# Policy for staff in Queen Mary Schools and Institutes receiving mental health diagnoses from students

## Background

This policy is for staff, principally, but not exclusively, those based in Queen Mary’s Schools and Institutes, who meet students as part of their role.

Many students will make their first disclosure of a difficulty they are facing to staff based in their School, as this is where they most readily identify. Such disclosures may include difficulties they are facing for the first time, but they might also include details of a diagnosis of a long-term condition, disability or mental health diagnosis.

The guidance of the Equality Act is that if a student has disclosed details of their disability, which includes a mental health diagnosis, to any member of staff at the university then that institution is deemed to be aware of said condition. From this point we therefore have a duty to make reasonable adjustments for such students.

## Disability and Dyslexia Service

Many students declare their disability on application to Queen Mary, and/or at enrolment. If students do this, they will automatically be contacted by the Disability and Dyslexia Service (DDS) through MySIS and a copy is kept of that communication, which invites them to make an appointment with DDS and outlines some of the support which is available.

However, for those students who do not make such a disclosure, this will not happen.

## Receiving a disclosure: what to do next

If a student tells you that they have a long-term medical condition, a disability, a specific learning difference like dyslexia or a mental health diagnosis (e.g. depression, anxiety) then you must refer them to DDS. ***NB: the Disability and Dyslexia Service is distinct and separate from the Advice and Counselling Service; students with diagnosed mental health conditions must be referred to DDS as they are deemed to have a disability under the Equality Act and we have a duty to proactively support them.***

To do this please send DDS an email using the dds@qmul.ac.uk address, outlining the student’s name, student number and a short description of what they have told you, for example a sentence which includes their diagnosis. Please make sure you copy the student into this email using their Queen Mary email address.

DDS will then reply to you and the student, usually with an offer of an appointment for the student to discuss the support that we can provide.

## What happens next

Once the student has met with one of the advisers in DDS they will communicate details of any agreed support, including reasonable adjustments, to relevant staff elsewhere at the university, e.g. Student Support Officers, Library Services staff, Registry and Security. This will be sent in the format of a ‘Student Support Summary’.

This information is then stored on MySIS and can be accessed by appropriate members of staff within Schools, Institutes and other departments e.g. Registry.

## Summary

### Disability & Dyslexia Service

### Student & Academic Services

### Web: [www.dds.qmul.ac.uk](http://www.dds.qmul.ac.uk)

### Email: dds@qmul.ac.uk

### Tel: 020 78822756

# Appendix: template email example for referring to DDS

To: dds@qmul.ac.uk

Cc: anstudentid@qmul.ac.uk

Subject: Referral to Disability & Dyslexia Service; Mr Andrew Nother Student, student no. 123456789

Dear DDS,

I met with the above student today; Andrew is on the second year of a joint honours programme (he is studying History and Politics). He disclosed to me that he was diagnosed with depression last Summer, but was not aware of the support available to students here at Queen Mary.

Can you make contact with him to discuss the support to which he is entitled?

Kind regards,

Professor Debbie Harry

School of Politics & International Relations