



3 GOOD HEALTH
AND WELL-BEING



3.3.7

Mental health support for staff

Year 2023



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3.3.7 Mental health support for staff

Ajman University (AU) continues to champion mental health and well-being across its community, including faculty, staff, students, and extended AU members. In the year 2023, one of the key initiatives also included staff health insurance, which covers both essential healthcare and mental health services, further emphasizing the university's commitment to holistic support to all AU members. Through its Counseling Policy, AU offers comprehensive and holistic support for personal, social, and psychological challenges faced by the staff and all AU members.

Additionally, AU extends lifelong learning to the public by offering free mental health support through counseling, self-help resources, workshops, and wellness activities specifically designed for staff. These efforts demonstrate AU's dedication to fostering a healthy, productive environment that prioritizes mental well-being and supports the overall wellness of all AU community including staff, students, and alumni.

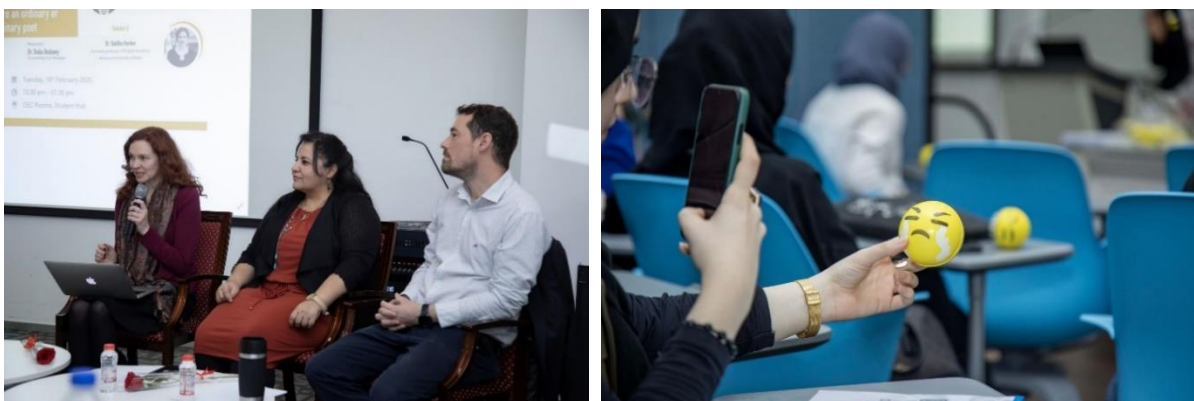
A. Counseling Unit

Throughout the year 2023, the Counseling Unit at Ajman University (AU) offers up to four free individual counseling sessions for students, staff, and faculty. An ongoing initiative of the Ajman University (AU), The Counseling Unit addresses a wide range of issues, including self-discovery, relationship challenges, low self-esteem, fatigue, isolation, mood fluctuations, and depression.

Trained counselors conducted sessions with strict confidentiality, creating a safe space to explore concerns. Through talking and active listening, counseling helps individuals understand the root causes of their stress. Sessions are tailored to address specific challenges, support individuals in coping with crises, and improve interpersonal relationships.

Please refer to the link below:

<https://www.ajman.ac.ae/en/student-life/counseling-unit/counseling-unit-services>



1. Staff Member Counselling Services

Ajman University's Counselling unit offers individual and group counseling to staff members, providing confidential support for personal, professional, and emotional well-being. These services aim to promote a positive work environment and overall mental health.

2. Advice for staff

If you are concerned about the welfare of a student, you can seek help to ensure that support and treatment is provided as early as possible. It is important to be able to recognize a problem, to know what options are available for help, and to recognize when to refer to an appropriate professional.

3. Group Counseling

Open agenda group sessions offer an effective way to address various issues faced by the staff by providing a space to explore the interactions with others and benefit from their insights and support.

After scheduling a session with a counselor, the staff can choose to meet in person or use telemental health options, such as Zoom, phone consultations, or WhatsApp chats.

4. Let's Talk/Let's Tele Talk

"Let's Talk/Tele Talk" is a program that offers convenient access to informal consultations with a counselor during specific hours, with no need for prior registration.

This program is ideally suited for the following individuals who are:

- Uncertain about counseling wish to experience what it's like to talk with a counselor;
- Facing specific problems and are seeking someone to discuss them with;
- Concerned about a friend and seek guidance on how to handle the situation;
- Not interested in ongoing counseling value the perspective of a counselor.

5. Parental counseling and lectures

The Counseling Unit continued to extend the psychological services in the year 2023, for staff who are also parents, as this can positively impact students' mental health.

6. Alumni Counseling

Throughout the year 2023, these consultations remain available via WhatsApp, Zoom, email, or phone calls. In collaboration with the Office of Development and Alumni Affairs, the Counseling Unit offers complimentary short-term consultation sessions for alumni and their parents.


B. Policy on Counselling Services

Ajman University (AU) has continued its commitment to mental health and well-being in the year 2023 with the ongoing implementation of its Policy on the Counseling Services. The policy for the Counselling Services was in place in the year 2023, which provides comprehensive support for students dealing with personal, social, and psychological challenges, ensures that all AU community members, including students, faculty and staff.

Please refer to the link below:

<https://www.ajman.ac.ae/en/student-life/counseling-unit/counseling-policy>

https://www.ajman.ac.ae/en/student-life/counseling-unit/counseling-policy



جامعة عجمان
AJMAN UNIVERSITY

Counseling Policy

Policy Owner	Office of Vice-Chancellor for Academic Affairs	Responsible Office	Counseling Unit
Approved By	Chancellor	Effective Date	August 2024
		Next Review Date	August 2027

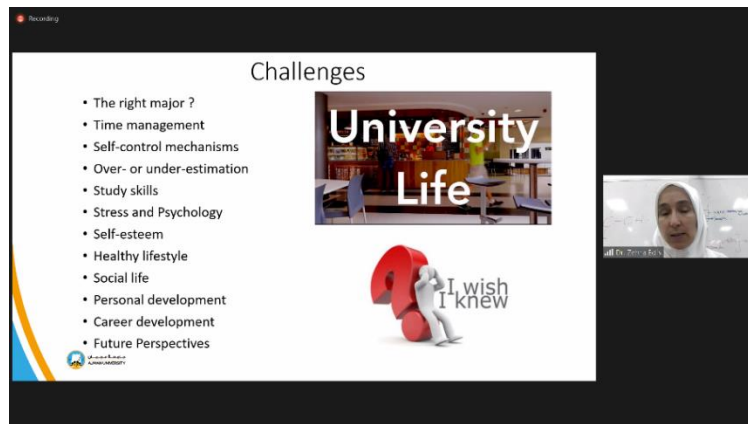
Purpose

The University recognizes the importance of counseling service, and the need for healthy and safe study environment that will contribute to the well-being and productivity of faculty, staff and students. The main purpose of this policy is to:

- Outline the University's commitment to provide counseling to the Ajman University Community.
- Ensure compliance with all applicable regulations.
- Manage mental and social health of the faculty/staff members and students.

C. Workshops

Throughout the year 2023, Ajman University (AU) continued its commitment to provide mental health support for students, staff and faculty. AU conducted numerous mental health events take place year-round at various locations such as Medical Services, hostels, sports complexes, and more. The workshop schedule is accessible through the Ajman university website.



Recording

Challenges

- The right major ?
- Time management
- Self-control mechanisms
- Over- or under-estimation
- Study skills
- Stress and Psychology
- Self-esteem
- Healthy lifestyle
- Social life
- Personal development
- Career development
- Future Perspectives

University Life

I wish I knew

Dr. Lina Almarestani

Please refer to the link below:

<https://www.ajman.ac.ae/en/student-life/counseling-unit/workshops>



D. Self-Help Resources

Ajman University offers a wide range of self-help resources, including written handouts, books, and videos on various topics. These resources help students better understand the issues they are facing and are often used in conjunction with individual counseling sessions at the Counseling Unit. Please refer to the link below:

<https://www.ajman.ac.ae/en/student-life/counseling-unit/self-help-resources>

E. Events and Activities by Counseling Unit

The Counseling Unit organizes activities, workshops, and student sessions to raise awareness about mental health topics within the AU community. If needed, individual counseling sessions are also available for additional support. All events organized or hosted by Counseling Services can be found in the newsletter published by the office at:

❖ **Fall 2023** https://www.ajman.ac.ae/upload/files/unit/2024/Counseling_Unit_Events_for_Fall_2023.pdf

❖ **Spring 2023** https://www.ajman.ac.ae/upload/files/unit/Spring_2022-2023.pdf

Some key events and activities organized by the Counseling Unit are listed below:

1. Ajman University Celebrates 2023 World Mental Health Day with Special Activities

The Counseling Unit at Ajman University hosted a special event to celebrate World Mental Health Day as part of the university's ongoing commitment to promoting mental health and supporting students. The event included four workshops on key topics, along with a variety of engaging activities. Please refer to the link below:



<https://www.ajman.ac.ae/en/news/2023/ajman-university-celebrates-world-mental-health-day-with-special-activities>

2. Mental Health Issues Involving Pregnancy Loss

The Counseling Unit held an informative workshop focusing on the mental health aspects of pregnancy loss. This comprehensive session addressed key topics, including clarifying facts, dispelling myths, and providing practical guidance on how to offer support.

3. Workplace Bullying: What If It Happened to You?

The Counseling Unit hosted a workshop on workplace bullying, covering various aspects of the issue. The session explored different forms of bullying behavior in a professional setting and clarified the

distinctions between workplace bullying, illegal discrimination, and harassment based on protected group status.

4. Premarital Screening and Counseling: What You Need to Know

This workshop provided a clear definition of premarital screening, emphasizing its importance and the role of genetic counseling in the process.

5. Stress Management: Exploring What Works Best for You

This workshop offered a comprehensive introduction to positive psychology, with a focus on stress management, life skills, and stress reduction techniques.

6. Emotions: Biological and Psychological Perspectives

The workshop explored the concept of emotions and how they are triggered in response to challenges. It covered the benefits of understanding and managing emotions, strategies for coping with different emotional states, and examined both the biological and psychological perspectives on emotions.

7. Emotional Intelligence: Cultivating Human Interactions

This workshop offered a comprehensive overview of emotional intelligence, including its definition, key domains, the concept of self-empowerment, essential traits of emotionally intelligent individuals, strategies for enhancing emotional intelligence, and engaging activities to develop expressive intelligence.

8. Responding to Conflict: Strategies for improving communication

The workshop focused on different aspects of conflict, including its causes and types, key principles of conflict resolution, essential conflict resolution skills, and effective methods for preventing, de-escalating, or resolving disputes through improved communication.

9. Body Image Positivity & Self-Esteem

The workshop explored various topics, including the definition of beauty, how thoughts influence self-confidence, personal journeys toward self-acceptance, ways to achieve inner beauty, perceptions of external beauty, and strategies for maintaining physical well-being.

F. Extended Mental health support for staff: College Events in 2023

1. Seminar on College of Pharmacy and Health Sciences organizes a seminar on “Dealing with mentally ill patients: a focus on patient counseling by pharmacists”

In the year 2023, the College of Pharmacy and Health Sciences continued its commitment to mental health awareness by organizing a seminar on “Dealing with Mentally Ill Patients: A Focus on Patient Counseling by Pharmacists.”

Ajman University (AU) organized a holistic seminar that provided valuable insights in supporting patients with mental health conditions, focusing on effective counseling techniques for students, staff,

and faculty. The session included practical examples and case studies, offering a real-world perspective on the challenges and opportunities in mental health care within the pharmacy setting, reinforcing AU's commitment to addressing mental health from a comprehensive, multidisciplinary approach.

Please refer to the link below:

<https://www.ajman.ac.ae/en/pharmacy/news/2023/college-of-pharmacy-and-health-sciences-organizes-a-seminar-on-dealing-with-mentally-ill-patients-a-focus-on-patient-counseling-by-pharmacists>