



**RULES & REGULATIONS**  
**WELLNESS CENTER- OFFICE OF STUDENT AFFAIRS**

**IBA Crisis Management: Roles, Protocol and Guidelines**

Written by:	<b>IBA Wellness Center</b>	Issue Date: 1 <sup>st</sup> June 2026
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**1. Objective**

The Crisis Management Team (CMT) at IBA is responsible for the timely, coordinated, and effective management of student mental health crises across all campuses, including residential facilities. The CMT ensures immediate intervention, comprehensive clinical assessment, appropriate referrals, and structured follow-up, while maintaining accountability, confidentiality, and interdepartmental coordination.

**2. Crisis Management Team Members and Roles**

**2.1 Wellness Center**

- **Primary Role:** Lead unit for mental health concerns, including clinical assessment, crisis evaluation, and counseling and mental health support
- **Contacts:** Clinical Psychologist, Wellness Counselor, Executive Wellness center and medical staff

**2.2 Office of Student Affairs (OSA) and Executive-Director office**

- **Primary Role:** Administrative oversight, decision-making, and approvals (including hospital admissions).
- **Contacts:** Executive Director, Dean-Student Affairs and International Student Engagement.

**2.3 NTHP / Financial Assistance Team**

- **Primary Role:** Support and coordination for students with financial assistance/NTHP students.
- **Contacts:** Director, Manager, Assistant Manager.

## 2.4 Hostel Staff (Male and Female Hostels)

- **Primary Role:** Immediate response and logistical support within hostels.
- **Contacts:**
  - Superintendent (Male Hostel)
  - Manager, Residential Facilities
  - Hostel Wardens (Male & Female)
  - Designated Hostel Staff (2 Males, 2 Females)

## 2.5 Security Team

- **Primary Role:** Security support and transportation coordination.
- **Contacts:** Security In-charge and designated guards

## 2.6 Human Resources (HR)

- **Primary Role:** Administrative support for staff involved in crisis situations.
- **Contacts:** Director, Manager, Assistant Manager

## 2.7 Registrar's Office / Program Office

- **Primary Role:** Academic coordination and maintenance of student records.
- **Contacts:** Registrar, Director Program Office, Manager, Assistant Managers

## 3. Crisis Response Protocol

### 3.1 Definition of Crisis

A mental health crisis refers to any situation in which a student is at risk of harm to self or others or is unable to function effectively due to psychological distress. This includes, but is not limited to:

- Suicidal ideation or attempts
- Self-harm behaviors
- Severe anxiety or panic attacks
- Psychotic symptoms
- Substance-related emergencies
- Acute emotional distress following trauma

### 3.2 Incident Reporting

If a student experiences a crisis on campus or in the hostel the identified person must immediately inform:

- Clinical Psychologist, Wellness Counselor (Mandatory)
- Dean-Student Affairs

- Hostel Superintendent / Manager Residential Facilities
- NTHP / Financial Assistance Team (if applicable)
- Program office

#### Reporting Channels:

- Phone: Direct calls to Wellness Center hotline (021) 111-422-422) Ext:2031, 2062, 3050, 2072, 2453.
- Email: wellness@iba.edu.pk (monitored 24/7)
- In-person: Walk-in to Wellness Center
- Security: Contact campus security In-charge who will immediately notify Wellness Center

### **3.3 Initial Mental Health Assessment**

The Clinical Psychologist will assess the mental health condition of the student in crisis. Based on clinical observation the Psychologist will determine the severity and whether hospital admission is necessary.

### **3.4 Hospital Admission Approval**

If hospitalization is required, a formal request will be submitted via email by the Clinical Psychologist / Wellness Counselor to the Executive Director (ED) or Dean-Student Affairs for approval.

### **3.5 Transportation and Support**

Upon approval, four staff members from the hostels, security, and NTHP teams will accompany the student to the hospital using an ambulance or an available vehicle.

### **3.6 Parental/Guardian Notification**

The Clinical Psychologist, in coordination with hostel administration, will promptly inform the student's parents or guardians regarding the situation and any hospital admission.

### **3.7 Post-Discharge Planning**

- The Clinical Psychologist will review the Psychiatrist's discharge summary and assess the student's readiness to return or should be sent on leave.
- If required, medical leave will be recommended as per policy.
- Relevant academic authorities (HOD/Program Director) will be formally notified to facilitate academic accommodations.

### **3.8 Documentation and Follow-Up**

- All actions (assessment, referrals, admissions, communication with parents) must be properly documented by respective team members.
- A structured follow-up plan will be developed by the Wellness Center in coordination with relevant stakeholders to ensure the student receives ongoing support.

#### **4. Crisis Management During Weekends and After Office Hours**

For effective support of students during mental health crisis situations outside of regular office working hours, the following protocols will be followed on weekends and emergencies:

##### **4.1 On-Call Crisis Response Team**

A designated on-call team will respond to crises outside regular working hours. This team includes:

- Wellness Center staff
- Hostel Administration
- Security Personnel
- Relevant CMT Members

##### **4.2 Emergency Fund**

- A dedicated emergency fund will be established to support urgent mental health interventions.
- The fund will cover immediate expenses such as hospitalization and medication.
- A clear process for fund access, utilization, and documentation will be maintained.

##### **4.3 Emergency Contact Channels**

An emergency hotline will be established for students and staff to call during weekends or after regular hours. This hotline will be monitored by the on-call crisis response team.

##### **4.4 Crisis Escalation Protocol**

- In after-hours emergencies, the on-call team will immediately inform the Clinical Psychologist for clinical observation and assessment.
- Cases will be escalated to appropriate medical or mental health professionals as needed.
- Referrals will be made to designated hospitals (e.g., Aga Khan University Hospital, Liaquat National Hospital, Ziauddin Hospital or any listed Hospital) or any other appropriate facility based on availability and urgency.

##### **4.5 Immediate Access to Campus Resources**

- Relevant staff will receive periodic training in Mental health First Aid and crisis response
- Hostel wardens, security personnel, and essential staff will be briefed on their roles during after-hours emergencies.
- On-campus hostel staff trained in Mental Health First Aid and crisis de-escalation
- Hostel wardens provided with crisis response guide and emergency protocols
- Campus security briefed quarterly on mental health crisis procedures
- Emergency medical kit available in each hostel including basic first aid
- Private crisis intervention spaces identified in hostels and campus buildings
- Vehicle with driver on-call for emergency transport from transport department

#### **4.6 Communication and Documentation**

- The crisis management team will ensure that all crises occurring on weekends, and after-hours are promptly communicated to relevant authorities
- Proper documentation must be maintained for transparency and accountability.
- All staff involved in the weekend and after-hours response should be available on campus or hostel and briefed on the updated protocol.

#### **5. Confidentiality and Ethical Considerations**

- All crisis-related information shall be handled with strict confidentiality.
- Information will only be shared on a need-to-know basis for safety and intervention purposes.
- In life-threatening situations, confidentiality may be ethically and legally overridden to ensure student safety.
- All actions will align with professional ethical guidelines and institutional policy