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
- OS/DS: 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 468999/mediation@st-andrews.ac.uk
- Consultation Service: 01334 462020/consulserv@st-andrews.ac.uk
- Unions
- Mediation Service

**EMERGENCY & OUT OF HOURS**

- 999 for emergency services
- 111 for an urgent medical problem and you’re not sure what to do.

**EXTERNAL**

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

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**WORK**

Are you experiencing any work related issues?

**WELLBEING**

Are you struggling with your wellbeing or mental health?

**PHYSICAL HEALTH**

Are you impacted by your physical health, illness, injury or disability?

**SUPPORTING STUDENTS**

Are you impacted by your work with students?

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Staff can access wellbeing support from any of the following:

- Human Resources
- Line Manager
- Occupational Health
- Unions
- Mediation Service

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Do you want to talk to someone to reflect on a challenging or emotionally charged situation with a student?

- Student Services
- Consultation Service
- School Wellbeing Officer / Director of Teaching

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Are you concerned about a student?

- Security and Response: 01334 468999/security@st-andrews.ac.uk
- NHS/private healthcare

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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
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/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/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/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/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/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/osds@st-andrews.ac.uk and 01334 462533/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/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/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
Unite: unitemail@st-andrews.ac.uk
UCU: 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

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