



DEALING WITH A PERSON DISPLAYING POSSIBLE SYMPTOMS OF MENTAL ILLNESS – AIDE MEMOIRE

Initial reactions

- If there is any violent behaviour or suggestion of violence, call 999 immediately.
- If reasonably calm, listen to the requests of the person carefully, ascertain with whom they would wish to speak.
- Alert the Virgers, or other Cathedral Staff member, who should make an initial call to the emergency services (999 or 111). Depending on the severity of the situation, an ambulance may take some time to arrive.
- Choose a suitable place for a longer conversation with the person requested by the person seeking help (if appropriate). This should be somewhere which is private, but also allows the person needing help and the Cathedral person to be monitored easily until the emergency services arrive. The Choir Stalls or the Lady Chapel are possible options.

Next steps

- Continue to monitor the situation, keeping the person needing help and the Cathedral person in line of sight at all times. Respond to requests for refreshments, comfort breaks etc.
- Brief emergency services when they arrive. If medical professionals cannot persuade person to leave with them, they may need to call the police who have powers under the Mental Health Act. This may also take some time to arrange and put into action.

Finally

- Retain discretion at all times.
- Provide written account of proceedings if requested by emergency services.