



## **Standard Operating Procedures (SOPs)** **To Take Care of the Mental Well-Being of the Students**

### **1. Background**

The Jaypee University of Information Technology (herein-after referred to as JUIT) has a responsibility to promote, prevent and protect the mental health of its students by providing them with a safe and supporting learning environment that is considerate of their individuality.

Students, on the other hand, have a responsibility to take care of their own mental health and well-being.

### **2. Objectives**

The objective of the proposed standard operative procedure (SOP) is as follows:

- a) Helping JUIT students with mental health issues or those concerned about a friend's mental health find competent treatments.
- b) To advise hostel staff on what to do in a student's mental health emergency or if they suspect a student is struggling but not a threat.
- c) To affirm the Institute's commitment to providing individualized counseling and mental health services to needy students.
- d) To enhance student academic performance by addressing mental health concerns.
- e) Reduce stigma surrounding mental health.
- f) Foster a positive and inclusive campus culture.

### **3. Scope**

Procedures outlined in this proposed SOP shall apply to all students at JUIT.

### **4. Benefits**

This SOP helps JUIT to cultivate and develop each student's unique creative potential. JUIT emphasizes students' emotional, psychological, and mental health requirements to inspire professional development. This policy aids these needs, and implementing this SOP can yield several benefits, including:

- a) Improved overall student well-being and mental health.
- b) Increased awareness and understanding of mental health issues.
- c) Timely identification and support for students in need.
- d) Enhanced academic performance and student success.
- e) Creation of a supportive and empathetic campus community.

### **5. Confidentiality**

- a) JUIT assures, as far as possible, the privacy of its students who choose to discuss issues related to their mental health will be kept confidential. Information is only shared with a student's permission, and the student will be informed of the recipients and purposes of any such disclosure.

- b) In rare cases where a student poses a threat to oneself or others, point “a” is not Guaranteed.

## **6. Level of Intervention**

JUIT advocates three levels of intervention for mental health. Responses should depend on case of urgency.

<b>Level</b>	<b>Intervention</b>	<b>Action to be taken</b>
Level 0	All students	a) Awareness through the events and skill development to promote and prevent their mental health and well-being. b) Mentor-mentee program with the involvement of faculty members and senior students. c) Social healthcare workers to be invited by PIC medical to interact with the students. d) Distinguished alumni to be invited to conduct motivational sessions by PIC Wellness. e) Regular Yoga and meditation classes to be conducted by PIC wellness. f) Students' grievance issues should be addressed quickly.
Level 1	Students' self-interested in receiving/professional counseling	a) PIC Medical/health officers can be contacted for help. b) Sessions may be organized with a psychologist/psychiatrist every week for needy students. c) Students can register themselves for online sessions.
Level 2	Urgent cases with Red Flag	Instructions are given below

## **7. Instructions to Hostel Staff and fellow students for Urgent cases**

### **7.1 In case of red flag cases such as expressing a suicidal thought**

The following steps may be taken:

**Step I - Precautionary step:** The student should be shifted to a health centre and should be kept under 24-hour supervision and observation with necessary measures to prevent harm to self.

**Step II - Supportive step:** First level counseling and supportive session to be provided to the student by counselors

**Step III - Specialized Intervention:** Student to be referred to a trained psychiatrist! clinical psychologist for proper psychological assessment and management.

## **7.2 In case of a life-threatening emergency**

- a) In case of a drug overdose, request an ambulance from the health center
- b) Ensure safety plan is in place which should include physical and environmental safety. The person should be shifted to health center at the earliest and needful psychological & pharmacological treatment for control of aggressive/violent behavior.
- c) Student's family may be contacted immediately by the hostel staff or person concerned
- d) Student's consent is not required to pass the identity information to the Institute Authority
- e) Familiarize themselves with common signs and symptoms of mental distress.
- f) Approach students with empathy, compassion, and non-judgment.
- g) Encourage students to seek help and provide information on available mental health resources.
- h) Be approachable, empathetic, and non-judgmental when someone reaches out to you.
- i) Encourage students to seek professional help or refer them to available resources, such as the counseling centres.
- j) Get our counseling partners involved so that they can reach out proactively to the student for providing support
- k) Maintain confidentiality and respect the privacy of individuals seeking support.

## **Points to Remember while handling a Red Flag Case**

- a) Approach the student calmly and with empathy, creating a safe and non-judgmental space for them to express their feelings.
- b) Listen actively and attentively, allowing them to talk openly about their thoughts and Emotions
- c) Avoid minimizing or dismissing their feelings; instead, validate their experiences and show genuine concern.
- d) If the student is in immediate danger or there is an imminent threat to their life, call emergency services (contact details given at the end of the document) or seek immediate professional help.
- e) If it is safe to do so, stay with the student until help arrives.

## **7.3 In case of no immediate threat, but the student still requires medical help**

In the event that a student expresses one's own weird thoughts or ideas in words, the concerned hostel staff/student/faculty should take the consent of the student to inform the Institute's Authorities on their behalf.

## **8. Instructions to the staff! students for non-urgent cases**

If you think that a student is under stress but there is no immediate threat, you can do the following

- a) Keep in mind that a student may want to talk about personal things, and try to find a way to meet with them where their privacy can be protected.



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- b) Talk to the student about your worries and why you have them. It's possible that just the act of listening will prove beneficial to the kid.
- c) You should treat this as crucial if anything has made you worry about the safety of the student or anyone else. See "Instructions to the Hostel Staff/Students for Urgent Cases."
- d) If you don't think the student is in immediate danger, but you think they could use more help, look at the choices listed in section 6 for level 0 threat.

**Contact details of Institute Functionary In case of Medical Emergency**

<b>JUIT Hospital Helpline Numbers (24x7)</b>	<b>MOBILE NUMBERS</b>
Psychologist Counsellor	9812929967
Medical Officer	9418859930
Chief Warden	8894227228
Dean of Students	7087986120