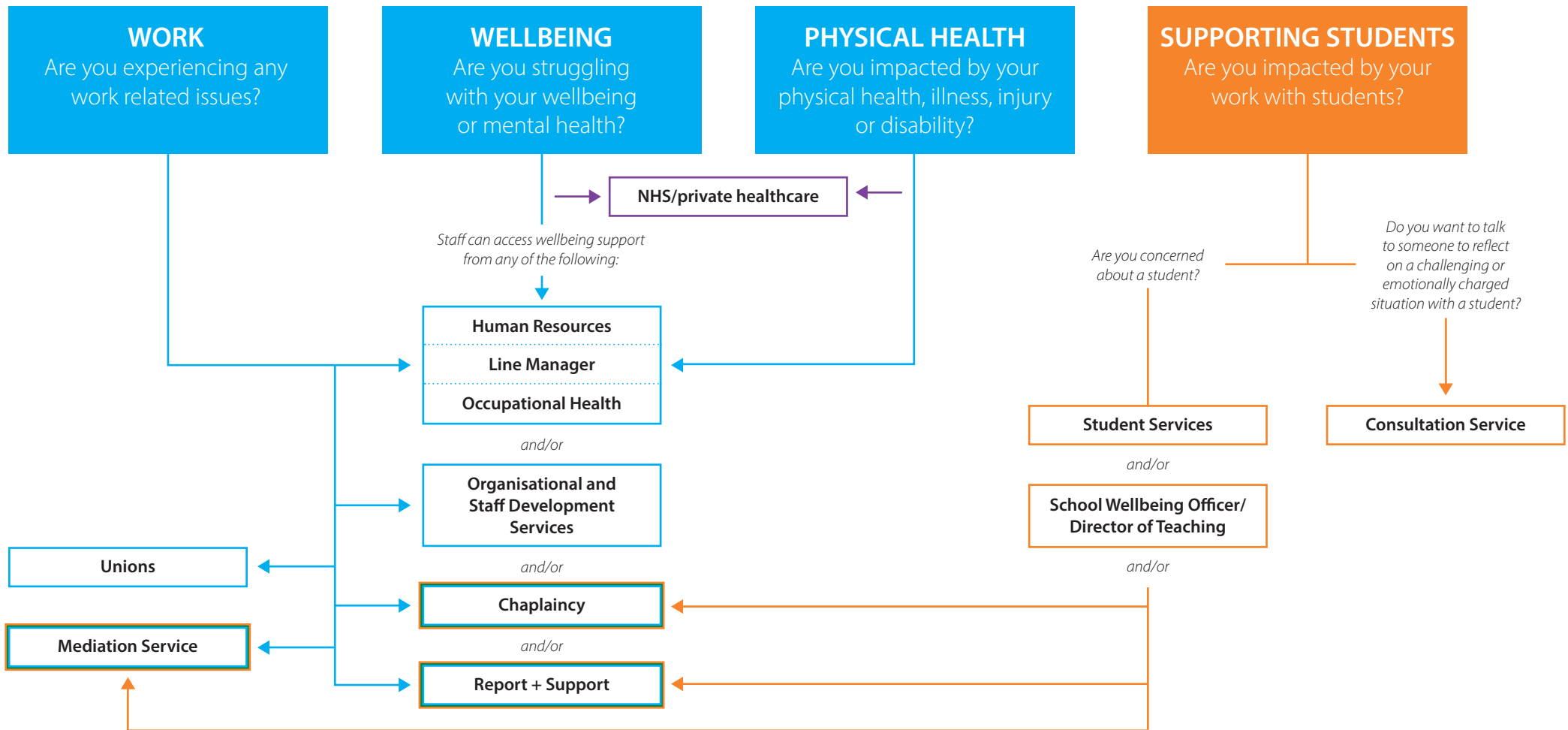


# SUPPORT FOR STAFF: Who to contact if you need help with...

There is a range of support available to staff experiencing work, wellbeing or health issues. In addition, there is support available should you wish to discuss challenging or emotional situations with students. Staff are always free to approach any of the resources listed to explore support options.



## KEY CONTACTS

**Human Resources:** 01334 463096/humres@st-andrews.ac.uk  
**Occupational Health:** 01334 462750/occhealth@st-andrews.ac.uk  
**OSDS:** 01334 46 7198/osds@st-andrews.ac.uk  
**Chaplaincy:** 01334 462866/chaplaincy@st-andrews.ac.uk  
**Student Services:** 01334 462020/theasc@st-andrews.ac.uk  
**Mediation Service:** 01334 462048/mediation@st-andrews.ac.uk  
**Consultation Service:** 01334 462020/consulserv@st-andrews.ac.uk

## EMERGENCY & OUT OF HOURS

999 for emergency services  
 111 for an urgent medical problem and you're not sure what to do.  
**Security and Response:**  
 01334 468999/security@st-andrews.ac.uk

## EXTERNAL

**Breathing Space:** 0800 83 8587  
**Samaritans:** 08457 90 9090  
**Nightline:** 01334 462266

# SUMMARY OF SOURCES OF SUPPORT

## Chaplaincy

The Chaplaincy is a university department which enhances the life and experience of students and staff in all sorts of ways. The Chaplaincy offer pastoral care online, or in person, for students and staff.

**Contact:** [01334 462866](tel:01334462866)/[chaplaincy@st-andrews.ac.uk](mailto:chaplaincy@st-andrews.ac.uk)

## Consultation Service

The Consultation Service is available for staff and provided by Clinical Supervisors in Student Services. They provide confidential advice to all University staff who work with or who encounter students with mental health needs.

**Contact:** [01334 462020](tel:01334462020)/[consulserv@st-andrews.ac.uk](mailto:consulserv@st-andrews.ac.uk)

## Human Resources

HR delivers professional support and advice to all University Staff. The team has a variety of skills and experience and is equipped to deal with all employment and staffing matters. The team endeavours to ensure that the service provided is confidential, impartial and consistent.

**Contact:** [01334 463096](tel:01334463096)/[humres@st-andrews.ac.uk](mailto:humres@st-andrews.ac.uk)

## Mediation Service

A service for all staff and students and members of the public who are connected to the University who want to resolve disagreement informally. The service is also available for groups or teams seeking a collaborative, inclusive framework for problem solving issues.

**Contact:** [01334 462048](tel:01334462048)/[mediation@st-andrews.ac.uk](mailto:mediation@st-andrews.ac.uk)

## Occupational Health

Occupational Health is an advisory service and provides a wide range of services to protect the health of staff at work. The role of Occupational Health is to provide impartial advice and support to all staff.

**Contact:** [01334 462750](tel:01334462750)/[occhealth@st-andrews.ac.uk](mailto:occhealth@st-andrews.ac.uk)

## Organisational and Staff Development Services (OSDS)

OSDS, formerly part of CAPOD, is the University's central provider of professional development for all University staff. Within OSDS sits the University Wellbeing & Engagement group which organises activities, events and promotions around different health and wellbeing themes.

**Contact:** [01334 467198](tel:01334467198)/[osds@st-andrews.ac.uk](mailto:osds@st-andrews.ac.uk) and [01334 462533](tel:01334462533)/[wellbeingforstaff@st-andrews.ac.uk](mailto:wellbeingforstaff@st-andrews.ac.uk)

## Report + Support

Report and Support is an online tool where staff, students and members of the community can report issues of bullying, discrimination, abuse, assault or harassment of any sort anonymously, or by reporting with contact details so an adviser can provide support.

**Contact:** <https://reportandsupport.st-andrews.ac.uk>

## Security and Response

The University's Security & Response Team operates 24/7 and can assist when an emergency, urgent situation or security concern arises. They can also connect you with the most appropriate Student Services member of staff on call out of hours (evenings/weekends).

**Contact:** [01334 468999](tel:01334468999)/[security@st-andrews.ac.uk](mailto:security@st-andrews.ac.uk)

## Student Services

Student Services provides a comprehensive welfare and support service for all matriculated students, including wellbeing promotion, counselling and mental health coordination along with immigration, disability, finance, and academic advice. Pastoral support in halls of residence through the Warden Service.

**Contact:** [01334 462020](tel:01334462020)/[theasc@st-andrews.ac.uk](mailto:theasc@st-andrews.ac.uk)

## Unions

The University recognises three Trade Unions. Staff who are members of a Trade Union can consult a representative for advice, support and guidance on employment matters.

**Contact:**

**Unison:** [unisonmail@st-andrews.ac.uk](mailto:unisonmail@st-andrews.ac.uk)

**Unite:** [unitemail@st-andrews.ac.uk](mailto:unitemail@st-andrews.ac.uk)

**UCU:** [ucu@st-andrews.ac.uk](mailto:ucu@st-andrews.ac.uk)

## RELEVANT POLICIES

Dignity and Respect at Work Policy  
Grievance Policy  
Stress Policy

Sickness Absence Policy  
Flexible Working Policy  
Menopause Policy

Alcohol and Substance Abuse Policy  
Supporting Students  
Safeguarding Vulnerable Adults