

CONVERSATION CARDS

VIOLATED AND SUICIDAL STUDENTS



AAU Student Guidance
Aalborg University

THE PURPOSE OF THE CARDS

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The conversation cards can be used in conversations with students, who have been violated or are suicidal. If a student contacts an employee, its often shortly after the incident has occurred. Therefore, the cards are not meant to be used as crises cards, but rather as a collection of questions and referral options for the student in need of help. Proper referral is important for the sake of both the student and employee's well-being.

It is a good idea to either have a colleague with you or inform a colleague that you are having a conversation with a crises-struck student.

CONFIDENTIALITY

You are sworn to confidentiality, which means that the student can expect you to not share the information, they give you. However, in order to best help the student, you are allowed to share the information internally at AAU, to people such as your superior or your sparring partner in the study service. It is however good ethical conduct to inform the student about who you share the information with, and what information you are sharing.

HOW TO USE THE CARDS

The conversation card can be put on a table between you and the student and be used as a tool to create an overview of the situation. You do not necessarily need to ask all the questions on the cards, but it is important to start off with uncovering questions before delving into the action-oriented questions. You can, for instance, start the conversation with:

"I have some cards with questions on them, which can help guide us through this conversation."

CONTACT

You are also welcome to talk to a student counsellor from AAU Student Guidance services (Open 9-15) or to refer the student to a conversation with AAU Student Guidance services.

You can find contact information on general student counsellors at campus Aalborg, Copenhagen or Esbjerg using the QR-code.



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THREATENING OR VIOLENT BEHAVIOR - PSYCHOLOGICAL/PHYSICAL

ACTION- AND REFERRAL OPTIONS

CREATE AN OVERVIEW: THE STUDENT GUIDANCE

Do you need to talk your experience through in a confidential setting and get an overview of further help, or do you want help with reporting your experience to your director of studies? Then you can book an appointment with AAU Student Guidance.

PSYCHOLOGICAL AID: FAST TRACK

Your counsellor, study (board) secretary or director of studies has the ability to refer you to our internal fast track process, where you as quickly as possible will receive confidential psychological aid. Referrals are done through AAU Student Guidance (QR-code)

REPORTING TO AAU

If you wish to report a fellow student or an employee for a violation, you need to contact your director of studies.

REPORTING TO THE POLICE

If the violation is against the law, the incident should be reported to the police.

- 112 (urgent reports)
- 114 (less urgent reports)
- Written reports can be made at www.politi.dk

GENERAL PRACTITIONER

If you need a referral to potential treatment, you must contact your general practitioner.

CRISES CENTER

Krisecenter For Kvinder and Mandecentret both have educated personnel that helps victims of threats or assault - These can be both physical and psychological assaults. See www.levudenvold.dk



THREATENING OR VIOLENT BEHAVIOR - PSYCHOLOGICAL/PHYSICAL

Sharing your experiences is the first step towards getting help

UNCOVERING QUESTIONS

- What is it that you have experienced?
- Who is involved?
- For how long has it been going on?
- Have you been feeling worse over time?
- What does this experience do to you?
- What can help you in this moment?
- Which situations make you feel safe and comfortable?

ACTION-ORIENTED QUESTIONS

- What have you done to change the situation?
- How can you tell them off next time?
- What would you like to have happen?
- Do you wish to report the violation?
- Who can you talk to about this?
- Who can you get help from?
- Is there anyone who can pick you up from here?
- Do you need help with where to go next?



BULLYING, HARRASMENT, STALKING, DISCRIMINATION ETC.

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SEXUAL ASSAULT

ASSESSMENT, ACTION- AND REFERRAL OPTIONS

Start by acknowledging the importance of the student getting help. Be clear about the fact that you are not the right person to help them, but that you will gladly guide the student to the proper help. Referrals are done to protect and help the student by getting them the help they need.

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CENTER FOR VICTIMS OF SEXUAL ASSAULT

It is open all hours and there are personnel educated in helping victims of rape or sexual assault. See www.voldtaegt.dk

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SEXUAL ASSAULT

Sharing your experiences is the first step towards getting help

UNCOVERING QUESTIONS

- What is that you have experienced?
- When has it happened?
- Who is involved?

ACTION-ORIENTED QUESTIONS

- What can help you in this moment?
- Do you wish to report the violation?
- Who can you get help from?
- Do you need help with where to go next?
- Is there anyone who can pick you up from here?



SUICIDAL

ASSESSMENT AND REFERRAL

If a student tells you that they are considering suicide, start by acknowledging the importance of getting them the help they need. Be clear about the fact that you are not the right person to help them, but that you will gladly guide the student to the proper help.

Referrals are done to protect and help the student by getting them the help they need. On the back of this card you will find supportive questions for the conversation. Are you in doubt about the severity of the situation, call 112.

If you as an employee feel the need to talk about your experience afterwards, you can contact AAU's HR-department about your debriefing possibilities.

URGENT REFERRAL OPTIONS

- Police, at: Urgent 112 - services 114
- Psychiatric emergency department, at: 97643700
- The suicide hotline (11-05), at: 70201201
- Emergency doctor/general practitioner.

RISK FACTORS OF SUICIDE

- Recently discharged from the psychiatric department
- Previous attempts at suicide
- Current psychiatric illness, including addiction.
- Recent loss of a loved one, particularly suicide in the family.
- Recently diagnosed with a serious physical illness
- Single marital status
- Detailed plans for the suicide



SUCIDAL

Suicide is never a solution

UNCOVERING QUESTIONS

- Have you had suicidal thoughts for a long time?
- How often do you think about suicide?
- Are you having suicidal thoughts now?
- Can you elaborate on your thoughts?
- Have you talked to anyone else about your thoughts?

ACTION-ORIENTED QUESTIONS

- Who can you talk to about this?
- What would you like to have happen?
- Who can we contact now?
- Is there anyone who can pick you up from here?



ROUNDING OFF

HAVE YOU HAD A DIFFICULT CONVERSATION

Remember to always talk a difficult conversation through. Your closest superior will know which options that exists for debriefing at AAU. Such as HR's offer of free psychological guidance for employees. Email: info@danskerhvervspsykologi.dk.

QUESTIONS

Do you have any questions or need sparring about the student's action- and referral options? Then you can contact AAU Student Guidance (QR-code)

AAU NEEDS YOUR HELP

To get a proper overview of the amount of violated and crisis struck students, AAU Student Guidance would like to be notified if you have had a conversation with a student who has been violated or was suicidal, but who you assessed did not need to be referred to AAU Student Guidance. Any information you give is going to be processed under confidentiality.

Contact us at: AAUstudievejledningen@adm.aau.dk





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