



MANIPAL
ACADEMY of HIGHER EDUCATION
DUBAI CAMPUS

(Institution of Eminence Deemed to be University)



WELLBEING POLICY

2026-2027

The MAHE Dubai Wellness Hub was initiated with a vision to help students embark on a continual journey toward physical, intellectual, social, emotional, and professional wellbeing. The main activities of the Hub include counselling services and promoting positive, healthy lifestyle choices through awareness programs and community outreach events.

This policy outlines the institution's commitment to promoting and supporting the mental health and overall wellbeing of students. It also defines the framework for student access to psychological support services, provided in collaboration with an external psychological center, under a formal Memorandum of Understanding (MoU).

Aim

With a special focus on Mental Health, MAHE Dubai Wellness Hub aims to:

- Foster an environment that supports and advances community wellbeing.
- Encourage help-seeking behaviors when psychological, social and cognitive impediments occur.
- Facilitate opportunities of self-discovery and growth
- Cultivate a culture of compassion on the campus.

This policy applies to all enrolled students, both undergraduate and postgraduate, during their time on campus.

Wellbeing Officer – Office of Student Affairs

The Office of Student Affairs provides a dedicated **Wellbeing Officer** who serves as the first point of contact for students seeking guidance, counselling and support throughout their university journey.

The Wellbeing Officer provides confidential counseling services to students to support their overall well-being and personal growth. Students have access to counseling sessions during campus hours. Students seeking counseling services will be informed during their Intake Session of the type of service best suited to their needs and the number of sessions they require. The Wellbeing Officer/Counselor will provide support to students requiring additional or specialized assistance and, where appropriate, refer them to the Wellness Hub.

The Wellbeing Officer works collaboratively with students, faculty, and relevant departments to:

- Provide guidance and early support for students experiencing personal, emotional, social, or other concerns that may have an impact on their academic experience and overall wellbeing.
- Connect students with appropriate university resources, services, and opportunities that enhance their overall university experience.
- Promote student well-being through awareness programs, workshops, campaigns, and initiatives that foster resilience, celebrate diversity, inclusion, and student engagement.
- Support Students of Determination by facilitating access to appropriate accommodations, resources, and support services.

- Facilitate access to appropriate support services when additional support is required, including referrals to the Wellness Hub or other specialized professionals.

The Wellbeing Officer is responsible for communicating the rights and responsibilities of students in relation to the wellbeing support services provided by the University. The Wellbeing Officer shall ensure that students are informed of the purpose, scope, and limitations of the support services, including the extent and limitations of confidentiality, using clear and concise language.

Before the commencement of services, students are required to complete and sign the Intake Assessment Form during the intake session.

While all information shared during well-being sessions will be treated with the utmost confidentiality, this obligation may be waived where disclosure is necessary to protect the student or others from serious and foreseeable harm, or where disclosure is required by applicable laws or University regulations.

Students shall, wherever appropriate, be informed before any confidential information is disclosed and made aware that only relevant and necessary information will be shared. The Wellbeing Officer shall endeavor to involve students in the decision-making process relating to such disclosures to the greatest extent possible.

MAHE Dubai recognizes the importance of providing students with a safe, supportive, and confidential environment in which to seek wellbeing support. By clearly communicating students' rights and the limitations of confidentiality, the Wellbeing Officer fosters trust and encourages students to openly discuss their concerns, thoughts, and experiences without fear of judgment, thereby promoting their overall well-being and personal development.



Students may approach the Wellbeing Officer directly or access support by scanning the **Wellbeing Support QR Code**.

Mental Health Services :

Recognizing the direct impact of wellbeing on student success and engagement, the institution has entered a MoU with a certified external wellness specialist – BETTERLY WELLNESS MEDICAL CENTER - LLC, UAE. This collaboration aims to ensure that students have regular access to professional and confidential wellness coaching to support stress management, resilience building, personal growth, and healthy lifestyle choices.

Scope of collaboration - Wellness Coach

A Wellness Specialist in an organization is the go-to person for anyone who is going through some form of mental health issue. He/she is trained to respond with skill to people experiencing mental and emotional challenges and facilitate appropriate action.

At MAHE, the Wellness Specialist is a qualified mental health professional trained in Clinical Psychology. Their role includes delivering student wellness services, identifying risks and referring students to concerned professionals as needed, alongside psychoeducation, workshops, and wellness groups to build awareness and resilience across the student community. The role combines both targeted, individual support and proactive, preventive engagement to support students in leading healthy and balanced lives.

The Primary goal is to create a welcoming and accessible space within the university campus through the MAHE Dubai Wellness Hub where students can access mental health resources, Wellbeing services and wellness programs.

Betterly Wellness Medical Center will offer a range of services, including individual coaching, group sessions, workshops, and psychoeducational programs tailored to the unique needs of university students. Collaborating on initiatives to raise awareness about mental health issues, reduce stigma and promote a culture of self-care and support within the university community.

Operation of Wellness Hub - Roles and Responsibilities

- Allocate space and resources for the establishment of the Wellness Hub.
- Promote mental health awareness and encourage student engagement with available services.
- Support ongoing collaboration and communication between university stakeholders and the mental health clinic.
- Provide feedback and evaluation mechanisms to assess the effectiveness of mental health services.

Betterly Wellness Medical Center

- Betterly Wellness Medical Center will provide trained staff, to deliver a range of wellness services.
- Deliver mental health services such as individual counselling, crisis intervention and referral as needed.
- Collaborate with University staff and administration to integrate mental health initiatives into campus -wide programs and policies.
- MAHE Dubai retains the right to screen and vet any staff assigned to the MAHE Dubai Wellness Hub to ensure the quality of service and safety of students.
- Referral of clients who require more than 10 sessions on campus may be referred to Betterly Wellness Medical Center with a reduction of 30% cost.

Confidentiality

Betterly Wellness Medical Center shall comply with UAE Federal Decree-Law No.45 of 2021 on Personal Data Protection and “Federal Law No. (10) of 2023 on Mental Health.

Outreach And Awareness:

Both MAHE Dubai and Betterly Wellness Medical Center will collaborate on initiatives to raise awareness about mental health issues, reduce stigma, and promote a culture of self-care and support within the university community.

Outreach efforts may include organizing events, campaigns, and awareness weeks focused on mental health topics as well as disseminating informational materials and resources.

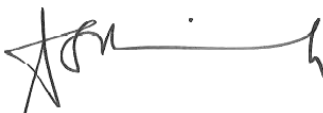
Booking appointments: · Students may send an email at wellnesshubmahe@gmail.com or scan the QR code which is put on notice boards and digital displays.

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- Monday to Friday 9am to 5pm. (On regular working Mondays, 1pm to 9pm to ensure availability for students attending evening classes).
- Students receive detailed instructions via email for booking appointments, including the designated email address and a QR code for easy access.
- Follow-ups will be decided by the counselee and counsellor on mutually convenient dates and timings.

Policy Effective Date: 1st July 2026

Policy Amendment Date: Reviewed Annually



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Policy Approved by

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Pro Vice Chancellor

Manipal Academy of Higher Education, Dubai

