



Pre-K – Grade 12

JSSPS/CTP/PO/GEN/181/25-26

Date: 1 April 2026

Subject: Mental Wellbeing Support Helplines for Students and Families

Dear Parents,

Greetings from JSS Private School!

JSS Private School is grateful to United Arab Emirates Government as it continues to support and safeguard the wellbeing of its citizens and residents. In response to the current circumstances and their impact on mental health, the Dubai Health Authority (DHA), in collaboration with the Community Development Authority (CDA), is offering a counselling and psychological support helpline as part of the “*Itma’en*” (*Rest Assured*) initiative in the Emirate of Dubai.

This hotline aims to provide psychological support to all, ensuring complete confidentiality. It is managed by a specialised team of consultants proficient in both Arabic and English.

Hotline Number: 800506

Timings: 9:00 AM to 12:00 Midnight

In addition, JSS Private School is pleased to share that the ‘**You Matter**’ Helpline is now accessible to all our students during this period. Initially introduced to support students appearing for board examinations, the school has now extended this service to benefit all students.

You Matter Helpline: +971 52 645 7405

Timings: 8:00 AM – 5:30 PM (24/7 for emergencies)

Our counsellors from the Inclusion and Pastoral Care team are trained professionals, including certification in Psychological First Aid, and are committed to supporting students’ wellbeing. All interactions will be treated with strict confidentiality.

Students may also access the helpline via WhatsApp.

The school counsellors can additionally be reached through:

- UpStrive / YouHue App
- Counsellor@click - on the school website

- Listening Lounge
- Personal email IDs:

1. Dr. Reshma – reshma@jsspsdubai.com
2. Ms. Roshan – roshan@jsspsdubai.com
3. Ms. Bubly – bubly@jsspsdubai.com
4. Ms. Aafreen – aafreen.m@jsspsdubai.com

At JSS Private School, we continuously strive to provide a safe, supportive, and nurturing environment for our students. We stand in solidarity with our parents and students during these times and remain hopeful for brighter days ahead.

Should you have any queries or concerns, please feel free to reach out to us at any time.

Stay safe; Stay healthy; Stay connected.

Warm regards,

Sd/-

Chitra Sharma

Principal