

JIIT NOIDA

Policy on Mental Health and Well-Being

1. At JIIT, we believe that mental health is integral to holistic development (academic success, personal growth and social well-being). We seek to enhance the well being of our students and staff by :
 - (a) Ensuring access to timely and professional **mental health services** for all students.
 - (b) Promoting a **non-stigmatizing environment** encouraging help-seeking behavior.
 - (c) Establishing **preventive, promotive, and responsive frameworks** for student and staff well-being.
 - (d) Building an **inclusive ecosystem** sensitive to diverse socio-economic, cultural, and linguistic backgrounds.
2. The Mental Health and Wellbeing Policy covers academic stress, adjustment issues, ragging/harassment trauma, gender-based violence, financial and career anxiety, substance abuse, disability-related challenges, and suicide prevention.

Support System

3. **Sambhavna, Samvad and Samadhan Cell (SSSC).** The SSSC has been established at the Institute as a nodal centre for addressing all issues related to mental health and wellbeing of students and staff in the campus. Students and staff members can connect with the members of the SSSC. The details are as follows:
 - (a) **Dean SSSC-** Prof Rajnish Misra, Dean JBS
 - (b) SSSC will coordinate with the Campus Counsellor, Campus Physicians and Fortis Health Care. SSC will also connect with the SC/ST Committee, Anti-ragging Committee, Internal Complaints Committee (ICC), Student Grievance Redressal Committee (SGRC), Students Committee Academics and Students Committee Administration Students can connect with the Dean SSSC in physical mode or on telephone for any assistance. The Dean SSC may direct the student to the campus counsellor or advice the student to seek assistance through the App “United We Care”.
 - (c) **Timings** – As per Institute working hours
 - (d) **24 x 7 Contact No – 92117 53700**

4. **Online Support.** JIIT joins up with 'Fortis Healthcare' and 'United We Care' to ensure that students wellbeing is always a priority. 'Stella' - comprehensive licensed solution - is a 24x7 Online Helpline, where AI empowers students to achieve mental wellness, resilience, and personal growth, providing accessible, ethical, and effective support for all. This is supported by Fortis Healthcare and United We Care. Stella, the Fortis AI wellness agent, provides real-time, Intelligent mental health assistance, While Adayu Ensures expert- lead therapy when required. This fusion of cutting edge, AI and Clinical excellence creates a unique, scalable and always available mental wellness ecosystem for our students.

(a) Features:

- (i) Available 24 x 7 – can be accessed at any time
- (ii) Toll-free, multilingual helpline linked with Fortis Healthcare
- (iii) All-in-one health care management App
- (iv) Unlimited Interactions - free, confidential, accessible

(b) Support Available:

- (i) Real time video, audio, or text conversation with "Stella" - your wellness agent
- (ii) Facility for taking a self assessment for anxiety, depression and more
- (iii) Facility to talk to real wellness experts, psychologists, or psychiatrists through 'Adayu' (a Fortis group company)
- (iv) Members can seek appointments through the App which are scheduled within 12 hours at the nearest (or selected) Fortis Hospital.
- (v) The content and programs has been tailored to meet individual requirements by licensed clinicians
- (vi) Facility exists to engage/connect with community members and peers, if desirous
- (vii) All interactions in online or physical mode are confidential

(c) Registration Process: The following steps to be followed to register on the App. Only the registered (institute) mail id and mobile number to be used for the registration process.

- (i) Download the App "United We Care" on your phone using this link (IOS/Android)- <https://play.google.com/store/apps/details?id=com> (or scan the QR code given in Annexure)
- (ii) Register
 - Click on "Join with your Email ID", (Enter your Institute email id)

- Or enter Mob No (Registered with the Institute) and proceed
- (iii) Put in the OTP received on your mail Id and/or Mob No.
- (iv) Fill in the personal details.
- (v) Start your personalised Journey to Mental Wellness

(d) Customer support.

- (i) Email support – for any query, write to support@unitedwecare.com
- (ii) 24x7 crisis helpline - +91 83768 04102

5. **On-Campus Offline Counselling Assistance.** The residential counsellors are available at both the campuses for offline interactions and for providing mental health support to the students and staff at the Institute. All interactions are confidential, even your presence for counselling is kept confidential. The students can walk in or seek an appointment from the counsellors at the campus through the mobile numbers given.

(a) Sector 62 Campus :

- (i) Counsellor - Ms Agamjot Kaur
- (ii) Available 24x7
- (iii) Contact No - **92117 53800**

(b) Sector 128 Campus :

- (i) Ms Avni Drona
- (ii) Availability :
 - Working days – 09:00 am to 05:00 pm
 - Saturdays – 09:00 am to 01:30 pm
- (iii) Contact No - **92117 53900**

6. **Preventive Measures.**

- (a) Mandatory Orientation on mental health awareness at the start of each academic year for all students
- (b) Sensitizing programs for parents and guardians on mental health of students.
- (c) Workshops/webinars on stress management, mindfulness, time management, and coping skills.
- (d) Training for Faculty & Staff to identify early signs of distress.
- (e) Peer Support – nominated “student prefects” for each floor of hostel to connect with the students and the hostel wardens.
- (f) Anti-Ragging Integration: The SSSC will in coordinate with Anti-Ragging Committee.

7. **Medical First Aid Centre.** Basic first aid is provided by the First Aid centre located in the Main Campus. This is functional 24 x 7 with the following facilities:
- (a) Two campus Physicians (Dr Raghuvendra and Dr Swati Dhawan)
 - (b) Nursing Staff
 - (c) Ambulance
 - (d) Emergency Care. Students are referred to Fortis Hospital Noida or Shanti Gopal Hospital, Indirapuram

Other Activities

8. In the continued endeavour to foster a sense of belonging, reduce stress, build confidence, and enable wholistic growth, students participate in various activities at the Institute :
- (a) Physical Fitness and Sports activities.
 - (b) Yoga.
 - (c) National Service Scheme (NSS). The four units of NSS available at the Institute, provide an avenue for meaningful social activities.
 - (d) Youth Clubs. Cater to various fields like technology, drama, music, painting, debate etc.
9. **Mental Health Club.** The club focuses on mental health issues and creates awareness to reduce the stigma associated with seeking help. It provides a supportive environment to share and learn from one another.
10. **Mentoring by Faculty.** Dedicated faculty mentors interact with students providing guidance, advice and support to help them achieve personal, academic, and professional goals. Students can connect with their nominated faculty mentor for seeking advice or assistance.

Additional Institutional Support

11. The additional **support mechanisms** available to address the students' concerns, notified on Institute Web Site, and functioning in coordination with SSSC are as follows: -
- (a) Mentors / program coordinators for each student.
 - (b) Students Counselling Cell
 - (c) Internal Complaints Committee
 - (d) Student Grievance Redressal Committee

- (e) Online portal for Grievance redressal
- (f) Student Council – Academics
- (g) Student Council – Administration
- (h) SC/ST Committee
- (i) Anti-ragging Committee
- (j) 24x7 women helpline

12. **Helpline No:** Additional Helpline No for information of students:

- (a) TeleMANAS Helpline – 14416 or 1-800-891-4416
- (b) Fortis Hospital National Helpline - 91-8376804102
- (c) Mental Health Rehabilitation Helpline Kiran -1800-599-0019
- (d) Psycho-social, First-aid & counselling helpline - 8448-8448-45
- (e) National Institute of Mental Health and Neurosciences (NIMHANS) Helpline - 080-46110007
- (f) Vandrevalla Foundation crisis intervention helpline - 91 9999 666 555
- (g) One Life - 78930-78930
- (h) Jeevan Aastha Helpline, Suicide Prevention and Mental Health Counseling Helpline - 1800 233 3330
- (i) i CALL (TISS Helpline) - 022-25521111

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Mental Health and Well-Being

“UNITED WE CARE” – APP



Scan QR Code For Downloading