**Christmas Vacation notes for staff and student ambassadors**

Details of activities and facilities available over the holidays are available here: <https://www.strath.ac.uk/whystrathclyde/seasonsgreetings/whatson/>

And from Strath Union here: <https://www.strathunion.com/advice/holidaysupport/>

Most staff will not be on duty over the Christmas break but measures are in place to continue to support students. Security and Student Experience have protocols in place for responding to a range of issues.

**24 hour contact and Emergencies**

Security will continue to provide 24 hour cover across the vacation period.

In an emergency: call 0141 548 2222

For non-urgent enquiries: call 0141 548 3333

Security have contact details for senior University staff and on-call Student Experience Heads of Service. If you need assistance or to refer a student for help in circumstances not covered below, please call security.

**Mental Health concerns**

*Urgent concern about a student’s mental health:*

***If you’re concerned about the safety of a student, please gather as much information as you reasonably can (eg student’s current location, anything they have said to you or others that causes concern, or other similar information, and whether they have already contacted any support service such as their GP – don’t worry if you don’t have all this, but it’s helpful if you have as much information as possible) and call Security (numbers above). Security will contact the relevant supports.***

*Student who may need some support but there is no immediate safety concern:*

The Wellbeing Service are offering a daily Zoom drop-in every day of the vacation except Christmas Day (25 December) and New Year’s Day (1st January). Details are available in the Christmas vacation information pages of the University website (<https://www.strath.ac.uk/whystrathclyde/seasonsgreetings/whatson/> )

If you feel a student would benefit from the drop-in please encourage them to engage with this service.

(/cont)

If the student is **living on campus**, they can also request counselling support by emailing any of the following counsellors directly:

|  |  |
| --- | --- |
| **Counsellor** | **Email** |
| Rebecca Martin | [rebecca.f.martin@strath.ac.uk](mailto:rebecca.f.martin@strath.ac.uk) |
| Daniel Goodey | [daniel.goodey@strath.ac.uk](mailto:daniel.goodey@strath.ac.uk) |
| Faseehah Malik | [faseehah.malik@strath.ac.uk](mailto:faseehah.malik@strath.ac.uk) |
| Andrew Whitelaw | [andrew.whitelaw@strath.ac.uk](mailto:andrew.whitelaw@strath.ac.uk) |
| Danielle Cox | [danielle.cox@strath.ac.uk](mailto:danielle.cox@strath.ac.uk) |

You may also want to make students aware of these services:

**Out of Hours, Emergency Services & Helplines**

**If you feel that you need help now**, please contact your GP or you can call NHS 24 on **111**.  
**If it is an emergency situation,** the following Emergency Services are available:

* **Campus Security** via calling **0141 548 3333**.
* **Emergency Services** via calling **999**.
* **Accident & Emergency Service** nearest to the University is the Glasgow Royal Infirmary on Castle Street, Glasgow G4.
* **NHS 24** on **111** for Health Information and Self Care Advice.
* If you have become **homeless** or **urgently** need money (you cannot buy food for example) **please phone campus security on 0141 548 3333**.

**If you need to talk to someone,** below are a list of supports that are available:

* **Samaritans** Glasgow **116 123** or email  [**jo@samaritans.org**](mailto:jo@samaritans.org)  anytime.
* **Breathing Space** **0800 83 85 87** (All weekend and Monday to Friday 6pm - 2am)

**Please note that all these services are UK based. If you are abroad, we encourage you to engage with medical or emergency services wherever you are.**

**Finance issues**

If a student has an urgent financial issue – for example they can’t access money for basic needs – the Union Advice Hub can consider an emergency cash payment to the student, provided there is a UK bank account to which money can be transferred.

***Gather as much information as you can (including contact details for the student) and contact Security, who will get in touch with appropriate staff.***

**Accommodation and homelessness**

***If a student has issues with their University accommodation (for example repairs needed):*** contact Security who will contact the Accommodation Manager on call.

***If a student has issues in privately rented accommodation (for example repairs needed):*** they should contact their accommodation provider in the first instance.

***If a student is faced with homelessness:*** gather information about the student’s contact details and circumstances and pass to Security urgently. Security will contact the relevant staff.

**Immigration/visa emergencies**

Take student contact details and as much information about the circumstances as you can gather and contact Security who will pass on to the SE Head of Service on call.