**Services and Supports Contacts**

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| ***Supports for Staff*** | ***Supports for Students*** |
| Staff can avail of the Employee Support Service (ESS).  The ESS is a confidential counselling and advice service to assist all of us in dealing with personal issues that could pose a threat to our health, well-being, relationships or employment.  The service is free – the University of Limerick bears the cost of this service. The service is voluntary – the decision to use the service and avail of counselling rests with the individual. The service is confidential and independent – and provided by an external company called Inspire Wellbeing. Please click [here](https://www.ul.ie/hr/current-staff/employee-relations/employee-support-service) to read more about the Employee Support Service. | Nicole Ryan and Shane Laffan are the Student Information & Support Coordinators at UL Student Life. Nicole and Shane are here for all students who are seeking advice and support on any issues that may arise during their time in UL. Don’t be shy in dropping into their offices in UL Student Life, making a call or emailing them at studentsupport@ul.ie. Their doors are always open to talk in confidence with all students. Click [here](https://calendly.com/nicole-m-ryan) to book an appointment with Nicole.  Click [here](https://www.ulstudentlife.ie/staff/shane-laffan/) to book an appointment with Shane.  Maeve Gilmore is the Welfare Officer in Student Life. She will listen to you and help talk through the supports available, as well as signposting you to the appropriate service. You can email Maeve at studentwelfare@ul.ie |
| Support with your work for Staff  If your work is being affected because of your experience, then it would be helpful to let your manager know, or a member of your department. You can decide how much information to share with them about your experience. However, it is important to let them know that your work is being affected so they can help with the adjustments you need to continue with your job, or to take a break from work if that would be more helpful to you | Support with your work for Students  If your academic work is being affected because of your experience, then it would be helpful to let your lecturer know, or your course director. You can decide how much information to share with them about your experience. However, it is important to let them know that your work is being affected so they can help with the adjustments you need to continue with your studies or to take a break from work if that would be more helpful to you. |
| UL has a cohesive and clear **Dignity and Respect Policy** for *Staff*, which you can view [here](https://www.ul.ie/media/8670/download?inline). This Policy clearly sets out behaviours which will not be tolerated, as well as the reporting procedures that are in place to deal with reports and complaints.  If at the end of an investigation the complaint is substantiated, the University Statute on Employee Disciplinary Matters and Termination of Employment (which can be viewed [here](https://www.ul.ie/media/8700/download?inline)) will be invoked and disciplinary action may be taken. | UL has a cohesive and clear **Dignity and Respect Policy** for *Students*, which you can view [here](https://www.ul.ie/media/21270/download?inline). This Policy clearly sets out behaviours which will not be tolerated, as well as the reporting procedures that are in place to deal with reports and complaints.  If at the end of an investigation the complaint is substantiated, the student Code of Conduct will be invoked (which can be viewed [here](https://www.ul.ie/media/8741/download?inline)- Section 6) and disciplinary action may be taken. |

**Services Contacts**

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| **Internal Services** | **External Services** |
| UL Student Life - 061-202324 | If your situation is **immediately life-threatening or urgen**t, call An Garda Síochána (Irish Police)- 112 or 999. |
| UL Security – 061-234600 / (ext. 4600) | St. John’s Hospital – 061-415822 |
| In the event of an **emergency on campus**, please dial extension 3333 (internally) or 061-213333 (24 hour service) | An Garda Siochana Hate Crime Reporting Portal  Access the tool [here](https://www.garda.ie/en/reportahatecrime/) |
| 50808 U.L. Crisis Text Line  U.L. Students and Staff can text 'UL' to 50808, a free, anonymous, 24/7 messaging service providing everything from a calming chat to immediate support. 50808 provides a safe space where you’re listened to by a trained Volunteer. You’ll message back and forth, only sharing what you feel comfortable with. By asking questions, listening to you and responding with support, they will help you sort through your feelings until you both feel you are now in a calm, safe place. | Crime Victims Helpline  Access the tool [here](https://www.crimevictimshelpline.ie/)  Doras  Doras is an independent, non-profit, non-governmental organisation working to promote and protect the rights of people from a migrant background in Ireland.  Contact them via phone on 061 310328 / 083 0802378, or by email at info@doras.org |
| UL Éist  Éist is the counselling service offered here at UL. It is a free, confidential service that is available to all UL students. Find more information on Éist [here](https://ulsites.ul.ie/studentaffairs/counselling-service) | Pieta House  Pieta House aims to provide a professional one-to-one therapeutic service to people who are in suicidal distress, those who engage in self-harm, and those bereaved by suicide. All of their services are provided free of charge and no referral is needed.  Contact Pieta House via phone at 1800 247 247, or by texting 51444. |
|  | The Irish Network Against Racism  INAR (the Irish Network Against Racism) is a national network of anti-racism civil society organisations which aims to work collectively to highlight and address the issue of racism in Ireland.  Contact INAR at 01 889 7110, or at info@inar.ie |

**If you or someone you know are experiencing any form of bullying or harassment, the following supports are available:**

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| Speak Out  The Consent Framework was published in 2018 by the Department of Higher Education, it highlights the need for colleges to take on responsibility for creating safe college communities for all staff, students, and visitors. The aim of this tool is to collect data to assist colleges in their implementation of educational and policy initiatives and to signpost you to the support services that can help you should you wish to seek help. It is an anonymous reporting tool, and it can be used to report incidents of Bullying, Cyberbullying, Harassment, Discrimination, Hate Crime, Coercive Behaviour, Stalking, Assault, Sexual Harassment, Sexual Assault, and Rape. The tool can be accessed [here](https://ul.speakout.ie/) | **Informal and Formal** reporting process  guidelines for *students* can be found [here](https://www.ul.ie/media/21270/download?inline).  **Informal and Formal** reporting process guidelines for *staff* can be found [here](https://www.ul.ie/media/8670/download?inline) |