Emergencies

Supporting you
For students in immediate distress, crisis or who are concerned about their own mental health and wellbeing or that of a friend, or for others who are concerned details of support networks are available at: royalholloway.ac.uk/ecampus/welfare/emergencies.aspx

If someone is in distress and maybe even talking about harming themselves we would suggest the following steps, summed up in the acronym COPE:

- Be Caring
- Be Optimistic
- Be Practical
- Seek an Expert

It is important to remain calm, minimise the risk element and call for help from Security immediately.

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### Support networks
#### During office hours
- **Student Counselling**
  - 01784 443128
  - counselling@royalholloway.ac.uk
- **Health Centre**
  - 01784 443131
- **College Security**
  - 01784 443063
  - SecurityRHUL@royalholloway.ac.uk
- **Support & Advisory Services**
  - 01784 443394
  - welfare@royalholloway.ac.uk
- **Residential Support**
  - 01784 443237
  - residentialsupport@royalholloway.ac.uk

#### Outside of office hours
- **College Security**
  - 01784 443063
  - SecurityRHUL@royalholloway.ac.uk
- **Residential Support Assistants**
  - Contact via security or hall receptions
- **NHS advice line**
  - 111
- **Out of Hours medical care**
  - 01753 865773
- **London Nightline**
  - See also www.nightline.org.uk
  - 020 7 631 0101
- **Samaritans**
  - 0845 7 90 90 90
- **St Peter’s, Chertsey A&E**
  - 01932 782000

### Physical Emergencies:
#### Fire, Injury, Acute Illness, Crime
- **Emergency Services**
  - Please also alert College Security
  - 999 or 112
- **Fire**
  - Operate the nearest call point to raise the alarm & then leave the building / area immediately before contacting security on the emergency line
  - 01784 443888 (or 444 internally)
- **Crime**
  - For non-emergency issues
  - 101
- **Maintenance**
  - Report to Halls receptions/customer services points or Security when closed
- **Finance**
  - Emergency financial help can be obtained from the Financial Welfare and Funding Support team on
  - 01784 276109
- **Other welfare issues**
  - 01784 443394

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If you are worried about yourself or a friend and wish to seek general advice please contact us at: welfare@royalholloway.ac.uk