

# Crisis Intervention and Emergency Contact Procedure

---

## 1. Introduction

- 1.1. Design School Asia promotes a supportive, healthy, and rewarding learning environment for all staff, students, and members of the public who come into contact with the School community.
- 1.2. The School's academic and other regulations require that students participate in their studies and broader student life in an appropriate manner (with reasonable adjustments where appropriate), without putting their own wellbeing and/or safety, or that of other individuals, at risk.
- 1.3. In the context of these commitments and expectations, this procedure is intended to ensure a consistent and sensitive approach to managing situations which require immediate and proactive intervention to ensure the safety and wellbeing of students, staff or other third parties.
- 1.4. This procedure applies in situations where significant mental health, psychological, personal or emotional difficulties may have a profoundly disruptive impact on the well-being and safety of individual students and on others around them.
- 1.5. The procedure sets out arrangements for co-ordinated and appropriate engagement of School support services in dealing with crisis situations, where it is apparent that behaviour or concerns arising from a student's mental state may be putting them at immediate risk or adversely affecting the interests of students/staff around them.
- 1.6. For cases where the concerns exceed the limits of support that can be provided by the School, the procedure also outlines the steps to be taken to refer concerns about the student on to other external agencies and, where appropriate, to involve the student's nominated Emergency Contact in providing intervention and support.
- 1.7. This procedure is aligned with relevant Design School Asia policies and procedures, including:
  - Health, Wellbeing and Supports for Study Policy
  - Student Code of Conduct
  - Student Disciplinary Policy and Procedure
  - Health and Safety Policy
  - Safeguarding Policy and Procedure
  - Data Protection Policy
  - Student Data Protection Statement
  - Policy for Suspension

## 2. Emergencies

- 2.1. In a situation where it is believed that a student's behaviour presents an immediate risk to themselves or others the Emergency Services should be contacted in the country where the student is undertaking their studies eg, 999 in Singapore and 191 in Thailand.
- 2.2. The Information Office will ensure that contact is made with the student to monitor developments and offer additional support from within the School. If appropriate, the student's Head of Subject will be informed so that appropriate arrangements can be made for academic matters, for example, if the student needs to take some time away from their studies for recuperation.

### On-going concern

- 2.3. In situations where a student's behaviour or well-being causes concern but does not present an immediate crisis, initial intervention will be managed locally through the provisions of the School's Health, Wellbeing and Support for Study Policy (Level 1). The student should be encouraged to see their GP (family doctor) and recommended to access Student Services.
- 2.4. Where a student's situation and wellbeing are being actively monitored by Student Services, communications will be strictly on a "need to know" basis to ensure that any incident intervention provided by these services is informed by appropriate detail of the student's circumstances.

## 3. Behaviour giving cause for serious concern

- 3.1. If the student refuses to access support and/or continues to exhibit behaviour which is disruptive or causes concern (for example, displaying bizarre/irrational behaviour, repeatedly threatening to self-harm), the Director of Student Services should be informed. Immediate action (ref. paragraph 2.1) should also be considered.
- 3.2. The Director of Student Services (or nominee) will determine whether the matter should be referred through Health, Wellbeing and Support for Study Policy (Level 2) or Crisis Intervention Procedure provisions.
- 3.3. If a Crisis Intervention response is deemed necessary, Student Services will co-ordinate and monitor a response to the situation.
- 3.4. An appropriate member of staff from Student Services will attempt to contact or meet the student to offer support and will make a decision regarding proactive referral to a GP and/or other appropriate statutory agencies. This may include using established "Student of Urgent Concern" communication procedures with GP.
- 3.5. Any new information or risk data concerning the student will be provided to the GP for information. The Director of Student Services (or nominee) will act as a point of

liaison with the GP to ensure that all relevant information and developments are communicated and, as appropriate, to receive updates on referral action.

- 3.6. Where necessary and appropriate, support will also be offered by Student Services to those students and colleagues who may be affected by the situation.
  - 3.7. A central file record will be kept by the Director of Student Services of all referrals, decisions, action and developments in the case and relevant colleagues will be updated on a “need to know” basis.
4. Using emergency contact information
    - 4.1. If the student refuses to access support and/or continues to exhibit behaviour which is disruptive or causes concern (for example, displaying bizarre/irrational behaviour, repeatedly threatening to self-harm), the Director of Student Services should be informed. Immediate action (ref. paragraph 2.1) should also be considered.
    - 4.2. In cases where it becomes apparent that an individual student’s support needs are beyond the responsibilities of the School and there is serious concern for their safety, the Director of Student Services will alert one of the following senior staff: the Managing Director, and/or Director of Learning to the situation.
    - 4.3. With information and advice from the Director of Student Services, the senior staff member alerted may decide on whether the student’s nominated Emergency Contact should be informed. The School may need to be guided by statutory provisions for example, the Personal Data Protection Act (PDPA) the Mental Capacity Act in reaching this decision.
    - 4.4. The Emergency contact will be the person(s) nominated by the student to be contacted in the event of serious concern about their health or wellbeing—as recorded on their student record [note: defined as next of kin] or in notes of subsequent disclosures. This will not necessarily, or need to, be the student’s next of kin, but may be a trusted other relative or friend.
    - 4.5. Where appropriate, the student’s GP or other mental health service supporting the student will be consulted to provide further evidence that might assist in this decision.
    - 4.6. If notification of the Emergency Contact is considered appropriate, case records held by Student Services will be consulted alongside details held on the Student Record system, to ensure that the most up to date information regarding the Emergency Contact is accessed.
    - 4.7. Communication with the Emergency Contact will be initiated by the Director of Student Services. Essential information only will be shared about the School’s concerns; the involvement of the Emergency Contact will be requested to provide support and intervention that might help to reduce risk for the student.
    - 4.8. The Director of Student Services will inform the student of the decision to communicate with their emergency contact (unless this is judged to present a potential risk of harm).

## 5. Suspension

- 5.1. Where, in the opinion of the School, the concern is sufficiently serious, the case may be considered under the emergency suspension provisions of the School's Policy on Suspension. Emergency suspension will normally only be considered where the student's behaviour poses a serious risk to the health, safety, welfare or property of the student or others.
- 5.2. If the student's behaviour is such that under normal circumstances they would have been subject to disciplinary procedures, this may remain the most appropriate course of action, even if there is evidence that the student has identified mental health or other diagnosed conditions.

## 6. Return to study

- 6.1. Following a period of absence from the School for recuperation, it may be appropriate for the student to return to resume studies.
- 6.2. If the student has been subject to a suspension of studies under the Health, Wellbeing and Support for Study Policy, the requirements surrounding the Return to Study processes of that policy will be followed. The decision to permit a return to study will be made by the Head of Subject or course co-ordinator in conjunction with the Director of Student Services.
- 6.3. Staff within Student Services will be available to provide advice and support to facilitate the student's transition back onto the course, particularly in relation to any adjustments that might be required under the Constitution of Singapore. This will be arranged with the direct involvement of, or in consultation with, the Director of Student Services.

## 7. Appeal

- 7.1. A student may not challenge the decision to contact an emergency contact. However, they have full recourse to, and may raise a concern via, the School's Complaint Policy and Procedure.
- 7.2. A student who is subject to emergency suspension, will be informed in writing of the process that may be followed under relevant School procedures to appeal against these decisions.

## 8. Monitoring, evaluation and appeal

- 8.1. The operation of the Crisis Intervention and Emergency Contact Procedure will be monitored by Student Services through data reporting arrangements, including

relevant demographic analysis of students who are referred through these procedures for Equality Impact assessment purposes.

- 8.2. Processes will be evaluated through feedback from students, staff and relevant third parties who are involved in cases referred through the Procedure.
- 8.3. The Director of Student Services will produce an annual report including anonymised data on student cases referred through the Crisis Intervention and Emergency Contact Procedure, alongside updates and amendments to ensure its continued effectiveness.

## Document version control

---

Purpose/Change	Author	Date
Original document approved.	IO	01/12/2020