

# **Standard Operating Procedure (SOP) for Mental Health Emergencies**

## **Mental Health Emergency SOP for Students and Faculty**

### **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, 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:

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

Behavioral Signs:

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

Physical Signs:

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

Verbal Cues:

- Mentioning feeling “trapped” or like a “burden.”
- Talking about “not being here anymore” or wishing to “disappear.”

- 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:**

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

### **Perceptual Signs:**

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

### **Behavioral Signs:**

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

### **Severe Cases Requiring Immediate Medical Attention:**

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

## **2. Immediate Steps for Students in Crisis**

- If you or someone you know is experiencing a crisis, **call the 24/7 Mental Health Helpline: YourDost- 080 47359593**
- Seek immediate support from:

**Chief Warden**

**Prof. (Dr.) Niraj Kumar - 98910 80985**

## **Wardens**

**Dr. Nidhi Gupta - 96101 16169**

**Dr. Monika Negi - 98712 26916**

**Dr. Bharti Yadav - 97173 55955**

**Dr. Neeraj Tiwari - 96439 91393**

**Dr. Prem Chand - 92788 88608**

- **Campus Counsellors:**

**Ms. Sadhana Singh - 99532 95027**

**Ms. Rajeshwari Singh - 88600 60151**

- **Trained Peer Mentors**

**Mr. Vasushrava Mahipal (2021), Cell: 9821596732**

**Mr. Ayush Sharma (2024), Cell: 8630819123**

**Ms. Gadha R. S. (2024) Cell: 8848103486**

- If in a public area, move to a quiet, safe space or an open space with no active means to harm oneself, checking with the person concerned what feels safe in the moment.
- Use campus mental health apps for immediate guidance (**Your Dost, Calm, Headspace, Outlive Chat**).
- If the situation is critical (e.g., suicide attempt, complete loss of functioning), a member of faculty needs to be informed and consequently emergency services need to be informed (Venkateshwara Hospital or Akash Hospital)

## **3. Faculty and Staff Response Protocol**

- 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; refer to the resource packet for taking necessary steps.
  2. **Assess risk:**

- If there is an **immediate risk of self-harm or suicide**, take measures to get the student in a secure place where he/she has no access to means to harm themselves. Also take measures to ensure that the student is not left alone till 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.
3. **Provide support:** Use active listening and assist the person as per the SOP. Avoid judgment or giving advice beyond your expertise.
  4. **Refer appropriately:** Guide the student to available resources (counseling center, health center, faculty mentor, peer support).
  5. **Follow up:** Ensure the student receives ongoing support and follow up with them. In case of need a Faculty Mentor 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, any 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 mental health crisis should be reported to the university counselor 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.

#### 6. Mental Health Resources on Campus

- **24/7 Mental Health Helpline: 080 47359593**

- **Campus Counselor:** Rajeshwari Singh: [rajeshwari.singh@nludelhi.ac.in](mailto:rajeshwari.singh@nludelhi.ac.in) or Ms. Sadhana Singh [therapywithsadhana@gmail.com](mailto:therapywithsadhana@gmail.com) - 99532 95027
- **Faculty Mentor Program:** You may meet your Faculty Mentor.
- **Digital Mental Health Platforms:** Calm, Headspace, Outlive Chat, YourDost

## 7. Post-Crisis Support

- Students who experience a crisis should be offered **follow-up counseling 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.

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

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Resources to be used:

1.

<https://www.youtube.com/watch?v=30VMIEmA114&pp=ygUUZ29ydW5kaW5nIHRlY2huaXF1ZXNM%3D>

2.

<https://www.youtube.com/watch?v=86HUcX8ZtAk&t=68s&pp=ygUKSlBtciBhdWRpbw%3D%3D>

3. Link for the google drive:

<https://drive.google.com/drive/folders/1TWV3RqZX4vxCBlt9PSCBgTmLXHhbkCHL?usp=sharing>

