

Student Emergency Contact Procedure

1. Providing and updating emergency contact details

- 1.1 All students are asked to provide details of an emergency contact before they matriculate, and to provide consent in advance to the College informing a nominated emergency contact if there is serious concern about the student's welfare. This guidance sets out the circumstances in which the College may inform the emergency contact based on the student's consent.
- 1.2 This information is held in [CamSIS](#), in accordance with current UK data protection legislation and the College's published procedures.
- 1.3 Students can nominate anyone they choose to be their emergency contact. The College expects that for the majority of students the emergency contact will be a parent or guardian.
- 1.4 It is the student's responsibility to ensure that the emergency contact is aware that they have been nominated and that their contact details will be given to the College. It is also the student's responsibility to ensure that the emergency contact has given permission to be an emergency contact.
- 1.5 Students are asked to keep these details up to date and may change these and other personal details at any time on camsis. The College will assume that the information is up to date and may need to use it without being able to check its accuracy with the student first.

2. Circumstances when the College may use an emergency contact

- 2.1 Under data protection legislation, the College may in any case disclose personal information about a student without consent when it is in their 'vital interests' to do so; this means in serious or life-and-death situations or in situations where there is a risk of significant harm to life.
- 2.2 Every student is an individual and their personal circumstances at the time will be taken into consideration before using the emergency contact details provided.
- 2.3 The student would normally be informed of a decision to alert their emergency contact, unless it were not possible to do so or to do so would cause delay.
- 2.4 The following are some examples of serious circumstances in which the College might inform the emergency contact:
 - A student has attended or been admitted to hospital in an emergency.
 - A student has suffered a serious physical injury, including self-harm.
 - A student ceases to engage with their studies and the welfare team has been unable to contact them.
 - A student has not recently been seen in College and the welfare team has been unable to contact them.
 - The College has been advised that a student may be unwell or suicidal and the welfare team has been unable to contact them.
 - A student has an ongoing illness and they appear to be deteriorating.
 - A student is experiencing a mental health crisis.

- 2.5 Students may withdraw their consent at any time.
- 2.6 In addition to attempting to contact the emergency contact, the College may pass the contact details to the emergency services, for example to the ambulance crew or by telephoning the Emergency Department at the hospital, so that they can support their patient.
- 2.7 In the event of a suspected or confirmed death of a student, the College will pass the emergency contact details to the emergency services to support them in their role of contacting next of kin. It is not the role of the College to be the first to inform next of kin of a death.
- 2.8 The College supports the aims of the [Information sharing and suicide prevention Consensus statement](#) coordinated by the Department of Health to improve information and support for families who are concerned about a relative who may be at risk of suicide and better to support those who have been bereaved by suicide.

3. Deciding to contact the emergency contact

- 3.1 The decision to inform the emergency contact and will normally be authorised by the Senior Tutor; exceptionally (and particularly out-of-hours) it may be taken by another member of the College welfare team who has been deputised by the Senior Tutor for this specific purpose.
- 3.2 The decision will be taken on a case-by-case basis taking into consideration the nature and seriousness of the welfare concern, and following consultation with other colleagues such as the student's Tutor, the Head of Student Wellbeing, the College Nurses, the College counsellors, or other member of the College welfare team. The Senior Tutor will advise who should contact the emergency contact.
- 3.3 If any member of College staff (for example, a Duty Porter) considers that the student's emergency contact should to be contacted, they must in the first instance refer the case to the Senior Tutor or, exceptionally (and particularly out-of-hours), to another member of the College welfare team who has been deputised by the Senior Tutor for this specific purpose.