

10 September 2020

Dear Student,

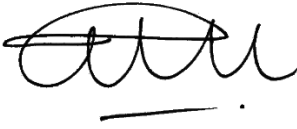
Integrated Crisis Service with ER24: Registered SU Students

The integrated crisis service with ER24, in collaboration with the Centre for Student Counselling and Development (CSCD) and Campus Health Services (CHS), started officially in January 2017 and I would like to remind you of what the service entails. The most important facets of the service to take note of are the following:

- a) It is a 24 hour crisis service that's available nationwide for SU registered students. Stellenbosch University has a special number (**010 205 3032**) that can be phoned in a crisis situation. When a student is dialling the number, they need to identify themselves as a SU student. The necessary questions will then be asked before the specific service will be dispatched (ambulance / trauma counselling, etc). Please try to give as much detail as possible. The ambulance will aim to on the scene as fast as possible.
- b) Should SU students travel to Bloemfontein, for example, for a sport tour, or academic outing, and a crisis occurs, they can also phone the special number and the service will be provided to them in Bloemfontein. This is a national service. This is also applicable when students are at home (PSO students) or when they are on holiday.
- c) The CSCD Crisis Number (082 557 0880) is diverted to the ER24 number and will be answered, throughout the day and the night, by ER24. During the day it will be referred back to CSCD to deal with the specific situation, if possible (08:00 – 16:00). At night it will be answered by ER24 and referred back to CSCD the next morning, if necessary.
- d) The service consists of EMS (Emergency Medical Services), Trauma Counselling (telephonically or face to face), as well as a medical hotline. Students can phone the medical hotline to get advice on how to deal with a medical situation. If you for example have someone standing next to you that's struggling to breathe, you can phone and you will be provided with advice on how to manage the situation. Everything can be accessed via the 010 205 3032-number.
- e) When ER24 has been called out to a scene where a student needs to be stabilized, it will be for free. Only when the student needs to be transported, costs will be applicable (preferential ER24-tariffs). This will be for the student's own account and a student number needs to be provided when the service is rendered. The student will be transported to the closest, best facility for the specific injury – in case of a student with a medical aid (private hospital) and in the case of a student without medical aid (government hospital).
- f) Trauma counselling is for free. Depending on the situation, a male or female counsellor will be dispatched. The counsellors will also be comfortable in speaking the three languages of the Western Cape (Afrikaans, English, IsiXhosa).
- g) Every time a call comes through to ER24 from Stellenbosch University, a sms will be sent to some CSCD staff and some CHS staff (Campus Health Services). Statistics will be provided by ER24 on a weekly basis.

Should you have any feedback, please let me know – 021 – 808 4707 / mdunn@sun.ac.za

Kind Regards

A handwritten signature in black ink, consisting of a series of loops and a horizontal line across the middle, followed by a small dot at the end.

Dr Munita Dunn-Coetzee
DIRECTOR: CENTRE FOR STUDENT COUNSELLING AND DEVELOPMENT
DIVISION OF STUDENT AFFAIRS