



3.3.7

Mental health support for staff



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3.3.7 Mental health support for staff

A. Counselling Unit Services

The [Counseling Unit under the Center for Inclusive Learning](https://www.ajman.ac.ae/en/student-life/counseling-unit/counseling-unit-services) provides staff, and faculty members with an array of Counseling services to deal with issues, including discovery of personality and beliefs, relationship challenges, low self-esteem, fatigue, isolation, mood fluctuations or depression.

Please see the links below:

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

1. Individual Counseling

There are many benefits to working in a therapeutic relationship with a professional counsellor on an individual basis. It can be a relief to tell someone who is impartial about difficulties you have struggled with on your own. You may have a longstanding concern, be encountering new difficulties, or simply have a sense that something is not right.

2. Group Counseling

Open agenda group sessions can be an effective form of help for a range of problems, providing an opportunity to explore how you relate to others and benefit from their experiences and support. After registering for a meeting with the counsellor, the session will take place either in the office or via one of the tele mental health services (Zoom Meeting, phone consultation, or WhatsApp chat)

3. 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.

4. 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.

- When to consider referring a student
- Making a referral
- What to do if you think the problem might be urgent
- Protecting student confidentiality
- Link Counsellor Program
- Support for colleges and departments coping with a trauma

5. Parental Counseling and Lectures

The Counseling Unit provides psychological support and informative lectures for parents, recognizing that parental well-being and awareness directly influence students' mental health. These services are also extended to parents who are part of the University staff, ensuring that both their professional

and parental roles are supported through holistic mental health initiatives.

B. Self-Help Resources

In the year 2024, students have access available to multiple [Self-help Resources](#) at the Ajman University (AU). These resources include extensive self-help materials such as written handouts, books, and videos on many topics. These resources are helpful for students to understand the issues they are facing and are often used alongside individual counseling in the Counseling Unit.

Please refer to the link below:

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

C. Policy on Counselling Services

The [Counseling Policy](#) for staff can be accessed publicly using the link provided below:

<https://www.ajman.ac.ae/en/student-life/counselingunit/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.

Definitions

Anxiety: Anxiety is a normal reaction to stress. It is a feeling of worry, nervousness, or unease about

D. Extended Mental Health Support for Faculty and Staff

Ajman University Strengthens Staff Mental Health through the International Seminal Forum

Ajman University successfully hosted a Seminal Event at the 3rd International Forum on Education and Mental Health (IFEMH 2024), dedicated to advancing comprehensive mental health support, well-being, and resilience among academic staff, faculty, and administrative members of the University. The Forum brought together leading mental health experts, educational leaders, and institutional



stakeholders from over 20 higher education institutions across the UAE, MENA region, India, the USA, UK, and Australia, fostering knowledge exchange, capacity building, and dissemination of best practices in promoting psychological wellness, stress management, and inclusive workplace environments. The staff and faculty attended multiple sessions such as Teaching Experiences, Pedagogy, Practice & Praxis, Cultivating Cultures of Wellness, and Educational Leadership and Well-Being offered faculty and administrative staff meaningful insights into the emotional dynamics of workplace environments. The keynote presentations emphasized creating cultures of care, integrating holistic mental health strategies, cultivating wellness-oriented leadership, and embedding staff well-being into institutional policies, providing actionable approaches to enhance resilience, reduce workplace stress, and improve professional satisfaction. Interactive workshops and panel discussions focused on emotional and cognitive wellness, staff professional development, leadership in education, and systemic mental health support frameworks, empowering faculty and staff to achieve a balanced, high-performing, and mentally healthy work environment.

As a seminal international event in education and mental health, IFEMH 2024 exemplifies Ajman University's commitment to strengthening staff mental health initiatives, proactive wellness programs, and sustainable organizational support systems, establishing a global benchmark for mental well-being in higher education. Ajman University also highlighted its collaborative teaching models, parent-educator partnerships, and inclusive strategies that promote empathy, emotional intelligence, and a supportive workplace ethos. This initiative reflects on going dedication of Ajman University to enhance professional development of staff, fostering healthier work environments, and building a workplace culture rooted in care, inclusion, and long-term sustainability.

Please refer to the link below:

<https://www.ajman.ac.ae/en/news/2024/ajman-university-hosts-ifemh24-a-seminal-event-on-inclusive-education-and-mental-health>



Ajman University Advances Staff Mental Health and Cultivating a Culture of Care and Inclusion

In October 2024, Ajman University marked the World Mental Health Day 2024. The Counseling Unit under the Deanship of Student Services at Ajman University organized a comprehensive awareness event focused on promoting mental health and well-being among staff, students, and faculty. Held under the theme **Mental Health at Work** the initiative highlighted the importance of fostering supportive professional environments that enhance psychological well-being and resilience. The event featured interactive student-led booths, workshops, and expert-led sessions addressing stress management, workplace adaptation, digital safety, social media influence, and direct mental health consultations with psychiatrists. Participants gained practical tools for managing workplace stress, improving emotional resilience, and maintaining mental well-being in both professional and personal contexts. By facilitating open dialogue, raising awareness, and providing evidence-based strategies for mental health support, the initiative contributed to building a culture of care, inclusion, and resilience, reflecting Ajman University's ongoing commitment to staff and faculty well-being and aligning with global targets on promoting mental health and reducing psychosocial risks in the workplace.



Please see the link below:

<https://www.ajman.ac.ae/en/activity/2024/world-mental-health-day-2024-prioritizing-mental-health-across-campus>

