

# Chairs Leadership Academy

## Supporting Students and Colleagues in Crisis

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**CSUN**

# 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

Politics

Distrust

# Student Mental Health

Areas of college students' lives negatively impacted by COVID-19:

- Mental health: anxiety, depression, grief/loss, trauma, suicidal thoughts
- Motivation or focus
- Decision-making
- Loneliness or isolation
- Academics
- Missed experiences or opportunities
- Relationships
- Career/employment/finances
- Food or housing insecurity

# 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
- Student struggling with substance use disorders

# 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.

# 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.)

# What Impact 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 virtually, especially 24/7 crisis services
  - Participate in QPR (Question, Persuade, and Refer) Suicide Prevention Training

# 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
- Listen – let them share their story
- Maintain cultural sensitivity - be aware of stigma around mental health services
- Be alert to any suicidal warning signs (direct or indirect statements)
- Express care and concern
- Offer support and resources (e.g., University Counseling Services, Klotz Student Health Center, Disability Resources & Educational Services, CSUN as One, CSUN with a Heart, Food Pantry, YOU@CSUN, etc.)

# Students: How Do You Respond?

- If concerned for a students' immediate safety call 911 or campus police at x2111
- 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

# 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 offers a range of confidential mental health services:
  - Initial Assessment
  - Short-Term Therapy
  - Wellness Workshops & Group Therapy
  - Urgent Care/Crisis Services (24/7): Crisis counselors are available by phone 24/7 at (818) 677-2366 (select option 3).
    - Additional information can be found at *[csun.edu/counseling/urgent-care](https://csun.edu/counseling/urgent-care)*
  - Psychiatric Services
  - Case Management Services
- UCS also offers outreach programming and mental health consultation to the campus community

# Student Resources

## UCS Groups and Workshops

- Wellness Workshops: RIO (Recognition, Insight & Openness, Anxiety Toolbox, and Getting Unstuck)
- Psychoeducational Workshops: Anxiety Management, Winning at Emotions: Skills for Coping with your Feelings, and Writer's Block for Graduate Students
- Therapy & Support Groups: We're First, Understanding Self & Others, LGBTQIA+ Group, International Student Group, Women's Group, Men's Support Group, Grief & Loss Group, Parenting Support Group, Graduate Psychotherapy Group, Transfer Student Group, Here to Stay

# Student Resources

- UCS' office (520 Bayramian Hall) is physically open during business hours (Monday through Friday, 8 am – 5 pm) and available for appointment scheduling and crisis/urgent care walk-in's.
- For the Fall 2021 semester, UCS continues to provide ongoing services primarily via telemental health (HIPAA-compliant Zoom video, phone).
- Crisis/urgent care services are available in-person.
- Multiple offices are available as “Zoom rooms” for students who need private spaces for their appointments.

# Student Resources

## Other UCS Resources

- Let's Talk
- Consultation to Faculty, Staff, Parents, and Students
- UCS Website:
  - Online Mental Health Screenings
  - Online Self-Help Library
  - Online Videos, Blogs and Presentations(including 7 different recorded Mindfulness Exercises and several videos in Spanish)  
<https://www.csun.edu/counseling/videos-blogs-presentations>

# Student Resources

## YOU@CSUN

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

### 3 Domains:

- Succeed: academics, career path, learning style
- Thrive: personal well-being including physical & mental health
- Matter: purpose, community, and social connections

Self-checks, goal setting, strengths, and areas of growth

Evidence-based articles, videos, resources (on- and off-campus)

# 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

# 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/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 they have recently received an email from a student in one their classes. The student shared having a lot of stress and feeling overwhelmed, depressed, and unable to complete an assignment that was due. They are afraid they are going to fail the class and have started having suicidal thoughts.

The faculty member came to you due to her concern about the student's suicidal thoughts.

**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 yell 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 as One** webpage <https://www.csun.edu/csunasone>



# Helpful Links - Faculty

- Employee Assistance Program (EAP) LifeMatters  
<https://www.csun.edu/benefits/lifematters-eap>

*(password: matadors and for managers matadors2)*

*Mobile App: at Google Play or App store*

- Leave of Absence Programs webpage: <http://www.csun.edu/benefits/leave-absence-programs>
- Americans with Disabilities Act (ADA) and Reasonable Accommodations:  
<https://www.csun.edu/benefits/ada-and-reasonable-accommodations>
- Professional & Personal Development Programming:  
<https://www.csun.edu/development>
- Matadors Forward webpage <https://www.csun.edu/matadors-forward>

# 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>**

# CALM App – available soon for employees

## A Broad & Diverse Approach to Well-Being

Available in 190+ countries • 7 localized languages • New content daily



Breathing

Calm Body

Sleep Stories

Calm for Work

Masterclass

Music

Meditations

**Thank you!**