

FOR IMMEDIATE RELEASE

“ProtoCall Services Announces Partnership with Online Peer Community Big White Wall, Signaling Future Work to Expand the Student Wellness Continuum”

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Portland, Oregon; London, United Kingdom & Toronto, Canada

ProtoCall Services, Inc., the nation’s largest provider of behavioral health crisis and contact center services to colleges and universities, announced a partnership with Big White Wall (BWW), a unique, clinically-moderated, online peer-to-peer mental health and self-help support community for students and residents across the US, Canada, and the United Kingdom.

Founded in 2007 and headquartered in London, UK, BWW is a social impact organization that has grown into a global community that includes 16 universities and over 1.5 million students, with thousands of new members registering each month.

Today, ProtoCall supports nearly 300 colleges and universities by ensuring that students have 24/7 access to a licensed behavioral health clinician. In 2019, ProtoCall fielded more than 35,000 calls from students wishing to speak with a counselor, citing feelings of anxiety, stress, depression, and loneliness. Student community users of the clinically monitored BWW platform will be directly transferred to ProtoCall when urgent risk to health or safety is identified.

Matthew McEvoy, Senior Vice President and General Manager of BWW in North America shares: “BWW and ProtoCall are both strongly committed to broadening the avenues and types of mental health services for students. We are also both committed to the expansion of services in an integrated fashion, so that students can gain awareness of other resources available to them and be navigated to them when appropriate. Amidst this pandemic, students – now more than ever – need safe and accessible mental health supports. BWW is thrilled to partner with ProtoCall to make this possible.”

In addition to a crisis escalation pathway, the BWW partnership gives students on ProtoCall campuses access to expansive resources to increase coping skills and self-evaluate mental health using validated clinical assessments. “The integration with BWW was always going to be a great partnership but now, as students struggle to stay connected during this global crisis, adapting and deploying new tools for building community and managing the stressors of isolation is more important than we could have ever imagined,” said Phil Evans, ProtoCall’s CEO.

ProtoCall and BWW are currently offering discounted pricing to colleges and universities who implement in the coming months. Interested campuses should contact info@protocallservices.com or theteam@bigwhitewall.com for information on how to get started.