HANDLING CRISIS, AGGRESSIVE AND HARMFUL CASES

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Date : 2/7/2025	Date : 2/7/2025

1.0 OBJECTIVE

This process is implemented to achieve the following objectives:

a. To provide a clear process for caretakers of mental health cases on campus.
b. To provide a clear process flow in handling crisis cases on campus.
c. To provide clear functions, roles and responsibilities to KCDIOM in handling crisis and aggressive mental health cases on campus.
d. To protect other students from being victims to harmful actions.

2.0 SCOPE

The scope of this process will cover all IIUM students (foundation, undergraduate and postgraduates) who are active on campus.

3.0 ACCOUNTABILITY

Responsibility	Detailed Procedure
3.1) OSeM	3.1.1) Act as a one-stop center to receive reports from KCDIOM or individuals regarding crisis cases. 3.1.2) Identify the case either aggressive/crisis/harmful. 3.1.3) Notify case to IPCC for aggressive case. 3.1.4) Notify the Psychology Officer for non-crisis case psychological screening. 3.1.5) Notify VMU / Ambulance if the student is LOC.
3.2) VMU	3.2.1) Send the student to the nearest Klinik Kesihatan.
3.3) CSP	3.3.1) Run psychological screening. 3.3.2) If the student is stable, then proceed with counselling session. 3.3.3) If the student is not stable, then send him/her to IPCC for further diagnosis. 3.3.4) Conduct counselling / psychotherapy / assessment session and record it in OCRES.
3.4) IPCC	3.4.1) Check the condition of the students. 3.4.2) Notify the DDSDCE and WMU if the case happens during office hour. 3.4.3) Notify the Principals/Fellows if the case happens after office hour (5.00 pm onwards). 3.4.4) Medical Officer conducts the screening and diagnosis. 3.4.5) Medical Officer provide referral letter to the hospital. 3.4.6) OSEM and WMU office send the student to the hospital and proceed with registration at the hospital during office hour.

	3.4.7) OSEM and Principal/ Fellow send the student to the hospital. and proceed with registration at the hospital after office hour.
3.5) DDSDCE Principal / Fellow	3.5.1) DDSDCE and WMU send the student to the hospital and proceed with registration at the hospital during office hour. 3.5.2) Principal/ Fellow send the student to the hospital and proceed with registration at the hospital after office hour.
3.6) Hospital	3.6.1) Conduct Clinical treatment and Intervention. 3.6.2) Decide whether the student needs to be hospitalized or not. 3.6.3) Notify the DDSDCE/ Principal/ Fellow / IPCC and Welfare Unit IIUM if the student is hospitalized.
3.7) IPCC	3.7.1) Notify CCSC for coordination and records purposes.

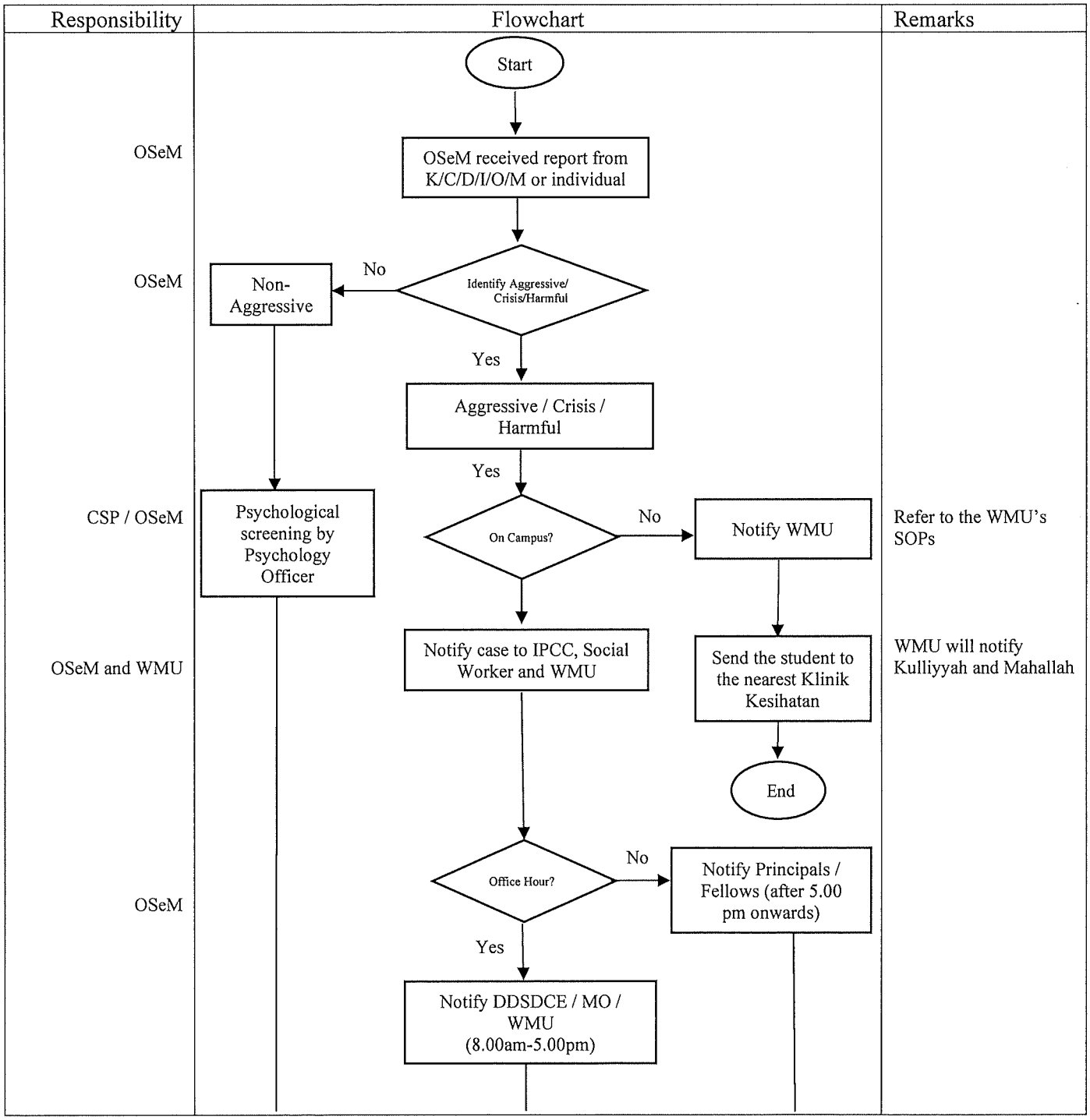
4.0 ABBREVIATION (If any)

IPCC	:	IIUM Primary Care Clinics
OSeM	:	Office of Security Management
CSP	:	Counselling Services Providers Gombak: Counselling and Career Services Centre (CCSC) Kuantan: Counselling and Career Services Department (CCSD) Pagoh and Gambang: Counselling and Career Services Unit (CCSU)
WMU	:	Welfare Management Unit
DDSDCE	:	Deputy Dean Student Development and Community Engagement
LOC	:	Living Outside Campus
OCRES	:	Online Counselling Record System
MO	:	Mahallah Office
Crisis	:	Intense difficulty or danger
Aggressive	:	Individuals who show the behavior of attacking or harming themselves or other people.

5.0 REFERENCE

a. IIUM Mental Health Policy 2021
b. Expulsion from Mahallah (2020), Guideline no 8, IIUM/213/GUIDELINE/RSD/08
c. Psychiatric and Mental Health Services Operational Policy, Ministry of Health 2011
d. The Student Academic Performance Evaluation (Undergraduate) Regulations (SAPER), IIUM 2021

6.0 PROCESS FLOW



Responsibility	Flowchart	Remarks
	Continue from first page	
IPCC/CSP	Check stability → No → Medical Officer conducts the screening and diagnosis	
	Yes	
IPCC/CSP	Session with Psychology Officer	Medical Officer provides referral letter to the hospital
IPCC/CSP	Psychology Officer records the case	Send students to the hospital and proceed with registration at the hospital
Hospital	End	Clinical treatment/intervention
IPCC/WMU/ Mahallah	Hospitalize? → No → WMU/Social Worker/Principals / Fellows bring back students to the campus	
	Yes	
VMU/WMU	Next of kin (Guardian / Principal) or WMU communicate with hospital for further management plan on admission matters	
	End	

Accompany personnels to Hospital:

1) OSEM

2) WMU / *Kulliyyah Representative / Social Worker (in planning) (8.00am – 5.00pm)

OR

Principal / Fellows (after 5.00 pm onwards and weekends)

*** Kulliyyah representative is required to accompany the student to the hospital until a designated social worker is available.**

WMU to arrange for transportation to pick up the accompanying officer to return to the campus.