



# CRISIS SITUATION AT WUST – HOW TO REACT?

Help in a life, health, or psychological safety emergency

## WHEN SOMEONE WANTS TO HURT THEMSELVES

This refers to a situation in which someone speaks or behaves as if they intend to harm themselves - either physically or psychologically. This may include self-injury, impulsive actions, threats directed at themselves, or suicidal thoughts.

If, in your judgment, there is an immediate risk to the person's life or health, you must call the emergency number 112 immediately and inform the operator about the nature of the situation. Stay with the person until emergency services arrive. If the person does not pose a threat to others, do not remain alone with them - make sure at least one more person is present to offer additional support and help if needed.

### 1. STAY CALM AND BE PRESENT

Your calm presence can save a life. Don't judge. Don't minimize. Just be there.

### 2. REACH OUT – TALK

Say something simple like:

"I can see you're going through a tough time. Do you want to talk?"

"I'm here. You're not alone."

"Is there anything I can do to help?"

### 3. LISTEN CAREFULLY – DON'T JUDGE

Don't interrupt. Don't offer advice. Don't lecture.

Just listen – sometimes listening is enough to ease the pressure.

### 4. ASK OPEN AND DIRECT QUESTIONS

"Are you thinking about hurting yourself?"

"Do you have a plan?"

Speak directly. Don't avoid the topic.

### 5. DON'T LEAVE THE PERSON ALONE

Stay with them in person or keep contact online.

Involve someone else to support you.

If it's a remote conversation – find someone near them.

### 6. CALL FOR HELP

**112** – if the situation is urgent and life-threatening.

**999** – medical emergency services.

### 7. REMOVE RISK FACTORS

If possible, remove from the surroundings - sharp objects, medications, anything potentially dangerous.

### 8. DON'T PROMISE TO KEEP SECRETS

If they say: "Please don't tell anyone", respond: "I want to help you get through this safely. I can't do it alone. Let's find someone who can help."





## WHEN SOMEONE THREATENS YOU

This applies to violence, harassment, threats, sexual misconduct, bullying, and other violations of personal boundaries. You may be a victim, witness, or someone who needs help.

### 1. PROTECT YOURSELF FIRST

If you're in immediate danger — leave the area.  
In emergencies, call: **112** or **997**.

Prioritize your safety and the safety of those around you. Prepare an escape route:

- open the door to the hallway, only if it doesn't bring you closer to the aggressive person,
- use obstacles like desks or chairs to create physical separation,
- ask specific people for help — call them out by name,
- stay calm and clearly express that aggression is not acceptable,
- avoid criticizing or confronting the aggressive person.

### 2. CALL THE WUST EMERGENCY NUMBER

**71 320 21 12** – Wrocław University of Science and Technology's crisis support line.  
Save this number. Post it on a visible board. It might help save someone's health or life.

### 3. YOU ARE NOT ALONE

Tell someone you trust: a co-worker, supervisor, academic advisor, student representative, or psychologist.  
Feeling unsafe or uncomfortable is enough reason to act.

### 4. RESPOND FIRMLY

If possible, stop the aggressive behavior by speaking up - firmly but calmly.  
If that's not safe - leave the area or call for help. That still counts as taking action.

### 5. GET HELP ON SITE

Ask for help from: a porter, security guard, or any staff member.  
If needed, call police (997) or emergency services (112).

### 6. DOCUMENT THE INCIDENT

Write down: what happened, when and where, who was involved, what was said or done  
Save any evidence: emails, texts, screenshots, etc.

### IMPORTANT NUMBERS TO REMEMBER:

WUST emergency line: **71 320 21 12**

Emergency Services: **112**

Police: **997**

Ambulance: **999**

### REMEMBER:

You don't need to be an expert to help. It's enough to notice, react, and reach out to the right people. Your response could save someone's health or life.

