

Crisis aftercare in the student community / operating instructions

These instructions are aimed at members of the student community, guilds, subject organisations and recreational clubs of Aalto University. The purpose of these instructions is to provide procedures and contact information in case of sudden shocking situations, crises, which take place outside the university in the evenings, on weekends or during holidays, for example. A sudden shocking situation may refer to an accident, sudden attack, death or a near-miss situation faced by an individual student or student group.

Everyone can sometimes end up in a sudden shocking situation or encounter another person in a crisis. These instructions provide advice on how to face a person in shock and how to organise further support.

When you face a person in shock

If you face a person or a group, who/which has experienced a sudden and shocking situation, please act as follows:

- do not leave anyone alone
- find a quiet place where you can sit down together
- give the person the room to talk, listen without interrupting, maintain eye contact
- keep yourself calm, just a calm presence often helps
- approve any reactions (crying, silence, etc.)
- ask what kind of help the person wants
- find out where to get help (see contact information)
- a person in shock does not always recognise the need for help, so please inform FSHS, Aalto chaplains or study psychologists (see contact information) about what has happened so that they can actively offer help
- do not be left alone with your experience, talk with a reliable person

Aftercare methods for crisis situations

There are methods that have been developed for crisis situations, which aim to defuse the shock and stress caused by the crisis, as well as to help individuals and the community to move forward.

Defusing refers to a group situation where the persons involved defuse the crisis that they have experienced immediately after the situation. The purpose is to defuse the course of events and the related experiences, thoughts and feelings in an understandable form. In the process, it is important to clarify the need for further help and support for the persons involved. Defusing may be carried out without a trained leader but it does not replace crisis support provided by professionals.

Debriefing is a group process guided by professionals, where the participants go through the crisis situation on the level of observations, emotions and thoughts. The purpose of debriefing is to relieve post-crisis anxiety and to work on a possibly created trauma or trauma recovery. Debriefing is organised a few days after the crisis and is intended for everyone who is affected by the crisis. If necessary, the group support is continued for a longer period of time after the crisis.

At Aalto University, FSHS crisis group evaluates the need for post-crisis support and organises debriefing if necessary.

Communications in crisis situations

In situations that threaten a person's health, you must always ensure the safety of victims and call the emergency services. Only the authorities may communicate about matters relating to possible police investigations.

The organisation (university, guild or association) which is affected by the crisis is primarily responsible for communications in the crisis situation.

AYY supports and helps the organisation to inform the student community about the crisis according to their needs and wishes. AYY can spread the message through social media channels and mailing lists depending on the situation and needs. AYY's contact persons include Secretary General, Chair of the Board and Communications Officer who may delegate responsibilities when necessary.

AYY's contact information:

Secretary General, 050 520 9415, paasihteeri@ayy.fi

Chair of the Board, 050 520 9420

Communications Officer, 050 520 9440, tiedottaja@ayy.fi

Operating model for crisis at the University

Aalto University staff have their own instructions in case of sudden shocking situations in the university environment. In this case, the University takes care of communications and the organising of aftercare. The head of academic affairs at the school in question acts as the contact person. The contact information of the head of academic affairs is available at Into on Aalto school websites.

Aftercare support

After the crisis, you should not be left alone but seek help for yourself and others when necessary.

At Aalto University, FSHS, Aalto chaplains and study psychologists offer help for aftercare and processing of crisis both to individuals and groups. The social and crisis services of Helsinki and Espoo are on duty around the clock and provide guidance and advice on issues relating to acute crises and accidents.

Contact information

FSHS

Mon-Thu, 8am-3pm, Fri, 8am-2pm, tel. 046 710 1027 (Mental health, Espoo and Helsinki)

All contact details: http://www.yths.fi/en/contact_details

Aalto Chaplains

Anu Morikawa (Otaniemi), tel. 050 4644 375

Marjut Mulari (Otaniemi), tel. 050 365 2256

Henri Järvinen (Arabia and Töölö), tel. 050 3559294

Email addresses are in form firstname.lastname@evl.fi

Study Psychologists

Contact address: opintopsykologi@aalto.fi

Telephone numbers of study psychologists <https://into.aalto.fi/display/fiopintopsykologi/Yhteystiedot>

City of Espoo Social and Crisis service 24h/day

tel. 09 816 42439

Further information: [http://www.espoo.fi/en-](http://www.espoo.fi/en-US/Social_and_health_services/Social_Welfare_and_Income_Support/Social_and_Crisis_Emergency_Services)

[US/Social_and_health_services/Social_Welfare_and_Income_Support/Social_and_Crisis_Emergency_Services](http://www.espoo.fi/en-US/Social_and_health_services/Social_Welfare_and_Income_Support/Social_and_Crisis_Emergency_Services)

City of Helsinki Crisis Service 24h/day

tel. 09 3104 4222