



## Health & Wellbeing Procedure & Guidelines

Version: 1<sup>st</sup>

**Responsible To:** Head of College & CEO – John XXIII College

**Pertains To:** Residents (Accommodation Agreement Holder) – John XXIII College

**Supported By:** Deputy Head of College – John XXIII College  
Staff – John XXIII College

Collegiate Team – John XXIII College

**Monitored By:** Head of College & CEO – John XXIII College

### **Procedure**

#### Organisation of the College

1. The College will:
  - a. Provide a caring and safe environment with a pastoral support network to assist the Residents as they make and take responsibility for their decisions and behaviour.
  - b. Provide an academic support network to enhance the Residents' ability to achieve at tertiary level.
  - c. Support Resident activities that provide cultural activities, physical activities, sport, social activities as well as educate and assist the Residents in their wellbeing.
2. The College will establish systems that supervise and monitor:
  - a. The mental health of the Residents and provide support when needed.
  - b. The activities of the SRs, AAs and the RA to ensure that:
    - i) The College environment is safe, inclusive and empowering environment,
    - ii) They support and guide the academic development of the Residents.
    - iii) They help the Residents with their wellbeing.
    - iv) They provide appropriate activities for the Residents.
3. The College will provide the necessary training to the student leaders so they can effectively carry out their roles.

#### The Role of Senior Residents (SRs)

4. The SRs will, through role modelling and leadership, seek to:
  - a. Create an environment on their corridor that is inclusive and safe and has a culture of respect, fairness and equality.
  - b. Promote positive and responsible behaviour that prevents bullying, discrimination and harassment.
  - c. Create an atmosphere of belonging and connectedness.
  - d. Demonstrate respectful relationships and a positive approach to College and University life.
5. The SRs will through an active presence on the corridor, monitor the Residents on their corridor for signs that they may be:
  - a. Experiencing social, emotional or behavioural difficulties.
  - b. At risk of or experiencing mental health difficulties.and then discuss these with the Deputy Head of College.
6. The SRs will encourage the organisation and running of corridor events that:
  - a. Help build a sense of belonging and connectedness.
  - b. Provide some social, cultural and community service experiences for their Residents.
  - c. Provide opportunities to develop networks and relationships outside their usual group of friends.
7. The SRs will work as a team to help the College provide:
  - a. Mental health and wellbeing activities and initiatives.



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- b. General education activities and initiatives.

### The Role of Academic Advisors (AAs)

8. The AAs will, through role modelling and leadership, seek to:
  - a. Create an environment that is inclusive and has a culture of respect, fairness and equality.
  - b. Promotes an environment that sees academic endeavours as the primary role of university students.
  - c. Provides support and guidance to the Residents to assist them achieve at their studies.
  - d. Demonstrate respectful relationships and a positive approach to College and University life.
9. The AAs will through their connection to a group of Residents in their course areas, monitor the Residents on their corridor for signs that they may be:
  - a. Experiencing academic difficulties.
  - b. At risk of or experiencing emotional or mental health difficulties.and then discuss these with the Deputy Head of College.
10. The AAs will work as a team to help the College provide general education activities and initiatives.

### The Role of the Resident Association (RA)

11. The RA will, through role modelling and leadership, seek to:
  - a. Create a welcoming College environment that meets the needs of a diverse range of Residents.
  - b. Provide a range of opportunities to allow the Residents to engage in cultural, sporting and social activities.
  - c. Demonstrate respectful relationships and a positive approach to College and University life.

### The Role of the Residents

12. Each Resident is expected to:
  - a. be respectful of each other
  - b. participate in College activities that are relevant to them
  - c. comply with this and other College policies.

### Identification and Response

13. On Admission to the College all Residents are required to provide any relevant medical information.
  - a. On the basis of any medical information that has been provided and / or reports from the Collegiate team the Deputy Head of College will assess whether any Resident is at risk of or experiencing social, emotional, behavioural or mental health difficulties.
  - b. The Deputy Head of College will determine the best means of providing support to the Resident – providing advice, counselling or using ANU Counselling or local mental health services.

### **Appendix 1: Responding to a Mental Health Situation**

#### **Emergency Response**

1. If anyone thinks there is potentially an emergency situation, they must notify the nearest staff member or Senior Resident (SR) who must take immediate action on behalf of the College.
2. They are not to try to deal with the emergency alone.
3. If the responder is uncertain about what to do, they should consult with the Deputy Head of College or the Head of College and if they are unavailable, contact ANU Counselling or ANU Security.
4. The Responder should promise support to the Resident, but not secrecy.



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NB.

You have a responsibility to consult with and inform the Deputy Head of College, if you have concerns for the Resident's safety or the safety of others.

5. Points to remember:
  - a. Do not undervalue the support you are offering by "just" listening and being available.
  - b. Do not take on a Resident's problems – it requires professional support.
  - c. The role of a friend or SR is to support the Resident and refer them onto the Deputy Head of College for an assessment and decision about further action.
  - d. If the friend or SR goes beyond their role they put at risk their own wellbeing and their academic results.
6. The Deputy Head of College then needs to establish how urgent and serious the situation is.

### Assessment

1. The Deputy Head of College assesses the Resident using:
  - a. Knowledge of the Resident, from the Senior Resident (SR) on their corridor, or from their friends.
  - b. Observed behaviour around the College.
  - c. Information obtained from a meeting with the Resident.

2. Questions that need to be considered are:
  - Is the Resident at risk of hurting themselves or others?
  - Is there a risk of suicide?
  - Is the Resident out of touch with reality?
  - Is the Resident behaving in an unusual way that is out of the "norm"?
  - Is the Resident confused, drowsy or ill (possibility of overdose)?
  - Has the Resident suddenly changed their behaviour, mood or personality?

If the answer to any of these questions is yes, the matter is considered urgent and immediate action needs to be taken.

3. If the above questions do not apply, then there may still be concern for the Resident. If so, some further questions need to be considered – is there:
  - A lack of interaction, isolation or withdrawal from their peers,
  - Difficulties with daily functioning (eating, sleeping, mood, physical activity, personal appearance),
  - Class attendance problems,
  - Changed academic performance,
  - Missed deadlines,
  - Significant weight loss/gain.

If the Resident shows one or more of these indicators there may be a mental health difficulty that is sufficiently serious to require referral and support.

4. When assessing the Resident, the Deputy Head of College needs to clarify whether the student
  - a. is already seeing a professional within the University (counsellor, psychiatrist or GP),
  - b. is prepared to attend the ANU Health Service or the ANU Counselling Service, and this may affect the College's response.



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### Initial Response

1. When a Resident shows signs of psychological illness: self-harming, psychotic episodes, suicidal thoughts, etc the College will attempt to ensure appropriate support measures are made available to that Resident. This may involve the Deputy Head of College organising:
  - a. An SR or friend to monitor the Resident
  - b. An appointment with their current Health practitioner
  - c. An appointment with ANU Counselling.
  - d. Intervention by the CATT team
  - e. Involvement of the Resident's family
2. If the student is not prepared to attend the ANU Health Service or the ANU Counselling Service, then the Deputy Head of College will
  - a. Need to explain to them that there:
    - i) Are concerns for their welfare, or the welfare of others.
    - ii) Will be a need to consult with:
      - the ANU Counselling Service or ANU Health Service and/or
      - their family or next of kin.
  - b. Give the student a choice as to who they would prefer the College to contact in the first instance. However, it is a matter for the student to choose whether to accept a referral, and to avail of the supports offered.

NB.  
This does not negate the College's right to make a decision about what is the best for the College community.
3. Regardless of (2) above, when a Resident shows signs of severe psychological illness – self-harming, psychotic episodes, suicidal thoughts, and the Deputy Head of College considers the matter urgent, then the College will:
  - a. Contact ANU Counselling and request a referral to the CATT Team

NB.

  - If it is after hours, the College will contact the CATT directly.
  - b. If needed, contact any other appropriate medical/health agencies including the emergency services.
4. The College reserves the right to temporarily exclude a Resident from the College or terminate a Residential Contract if, the College makes the determination that the Resident's illness cannot be appropriately managed within the environs of the College residence.

### Going to Hospital

1. If the Resident is distressed, but there are no safety concerns.
  - a. Contact Canberra Hospital
  - b. Organise for someone to take the Resident to the Emergency Department.
  - c. If no one is available to transport the Resident, call an ambulance
  - d. Ask the Resident if they wish the College to contact their family/next of kin.
2. If the Resident is aggressive or considered to be a risk to themselves or to others:
  - a. Seek assistance by contacting ANU Security and have them contact an Ambulance or the Police to transfer the Resident to the hospital.



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- b. If the Resident is unwilling to go to hospital, the police or ambulance paramedics will make an assessment of the situation.
- c. Take advice from the emergency services as whether it is appropriate to accompany the Resident.
- d. Establish with the Resident if they wish the College to contact their family/next of kin.
- e. If the Deputy Head of College has not been present – the Deputy Head of College must be informed of the situation as soon as possible.

### Post Hospitalisation / Counselling Response

1. After a Resident has received assistance:
  - a. The Resident may be well enough to return to College and continue their studies.
  - b. The Resident may be required to produce a health professional's written confirmation to the College's satisfaction that the symptoms will not recur and/or can be appropriately self-managed by the Resident within the College environment.
  - c. The Resident may need a plan, based on medical advice, to manage their continued residence at the College successfully.
  - d. The Resident may decide to go home to receive further help.
2. The College reserves the right to temporarily exclude a Resident from the College or terminate a Residential Contract if:
  - a. The Resident cannot produce an appropriate certification from a health professional, within one day of them being required to produce such advice.
  - b. The College makes the determination that the Resident's illness cannot be appropriately managed within the environs of the College residences.
3. If, after the Resident returns, the College has ongoing concerns, it may:
  - a. Counsel the Resident that it may not be able to provide the necessary support and care at College.
  - b. Inform the Resident that they will be contacting the preferred contact person noted on the Resident's Residential Contract, to discuss further support for the Resident.

### Appendix 2: Tips for Managing an Incident

Situation	Management
<u>Self Harm (e.g. cutting)</u> <ul style="list-style-type: none"> <li>• Acute distress</li> <li>• Cry for help</li> </ul>	<ul style="list-style-type: none"> <li>• Do not criticise or judge</li> <li>• Ask if they want to talk</li> <li>• Call for medical help if necessary (heavy bleeding) – it is not always an emergency</li> <li>• Refer to the Deputy Head of College and ANU Counselling</li> </ul>
<u>Suicide Attempt (e.g. overdose)</u> <ul style="list-style-type: none"> <li>• May have a previous history</li> </ul>	<ul style="list-style-type: none"> <li>• Call an ambulance and ANU Security</li> <li>• Contact the Deputy Head of College, while waiting.</li> <li>• Keep pills, bottles to show to the ambulance crew</li> <li>• Ask the Resident:               <ul style="list-style-type: none"> <li>• What has been taken</li> <li>• Do they want their family or friends contacted</li> </ul> </li> </ul>
<u>Suicide Ideation</u> <ul style="list-style-type: none"> <li>• Ask if they have made any specific plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact the Deputy Head of College, who will:               <ul style="list-style-type: none"> <li>• Contact ANU Counselling</li> <li>• Organise for someone to go with them to counselling</li> </ul> </li> </ul>



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<p><u>Panic</u></p> <ul style="list-style-type: none"> <li>• Incapacity to act</li> <li>• Intense apprehension / fear</li> <li>• Oral breathing, gasping</li> <li>• Feeling dizzy</li> </ul>	<ul style="list-style-type: none"> <li>• Firm reassurance</li> <li>• Breathe from cupped hands or paper bag</li> <li>• Breathe in to a count of 4 &amp; out to a count of 8</li> <li>• Contact the Deputy Head of College</li> </ul>
<p><u>Confusion</u></p> <ul style="list-style-type: none"> <li>• Muddled, restless, irritable</li> <li>• May not cooperate</li> <li>• May be disorientated and fearful</li> <li>• May experience hallucinations</li> <li>• May not be in touch with reality</li> </ul>	<ul style="list-style-type: none"> <li>• Speak simply and clearly</li> <li>• Have adequate lighting</li> <li>• Constantly reassure them in a friendly manner</li> <li>• Contact the Deputy Head of College.</li> </ul>
<p><u>Drowsiness</u></p> <ul style="list-style-type: none"> <li>• Complete slowing down of mental / physical function</li> <li>• No spontaneity</li> <li>• Not able to interact</li> <li>• May be a sign of overdose, alcohol or drug use.</li> </ul>	<ul style="list-style-type: none"> <li>• Ascertain if the Resident has taken any substance</li> <li>• Do not leave the Resident unattended</li> <li>• Student may hear what is being said, so reassure.</li> <li>• Call the ambulance and ANU Security</li> <li>• Contact the Deputy Head of College</li> </ul>
<p><u>Memory Loss</u></p> <ul style="list-style-type: none"> <li>• May be due to illness</li> <li>• If sudden, likely to be shock</li> </ul>	<ul style="list-style-type: none"> <li>• Speak simply and clearly</li> <li>• Reassure the Resident</li> <li>• Contact the Deputy Head of College</li> <li>• Call an ambulance</li> </ul>

**Appendix 3: Emergency Contact Details**

<b>Emergency Services 000</b>	Fire, Police, Ambulance (where there is immediate risk to life and safety of Residents)
<b>ANU Security X 52249</b>	<ul style="list-style-type: none"> <li>• For assistance during emergencies</li> <li>• For assistance with situations where safety may become an issue</li> <li>• For out of hours contact details for Registrar; Director University Accommodation; Head of Counselling; Student 21 access; Director Marketing and Communication etc</li> </ul>
<b>AFP 131444</b>	The Australian Federal Police are on call 24 hours a day.
<b>Canberra Hospital 6244 2222</b>	The switch board is open 24 hours a day.
<b>ANU Counselling Centre X 52442</b>	Contact for assistance with the management of student and staff well-being following critical incidents.
<b>ACT Mental Health Crisis Assessment Team 1800 629 354 6205 1065</b>	On call 24 hours Will see students in the community provided your information suggests evidence of serious 'at risk' behaviour (ie suicidal, violent threats/ behaviour arising from mental health condition, serious delusional thinking etc) Assessment for urgent hospital admission or assessment by psychiatrist



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	<p>They have a mandate that allows them to hospitalise someone without their consent (requires police involvement) – done as rarely as possible for obvious reasons. Police are usually involved in taking the person to hospital in case the person becomes violent etc</p>
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By accepting a John XXIII College Accommodation Agreement, Resident accepts and agrees to abide by all of the terms and conditions of John XXIII College's Policies and Procedures. Residents should contact the College for further clarification if required.