

Mental Health Crisis

• Seek help • Support



What is a mental health crisis?

A mental health crisis is NOT a general experience of distress but is similar to an emergency situation (eg, heart attack).

Examples of a mental health crisis can be:

- suicidal thoughts
- self-harm or self-injury
- anxiety
- acute psychotic or manic episode.






Major signs of a person experiencing a mental health crisis can include:

- self-harm
- visible tension or shaking
- nervous, trembling or incoherent speech
- chest or throat pain
- consistently feeling cold
- illogical or irrational thoughts
- resigned attitude
- distracted or feeling confused
- anti-social or disruptive behaviour
- apparent over-reactions.

What to do if someone is experiencing a mental health crisis

- 1**  If you are at campus, **DIAL 0800 823 637 UC Security** and state **“MENTAL HEALTH CRISIS”**. Provide your exact location and nature of emergency.
 -  UC Security will respond and can call emergency services if needed.
 -   If you are outside of the UC campus, **DIAL 111** and state **“MENTAL HEALTH CRISIS”**.
 -  Try to stay with the person until help has arrived.
 -  **Put your own safety first.**
 -  Let the person know that you care.
 -  Don't try to stop them leaving an area. Consider following at a safe distance.
- 2** **Stay calm.** Take a deep breath and try to stay focused on the situation at hand.
- 3** **Create a safe space.** If possible, remove any potential hazards near you.
 -  If you're helping, make sure the person feels comfortable and supported.
 -  Encourage them to express themselves and validate their emotions.
 -  If it is safe, remove any potential tools for harm to self or others.

What to do if there is NO immediate risk of harm to self or others

- 1** Offer emotional support to the person by doing the following.
 -  Listening to their emotions and concerns non-judgementally.
 -  Identifying any immediate needs.
 -  Staying calm and doing more listening than talking.
 -  Respecting privacy and confidentiality.
 -  Showing empathy and providing reassurance.
- 2** Encourage seeking professional support.
- 3** Refer the person to help.




Support to reach out to:

UC student	Staff
UC Health Centre	Line manager
Student Care	Employee Assistance Programme
Encourage them to contact a family member or friend	Encourage them to contact a family member or friend
Free text or call 1737 for counselling	Free text or call 1737 for counselling
Christchurch Specialist Mental Health Service – Crisis Resolution 0800 920 092	Christchurch Specialist Mental Health Service – Crisis Resolution 0800 920 092

After a mental health crisis

Follow-up care: Whether you were helping a person with a mental health crisis or directly affected, you might want to follow up with a mental health professional for advice about taking steps to maintain your own mental health and wellbeing.

This could involve:

-  attending therapy sessions
-  talking to a friend
-  making lifestyle changes.

MENTAL HEALTH CRISIS