

IN A DIFFICULT SITUATION?

Where to turn, and what to do?

THREATS



A fellow student hints at a possible attack.

Immediate threat:

If there is an immediate threat to life or health, call **112** immediately.

Unclear danger:

If the danger is less clear, report the student's behaviour to the Student Support Centre or your institute's Head of Studies.

VERBAL ATTACK



For example, a fellow student becomes upset, shouts, etc.

- Allow them to express their emotions and, if necessary, leave.
- If the upset student does not leave and you are able to do so, remove yourself from the situation.
- **Report the incident to your Study Counsellor.**

PHYSICAL ATTACK



For example, a fellow student attacks someone or damages property.

Call for help:

Call **112**.

- Inform your institute's Head of Studies.
- For mental health support, contact a Psychologist at the Student Support Centre.

BULLYING



Conflicts, Bullying, Harassment, Unequal Treatment

Contact the Commissioner for Equal Treatment for initial advice.

MEDICAL EMERGENCY



Acute injury or illness:

Call **112**.

Mental health:

For mental health support, contact a Psychologist at the Student Support Centre.

DEATH OF A LOVED ONE



Support in a difficult situation.

- Consult your Study Counsellor regarding study-related matters.
- For mental health support, contact a Psychologist at the Student Support Centre.

SELF-HARM



Have you noticed signs of self-harm in a fellow student?

Inform the Student Support Centre so that a Psychologist can offer counselling if the student wishes.

SUICIDAL THOUGHTS



If a fellow student state that they wish to end their life:

States clearly

(verbally or in writing)

- If you are not together, find out where the student is and immediately call an ambulance (**112**).
- Report the incident to the Student Support Centre.

Hints indirectly

(verbally or in writing)

- Try to establish contact and determine whether the hints are genuine.
- Contact the Student Support Centre and report the situation.
- A Psychologist can then intervene by inviting the student for counselling and introducing both university and external support services.

DEATH



Unexpected death of a fellow student.

At the university

- Call **112**.
- Inform your Study Counsellor.
- Contact the Student Support Centre if individual or group counselling is needed.

Outside the university

The family has informed the university.

Contact the Student Support Centre if individual or group counselling is needed.

SOCIAL MEDIA



For example, someone's account is hacked and inappropriate content is posted.

- **Contact the Web Police.**
- For mental health support, contact a Psychologist at the Student Support Centre.

UNCLEAR SITUATION



Unclear difficult or disturbing situation.

Contact the Student Support Centre.

WE'RE HERE FOR YOU!

Student Support Centre: noustamiskeskus@tlu.ee / Commisioner for Equal Treatment: volinik@tlu.ee / Find your Study Counsellor: tlu.ee/oppenoustaja / Find your Head of Studies: tlu.ee/oppejuht



TALLINN UNIVERSITY