

UCSF Employee Coping and Resiliency Program



Emotional health assessment and treatment for UCSF employees

The UCSF Department of Psychiatry and Behavioral Sciences, in partnership with UCSF Human Resources ^[1] and the Center for Digital Health Innovation ^[2], has launched a new program specifically for UCSF faculty, staff, and trainees to provide additional mental health assessment, treatment, and referral resources to our valued colleagues who are experiencing distress related to the COVID-19 pandemic. These services are available to all UCSF employees, regardless of their personal health insurance carrier or status.

The UCSF Employee Coping and Resiliency Program uses a simple and confidential digital interface ^[3] to connect UCSF employees with a wide array of emotional support services, including:

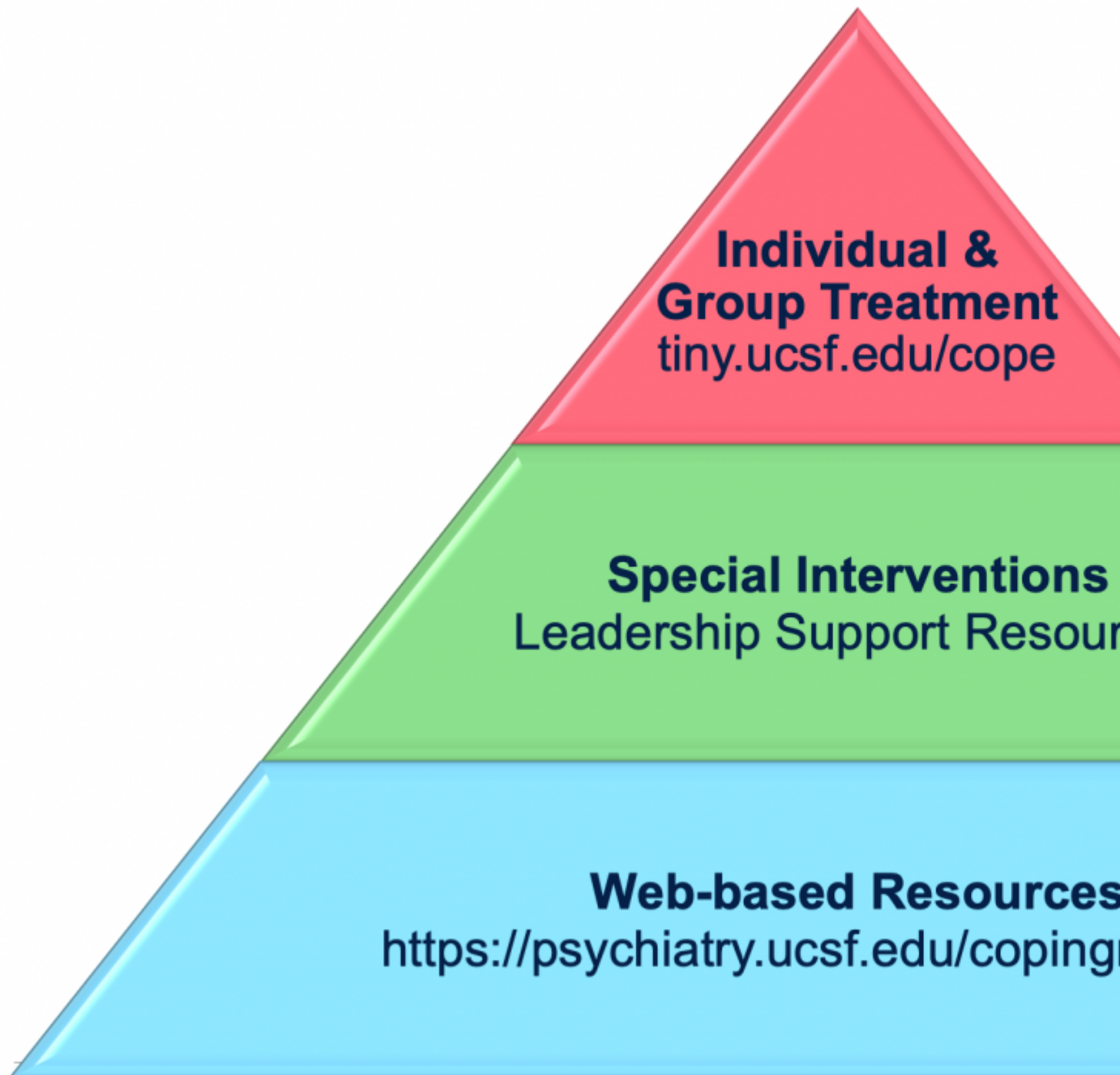
- A curated collection of online self-management tools (webinars, apps, videos, and other resources)
- Timely access to assessment and ongoing clinical care as needed for those experiencing moderate to severe symptoms, including individual and group therapy
- Interventions for departments and groups in need of specialized support (front-line providers, staff who have tested positive for COVID-19, etc.)

Employees requesting assessment and ongoing care through the Cope Program will have the option to be treated by UCSF Psychiatry and Behavioral Sciences clinicians or, if they prefer, to be connected with their existing health provider ^[4].

In addition, employees seeking help with substance use issues will be connected with Bright Heart Health, a telehealth treatment program not affiliated with UCSF. (Please note that this a referral only; UCSF does not control costs or ensure insurance coverage for services provided by Bright Heart Health.)

To utilize the program, UCSF faculty, staff, and trainees should visit the UCSF Digital Cope Tool^[3] or text COPE to 83973.

UCSF Cope Employee Coping and Res



Additional services available

The UCSF Cope Program was created during the COVID-19 crisis to provide emotional support for all UCSF employees (faculty, trainees, and staff). As you can see in the diagram above, there are a variety of options available, including the following:

- **Online resources:** The Department of Psychiatry and Behavioral Sciences has created a robust website with resources ^[5] to support your emotional well-being during this crisis, including:
 - A wide array of written content that may be helpful to maintain our community maintain well-being during this crisis, including free mental health apps ^[6]
 - Specific resources for employees caring for children ^[7] and elderly loved ones ^[8]
 - Content that may be helpful for our patients ^[9] during this crisis (e.g., free wifi services, food, childcare; multilingual resources)
 - Webinars ^[10] from internationally recognized experts on stress reduction
 - Videos ^[11] from experts on stress reduction strategies
 - Resources for managers and leaders ^[12]
 - Tips for managers and leaders during COVID-19 ^[13]
 - Suggestions for leaders to support their teams during political and civic unrest in the context of COVID-19 and other ongoing stressors ^[14]
- **Special interventions:** The Cope Program has provided well-being town halls, workshops, and small group sessions since the beginning of the pandemic, and has delivered specific interventions to more than 50 individual departments across UCSF. In 2021, the program provides limited town halls and resources for leaders to create their own well-being spaces for their employees:
 - DIY town hall templates and training materials ^[15]

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Source URL (modified on 10/04/2021 - 10:37am): <https://psych.ucsf.edu/cope>

Links

[1] <http://hr.ucsf.edu/>

[2] <https://www.centerfordigitalhealthinnovation.org/>

[3] <https://clinic.conversahealth.com/conversation/MjA4LTM2NDQ>

[4]

<https://psychiatry.ucsf.edu/sites/psych.ucsf.edu/files/UC%20Health%20Plan%20Mental%20Health%20Resources.pdf>
[5] <https://psych.ucsf.edu/copingresources>
[6] <https://psych.ucsf.edu/node/4441>
[7] <https://psych.ucsf.edu/copingresources/childcoping>
[8] <https://psych.ucsf.edu/copingresources/olderadults>
[9] <https://psych.ucsf.edu/copingresources/other>
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