3 GOOD HEALTH AND WELL-BEING

جامعة عجمان
AJMAN UNIVERSITY

3.3.7 Mental health support for staff



CONTENTS

3.3.7 Mental health support for staff 1

A. Counselling Unit Services 1

1. Individual Counseling 1
2. Group Counseling 1
3. Staff Member Counselling Services 1
4. Advice for Staff 1
5. Parental Counseling and Lectures 1

B. Self-Help Resources 2

C. Policy on Counselling Services 2

D. Extended Mental Health Support for Faculty and Staff 3

Ajman University Advances Staff Mental Health to Cultivate a Culture of Inclusive Workplace ... 3

Ajman University Commemorates World Mental Health Day 2025 4

3.3.7 Mental health support for staff

A. Counselling Unit Services

The Counseling Unit under the Center for Inclusive Learning 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 2025, 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 Advances Staff Mental Health to Cultivate a Culture of Inclusive Workplace



The Office of Medical Services at Ajman University provides comprehensive and accessible Mental Health Support for Staff, serving as the first point of contact for individuals experiencing emotional or psychological distress. These services promote mental wellbeing, early intervention, preventive healthcare, inclusivity, and workplace wellness.

The initiative includes emergency mental health support through ad-hoc walk-in consultations, confidential one-to-one counseling sessions, psychological assessment, and the early identification of mental health concerns. The Office ensures timely referrals, continuous follow-up care, and workplace accommodation support to help staff maintain their wellbeing, productivity, and work-life balance in a safe, supportive, and stigma-free environment.

To ensure equitable access to care, all referrals are coordinated in alignment with staff health insurance coverage, reducing financial barriers to professional mental healthcare services and supporting health equity and accessibility.

The Office also focuses on identifying underlying emotional and psychological factors associated with clinical illnesses. Accordingly, all health campaigns, awareness sessions, and wellness activities integrate themes related to mental health awareness, stress management, resilience, emotional wellbeing, and preventive care, alongside physical health promotion.

Through these sustainable wellbeing initiatives, Ajman University reinforces its commitment to fostering a compassionate, healthy, inclusive, and supportive workplace culture that prioritizes employee wellbeing, psychological safety, and quality of life for all.

Please see the link below:

https://www.ajman.ac.ae/en/activity/2025/mental-health-support-services-for-au-staff

Ajman University Commemorates World Mental Health Day 2025



In recognition of World Mental Health Day 2025, the Counseling Unit under the Deanship of Student Services at Ajman University, in collaboration with the College of Humanities and Sciences, organized a full-day awareness and capacity-building event under the theme "Access to Services During Crises and Emergencies" . The initiative highlighted Ajman University's commitment to promoting mental health support services, psychological resilience, emotional wellbeing, crisis response preparedness, workplace wellness, and equitable access to healthcare services for faculty, and staff.

The event featured a series of interactive workshops and expert-led discussions addressing the psychological and social impacts of emergencies and crises. Sessions explored topics including digital wellbeing and online safety, psychological resilience during emergencies, community-based approaches to addiction prevention, the role of physical activity in stress reduction and emotional resilience, and open discussions with mental health professionals to encourage awareness, emotional support, stigma reduction, and help-seeking behavior. The initiative actively engaged university staff alongside students and faculty members, reinforcing the importance of employee mental health support, counseling services, psychosocial support, psychological safety, and staff wellbeing during crises and emergencies. It also increased awareness of available support services and promoted a compassionate, inclusive, and supportive campus environment.

Through this initiative, Ajman University reaffirmed its commitment to advancing mental health and well-being, mental health accessibility, emotional resilience, community wellbeing, and institutional preparedness, contributing to a healthier and more resilient society.

Please see the link below:

https://www.ajman.ac.ae/en/activity/2025/world-mental-health-day-2025-access-to-services-during-crises-and-emergencies