

**NORTHWEST VISTA COLLEGE  
PROCEDURE**

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Procedure Number: SS 3.2.4  
Procedure Title: **After-Hours Services**

- I. **Purpose**  
Define availability of services outside normal business operating hours.
  
- II. **Procedure Statement**  
NVC Counseling Services will address counseling requests or other inquiries during regular business operating hours

***Step 1: Messages, Inquiries and General Requests for Services***

Counseling Services does not provide services outside of normal business operating hours. Messages, inquiries, and requests for services occurring after-hours will be addressed on the following business day.

***Step 2: Mental Health Crises***

Students who are experiencing mental health crisis or other emergency requiring assistance after normal business operating hours are encouraged to contact the Alamo Colleges Police Department (when on-campus), or the Center for Healthcare Services Crisis Hotline or the San Antonio Police Department 911 emergency line when off-campus.

Contact for Interpretation: Dean of Student Success

Relevant Board Policy:  
Relevant SACSCOC Principle: CS 3.3.1.3

Last Updated: September 22, 2016

Approved: \_\_\_\_\_  
Vice President for Student Success