As an NUS staff, you might encounter an individual who is in crisis and needs help.

You will need to provide practical assistance to reduce stress symptoms caused by the incident.

Here are some guidelines to help you gauge the level of crisis and how you can provide support.

**Common Emotional Reactions (during and after crisis):**
- Shock, disbelief, denial, anger, confusion, frustration, shame, guilt, grief

**Indicators of Stress**

**Behaviour Indicating Higher Level of Stress:**
Persistent negative emotions and perception of self and others (e.g.: "this is all my fault", "no meaning in life", "no one cares"), irritability, anger outbursts, blaming, mistrust of others, and excessive use of alcohol, cigarettes and medication to cope with difficulties.

**Critical Indicators of Stress:**
Disorganised thoughts (illogical, incoherent, jumping from one unrelated topic to another), self-harming behaviour, threat to self and threat to others.

In most cases, the longer these indicators appear, the greater the concern about the individual’s well-being.

**Connect:**
- Encourage the individual to seek further help if needed
- Provide relevant referral or resource information to the individual
- Assist the individual to liaise with the relevant support networks available within the community if needed

Look for clusters of signs instead of isolated or single signs of stress.

**Resources**

**On-Campus**
- Counselling and Psychological Services
  - cps@nus.edu.sg
  - 6516 2376
- Lifeline NUS
  - 6516 7777
- Office of Campus Security
  - 6874 1616

**Off-Campus**
- Police:
  - 999
- Fire/Ambulance:
  - 995
- Non-emergency ambulance:
  - 1777
- Comcare Hotline:
  - 1800 222 0000
- Samaritans of Singapore:
  - 1800 221 4444