCD Student Mental Health and Wellbeing Procedures

1. RESPONDING TO STUDENTS IN DISTRESS

- 1.1** Mental health difficulties affect each individual differently and a wide range of signs and symptoms can indicate that a student has mental health difficulties. It is important that staff are aware of the possible indicators that might indicate a student is in distress. Indicators that a student may have a mental health difficulty can include:
- Behaviour: the student might be behaving in an unusual or unpredictable manner that is causing concern, which might include changes in patterns of attendance or their academic performance might alter dramatically.
 - Statements: the content of the student's conversations might seem erratic or out of character, or the student might express suicidal thoughts or ideas.
 - Appearance: the student might seem tense, irritable, sad, or withdrawn, or the student's appearance might have changed, for instance they might become unkempt.
 - Additional Information: the student might have declared a mental health problem or other people might be expressing concerns for the student.
- 1.2** In some cultures there is a high level of stigmatisation associated with mental health difficulties and students may be reluctant to admit mental distress or to seek help. In some instances this can lead students to present mental health issues in the form of physical complaints such as headaches, digestive disorders, etc.
- 1.3** Do not avoid the situation.
- If you have a good relationship with the student, you might be able to approach them and raise your concerns directly with them. This should be done sensitively and you should direct the student to the appropriate support services (please see appendix 2).
 - It might be appropriate to discuss your concerns with a colleague. They might have noticed some changes in the student, or perhaps your colleague is in a stronger position to approach the student. When discussing your concerns with a colleague, you should ensure that confidentiality is maintained as appropriate.
 - If you think you could benefit from additional advice you could discuss your concerns with a member of the UCD Student Counselling Service or the UCD Student Health Service.
- 1.4** Staff should follow the process flowcharts set out below, adhering to the procedures on confidentiality (section 2) and on the role of staff (section 3).

UCD Student Mental Health and Wellbeing Procedures

2. CONFIDENTIALITY

- 2.1** 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.
- 2.2** 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.
- 2.3** 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 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.
- 2.4** Information can be disclosed without a student's consent in the following, limited circumstances:
- Where the student is considered a danger to themselves or others
 - Where a crime is being investigated and information is requested
 - Where information is requested for the purpose of safeguarding the security of 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 Bill 2014, once enacted.
 - Where procedures of the Mental Health Acts 2001-2009 are invoked, for example for the purpose of an involuntary admission to an approved centre such as a hospital

In these rare instances, strictly limited information, proportionate to the situation that has arisen, may be disclosed to university personnel or third parties including health care professionals and An Garda Síochána. Where information is sought by a third party for investigatory purposes, as distinct from a situation where disclosure of personal data is urgently required to prevent injury, it should be confirmed that the third party has a valid legal basis for requesting the information such as a search warrant or a letter from a garda superintendent. Some professionals, such as medical practitioners, will have their own professional codes relating to confidentiality which apply when they are acting in a clinical capacity. If a member of staff is unsure how to act in a given situation, they should consult their line manager or the University Records Manager.

UCD Student Mental Health and Wellbeing Procedures

3. ROLE OF STAFF

- 3.1** Staff should be ready to offer support to students but are not expected to assume responsibilities outside the parameters of their role and should be aware of their personal limitations.
- 3.2** Staff should refer students to the resources which are available and encourage them to seek support at the earliest opportunity (see appendix 1 for a calendar of events and directory of services). Staff can direct students to the UCD Student Counselling Service, UCD Student Health Service, UCD Student Advisers, UCD Chaplains, or the UCD Students' Union Welfare and Equality Officer.
- 3.3** In exceptional circumstances, where someone is in immediate danger or is a danger to others, staff should call emergency services (telephone 999 or 112), and if on campus Campus Services (telephone 01 716 7999).
- 3.4** If a student discloses a mental health condition staff should make the student aware of the services provided by the UCD Access Centre for students with a disability. The documentary evidence required in order to register for support from UCD Access Centre is a diagnosis, which is no older than 5 years, of a mental health condition from a psychiatrist. The Access Centre offers a needs assessment where reasonable accommodations are agreed to reduce the impact of the disability or mental health condition on the student's academic studies. Reasonable accommodations may include alternative exam arrangements, classroom supports, academic skills support and assistive technology tools. Information about the supports provided by UCD Access Centre is available on the UCD Access Centre webpage: www.ucd.ie/openingworlds/ucdaccesscentre. Students can contact the Access Centre with queries or to make an appointment by emailing disability@ucd.ie
- 3.5** If staff are aware that a student has a diagnosed mental health condition which might affect their academic performance they should suggest to the student that they consider registering with the UCD Access Centre (www.ucd.ie/openingworlds/ucdaccesscentre). UCD Access handles requests for academic supports and examination accommodations which intend to alleviate substantial disadvantaged without affecting the integrity of assessment.
- 3.6** If a student is not registered with the UCD Access Centre, but requires temporary supports in an end of semester examination due to a mental health difficulty, staff should direct the student to www.ucd.ie/registry/tempexamsupport
- 3.7** 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 discourages students from disclosing mental health difficulties and can further stigmatise such difficulties.
- 3.8** Any member of staff who has concerns should discuss these with a colleague, a student adviser, a member of the UCD Student Counselling Service, or a member of the UCD Student Health Service. It is important that the confidentiality of the student be observed during these preliminary discussions and, as such, general advice about a student's wellbeing and the appropriate response by a member of staff should be sought without mentioning the student's name.

Process Flowchart 1:

Directions for Staff (Non-Urgent Cases)

You are concerned that a student is showing signs of distress

Do not avoid the situation!

Do you think they are a danger to themselves or others?
(If you are not sure, see 'Consider seeking advice' box below)

Yes

See **Process Flowchart 2: Directions for Staff (Urgent Cases)**

!

No

1. Be aware that the student may want to discuss sensitive issues with you and you should arrange to discuss matters with them in a setting where they can be assured of their confidentiality.
2. Inform the student about your concerns and reasons for them and listen to the student. The process of listening itself might be helpful for the student.
3. Be clear about what you can and cannot do. You should not be expected to solve the problem. Try and ascertain the extent of the students' problem and which one of the services might be appropriate to refer the student on to.

Are you still concerned about the student?

(If you are not sure, see 'Consider seeking advice' box below)

Yes

If anything has given you reason to be concerned about the safety of the student or anyone else, you should treat this as urgent.
See **Process Flowchart 2: Directions for Staff (Urgent Cases)**

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

No

Thank the student for meeting with you, and invite them to raise any future concerns with you or other university services. Consider arranging a follow up appointment to keep lines of communication open.

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 without naming them.

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)



You have reason to think a student might be a danger to themselves or to others

NO

If there is no immediate threat, but the student still requires medical intervention.

The student might be:

- Expressing suicidal thoughts or wishing they were dead.
- Threatening to self-harm
- Expressing bizarre thoughts or ideas
- Unduly agitated or behaving in a bizarre manner

If possible, consult with your line manager or a colleague. Explain your concern to the student and ask would it be possible to contact someone on their behalf (unless you think these actions will exacerbate the situation).

YES

If you think this is a life-threatening emergency, you should contact emergency services:

Overdose or definite threat of self-harm:

Request Ambulance 999 or 112

Inform Campus Services: 7999

Inform Student Health: 3133

Student violent, armed, aggressive, or threatening:
Contact Gardaí 999 or 112

Inform Campus Services 7999

If you find after incident you are affected, you should talk to your line manager or consider UCD HR Services.

During Office Hours

Seek consent of student to contact one of the following to make an appointment:

- UCD Student Health Service: 3133
- UCD Student Counselling Service: 3133
- The student's GP (You will need details from the student)

Outside Office Hours

Seek consent of student to contact one of the following to make an appointment:

East Doc 01 209 4021
(out of hours GP service)
Mon. - Fri.: 18:00 - 22:00
Sat. - Sun.: 10:00 - 18:00

Contactors
(24 hours GP house call service) 01 830 0244

If the student withholds consent to contact medical services, consider contacting the services anyway. Advising the student to contact their family is strongly advised and, in urgent cases, contacting the family directly may need to be considered. The student's wellbeing or safety and the wellbeing and safety of others take precedence over issues of confidentiality. Therefore information may be passed on in these circumstances without the student's consent.

If you find after the incident you are affected, you should talk to your line manager or consider UCD HR Services (e.g. the UCD Employee Assistance Programme).

Appendix 1

Advice for students who are concerned about their own mental health or the mental health of a fellow student

You are feeling distressed or you are concerned that a fellow student might be distressed.

It is an emergency if:

You think you might hurt yourself or others, or you think your fellow student might hurt themselves or others;

You or your fellow student are seriously ill.

You or a fellow student are at risk of suicide;

Is this an emergency?

YES

NO

Ensure your safety and the safety of others

If you are on campus:

Contact Campus Services: 7999

Contact Emergency Services:

Overdose or definite threat of self-harm:

Request Ambulance 999 or 112

Student violent, armed, aggressive, or threatening:

Contact Gardai 999 or 112

If assisting a fellow student:

Once help is on its way, if it safe to do so, reassure your fellow student and wait with them until help arrives.

After the incident

- Talk about it with friends or family while respecting the confidentiality of the affected student
- Consider talking to the UCD Student Counselling Service
- Talk to your programme office about what has happened - you might need to take a few days away from your studies or arrange an extension, for example.

If you are concerned about your own mental health:

- Resources are available in UCD to inform you about mental health issues and to help you regain mental wellbeing. See the calendar of Events and Directory of Resources.
- Communicate your needs and seek support (remember, seeking help is a sign of strength, not weakness)
- Consider seeking professional support. There are a range of services in UCD, or you can talk to a GP.
- If you have a diagnosed mental condition and require assessment/exam accommodations or academic supports, you should contact UCD Access. Remember, UCD needs this information to offer you support.

If you are concerned about a fellow student:

- Be aware of your personal limitations
- Express your concern to your fellow student, and encourage them to seek support.
- You can direct them to the university supports which are available, such as the UCD Student Counselling Service
- You can talk to a Student Adviser, the UCD Students' Union Welfare Officer, or a UCD Chaplain about your concerns on a no names basis.

Appendix 2

Promoting Skills and Awareness: calendar and directories

There is a range of events and resources in UCD which aim to raise awareness of the importance of good mental health and wellbeing. These events and resources will help you to maintain your mental health and identify early signs of poor coping. You can learn about strategies to help regain mental wellbeing from the events and resources, and they will also provide advice on when you should seek additional help and information on the help which is available.

Events Calendar

Please Talk Day	Please Talk (UCD)	Feb?March
Mind Body & Soul Festival	UCD Students' Union	22, 23 September
Dear First Year Take Care	UCD Students' Union	Week 3
Beat the Stress	UCD Students' Union	Week 7
Positive Body Image Day	UCD Students' Union	Sem 2
Mental Health Week	UCD Students' Union	TBC
Drug and Alcohol Awareness	UCD Students' Union	Week 7

Directory of Resources

Life Skills Collection

UCD James Joyce Library (Level 1)

www.ucd.ie/library/finding_information/our_collections/lifeskills

UCD Books on Prescription Scheme

UCD Health Sciences Library (Ground Floor)

www.ucd.ie/t4cms/books%20on%20prescription%20front&back%20wocrop.pdf

Please Talk

www.pleasetalk.ie

Your Mental Health (HSE)

www.yourmentalhealth.ie

Little Things Campaign

www.yourmentalhealth.ie/Get-involved/LittleThings-campaign

www.facebook.com/littlethingshub

www.twitter.com/littlethingshub

Directory of Services

UCD Access Centre

hwww.ucd.ie/openingworlds/ucdaccesscentre

UCD Chaplaincy

www.ucd.ie/chaplaincy

UCD Student Advisors

www.ucd.ie/studentadvisers

UCD Student Counselling Service

www.ucd.ie/studentcounselling

UCD Student Health Service

www.ucd.ie/stuhealth

UCD Students' Union Welfare and Equality Officer

www.ucdsu.ie/welfare

Programme Offices

www.ucd.ie/programmeoffices.htm

Emergency Contacts

Ambulance

999 or 112

Gardaí

999 or 112

Campus Services

7999

UCD Student Health Service

3133

East Doc (out of hours GP service)

01 209 4021

Accident & Emergency (St Vincent's)

01 221 4387

Appendix 3

UCD Student Health Service/UCD Student Counselling Service

The Student Health Service is located on the upper level of the (old) UCD Student Centre. The UCD Student Counselling Service is also located here. All services are confidential. Students who have difficulty paying a fee may complete a welfare form when visiting. Costs are accurate as of January 2015.

UCD Student Health Service Website www.ucd.ie/stuhealth

UCD Student Counselling Service Website www.ucd.ie/studentcounselling

Phone numbers **01 716 3133**

GP Service

The UCD Student Health Service provides GP services to UCD students. The services provided by the UCD Student Health Service are supplementary to those provided by students' own GPs and local services and do not replace these. Dr Sandra Tighe is the Medical Director and she works alongside a team of doctors and nurses.

How to access the UCD Student Health Service?

Students make an appointment to see a GP or nurse by calling into the UCD Student Health Service reception or by phoning 01 716 3133. Urgent slots are kept every day for students who are acutely ill. These appointments are only released from 9:00am on the day.

Costs

Doctor Appointment: €25

Nurse Appointment: €10

Additional charges apply for special services such as travel health, vaccinations, and STI screening.

Student Counselling Service

The UCD Student Counselling Service provides counselling and psychological support services to students. Dr Sandra Tighe is the Medical Director and she works alongside a team of counsellors and psychologists.

How to access the UCD Student Counselling Service

Students can self-refer to the UCD Counselling Service by calling into the UCD Student Health Service reception or by phoning 01 716 3133. Students can also be referred by a member of staff or by a professional outside UCD, such as a student's own GP. Appointments are offered as soon as possible, but waiting lists have to be used when demand is high. In a crisis an appointment will be offered on the day of referral. If a student has a preference for a male or female counsellor, this can be organised subject to availability.

Costs

The service is free.

Psychiatric Service

A part time psychiatrist is provided through St Patrick's Hospital. Dr Martina Ryan is the psychiatrist and attends the UCD Student Health Service two or three times per week during term time. Students with more significant needs will be referred to their local mental health service.

How to access the UCD Student Health Service – Psychiatrist

This service is accessed by referral from a GP in the UCD Student Health Service, from the UCD Counselling Service, or by referral from a student's own GP.

Costs

First visit (one hour): €40

Repeat visits (30 minutes): €30

Alcohol and Addiction Counsellor

A part time alcohol and addiction counsellor is available during term time.

How to access the UCD Student Health Service – Psychiatrist

Students can self-refer or be referred by other welfare staff if they have concerns about any alcohol or addiction issues relating to themselves or their family.

Costs

The service is free.

Books on Prescription

The Books on Prescription scheme is a joint initiative between the UCD Student Health Service and UCD Library. It is a collection of books selected to promote student health and wellbeing.

How to access Books on Prescription

Students may be recommended a book by a member of the health team or welfare services, or may search the titles themselves. The collection is located in the James Joyce Library on Level 1 (to the right of the service desk) and in the UCD Health Sciences Library on the ground floor (underneath the stairs).

Costs

The service is free.

Exercise on Prescription

The Exercise on Prescription scheme is a joint initiative between the UCD Student Health Service and the UCD Sports Centre to promote, through exercise, better mental and physical health and wellbeing amongst students.

How to access Exercise on Prescription

Students discuss their needs with a doctor or nurse in the UCD Student Health Service, and are referred to the Sports Education Officer, Ms Carmel Kissane Keane, in the UCD Sports Centre.

Costs

The normal fee for a doctor or nurse appointment applies. Consultation with the Sports Education Officer is free.

Out of Hours Services

These are not provided by UCD

The UCD Student Health Service does not provide an out of hours service. Instead, students may avail of external agencies such as Eastdoc or Contactors, which provide out of hours GP services, or attend at the Emergency Department in St Vincent's Hospital.

How to access Out of Hours Services

Eastdoc operates from 18:00-22:00 on weekdays and from 10:00-18:00 on weekends and public holidays. It is based at St Vincent's Hospital. Its phone number is 01 209 4021.

Contactors provide a 24 hour GP house call service. Its phone number is 01 830 0244.

St Vincent's Hospital Emergency Department operates a 24 hour service. Its phone number is 01 221 4387.

Costs

Eastdoc: €60

Contactors: €80

St Vincent's Hospital Emergency Department: €100, unless a patient has a medical card or a GP referral.



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