



2021

Dear Student

Integrated crisis service with ER24: Registered Stellenbosch University students

The Centre for Student Counselling and Development (CSCD) and the Campus Health Services (CHS) of Stellenbosch University (SU), in partnership with ER24, offer all registered SU students 24-hour access to trauma and medical support. The service comprises emergency medical services (EMS), trauma counselling (telephonically or face-to-face), as well as medical assistance via the medical hotline. Students may call the medical hotline to get advice on how to deal with a medical emergency personally or on behalf of someone else. These services may be accessed via the 24-hour ER24 crisis line at **010 205 3032**.

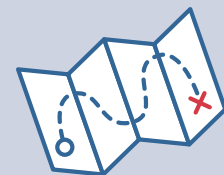
We urge you to use this free contact service if you have an emergency and are in need of support.

Here are details about the service and how it works:



When you need the service, contact the number, identify yourself as an SU student and provide your student number. The EMS dispatcher will ask you a few questions to ascertain the type of support you require. This may include dispatching an ambulance or directing you to a trauma counsellor. Provide as much information as possible, so that you may receive fast, quality support.

Should you be travelling for a sports tournament or an academic outing and a crisis occurs, please contact the crisis number. The service is available to you no matter where you find yourself in South Africa.



The CSCD's crisis number during office hours is 021 808 4994. Should your emergency happen after hours and you call this number, the call will be diverted to ER24, who will assist you. The CSCD will be informed of your call and will do a follow-up with you the next day. The Centre staff will assist you during the usual CSCD working hours (08:00 to 16:00).

Emergencies that need a call-out is free of charge. However, should you need to be transported to a medical or other facility, ER24 costs will be applied and will be at your personal expense. If you have a medical aid, you will be transported to a private facility. If you do not, you will be transported to a public facility.



Hi
Molo
Hallo

Please remember: Trauma counselling is free and counsellors are skilled in three South African languages, namely English, isiXhosa and Afrikaans.

Should you require more information or would like to provide feedback, please feel free to contact me at 021 808 4707 or mdunn@sun.ac.za.

Kind regards

Dr Munita Dunn-Coetzee

*Director: Centre for Student Counselling and Development
Division of Student Affairs*



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