
Emergency Contacts Policy

Students are asked to provide the College with one or two emergency contacts in case we need to contact them if we have serious concerns about your welfare. You nominate your emergency contact(s) through CamSIS, and can update them at any point through the self-service system.

Choosing your Contacts

Your emergency contact should be someone who knows you reasonably well and who can be expected to be available and ready to support you if called upon.

Most people's emergency contacts will be a parent, guardian, or other close family members. Your emergency contact must be over 18, and we ask you not to choose a fellow student. Where possible, you should nominate at least one emergency contact who is in the UK. You must tell your emergency contacts that you are nominating them and ask their permission to give their mobile phone number and e-mail to the College.

Circumstances where we may use your emergency contact

There are two circumstances where the College may reach out to an emergency contact:

1. When there is a serious concern for your welfare

At the start of your studies at Newnham you will be invited to give consent for the College to inform your emergency contact if there is a serious concern for your welfare. Where possible we will ask you to confirm your consent in the event of a serious concern arising.

Situations where there is serious concern for your welfare might include:

- Repeated and continuing failure to engage with academic or pastoral support
- Significant deterioration in your mental health leading to a referral beyond local services
- High risk of self-harm and/or suicide.

You can opt out of giving your consent to use your emergency contact in these circumstances, but in the event that we judge the circumstances to be so severe that it is in your vital interests, then we may need to get in touch with your emergency contact irrespective of your choice.

2. When it is in your vital interests

Situations when it is vital to inform an emergency contact may include:

- Attending or being admitted to a hospital in an emergency
- Suffering a serious physical injury, including self-harm
- Not responding to repeated attempts to contact you
- When a Welfare Check by the Porters suggests that you are missing
- Having an ongoing serious illness and appearing to deteriorate
- Experiencing a mental health crisis where you are unable to remain in residence

Every circumstance is considered individually, and wherever possible we would attempt to seek your consent prior to contacting anyone.

Informing Third Parties

The College may pass contact details and relevant information about you to emergency services. In the event of a suspected or confirmed death, the College would share the emergency contact details with the relevant authorities and would inform the next of kin.

Sharing information with parents and supporters

We recognise our students as independent adults and we have a duty to protect your personal data. Therefore we cannot share information about you with anyone outside of the College and University without your consent unless it is in your vital interest to do so, such as in a life-or-death situation.

Although we can only share information about students with parents/supporters in rare situations where there is a very serious concern or we have the student's consent to do so, we can receive information and will investigate concerns raised with us. If you wish to raise a concern about a student, please e-mail tutorial.office@newn.cam.ac.uk

Safeguarding

In the case of the small number of students who are under 18 years old, the College has a Safeguarding Lead who will be involved in serious concerns that are raised. Safeguarding is handled by the Wellbeing Advisor and the Senior Tutor.