

Mental Health in a Pandemic: Q&A for Faculty

Student Health & Counseling Services

Jeanne Stanford, PhD
Alexandra Thurston, PsyD

Faculty & Staff Assistance Program

Andrew Parker, PhD

Graduate Division

Liz Silva, PhD

The workshop will begin shortly.

While you wait, please read the instructions below:

- **This workshop is being recorded.** If you do not want your face or name to appear in the recording, turn off your camera now.
- If you completed the Qualtrics/MyAccess survey to get the Zoom information, your attendance has been recorded. If you did **not**, your attendance will **not** be recorded.
- **2 ways to ask questions:**
 1. Type your question in the chat panel (bottom of Zoom window)
 - Send it to Everyone, or
 - Send it to Isaac Strong if you want your question to be anonymous
 2. Raise your hand in the participants panel (bottom of Zoom window)
 - You will be called on to unmute yourself and ask your question
- What do you hope to get out of this Q&A session? We will ask some of you to share when we get started.

If you ask a question, you can hold the spacebar to temporarily un-mute.

Please don't forget to keep your audio on mute otherwise.

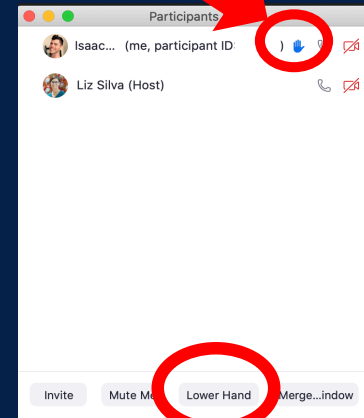
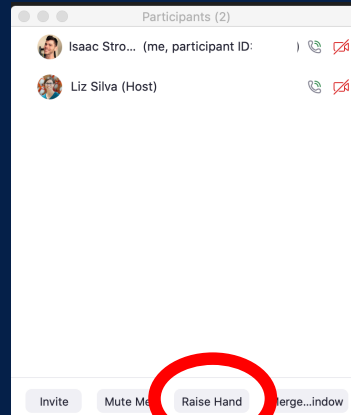
Turn off your video if you do not want your face/name to appear in the recording.

In the participants panel, you can use the "raise hand" to let us know you want to ask a question.

You can also ask questions by typing them in the chat panel.

How we know if you raise your hand

Don't forget to lower your hand when your question is answered





University of California
San Francisco

Mental Health in a Pandemic

Supporting you as you support your trainees

Andrew Parker

Clinical Psychologist, Faculty and Staff Assistance Program

Liz Silva

Associate Dean for Graduate Programs

Jeanne Stanford

Director, Student Mental Health Services

Alexandra Thurston

Staff Psychologist, Student Health and Counseling Services

What do you hope to get out of
this Q&A session?

What are we hearing from
students and faculty?

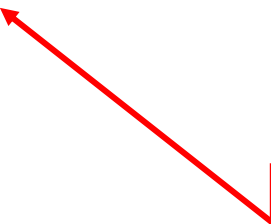
In early April we took the “pulse” of students and faculty at UCSF through a *brief* survey

What challenges our *students* tell us they are experiencing:

- Decrease of mental health (Anxiety, Stress, Depression, Feeling Overwhelmed, Fear)
- Trouble concentrating, distracted at home, decrease in productivity
- Unexpected changes to timeline/plans (e.g. graduation, moving, landing a job)
- Unrealistic/unclear expectations due to "should have plenty of time" assumptions
- Financial challenges
- Changes to faculty's availability, not feeling supported by PI and/or grad program
- Difficulty in setting up routine at home or setting structure to a day
- Worsening of challenges from baseline (taking care of family members, pre-existing health conditions)
- Guilt due to decrease in productivity, "imposter syndrome," "not good enough"
- Uncertainty of future related to job market
- Workspace Challenges (ergonomics, sharing limited resources like wifi, shared spaces with roommates)

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The WFH award: 300+ students were funded for 600+ items!



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What challenges *faculty* tell us they’re experiencing

- Difficulty in supporting trainees that are struggling (mental health, financial hardships, housing insecurity, research progress, quals prep, rotations)
- Trainees struggling with productivity
- Inability to meet in-person, limitations of remote work
- Obligations in addition to normal faculty duties (childcare, adapting educational resources to online)
- Care of dependents
- Future funding/career concerns
- Leading during a crisis
- Increased work demands
- Economic concerns (layoffs, furloughs, job market)
- Difficulty in adapting to remote work
- Financial hardships re: partner lost income



When we think of burnout, we think of working 12-hour days, answering Slack messages long after we clock out and finishing a day job only to dive straight into a side hustle. But in a crisis like this, burnout can emerge because of something different – ‘decision fatigue’.

- Daily life has been completely uprooted and we juggle a constant onslaught of dilemmas we've never dealt with before - including caregiving and home-schooling while working
- We are showered with well-meaning calls to “finish up that project” or learn a new hobby (or professional skill)
- What used to be easy decisions have turned into ethical dilemmas – is it safe to go to the store, get takeout, check on your elderly neighbor?
- Emotional exhaustion and anxiety is to be expected but many of our usual coping mechanisms have vanished



Zoom fatigue



Imagine if you go to a bar, and in the same bar you talk with your professors, meet your parents or date someone, isn't it weird? That's what we're doing now.

– **Gianpiero Petriglieri**

associate professor at Insead

What are the problems?

- Technological glitches elevate your stress level and prime you to frustration
- Delays in audio or video lead us to believe the responder is less friendly or focused
- Constant video leads you to feel on display
- The natural pauses are missing and it's easy to talk over each other
- There is a dissonance in trying to bring our minds together when our bodies are not
- We are doing everything in the same space, and for students that might be in the same room – sleeping, meeting, eating, socializing

What can you do?



Set some etiquette and expectations

- Set deliberate guidelines around leaving some pauses; make use of the chat and raise-hand features of zoom to avoid talking over each other
- Active moderation – stay attuned to whether individuals talk too much or not at all

Turn off the video

- Make sure your staff know they can turn off the video sometimes
- Set to “gallery view” and “hide self-view” so you’re not distracted by your own image (and encourage others to do the same)

See if you can compartmentalize your physical space to mirror compartmentalization of your mental space

Resources

Cope: A UCSF Coping and Resilience program for UCSF faculty, staff and trainees at all UCSF sites



UCSF



Cope

A coping and resilience program for UCSF faculty, staff, and trainees at all sites

UCSF has designed a new program to provide additional support to all faculty, staff, and trainees who are experiencing anxiety, stress, and distress related to the COVID-19 pandemic and its impact on their work and family life.

- After completing a brief online screening, you will receive information about web-based resilience tools, including online resources, self-care apps, and webinars.
- If you request person-to-person contact, you will be provided information on how to schedule an appointment for further assessment and treatment with a specialist at UCSF Langlely Porter Psychiatric Hospital and Clinics or receive a referral if you would prefer to use an existing non-UCSF provider.
- If you would like help with substance use, you will be connected with Bright Heart Health, which is a telehealth treatment program not affiliated with UCSF.



Text COPE to 83973
or visit
tiny.ucsf.edu/cope

<https://graduate.ucsf.edu/covid-19-resources>



◀ ▶

We're Here to Help You Get Through This

The Graduate Division is developing and curating resources for you during this challenging period.

COVID-19 RESOURCES

1 of 3

Both the graduate division website and the postdoc website have COVID resources



◀ ▶

COVID-19 FAQ

We've gathered postdocs' questions about the pandemic.

GET ANSWERS

1 of 3

<https://postdocs.ucsf.edu/postdocs-covid-faq>

TANGLED UP INSIDE?

Get mobile-friendly help for stress, anxiety and depression that fits around your busy life ...anytime, anywhere.

For completely private online self-help 24/7 sign up with your university email address at this url:

ThePath.TAOconnect.org



Therapy Assistance Online



The graduate division (and other associate deans) are here to help!

when a student is in distress

ACT SWIFTLY!

medical or other emergency ¹

campus phone
9-911
non-campus phone
415-476-6911

request a wellness check for safety ²

UCSF Hotline
415-476-4325 (HEAL)

inform the dean's office in your school

Dentistry, Sara Hughes..... 415/476-8059 or 530/551-5571
Medicine, Lee Jones..... 415/476-2346 or 415/939-5280
Nursing, Maureen Shannon.....415/502-7632 or 415/680-8414
Pharmacy, Cynthia Watchmaker..... 415/476-8025 or 925/285-3932
Graduate Division, Elizabeth Silva.....415/502-2927 or 415/309-6410

¹ **9-911** You are in the middle of a medical or safety emergency. Examples: you find a student impaired, actively threatening suicide or intimidating others.

² **wellness check** You are concerned that a student is at high risk for a serious problem, and/or you haven't been able to reach a student when they should be available. A dispatcher will answer the line and determine next steps for safety and wellbeing.



SHCS Mental Health Consult Line: 415-476-1281 option 2

You may speak to a counselor 24/7 for urgent support or consultation about a student.



MODIFIED SERVICES

Due to evolving COVID-19 changes, Parnassus and Mission Bay hours of operation have changed. Some services may be modified or reduced.

Student health and counseling services and the faculty/staff assistance program are fully open for business!

The mission of **Student Health and Counseling Services** is to promote the **mental health** of students in order to help them achieve academic success, personal development and lifelong **wellness**.

[Forms & Brochures](#)
[Feedback](#) | [SHCS Policies](#) | [Staff Profiles](#)



I require urgent attention



I need to talk to someone



I have insurance questions

MyHealthRecord
Student Portal Login

Schedule appointments - Receive lab results -
Refill/transfer prescriptions - Complete forms online - Secure message

Sexual Misconduct
Reporting

Students

- <https://studenthealth.ucsf.edu/wellness>
- <https://graduate.ucsf.edu/covid-19-resources>

Postdocs

FSAP

- <https://hr.ucsf.edu/hr.php?org=c&AT=cm&S=Faculty+and+Staff+Assistance>

Postdoc resource page

- <https://postdocs.ucsf.edu/postdocs-covid-faq>

Feedback

please take 2 minutes to complete our survey

