

JAGANNATH BAROOAH UNIVERSITY PROTOCOL FOR MENTAL HEALTH ISSUES

This protocol is designed for educational institutions to provide a structured response to mental health crises. It aligns with the Supreme Court of India's 2025 guidelines and the **UMMEED** (Understand, Motivate, Manage, Empathise, Empower, Develop) framework.

1. Immediate Crisis Identification

Referral protocols should be triggered immediately if a student exhibits any of the following "Red Flag" behaviours:

- **Direct Threats:** Verbal or written statements about self-harm or suicide.
- **Severe Emotional Distress:** Uncontrollable crying, extreme withdrawal, or intense outbursts.
- **Acute Behavioural Changes:** Sudden neglect of personal hygiene, giving away prized possessions, or radical changes in personality.
- **Psychotic Symptoms:** Manifestations of hallucinations, delusions, or extreme paranoia.

2. Referral to Jorhat Medical College & Hospital (JMCH)

For students in or near Jorhat, JMCH serves as the primary tertiary care center for psychiatric emergencies.

Step	Action	Responsibility
1. Stabilize	Ensure the student is in a safe, quiet room with a trusted adult. Do not leave them alone.	Designated Staff/Warden
2. Transport	Arrange immediate transport to the JMCH Emergency/Casualty Ward .	Institute Admin
3. Documentation	Prepare a brief "Referral Note" summarizing the observed behaviour and any known medical history.	Institute Counsellor
4. Notification	Notify the Psychiatry Department or Hospital Superintendent (see below).	Principal/Head of Dept.

JMCH Emergency Contacts

- **Emergency/Casualty:** Available 24/7 (Located at Swahid Kushal Konwar Path, Barbheta).
- **Psychiatry OPD:** Monday to Saturday (8:00 AM – 2:00 PM).

- **Nodal Contacts: * Dr. Kamala Deka** (Professor & HoD, Psychiatry): drkamala_99@yahoo.co.in
 - **Dr. Pulakananda Bharali** (Deputy Superintendent, Casualty): pulakananda@yahoo.com
 - **Hospital Main Line:** 0376-2370107
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3. National Suicide Prevention Helplines (24/7)

If the situation is not a physical emergency but requires immediate professional psychological intervention, use these national toll-free services.

Government-Backed Helplines

- **Tele-MANAS: 14416 or 1800-891-4416**
 - *The primary national mental health helpline, available 24/7 with Assamese language support.*
- **KIRAN (Mental Health Rehabilitation): 1800-599-0019**
 - *Operated by the Ministry of Social Justice & Empowerment.*
- **National Health Mission (NHM) Assam: 104**
 - *Local state helpline for health-related assistance and counseling.*

NGO-Led Helplines

- **Aasra: 9820466726** (24/7 support)
 - **iCall (TISS): 9152987821** (Monday–Saturday, 10 AM – 8 PM)
 - **Vandrevala Foundation: 9999666555** (WhatsApp and Call)
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4. Institutional Action Protocol

1. **Confidentiality:** Maintain the student's privacy from peers but share necessary info with medical professionals and guardians.
2. **Parental Involvement:** Contact parents/guardians immediately unless doing so directly endangers the student (e.g., in cases of domestic abuse).
3. **Post-Crisis Follow-up:** Upon the student's return, the institution must provide a "Gradual Re-entry Plan" and regular check-ins with the campus counsellor.
4. Since under the Mental Healthcare Act (2017), any person who attempts suicide is presumed to be under severe stress, such a person shall not be punished. The institutional focus will be on care, not discipline.

Student Mental Health Referral Form.

(This document ensures that medical professionals at JMCH or helpline responders have the critical information they need to act quickly and accurately).

Student Emergency Referral Form (SERF)

(Strictly Confidential)

1. Student Information

- Full Name: _____ Age/Gender: _____
- Student ID: _____ Department/Year: _____
- Hostel Name & Room No. (if applicable): _____
- Emergency Contact (Parent/Guardian): _____

2. Nature of Referral (Tick all that apply)

- Immediate risk of self-harm or suicide
- Acute panic attack or respiratory distress (emotional)
- Disorientation/Loss of touch with reality
- Severe withdrawal/Non-responsiveness
- Substance-induced emergency

3. Incident Summary

Briefly describe the behavior observed:

(e.g., Student was found with a sharp object, expressed desire to end life, or has been non-verbal for 24 hours)

4. Risk Assessment Checklist

Indicator	Yes	No	Unknown
Has a specific plan for self-harm?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has access to means (pills, weapons, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Previous history of mental health treatment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Current use of medication/substances?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Referral Destination

- **JMCH Emergency Ward** (Physical transport)
 - **Tele-MANAS/Helpline** (Telephonic intervention)
 - **Private Psychiatrist/Psychologist** (Scheduled)
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Protocol Visual Flowchart

The following chart outlines the decision-making process for staff members during a crisis.

Summary of Action for Staff

1. **Don't Delay:** If the student is in immediate danger, bypass the form and call **104** or transport to **JMCH** immediately.
2. **Safety First:** Ensure the environment is clear of harmful objects (medication, sharp tools, ropes).
3. **Stay Present:** One staff member must remain with the student at all times until they are handed over to a medical professional or guardian.
4. **Handover:** Give a copy of this form to the JMCH attending doctor or read the "Incident Summary" to the Tele-MANAS counselor.

Student Personal Safety Plan

(To be filled out by the student and their counsellor together *after* a student has been stabilized to help the student manage future distress before it reaches a crisis point)

Student Name: _____ **Date:** _____

1. Warning Signs

How do I know I'm starting to feel overwhelmed? (e.g., racing thoughts, not sleeping, isolation)

2. Internal Coping Strategies

Things I can do on my own to take my mind off my problems:

•

1. _____

•

2. _____

3. Social Contacts & Settings that Provide Distraction

People I can talk to or places I can go to feel safer/calmer:

• Name: _____ Phone: _____

• Place (e.g., Library, Park): _____

4. Professional Help

• **Institute Counselor:** [Name/Phone]

• **JMCH Psychiatry:** 0376-2370107

• **National Helpline:** Tele-MANAS (14416)

5. Making the Environment Safe

What items do I need to remove or lock away to stay safe?

[**Note:** This referral forms as a **Physical Crisis Folder** to be kept in the Warden's office, the Principal's office, and the Student Health Center. In a power outage or digital failure, a physical copy is often the most reliable resource].

It is a great idea to formalize this with a clear notice. Distributing this ensures that faculty and staff don't feel panicked or confused when a crisis occurs—they will know exactly what their role is.

Here is a draft you can adapt for your institution's letterhead.

(Draft) Faculty & Staff Internal Memo for Management of Mental Health Crises

TO: All Faculty Members, Hostel Wardens, and Administrative Staff, Jagannath Barooah University

FROM: Office of the Registrar, Jagannath Barooah University

DATE: _____

SUBJECT: Implementation of Emergency Mental Health Referral Protocols

Dear Colleagues,

The well-being of our students is our primary responsibility. To ensure a timely and effective response to students experiencing mental health crises or suicidal ideation, the institution is officially adopting the **Emergency Mental Health Referral Protocol**, effective immediately.

Key Highlights of the Protocol:

- **Immediate Referral:** Any student exhibiting "Red Flag" behaviours (direct threats of self-harm, severe withdrawal, or acute distress) must be referred to **Jorhat Medical College & Hospital (JMCH)** or national helplines without delay.
- **Zero Penalty:** In accordance with the Mental Healthcare Act 2017, we maintain a non-punitive approach. Our goal is support and medical intervention, not disciplinary action.
- **Designated Response:**
 - **Medical Emergencies:** Immediate transport to JMCH Casualty Ward.
 - **Psychological Distress:** Contact **Tele-MANAS (14416)** or the Campus Counsellor.

Mandatory Action Items for Staff:

1. **Review the Protocol:** Please familiarize yourself with the attached Referral Flowchart.
2. **Referral Forms:** Physical copies of the "Student Emergency Referral Form" are now available in the Warden's Office and the Faculty Lounge.
3. **Confidentiality:** Information regarding a student's mental health must be shared only with the emergency response team and the student's legal guardians.

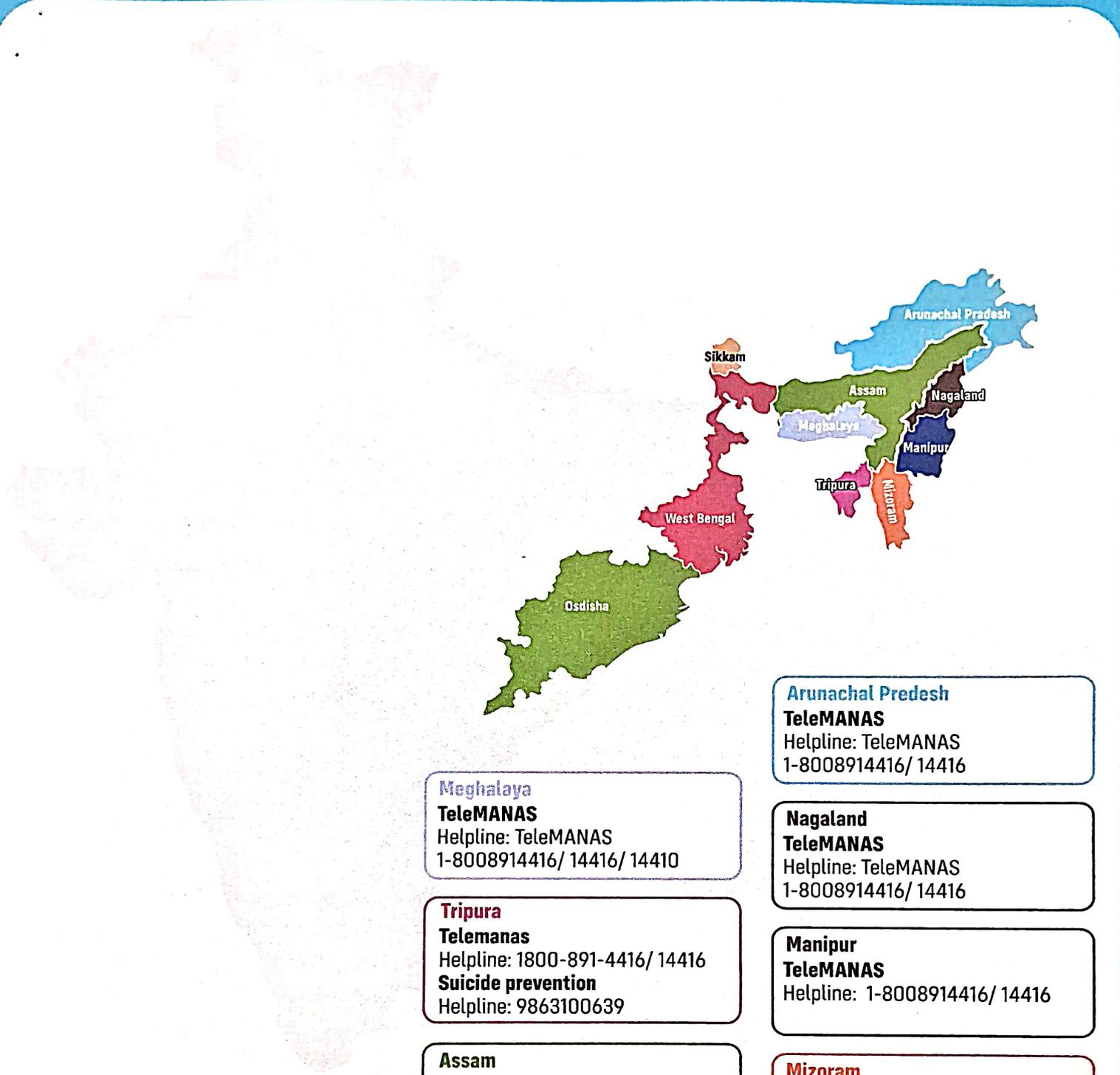
We will hold a brief orientation session on _____ at _____ in the _____ to walk through these steps and answer any questions.

Your vigilance and empathy can save a life. Thank you for your cooperation.

(Utpal Jyoti Mahanta)
Registrar, Jagannath Barooah University
Jorhat-785001, Assam, India

MENTAL HEALTH AND SUICIDE PREVENTION HELPLINE NUMBERS





Meghalaya
TeleMANAS
Helpline: TeleMANAS
1-8008914416/ 14416/ 14410

Tripura
Telemanas
Helpline: 1800-891-4416/ 14416
Suicide prevention
Helpline: 9863100639

Assam
Sarathi
Helpline: 104, Telemanasa
1-8008914416/ 14416 (24x7)

Sikkim
Suicide Prevention Helpline
Helpline: 221152, 18003453225
Telemanas
03592-202111, (24x7)

Odisha
Health Helpline
Helpline: 104, TeleMANAS
1-8008914416/ 14416 (24x7)

Arunachal Pradesh
TeleMANAS
Helpline: TeleMANAS
1-8008914416/ 14416

Nagaland
TeleMANAS
Helpline: TeleMANAS
1-8008914416/ 14416

Manipur
TeleMANAS
Helpline: 1-8008914416/ 14416

Mizoram
TeleMANAS
Helpline: 1-8008914416/ 14416

West Bengal
Lifeline Foundation
Helpline: 033 24637401,
033 24637432, 9088030303,
03340447437
Mon-Sun (10am-6pm)
NIBS Helpline
Helpline: +91-98364 01234,
+91-033 2286 5603
Mon-Fri (6pm-10pm)

**Mental health/ suicide helpline numbers across INDIA
Available in HINDI, ENGLISH and MARATHI.**

Name	Contact No.	Timing
Jeevan Aastha helpline (GJ)	1800-233-3330	(24x7)
Aasra	09820466726	
Vandravela foundation	+91 9999666555	(24x7)
Kiran mental health (govt)	1800-599-0019	(24x7)
One life foundation	7893078930	
Sumaitri	011-46018404	
Fortis stress helpline	91-8376804102	(24x7)
I-CALL Psychosocial helpline (Tiss)	022-25521111	10am- 8pm
Interventional bipolar foundation	91-8888817666	7am-9pm
National institute of behavioural sciences Kolkata	033-22865203	12pm- 8pm
CAN- Helper	09511948920	10am-6pm
Mann talks helpline (MH)	8686139139	9am- 6pm
The institute of mental health(IMH)	9154154092 044-26425585	
NIMHANS centre for well-being	08026685948 9480829670	

Disclaimer

- The information provided here is intended solely for informational purposes.
- The helpline numbers, the contact details have been aggregated from publicly available sources.
- They are a resource to facilitate access to mental health & suicide prevention support services.
- Please note that the accuracy & availability of helpline services listed is subjected to change without notice.
- The inclusion of any helpline does not constitute as endorsement or recommendation.
- This does not guarantee quality response and/or medical advice you may receive. It does not replace professional medical advice, diagnosis & treatment.
- If you know someone in crisis we suggest you to take immediate help from a qualified medical health professional.

JAGANANATH BAROOPA UNIVERSITY, Jorhat

EMERGENCY MENTAL HEALTH PROTOCOL

QUICK ACTION GUIDE FOR STAFF

IMMEDIATE CONTACTS (24/7 HELPLINES)

- Tele-MANAS (NATIONAL):
14416

- JMCH EMERGENCY: 0376-2370107
NHM ASSAM (STATE): 104

CAMPUS COUNSELOR:

NAME & PHONE: SHAMINA N. MILAN
94350 50168

3-STEP ACTION PLAN

- 1** **STABILIZE:**
Ensure safety, never leave alone
- 2** **REFER/TRANSPORT:**
Call helpline or go to JMCH
- 3** **INFORM:** Notify Principal & fill "Referral Form"

YOUR ROLE SAVES LIVES. THANK YOU.
Jorhat Medical College & Hospital