

WHAT SHOULD I DO ...

If a student is **threatening** or has very disturbing behaviour

Ask for assistance via security assistance by phoning 040-665 80 80 or contact the police on the emergency services line 112, report offences that are not acute to 040-114 14 !

Contact your immediate supervisor and the Head of the Department.

Never be alone in a meeting with a threatening person

If the situation is unpleasant to you, do not meet with the person alone. Make sure you have a colleague or your immediate supervisor with you in the meeting.

General advice

- A report to the police must be made some makes a threat or acts violently.
- Anyone who interfere with the teaching may be subject to disciplinary measures
- The risk for threats or violence should be minimised in accordance with the working environment legislation.

- Higher education institutions are not a public place – disturbing behaviour is not acceptable
- Keep your knowledge current concerning what security procedures you have at your workplace relating to threats and violence

If a student wants to **talk** about a problem

Listen and accept what the student says.

Do not attempt to solve the problems of the student directly. This can have the opposite effect.

Often a listening ear is the best help one can offer.

Try to recognise difficult problems early on. In that way it's easier to prevent problems or take measures to deal with them.

General advice

- It is not expected of you that you will resolve anything other than what is within your professional area of expertise and responsibility.
- Do not promise confidentiality.
- Stick to your professional role.
- It is not easy for one to have to draw the line concerning what is possible to help with. Consult your colleagues or contact the Student Health Service at www.mau.se/studentalsan

for advice related to your particular situation.

If a student is **withdrawn** and depressed

Let the student know that you have noticed that they are keeping to themselves.

Show that you are willing to offer help.

If the student is talking about suicide - listen! The student expresses a call for help, contact the Student Health Service immediately, www.mau.se/studentalsan for advice and support.

General advice

- Repeated support efforts can assist to break one's isolation. Even if it only takes a couple of minutes each time.
- Encourage the student to maintain contact with their family and peers, if you know that a working network exists.

If you have concerns about a student's mood

Tell the student that you are a bit worried about them.

Say as it is: You have concerns

Contact your immediate supervisor well as the Head of Department.

General advice

The purpose of speaking with the student is to show them where help for their situation is available.

It can be helpful to inform the student about the Student Health Service and provide contact information about what it has to offer.

You can even offer to make initial contact with the Student Health Service for them.

Even if the student has an outwardly dismissive attitude, it may prove that later on that your concern and thoughtfulness has been received and that the information you provided was useful.

Warning signs that should be taken very seriously

Aggressive conduct or behaviour

Threatening behaviour against others

Speaking about suicide

Visible external signs such as cuts (wounds), low body weight, intoxication or under the influence of drugs/withdrawal symptoms

For those in the immediate environment, tangible and disturbing changes in the way of being as a person

Expressions for thoughts that are unreasonable and suggest that you lack insight into their own limitations

If you see warning signs with a student, contact the Student Health Service (www.mau.se/studentalthal-san) immediately for advice and support.

ABOUT THE STUDENT HEALTH SERVICE

The Student Health Service has compiled advice and tips that can be used as guidance for situations involving students who may be in need of assistance or support. As a staff member at the University, you can act as a “person who catches problem” when you come into contact with students who may be experiencing difficulties. For many students, their troubles may be temporary in nature, however they nevertheless may in need of help and support.

It is important both for the individual and one’s immediate environment that you pay attention to the difficulties and that you attempt at an early stage to guide the student moving forward, before the problem becomes too big to handle. Enlist a colleague to assist!

Contact the Student Health Service for advice if you have are worried or have concerns about a particular student

Contact information is available at www.mau.se/studentalsan.

When the discussion of a general nature character, there is no need to identify the individual whom the matter concerns.

In the next step, as it may deal with assisting the student establish contact with the health care system, personal data will need to be provided.

How do I help a student to come in contact with the Student Health Service?

In most cases, it is best if the student themselves can make the contact to schedule a time.

There are a number of ways to get in contact with the Student Health Service.

You or the student can phone during our telephone hours Monday - Thursday from 9 am to 11 am, on tele. 040-665 71 70 for advice.

A time for a visit can be booked done by the student themselves either by phoning 040-665 71 70 or via our web form www.mau.se/studentalsan.

We also have drop-in times (refer to the website)

Address
The Student Health Service’s Reception is available at Student Centre Neptuniplan 7, Matroskatan 1, Malmö.

ABOUT THE UNIVERSITETSKYRKAN

The Universitetskyrkan in Malmö is a collaboration between the Svenska kyrkan and Missionskyrkan. They are available for the university’s staff and students. It can be useful to contact one of the priests or pastors for consultation concerning difficult student affairs and of course it is also possible to refer students directly. The Universitetskyrkan’s priests and pastors have an absolute obligation of confidentiality. A preparedness for dealing with life’s existential issues exists here, however it is not expected of the applicant that he/she be a part of any particular tradition or have certain beliefs.

The Universitetskyrkan can be of assistance in the event of death and holds memorial services in accordance with the University’s management plan. The Universitetskyrkan does not have any telephone consulting hours, however is easily accessed via mobile phone or e-mail.

The Universitetskyrkan meets students and employees belonging to various different religions and of course those without any religious beliefs. The Universitetskyrkan has good cooperation with Malmö society from all religions.

IMPORTANT PHONE NUMBERS WWW LINKS OTHER DOCUMENTS

EMERGENCY SITUATION 112.

(Police, ambulance, fire department) Police **114 14**
Securitas

Tele: **040-665 80 80**

(note: does not replace the Police)

Healthcare counselling **1177**

(open 24/7)

Emergency Reception Psychiatry
Malmö

040-33 80 00

Emergency Reception SUS **040-33
10 00**

Student Health Service **040-
665 7170** or our website:

www.mau.se/studenthalsan

Under the heading *When the unexpected happens* on the [www.mau.se/medarbetare/för ditt arbete/säkerhet och krishanteringunder](http://www.mau.se/medarbetare/för_ditt_arbete/säkerhet_och_krishanteringunder) you will find the incident report form that needs to be filled in when an incident has occurred.

If you would like to contact the security coordinator at MAU, telephone 040-665 709 79 or visit [www.mah.se/medarbetare/For-ditt-ar- bete/Sakerhet/](http://www.mah.se/medarbetare/For-ditt-ar-bete/Sakerhet/) .

Universitetskyrkan 0709-39 80 75,
0708-23 98 24 or 0708-49 31 19,
universitetskyrkanmalmo@gmail.com

Website:
unprastmalmo.wordpress.com

Under <https://www.mah.se/medarbetare/Ledning-och-organisation/styrdokument/> you can find these documents, which may be useful on various occasions.

- Alcohol, Drugs and Doping Policy
- Working Environment Policy
- Policy for Equal Treatment of Students
- Student's Rights and Obligations at MAU.