Department Chairs Training
Fall 2018
RECOGNIZING & RESPONDING TO COLLEAGUES IN DISTRESS

The Many Signs of Distress

- Work/Productivity Indicators
  - Repeated absences, missed deadlines, deterioration in quality of work, disorganization & erratic performance

- Physical Indicators
  - Deterioration of physical appearance, fatigue/exhaustion, visible changes in weight, noticeable cuts/bruises, frequent illness, disorganized, rapid or slurred speech, lack of eye contact

- Behavioral & Emotional Indicators
  - Direct statements indicating distress/hardships, angry/hostile outbursts, withdrawal or unusually animated behavior, sever anxiety/irritability, demanding or dependent behavior, lack of response to outreach

- Safety Risk Indicators
  - Severe hopelessness, depression & isolation, disconnected from reality, threatening others, written or verbal statements if despair and suicidality
CHOOSING A PATHWAY

Recognize a Colleague in Distress

Consult

Refer

Report
CHOOSING A PATHWAY

- Step 1:
  - CONSULT – once you’ve identified a colleague in distress consult, and from there you will decide between two pathways
    - Dean?
    - Co-worker?
    - Faculty & Staff Mental Health Coordinator?
CHOOSING A PATHWAY

- Step 2: Refer or Report
  - REFER – speak directly with the colleague to offer support and referrals
    - Meet privately (choose a time and place where you won't be interrupted)
    - Set a positive tone. Express your concern and caring.
    - Point out specific signs you've observed.
    - Ask how things are going & listen attentively.
    - Ask open ended questions without judgement.
    - If there are signs of safety risk, ask closed ended questions to clarify risk.
    - Restate what you heard as well as your concern & caring.
    - Suggest resources & referrals.
    - Avoiding making sweeping promises of confidentiality.
    - The ultimate decision to access resources is the faculty members.
    - Keep the communication lines open.
    - Talk to someone.
STEP 2 – Refer or Report

Report - If you do not know the faculty member well, consulting with the Faculty & Staff Mental Health Care Coordinator is not a bad idea.

- They may be able to help you determine who else may need to be notified of the situation and/or coach you through making a referral
- When selecting this option be aware of the following:
  - FSMHC will accept all information but may not be able to share the results of the follow up due to confidentiality
  - FSMHC may need to call you back to provide further recommendations after consultation with other offices such as HR, Academic Personnel, or other appropriate offices or policies
  - Often the best approach is not for the FSMHC to reach out to the faculty member
Know Your Behavioral Health Resources

**ComPsych Guidance Resources**
A free, confidential benefit that will help with problem identification, assessment, and referral to treatment providers & community resources. First 3 session free.

844.824.3273
www.guidanceresources.com
(UCIID: UCIEAP3)
FACULTY & STAFF MENTAL HEALTH CARE

- Consultative services & support to resolve behavioral health issues
- Primary crisis intervention resource to facilitate and coordinate appropriate resources
- Time-limited case management for individual employees
- Development and implementation of instructional trainings and materials to assist in the promotion of mental well-being for all UCI (campus, UC Irvine Health, UCIMC) faculty & staff
Faculty & Staff Mental Health Care

Services: available for faculty and staff managers as well as individual employees

- **Individual services**
  - Problem assessment – safe, confidential sessions in which to discuss your problems, set priorities, and determine appropriate campus and community resources, when needed
  - Referral – referrals to mental health resources within the health plans available to faculty and staff as well as community resources
  - Crisis intervention – assistance to individuals experiencing critical incidents or problems

- **Services available for faculty and staff managers**
  - Phone or in-person consultations
  - Critical incident response following crisis events
  - On-site small work group facilitation
  - Workshops and trainings customized to department needs
  - Educational materials
Faculty & Staff Mental Health Care and Respondent Services

- Contact
  - Negar Shekarabi, Psy.D.
  - 949.824.5208
  - nshekara@uci.edu
  - By appointment only
  - [http://www.chs.uci.edu/facultystaffmh/](http://www.chs.uci.edu/facultystaffmh/)
  - [http://www.chs.uci.edu/respondentservices/](http://www.chs.uci.edu/respondentservices/)