

Chairs Leadership Academy

Supporting Students and Colleagues in Crisis

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Outcomes

- Noticing signs of crisis in students and colleagues
- CSUN resources for students and colleagues
- Understanding your expectations/boundaries

Current Environment

Ongoing change

Racial injustice

Global pandemic

Isolation

Uncertainty

Distrust

Student Mental Health

Impact of COVID-19, racial injustice, and current events on student mental health and well-being:

- Increased stress, anxiety, depression, and sleep difficulties
- Increased thoughts of self-harm and suicide
- Loneliness and isolation
- Financial problems
- Trauma
- Family/relationship problems
- Grief and loss

Additional Signs for Students

- Decline in performance at school:
 - missing class
 - failing to turn in assignments
 - reduction in quality of work
 - content of work (e.g., hopelessness, aggression, violence, despair, suicidal or homicidal thoughts or behavior, OR rambling, illogical, suspicious or paranoid, etc.)

Student Mental Health

Students who may be more vulnerable during COVID-19:

- Students of Color
- Low-income students
- International students
- LGBTQIA+ students
- Students with disabilities
- Students challenged with housing/food/resource insecurity
- Students dealing with violence in the home
- Students who are caregivers to children or elders
- Students with pre-existing mental health conditions

Early and Worsening Signs in the Workplace

Behaviors:

- Absenteeism
- Emerging pattern of missing or showing up late for work.
- Cancelling meetings or missing deadlines.
- Decline in performance or loss of productivity.
- Withdrawal from routine activities and relationships
- A sudden, unexplained decline in enthusiasm and energy
- Indecision, lack of concentration, and forgetfulness

Early and Worsening Signs in the Workplace

Behaviors:

- Crying often or more often.
- Pronounced changes in mood, such as irritability, anger, anxiety or sadness.
- Confusion or suspiciousness.
- Disruptive or behavior that is unexpected for a given person.

Early and Worsening Signs in the Workplace

Physical Changes:

- Appearing more unkempt than usual for the person.
- Tired-looking
- Highly agitated.
- Cuts or bruises in various stages of healing.

Early and Worsening Signs in the Workplace

Thoughts:

- Increasing self-blame or self-criticism.
- Indecisiveness. Thoughts racing or mind going blank.
- Difficulty concentrating or focusing on work.
- Expresses suicidal thoughts.

What Are You Seeing & Hearing?

- Students
- Colleagues

Students: How Do You Respond?

- Prevention can be helpful:
 - Promote help-seeking behavior - Include UCS and other supportive resources on syllabi
 - Encourage and model self-care (e.g., start a lecture with a mindful moment, encourage students to utilize UCS' online mindfulness videos and/or YOU@CSUN wellbeing platform, etc.)
 - Ensure students know that mental health services are available and accessible, especially 24/7 crisis services
 - Participate in QPR (Question, Persuade, and Refer) Suicide Prevention Training offered by UCS

Students: How Do You Respond?

- If you have any concerns, reach out and ask student how they are doing
- Mention that you've noticed some behavioral changes
- Utilize active listening (e.g., let the student share their story)
- If a student becomes emotional or agitated, don't tell them to "calm down"; don't argue or react
- Express care and concern; use reassuring words and statements (e.g., "I hear what you are saying," "I will do what I can to try to help you")

Students: How Do You Respond?

- Be aware of your body language (e.g., slow down speech, lower voice, don't cross arms, don't stand over/above the student, model a calm demeanor)
- Maintain cultural sensitivity - be aware of stigma around mental health services
- Be alert to any suicidal warning signs (direct or indirect statements)
- Offer support and resources (e.g., University Counseling Services, Klotz Student Health Center, Campus Care Advocates, Disability Resources & Educational Services, Oasis Wellness Center, CSUN with a Heart, Food Pantry, YOU@CSUN, etc.)

Students: How Do You Respond?

- Seek consultation with a mental health provider at UCS for concerns about students' mental health and well-being
 - Monday through Friday, 8 am – 5 pm - (818) 677-2366, Option 1
 - After-hours, 24/7 - (818) 677-2366, Option 3
- Utilize the campus Red Folder
- If concerned for a students' immediate safety call 911 or campus police at x2111

Faculty: How Do You Respond?

- Do not ignore the behavior
- Show support
- Do not judge
- Listen
- Refer to resources
- Tell someone

Faculty: How Do You Respond?

- Lead by example
 - follow recommendations given to faculty about managing stress, self-care, taking paid time off, and using university resources
- Consistent and transparent communication
- Space out deadlines
- Recognize the difference between “urgent” and “important” tasks
- Integrate check-in meetings

Faculty: How Do You Respond?

- Assess any training needs
- Decrease non-essential demands
- Acknowledge known challenges during team meetings, and create a safe space for discussions
- Encourage exercise and wellness breaks
- Explore fun activities or other ways to help relieve stress that's positive and supportive
- Trauma Response – provided by LifeMatters

Student Resources

UCS is currently providing both in-person and Telemental Health (TMH) services

- Urgent Care/Crisis Services (24/7)
- Initial Assessment
- Short-Term Therapy
- Groups & Workshops
- Psychiatric Services
- Case Management

Student Resources

UCS Workshops

- Wellness Workshops (3-sessions): RIO (Recognition, Insight & Openness), Anxiety Toolbox, and Getting Unstuck
- Psychoeducational Workshops: Anxiety Management, Koru Mindfulness, Winning at Emotions: Skills for Coping with your Feelings, and Writer's Block for Graduate Students

Student Resources

UCS Groups

- Therapy & Support Groups: Understanding Self & Others, We're First (first-generation college students), LGBTQIA+ Group, International Student Group, Women's Group, Men's Group, Graduate Psychotherapy Group, DHH (Deaf and Hard-of-Hearing) Identity Support Group, Parenting Support Group, Grief & Loss Group, and Love Your #Selfie

Student Resources

Other UCS Resources

- Consultation to Faculty, Staff, Parents, and Students
- QPR (Question, Persuade & Refer) Suicide Prevention Training
- Outreach Programs/Workshops on a variety of topics (e.g., adjusting to college, academic stress, procrastination, stress management, mindfulness, communication and relationships, etc.)
- Peer Education Program outreach & wellness weeks
 - BLUES Project: Depression Education and Suicide Prevention
 - Project D.A.T.E.: Sexual Assault and Rape Prevention
 - JADE: Disordered Eating and Body Image Concerns

Student Resources

Other UCS Resources

- Workshops provided at Oasis Wellness Center
- Let's Talk (engage students by providing informal drop-in consultations)
- UCS Website:
 - Online Mental Health Screenings
 - Online Self-Help Library
 - Online Videos, Blogs and Presentations
<https://www.csun.edu/counseling/videos-blogs-presentations>
 - Including videos in Spanish

Student Resource – YOU@CSUN

A comprehensive online well-being platform <https://you.csun.edu/>

3 Domains:

- Succeed: academics and career (e.g., academics & grades, learning strengths, finances & basic needs, internships & career path)
 - Thrive: mind and body (e.g., stress & anxiety, sleep, fitness & nutrition, loneliness & depression, physical health, alcohol & substance use)
 - Matter: connections and purpose (e.g., mindfulness & balance, relationships & making friends, diversity & identity)
- Self-checks, goal setting, strengths, and areas of growth
 - Evidence-based articles, videos, resources (on- and off-campus)

Faculty Resources

- Employee Assistance Program – LifeMatters
- CALM APP
- Leave of Absences
- Medically-Related Request for Accommodation
- KinderCare Tuition Discount



Faculty Resources

Employee Assistance and Work/Life Benefits Program – Life Matters



- Resources to assist you, your family and household members in achieving work/life balance.
- Confidential consultation by phone and face-to-face to include three counseling sessions per problem.
- 24/7 Care Center at 1-800-367-7474
- A comprehensive website at <https://www.csun.edu/benefits/lifematters-eap>
- (password: matadors and for managers matadors2)

Faculty Resources

Work/Life Services - LifeMatters



- COVID-19 Resource Center
- Emotional Wellbeing
- Resilience
- Relationships
- Health
- Financial

Faculty Resources

When Someone Calls a LifeMatters Counselor:

- Explains confidentiality and your EAP benefit
- Listens to your concerns
- Explores referral options and develops a plan to assist you with resolving your issue
- Offers ongoing support and follow-up

Faculty Resources

EAP Community Resource Referrals

- Marriage, Family and Child Therapists
- Support Groups
- Psychologists
- Psychiatrists
- Physicians
- Addiction Specialists
- Vocational Counselors



Getting Started with Calm

Our newest employee wellness resource you can integrate to suite your schedule and needs.

How to Sign Up

1. Visit calm.com/b2b/csun/subscribe to register
2. For more information visit our website at <https://www.csun.edu/benefits/calm>

Child Care

- 10% tuition discount for CSU employees at KinderCare child care centers.
- Various programs available including full, part-time and drop-in child care as well as school-age distance learning programs.
- Locations available in Northridge, Granada Hills, Westlake Village, Thousand Oaks, and Burbank. See webpage for additional locations.

<https://www.kindercare.com/employee-benefits/california-state-university-system#benefits-summary>

Understanding Expectations/Boundaries

Students

- Be knowledgeable about various resources on campus; can be helpful to include in course syllabus
- Set clear expectations and utilize compassionate flexibility
- Be aware of changes in students' behavior and attempt to connect student to resources
- Consult with UCS about students of concern
- Cannot force a student to see a counselor or mental health professional; however, if concerned for a students' immediate safety call 911 or campus police at x2111

Understanding Expectations/Boundaries

Students

- UCS cannot mandate students for treatment (counseling, medication)
- Due to confidentiality, UCS cannot follow-up with faculty as to our contact with a student, unless the student is willing to sign a Release of Information and directs us to do so

Understanding Expectations/Boundaries

Faculty

- Balancing work with personal concerns
- As Chair or Dean you are the “employer”
- Cannot mandate faculty uses resources or sees a doctor.
- Can hold faculty accountable for work and behavior impacting work in partnership with Faculty Affairs.
- Can see yourself as a “Caring Ambassador”

Student Scenario

A faculty member reports to you that a student sent an email message to her expressing that she is highly anxious. She also said that she has been feeling really stressed out and “can’t take this anymore.” She agreed to meet with the faculty member after class to discuss further. During this meeting the student revealed “I’m not sure what I’m going to do,” said she can’t sleep or think straight, and that she’s struggling with thoughts of ending her life.

The faculty member came to you because she doesn’t know what to do since the student abruptly ended the conversation and hasn’t responded to a follow-up email.

What do you do?

Faculty Scenario

You are the Department Chair and start to receive complaints from students and colleagues about a faculty member in your department. The faculty member is alleged to have yelled at students and has missed a number of meetings.

You follow-up with the faculty member and they share they are stressed with caring for their elderly mother, young child and figuring out all the technology to teach virtually. They are so stressed about the technology that they are missing meetings due to logging-in issues and expressed burn out, frustration, and anger to you.

What do you do?

Helpful Links - Students

- **University Counseling Services** (818) 677-2366, Option 1
<https://www.csun.edu/counseling>
 - 24/7 Urgent Care/Crisis Services (818) 677-2366, Option 3
<https://www.csun.edu/counseling/urgent-care>
- **Klotz Student Health Center** <https://www.csun.edu/shc>
- **Oasis Wellness Center** <https://www.csun.edu/oasis>
- **YOU@CSUN** comprehensive online well-being platform <https://you.csun.edu/>
- **CSUN with a Heart** webpage <https://www.csun.edu/heart>

Helpful Links - Faculty

- [Employee Assistance Program \(EAP\) LifeMatters](#)
(password: matadors and for managers matadors2)
Mobile App: at Google Play or App store
- [Calm App](#)
- [Leave of Absence](#)
- [Request for Medically Related Accommodation](#)
- [Professional and Personal Development Programs](#)
- [Covid-19 Information](#)

Thank you!