

WHAT TO DO WHEN YOU'RE WORRIED ABOUT SOMEONE

How do they seem?

I think my friend may be feeling anxious/stressed/sad or have some other difficulty. They may be feeling isolated, lonely or falling behind with study.

Action plan

ASK:

Ask them how they are and let them know that you've noticed that they seem a little tired/stressed/not their usual self. Listening and showing that you care can go a long way.

CONSIDER:

Encourage the person you are concerned about to seek appropriate help (see below).

I'm really worried about my friend. They are visibly distressed/are struggling with usual functioning/seem withdrawn or are not their usual self.

Action plan

ASK:

Ask them how they are and encourage them to consider reaching out for support (see below).

CONSIDER:

Self-referral to support services is encouraged. However, if someone is reluctant or seems unable to do this and you remain very worried then you can seek advice from an appropriate support service. Ideally you would do this with the agreement of and alongside your friend.

I am extremely concerned. The situation seems unmanageable. There is risk of harm to self or others. Immediate help is required.

Action plan

Your safety is the main priority, you may need to leave the area if you are at risk of harm. You may have to share concerns about a flatmate or friend without that person's agreement.

If you are on campus or in UoM halls, call security immediately (0161 306 9966). If possible, activate the emergency button on the [Safezone app](#). UoM security are first aid trained. They will attend and will usually be the ones to call 999.

If you are anywhere else, or in the case of an emergency where its very clear there is immediate risk to life, you must call 999.

NOTE: All A&E departments have a specialist Mental Health Liaison Service on site.

IMPORTANT: If you have been involved in an incident please let someone know. You can email counselling.service@manchester.ac.uk or talk to ResLife if you are in UoM halls.

SUPPORT AVAILABLE:

Support Hub (support within an academic school): www.studentsupport.manchester.ac.uk/uni-services-az/school-support

Counselling & Mental Health Service: 0161 275 2864 / www.counsellingservice.manchester.ac.uk

To report incidents of hate, harassment or sexual violence: www.reportandsupport.manchester.ac.uk

UoM Security: 0161 306 9966

NHS Crisis Line: 0800 953 0285

Health Assured 24/7 helpline: 0800 028 3766

Download the **Health Assured app** [here](#) to access 24/7 support and resources to support your mental health.

If you are in UoM halls, Contact your **ResLife advisor** (details on the poster in your flat communal space or email reslife@manchester.ac.uk). If you need support out of hours (between 6pm-8am, or at the weekend) contact the ResLife Duty Advisor . Details for your hall can be found here - www.residents.manchester.ac.uk/contact-us

Access the support wheel [here](#) to understand more about the range of support available.