

Department of Student Affairs Student Wellness Service		SOP	SWS Crisis Intervention Service
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		Date issued	July 2021
Page #	6	Approval	16 July 2021
		Review Dates	13 January 2023
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		Approval Date	30 May 2023
		Next Review date (Every 2 years)	May 2025

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1. Purpose

These guidelines should be followed during situations that involve students in a University of Cape Town residence who is likely to inflict harm to self or others due to physical or psychological reasons after hours i.e., between 7pm and 7am on weekdays, and 24 hours on weekends and public holidays.

This SOP must be read in conjunction with other applicable UCT policies and procedure documents [Occupational Health, Safety & Environment Medical Emergency Response Procedure](#).

The SOP does not cover mental health emergencies occurring during the SWS clinic operational hours including the Sports centre walk in clinic.

During office hours (08h30–16h00) students and staff can contact Student Wellness Service on the **SWS Triage Line 021 650 5620** for advice from a SWS nurse.

All other medical (non-psychiatric) emergencies must be managed according to the [Occupational Health, Safety & Environment Medical Emergency Response Procedure](#)

Students can have immediate access to a counsellor through SWS's 24-hour telephonic counselling services also available through:

1. UCT SADAG Careline: call 0800 24 25 26 or text 31393 for a call back
2. Higher Health Counselling: call 0800 36 36 36
3. ER24 UCT collaboration line: call 010 205 3010

These are toll free.

2. Types of Mental Health Emergencies

1. Deliberate self-harm, suicidal or homicidal thoughts with intentions and/or plan.
2. Severe depression/psychosis with suicidal or homicidal tendencies, agitation or stupor.
3. Impulsive, violent, agitation, dangerous behaviour or writing.
4. Stupor/catatonia.
5. Delirium.
6. Substance intoxication or withdrawal.
7. Following trauma (e.g., sexual assault, physical abuse).
8. Death of a loved one or close friend.
9. Psychosis (e.g., disorientation, disorganized speech, unusual thoughts, active visual or auditory hallucinations).
10. Other critical incidents which pose a risk to students' mental safety and well-being.

3. Procedure Mental Health Emergencies after hours

See also: [Emergency protocol for a student in a mental health crisis on campus and in UCT residences](#)

A. Student in mental health crisis

The person who identifies the student with a mental health crisis must immediately inform a staff member.

If possible, consent should be obtained from the student prior requesting services from the Crisis Intervention Service Nurse.

B. Campus Protection Services (CPS) Risk Operation Centre (ROC) 021 650 2222/3

1. The Campus Protection Services must be called immediately on the UCT toll free emergency number: 080 650 2222/021 650 2222.
2. The ROC will immediately dispatch the UCT Medical Emergency Response Team who will assess, stabilize, and treat the patient and arrange for transfer to hospital if there is an immediate risk. An immediate crisis exists when a student is
 - a) A danger to him/herself.
 - b) a danger to others; or
 - c) gravely psychologically dysfunctional

The UCT Medical Emergency Response Team or CPS personnel attending to the student transferred to hospital will provide the SWS CIS team with the information below in order for the SWS CIS team to follow up on the student during and on discharge from hospital, and link the student to a mental health practitioner.

- a) Name and surname of the student
 - b) Student number
 - c) Place of residence – UCT residence
 - d) Student contact number
 - e) Name of UCT staff who initiated the call.
 - f) Next of kin
3. A student who does not pose an immediate danger to him/herself and can be managed as an outpatient, must be referred to the SWS CIS nurse on duty for counselling and support.
 - a) CPS arranges transportation of the CIS nurse to the student's place of residence.
 - b) The CPS will be in close proximity to offer assistance if needed, and activate the UCT Medical Emergency Response Team or External Emergency Service Provider if required.
4. The residence staff provides the CIS Nurse with the students' demographic information students details and the nurse completes the Activation of CIS form.

C. Crisis Intervention Service team procedure

1. The CIS nurse will provide a face-to-face or online consultation (if a face to face consultation is not possible) for students who require crisis mental health support.
2. The CIS nurse is transported to student's residence by CPS.
3. The CIS nurse will ensure that the consultation is conducted in a private room suitable to ensure confidentiality of the consultation.
4. The CIS nurse conducts an assessment by also taking collateral information from the referring staff member, friends or family members, clinical history taking and a mental state examination

and provides the most appropriate management for the student. If not sure the CIS nurse must contact the Principal Nurse Practitioner for guidance.

5. The student's details, clinical history and mental state assessment should be documented in the [SWS Clinical Examination, Treatment & Discharge Record](#) or the [Crisis Intervention Service – Initial Consultation](#)
6. CPS will provide transport back to the clinic.
- 7. Student who requires Voluntary admission**
 - a) Student insight has insight and agrees to the admission
 - b) The CIS nurse to request CPS to despatch the UCT Medical Emergency Response Team or External Emergency Service Provider.
- 8. Student requires an involuntary admission**
 - a) Student's insight has no insight to the extent that he or she does not understand and/or agree to the need for admission.
 - b) CIS nurse must discuss such cases with the Principal Nurse Practitioner or Medical Services Manager.
 - c) The CIS nurse should request CPS to despatch the UCT Medical Emergency Response Team or External Emergency Service Provider.
 - d) If the student requires an involuntary admission and is physically aggressive, disruptive, uncooperative CPS should call/be advised to also call the South African Police Service.
9. All students seen with a mental health crisis must be referred to the Outreach Social Worker using form [SWS ADM011 – Crisis Intervention Service \(CIS\) Referral Form](#)

D. Sexual Assault

1. Refer to the OIC Survivor Support [Survivor Ally Guide.pdf](#) and the [UCT Standard Operating Procedure for Response to Gender Based Violence Incidents in Residence and on campus](#)
2. The CIS nurse must accompany the survivor to a safe place and/or a place where a confidential call can take place.
3. Call the
 - OIC Survivor Support Specialist & Case Officer, 08h00 –16h00, Tel: 021 680 3530, Yumna.seadat@uct.ac.za
 - Standby Advisor: 24hr Standby Line, Tell: 072 393 7824
 - Standby Advisor will provide transport to appropriate medical facility e.g., Forensic sexual assault service at Victoria hospital or police station and/or make appropriate transport arrangements
 - Standby Advisor will engage with appropriate UCT staff members for additional support such as the Survivor Support Specialist, Residence Warden, Student Wellness

4. Students should be advised that they may also report rape, sexual assault and/or discrimination [online](#)
5. For further telephonic counselling students can call one of the following options: Rape Crisis: 021 447 9762 or the South African Depression & Anxiety Group: 080 024 2526
6. Refer students to the Outreach Social Worker for following up on student.

E. Assessment and linkage to care of students

1. For students transported to hospital the CIS nurse should hand over the patient and give a report on the student's condition to the ambulance staff. CIS staff should try whenever possible to record the details of the ambulance staff in the clinical notes.
2. CIS nurse should advise residence staff to notify family, next of kin or guardian of student about the admission to hospital.
3. All students who present with mental health crises are referred to the Outreach Social Worker – **see section C (9).**
4. Students referred by SADAG for follow up must be recorded on the CIS register and linked to care.
5. All students accessing the CIS service should be recorded in the CIS register on the OneDrive shared monthly by the Principal Nurse Practitioner.
6. The data on the students seen for the month is collated and reported to the SWS management monthly by the Principal Nurse Practitioner.
7. Feedback on the outcome and linkage to care of all students seen and referred to hospital or a mental health practitioner will be provided by the Outreach Social Worker on a weekly and monthly basis.

F. Medical records

1. All students seen must be recorded in the CIS register.
2. Consultation notes must be kept as per the SWS protocols, and the guidelines set out in the current health legislation – [National Health Act](#), [POPI Act](#) and [HPCSA Guidelines on the Keeping of Patient Records, Booklet 9](#)
3. Regular CIS file audits will be conducted by the Principal Nurse Practitioner to ensure compliance.

Referral pathways

Presenting problem	1 st step	Outreach process
Referral according to MHCA 17 of 2002	- GSH or - Private hospital within UCT catchment area for students with medical aid All the above are activated through CPS as per below.	- Supportive counselling and containment - Inform warden if at res - CIS Social work to notify family
Sexual assault: Support for Emergency Incidents	7. Refer to Forensic sexual assault service at Victoria hospital through OIC	Refer to section on Sexual Assault OIC case manager or survivor support will refer to 8. SWS counselling service 9. Rape Crisis 10. SAPS Family, Violence, Child Protection & Sexual Offences Units (FCS)
Non-urgent psychological issues	11. Refer to CIS Social worker	Outreach Social Worker will do tracking and referral for continuity of care with Psychologist/Medical Officer/Psychiatrist/ community service provider.
Student requesting deferred exams support with psychological issues	12. Student to book via SWS DE service point and preferred time 13. If psychological distress – refer to SWS counselling team	14. Encouraged or assisted to book a session with the counselling team Students with acute psychological distress - Outreach Social Worker will do tracking and referral for continuity of care with the counselling team
Students with academic issues such as change of courses, in need of academic support	15. Student to be advised to email the faculty or department academic advisor directly or through the admin personnel in the faculty or department. 16. Encourage booking with a Peer counsellor	17. Outreach Social Worker will do tracking and referral for continuity of care with the counselling team
LOA and RAC queries with psychological distress	After containment refer to CIS social worker	Outreach Social Worker will do tracking and referral for continuity of care with the counselling team