University COVID-19 Protocols for Residential Facilities

Annex 2: Welfare Checks for Students who are quarantining, self-isolating or must stay in their rooms pending test results

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Canberra ACT 2601 Australia

CRICOS Provider No. 00120C
Purpose
This document is to guide ANU Staff and Student Leaders

The welfare checks aim to:

- Ensure that students are aware of the services available to support them during their period of isolation
- Ensure that students are aware of ACT Health Guidance around seeking medical support
- Identify students at increased risk and directly refer them to support services
- Help students to maintain a sense of connection with the outside world
- Check whether students need practical support, such as delivery of food or other essentials; and
- Encourage students to undertake activities to look after themselves.

Guidelines for conducting welfare checks

Begin by introducing yourself and explaining why you’re calling.

You could start with something like: “Hi, I’m Bernie from the student wellbeing team at ANU. I was just giving you a call to see how you’re going and if there’s anything that you need during this period of staying home.”

Then use the following guidelines to gain information and knowledge about the student they are contacting via phone:

- Ask students how they are
- Ask how they are managing
- Ask if they have been able to reach out to their friends or family via phone or online (assess whether they have a social network to support them)
- Acknowledge that self-isolation can be challenging
- Check that they have the information provided by ACT Health. If not, email it to them after your call.
- Do not provide medical advice. Refer them to ACT Health information
- Let them know about other supports we are providing such as the Facebook group, ANU Counselling online resources etc
- Let them know where to seek advice if they are concerned about academic matters or finances (see list at end of this document); and

Ask them if they would like your to contact them again. If they don’t, remind them of how they can request support at a later date.

Inviting students to connect in to ANU programs

Please promote the ANU wellbeing and support programs. For more information go to:

- [https://www.anu.edu.au/students/health-safety-wellbeing](https://www.anu.edu.au/students/health-safety-wellbeing)
Guidelines for documentation

- Use the incident log process for your residence, please include the student number and name.
- Ensure you enter all details. This will make follow-up and tracking much easier.
- When you have repeated calls with the one student, please enter as a new contact point. This will allow us to sort by U number and see all calls for the one student. Over time, we may also have students with multiple periods of isolation.

Signs of acute emotional distress

Note that the table below is a guide. Each student is an individual and while this information offers helpful guidance, it is also important to follow-up with questions. For example, a student might have poor sleep and be fatigued but this could pre-exist any CV19 thing.

<table>
<thead>
<tr>
<th>Physical</th>
<th>Emotional and psychological</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extreme fatigue</td>
<td>Being tearful or sighing frequently</td>
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<tr>
<td>Sleep problems (more or less)</td>
<td>Appearing vague or confused</td>
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<tr>
<td></td>
<td>High levels of anxiety or panic attacks</td>
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<tr>
<td></td>
<td>Irritability or unpredictable outbursts of anger or agitation</td>
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<tr>
<td></td>
<td>Pressured, racing or confused speech patterns</td>
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<td></td>
<td>Sustained low mood</td>
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<td></td>
<td>Frequent expressions of negativity</td>
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<td></td>
<td></td>
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<tr>
<td>Behavioural</td>
<td>Avoidance, non-attendance</td>
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<tr>
<td></td>
<td>Neglect of personal responsibilities</td>
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<tr>
<td></td>
<td>Withdrawing socially or verbally</td>
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<tr>
<td></td>
<td>Being excessively demanding of others</td>
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<tr>
<td></td>
<td>Talk of suicide</td>
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<tr>
<td></td>
<td>Violent acts towards self and/or others</td>
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</table>

If the student indicates yes to any of these things, appropriate follow-up questions could include things such as:
- Tell me what this is like for you; and /or
- How are you managing / coping with that particular thing?

Also, bear in mind that if someone denies any problems it could be because they are okay. It could also be that they don’t want to talk. The following could be helpful in the case where a student denies any current problems:
- Acknowledge what they have said (ie. No current problems)
- Acknowledge that we know things can change across self-isolation and if it changes to not being okay, they can reach out at any time
- Acknowledge that some people prefer not to indicate there is a problem, when there is. This is okay, if they would rather talk with others about it. If they do not
have anyone else, you could again reiterate your interest and concern about them and see if they add anything.

What should I do if I believe a student is in distress?

**STEP 1: Listen without judgement**
- Acknowledge what they are saying.
- Validate the experience and empathise with it.
- Allow them to talk about what they’re experiencing.
- Ask questions to develop a shared understanding of what supports might be useful.

**STEP 2: Clarify**
- Check your understanding of the situation.
- Determine if the student has sufficient support and resources, or if they need additional support.
- Ask questions about what support they have sought already.

**STEP 3: Encourage the person to seek support**
- Help the student to identify appropriate support they can seek for their circumstances.
- Provide resources, information and contact information for services.
- Where appropriate, ask the student if they would like help to facilitate connection to other services.

*For all students, regardless of their current mental state, provide them with details of the ANU Wellbeing and Support Line, emphasising that they don’t need to be in crisis to call.*

If you are concerned about a student’s mental health, the ANU Wellbeing and Support Line is the first place for them to contact. You can also let them know about other resources: [https://www.anu.edu.au/students/health-safety-wellbeing](https://www.anu.edu.au/students/health-safety-wellbeing)

If you are concerned about a student’s mental state due to distress you should call the Community Co-ordinator, or one of the staff members who can provide pastoral support. If have immediate concerns for their safety please call 000 and then contact ANU Security to let them know you have called 000. Other options for urgent support are listed here: [https://www.anu.edu.au/students/health-safety-wellbeing/getting-help-at-anu/urgent-support](https://www.anu.edu.au/students/health-safety-wellbeing/getting-help-at-anu/urgent-support)

**Asking about risk issues**

It is important to recognise you are not a health professional. Your role is to ask and help facilitate further support if needed.

It can be anxiety provoking to ask someone if they are suicidal or have self-harm ideation/intent. Be direct. It can be helpful to say it in a way that is natural and genuine to you but adheres to the following:
Some people will be finding this very hard. A question I am asking all students is if they are having thoughts of wanting to hurt themselves or thoughts of wanting to die.

- Pause – see what is said, listen closely to their response
- If no, continue on
- If yes, you can say: “Thank you for letting me know. This is a hard time. I would like to help you get some more support to help you with what you are thinking about.”

If required, see the section below on Risk/Suicide.

**Suicide or self-harm risk**

- If thoughts are vague eg. I have thought about dying, or hurting myself: call ANU Wellbeing and Support Line on 1300 050 327 or text to 0488 884 170 – call or text on their behalf and arrange a call back. Advise the person that this is what you are going to do.
- The ANU Wellbeing and Support Line will be able to assist the person, assess and escalate to emergency services or ACT Mental Health if needed. They will also contact ANU Security if needed and report to the ANU Counselling Service for follow up through their normal reporting channels.
- You can also ask the student to call the Mental Health 24 hour assistance service called Access Mental Health on 1800 629 354 or 6205 1065

**If you are concerned about a student’s immediate safety, call 000.**

- An example of this would be if the student has told you that they have a plan or a day or date that they have planning suicide. Examples of times you might be concerned about their immediate safety are if they say they have a plan. If the student says that they have a plan, contact the me
- After you have called 000, call ANU Security (6125 2249).
Flow chart – off campus students

Low risk
- General chat - listen and support.
- Check they have ACT Health information.
- Let them know about ANU Wellbeing and Support Line in case they need it in the future.
- Refer to online supports (eg. Beyond Blue online group).

Mental health concerns
- General chat - listen and support.
- Check they have ACT Health information.
- Refer to ANU Wellbeing and Support Line.
- Be sure to ask them if they would like another contact and negotiate a time.
- If requested, ANU Thrive team to diarise and follow up.

Suicidal ideation or intent
- General chat - listen and support.
- Check that they have ACT Health information.
- Refer to ANU Wellbeing and Support Line - call or text on their behalf and organise call back.
- Inform Student Wellbeing Coordinator via email.
- Student Wellbeing Coordinator to follow-up and await for any follow up requirements from the Critical Incident team if needed.

Imminent Risk
- Call 000
- Call ANU Security and report incident, ensuring you provide them with the student's name, ID and contact number. Security will adopt protocols and escalate as needed.
- Inform Student Wellbeing Coordinator via email or phone
- Student Wellbeing Coordinator to follow-up next day and await for any follow up requirements from the Critical Incident team if needed.
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## Important Information

### Mental Health Resources

<table>
<thead>
<tr>
<th>Emergency or Immediate risk</th>
<th>Ambulance, Police</th>
<th>Ph: 000</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Then call ANU security and advise of issue, name of person, student ID and residence/address/contact information. They will escalate as needed.</td>
<td>ANU Security 6125 2249</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Mental health support eg. distress</th>
<th>ANU Wellbeing and Support</th>
<th>Ph: 1300 050 327 or text to 0488 884 170</th>
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<tbody>
<tr>
<td></td>
<td>Empower the student to phone or text or facilitate if needed.</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Student Wellbeing Coordinator</th>
<th>Notify of any referrals to ANU Wellbeing and Support Line, ANU Security or 000</th>
<th><a href="mailto:wellbeing@anu.edu.au">wellbeing@anu.edu.au</a></th>
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</thead>
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<table>
<thead>
<tr>
<th>ANU Security</th>
<th>When reporting, advise of issue, name of person, student ID and residence/address/contact information. They will escalate as needed.</th>
<th>6125 2249</th>
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## Online mental health chat and groups

<table>
<thead>
<tr>
<th>eHeadspace (for those 25 and under)</th>
<th>Group chat (set times on set topics)</th>
<th><a href="https://headspace.org.au/eheadspace/">https://headspace.org.au/eheadspace/</a></th>
</tr>
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<tbody>
<tr>
<td></td>
<td>One-on-one online or phone chat (9am-1am, 7 days)</td>
<td>Ph: 1800 650 890</td>
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| BeyondBlue group forums | There is one specifically for COVID19 | https://www.beyondblue.org.au/get-support/online-forums/staying-well/coping-during-the-coronavirus-outbreak |
## Online courses – students who are well or low risk

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<thead>
<tr>
<th>Online Course</th>
<th>Description</th>
<th>Website</th>
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<tbody>
<tr>
<td>This Way Up</td>
<td>Student wellbeing course and stress course</td>
<td>Thiswayup.org.au</td>
</tr>
<tr>
<td>MindSpot Clinic (Supported by clinician for Medicare card holders only)</td>
<td>Mood mechanics course – general CBT program</td>
<td>Mindspot.org.au</td>
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</tbody>
</table>

## Other concerns

<table>
<thead>
<tr>
<th>Concerns about coursework or assessment</th>
<th>Student Central or Course Convenor for individual course</th>
<th>Email</th>
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</thead>
<tbody>
<tr>
<td>Financial assistance relating to COVID-19</td>
<td>Community Wellbeing Team</td>
<td><a href="mailto:Community.Wellbeing@anu.edu.au">Community.Wellbeing@anu.edu.au</a></td>
</tr>
<tr>
<td>Financial difficulties</td>
<td>ANUSA</td>
<td><a href="mailto:sa.assistance@anu.edu.au">sa.assistance@anu.edu.au</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ph: 02 6125 4093</td>
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<tr>
<td></td>
<td>PARSA</td>
<td><a href="mailto:parsa.assistance@anu.edu.au">parsa.assistance@anu.edu.au</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ph: 02 6125 2603</td>
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