



## 6 | Crisis Management Protocol

- SWC follows a well-established, coordinated, and structured protocol for managing emergencies and crises.
- The protocol prioritises student safety, wellbeing, and continuity of care, while ensuring institutional accountability.
- 24 × 7 on-call, on-campus counselling is available for suicide prevention, emotional breakdown or any other emergency referrals. Walk-in Counsellors are available during weekdays (Mon - Fri) from 9.30 a.m. to 5.30 p.m. and weekends (10:00 a.m. to 4:00 p.m.)
- Residential counsellors provide support for crises during off-duty hours, weekends, and holidays.
- The following Crisis Management Protocol is followed by counsellors in case of emergencies:
  - Immediate MSE or basic risk assessment.
  - Do not leave the student alone.
  - Follow the Crisis Management Flow Chart given in Figure 6.1.
  - All crisis cases attended in session or off duty are duly documented.
  - For off-duty crisis, a brief WhatsApp/text message with the following details must be shared with the In-charge immediately after the incident.
  - A detailed incident report, including but not limited to the following information, should be mailed to the In-charge within 24 hrs of the crisis.
    - a) Date
    - b) Time
    - c) Referral By
    - d) Participants (Student/Specific Stakeholders Etc)
    - e) Presenting Situation
    - f) Action Taken
    - g) Recommendations/Decisions
    - h) Provide follow-up support (if required/applicable)