



Standard Operating Procedures (SOPs)

(Mental Health Emergencies, Suicide Prevention, Crisis Intervention & Post-Incident Response)

To Take Care of the Mental Well-Being of the Students

1. Background

Sri Guru Ramdas Institute of Medical Sciences and Research (hereinafter referred to as **SGRDIMSR**) 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 Operating Procedure (SOP) is as follows:

- a) Helping SGRDIMSR students with mental health issues, or those concerned about a friend's mental health, find competent treatment.
- 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 counselling 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 SGRDIMSR.

4. Benefits

This SOP helps SGRDIMSR cultivate and develop each student's unique creative potential. SGRDIMSR 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) SGRDIMSR 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

SGRDIMSR advocates three levels of intervention for mental health. Responses should depend on the case's urgency.

Level	Intervention	Action to be taken
Level 0	All students	<ul style="list-style-type: none"> 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 to interact with the students. d) Distinguished alumni to be invited to conduct motivational sessions. e) Regular Yoga and meditation classes to be conducted for students' well-being. f) Students' grievance issues should be addressed quickly.
Level 1	Students' self-interested in receiving/professional counseling	<ul style="list-style-type: none"> a) 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, the following should be done

1. Identifying a Mental Health Emergency

A mental health emergency includes, but is not limited to:



1. Immediate risk of suicide or self-harm — any suicidal ideation reported by the student, suicidal thoughts, self-mutilation, or reported thoughts or ideations.
2. Severe panic attacks or extreme distress.
3. Psychotic episodes or disorientation.
4. Severe depression.

A student may be experiencing significant distress if they exhibit:

Emotional Signs:

1. Excessive sadness, anxiety, or irritability.
2. Sudden mood swings or emotional outbursts.
3. Expressions of hopelessness or worthlessness.
4. Social withdrawal from peers, faculty, or activities.

Behavioral Signs:

1. Noticeable changes in academic performance (e.g., missed assignments, frequent absences).
2. Sudden lack of motivation or disinterest in studies.
3. Increased substance use (alcohol, drugs, excessive smoking).
4. Increased conflicts with peers or faculty.

Physical Signs:

1. Neglect of personal hygiene or sudden weight changes.
2. Frequent headaches, fatigue, or unexplained physical complaints.
3. Sleep disturbances — insomnia or excessive sleeping.

Verbal Cues:

1. Mentioning feeling “trapped” or like a “burden.”
2. Talking about “not being here anymore” or wishing to “disappear.”
3. Frequent self-deprecating statements.

Signs of a Student Experiencing Psychosis

Psychosis involves a loss of contact with reality and may present with the following:

Cognitive Signs:

1. Disorganized thoughts, confusion, or difficulty following conversations.
2. Trouble concentrating or responding to questions appropriately.
3. Paranoia — believing others are plotting against them.



Perceptual Signs:

1. Hallucinations — hearing voices, seeing things that are not there.
2. Delusions — believing things that are clearly untrue (e.g., “I am being watched,” “I have special powers,” “Someone is out to get me”).

Behavioural Signs:

1. Speaking in a disorganized or incoherent manner.
2. Unusual or inappropriate emotional responses (e.g., laughing during serious discussions).
3. Agitation, pacing, or excessive suspicion.
4. Poor judgment or risky behaviors.

Severe Cases Requiring Immediate Medical Attention:

1. Complete inability to communicate logically.
2. Threats of harm to self or others.
3. Extreme disorientation — forgetting their identity or location.

In case of a red flag, the following steps must be taken:

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

Step II – Supportive step: First-level counselling and a supportive session to be provided to the student by counsellors.

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

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.

7.2 In case of no immediate threat, but the student still requires medical help



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

7.3 Immediate Steps for Students in Crisis

1. If you or someone you know is experiencing a crisis, call the **TELEMANAS Mental Health Helpline** — Toll-Free Number: **1800-89-14416**.
2. Seek immediate support from the **Chief Warden** or the **SWT (Student Wellness Team)**.

If a student approaches you with a mental health emergency, the following steps should be taken:

1. **Ensure safety:** Make sure the student is in a secure, calm space.
2. **Assess risk:**

If there is an immediate risk of self-harm or suicide, take measures to get the student to a secure place where they have no access to means of self-harm. Also take measures to ensure the student is not left alone until necessary formal steps are taken.

If the student is in distress but not at immediate risk, encourage them to talk to you since they have approached you with a sense of trust; listen to whatever extent possible and then gently encourage them to reach out to the mental health helpline service or the campus counsellors.

Provide support: Use active listening and assist the person as per the SOP. Avoid judgment or giving advice beyond your expertise.

Refer appropriately: Guide the student to available resources (counselling centre, health centre, faculty mentor, peer support).

Follow up: Ensure the student receives ongoing support and follow-up. If needed, a Faculty Mentor may be appointed.

4. Night-Time Support Protocol

If a crisis arises at night:

- Contact the trained first responder, or in their absence, any friend on campus, student, faculty, or warden.
- Move the student to a safe location.
- Use digital resources (e.g., mental health helplines, mindfulness apps mentioned above) for immediate relief, along with the resource packet attached below.
- Inform a trusted emergency contact of the person concerned.
- If the situation escalates, call campus emergency services or arrange transport to a medical facility.

5. Confidentiality and Reporting



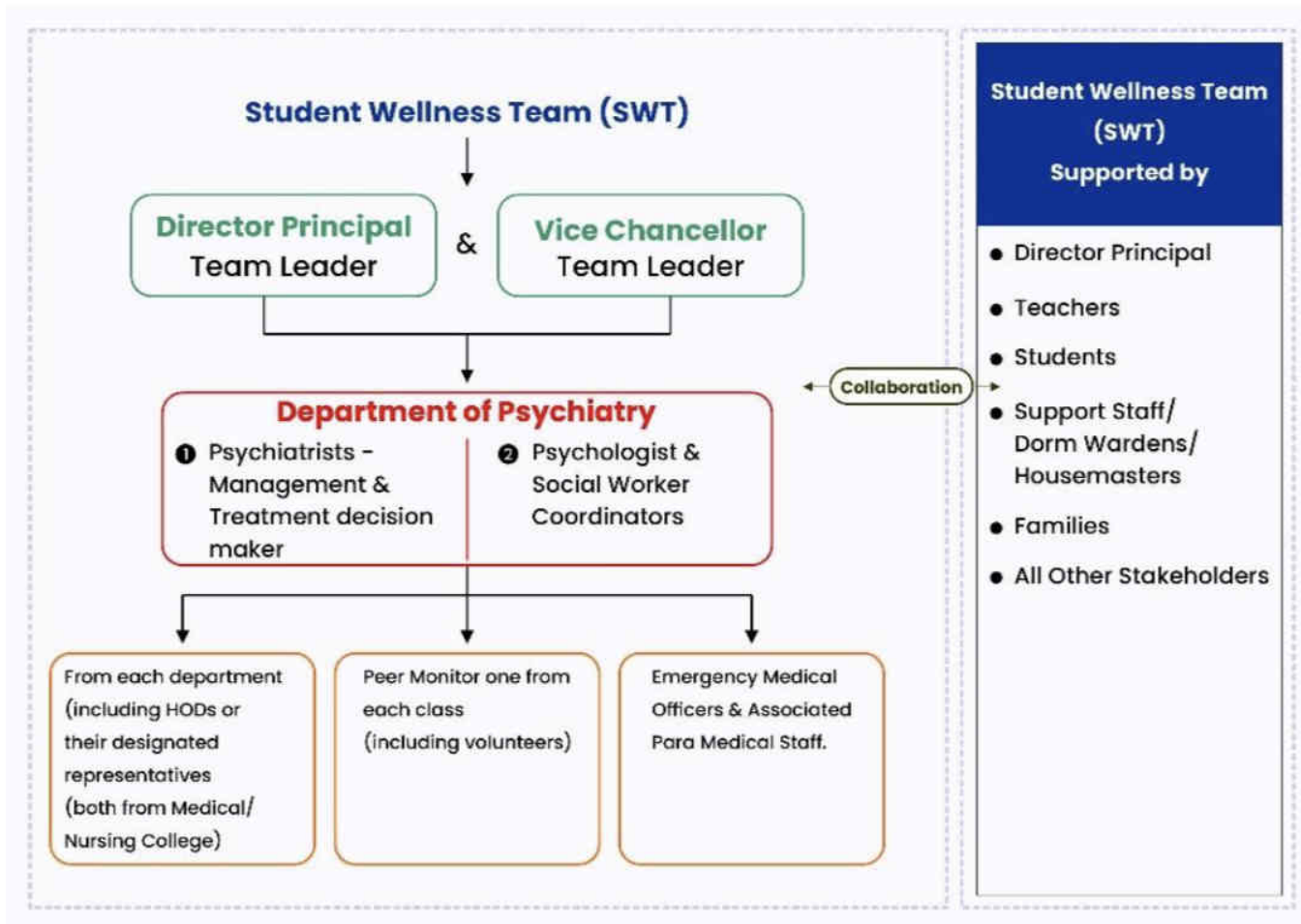
- Any case of a mental health crisis should be reported to the university counsellor while maintaining strict confidentiality.
- Peer mentors, faculty, and staff must adhere to the ethical guidelines on mental health support.
- Any imminent risk to life should be reported to the appropriate emergency contacts immediately, including the emergency contact of the person concerned.

Post-Crisis Support

- Students who experience a crisis should be offered follow-up counselling and peer support.
- Faculty and staff involved in crisis response should receive post-incident debriefing and guidance.
- The university should periodically review and improve crisis response protocols based on feedback and effectiveness.



The following is the structure of the SWT (Student Wellness Team):



This SOP should be included in student orientation materials, displayed across campus, and periodically reviewed for updates.