



# U3A PINE RIVERS INC.

ABN 68 518 990 950  
Inc. No. IA 13638



## University of the Third Age

*"Learning for Leisure and Pleasure for Seniors"*

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### U3A Pine Rivers – Mental Health Policy – v1.1

#### Policy and Guidelines and Prescribed Procedures

U3A Pine Rivers is a Community based, Volunteer Organisation and as such may have to respond to a situation whereby a member or walk-in person of the community, may present/telephone with Mental Health issues.

As U3A is composed of mature aged volunteers with limited professional skills in this field, the Guidelines for the Kallangur Centre and the various other venues are listed below:

- Acknowledge the situation: If members of the Office or Executive staff are present ask them to respond to the person's immediate needs (always 2 members) IF NOT with another U3A member, proceed as below.
- Assess:

|           |                                                                                                                                |
|-----------|--------------------------------------------------------------------------------------------------------------------------------|
| SEVERE:   | Self Harming, Suicide impulses/talk, Threatening actions, carrying a weapon.                                                   |
| MODERATE: | Presenting in a distressed state, disorientated, depressed, unusual/inappropriate personal behaviour ranting / undressing etc) |
| SLIGHT:   | Presenting a very quiet/depressed demeanour, crying, agitated (visibly upset)                                                  |
- Respond:

|                                         |                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SEVERE: Dial 000 DO NOT APPROACH</b> | Endeavour to keep person and members safe at all times until help arrives. (1 member phone & 1 watch person at all times SAFETY for all is a priority.                                                                                                                                                                                                               |
| MODERATE:                               | APPROACH, converse, move to a quieter area if possible<br>DO NOT leave person alone.<br>ASK them if they wish to call for Medical help or a Family Member/Carer/Home.<br><br>RESPOND by contacting same and/or offer refreshments / talk and present Card with appropriate organisations' details. Do not leave person unattended.<br>If situation worsens: DIAL 000 |
| SLIGHT:                                 | Approach, converse, move to a quieter area if possible.<br>DO NOT leave person alone.<br>Offer person refreshments / talk<br>Offer card with appropriate organisations' details if you deem necessary. (In this situation all that is required, in most instances, is someone to take the time to listen).                                                           |