

## UCSF Employee Coping and Resiliency Program

[Video of About the UCSF Cope Program](#)

### Emotional health assessment and treatment for UCSF employees

The UCSF Department of Psychiatry and Behavioral Sciences, in partnership with UCSF Human Resources <sup>[1]</sup> and the Center for Digital Health Innovation <sup>[2]</sup>, 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 online screening tool <sup>[3]</sup> 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
- Interventions for specific groups in need of specialized support (front-line providers, staff who have tested positive for COVID-19, etc.)

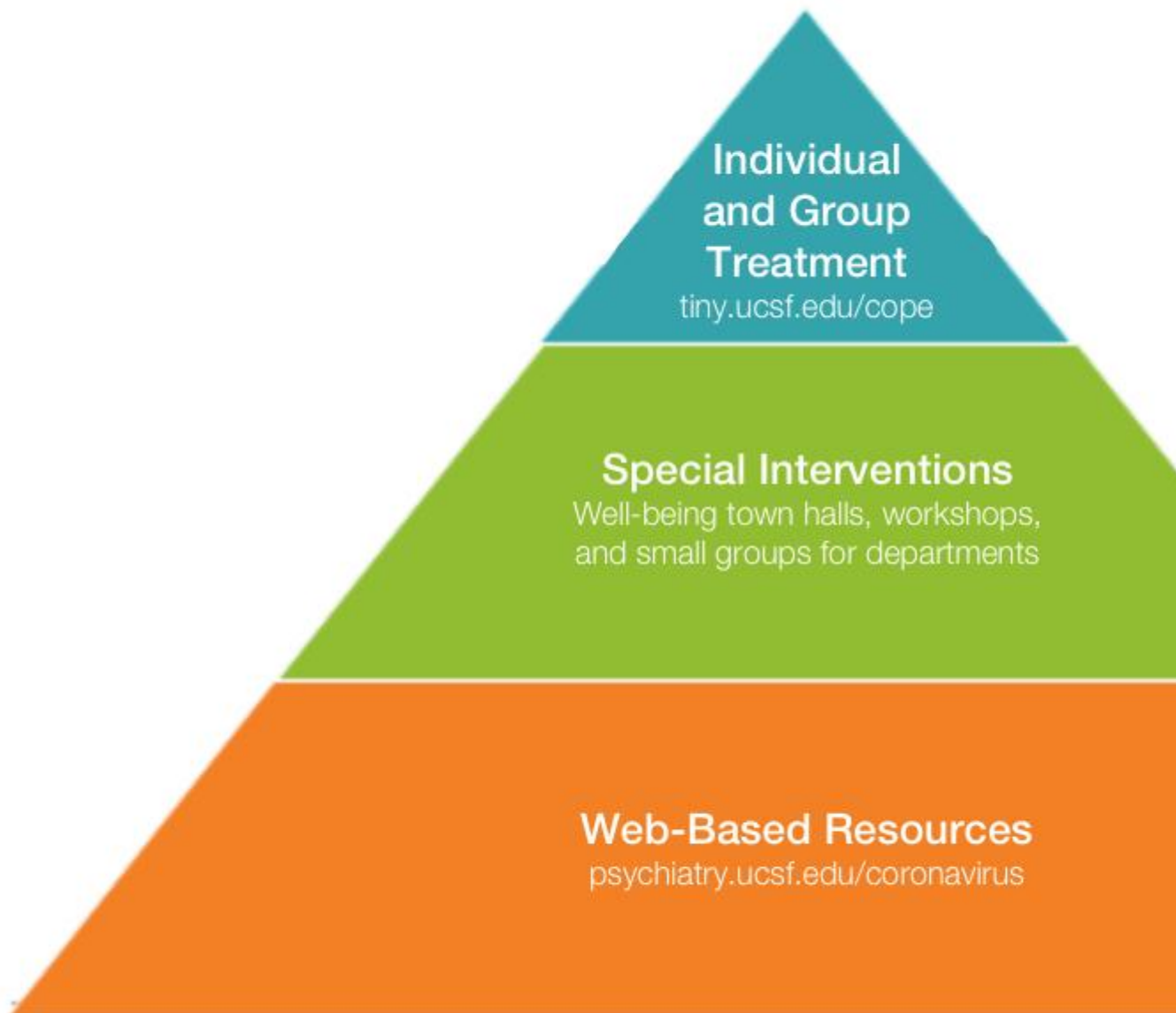
Employees requesting assessment and ongoing care through the Cope Program will have the option to be treated by UCSF Psychiatry and Behavioral Sciences clinicians or, if they prefer, to be connected with their existing health provider <sup>[4]</sup>.

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 is 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](#)<sup>[3]</sup> or text COPE to 83973.**

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# UCSF Employee Coping and Resili



## 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 <sup>[5]</sup> 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 <sup>[6]</sup>
  - Specific resources for employees caring for children <sup>[7]</sup> and elderly loved ones <sup>[8]</sup>
  - Content that may be helpful for our patients <sup>[9]</sup> during this crisis (e.g., free wifi services, food, childcare; multilingual resources)

- Webinars <sup>[10]</sup> from internationally recognized experts on stress reduction
- Videos <sup>[11]</sup> from experts on stress reduction strategies
- Tips for managers and leaders <sup>[12]</sup>
- **Special interventions:**
  - **Well-being town halls:** These are monthly, hour-long department/division-wide structured meetings facilitated by a Department of Psychiatry and Behavioral Sciences faculty member.
  - **Wellness workshops:** These 30 to 60-minute sessions are structured to support learning of new coping skills and spur discussion on implementing resilience skills into daily life.
  - **Resilience small groups:** These 45-minute small group meetings (maximum 12 people) are open to members of a unit and led by a member of the Department of Psychiatry and Behavioral Sciences.
  - **If you and your group are interested in receiving special intervention support from the UCSF Cope Program**, please complete our very brief survey <sup>[13]</sup> so that we can quickly connect you to the appropriate services.
- **Specialized COVID-19 treatment groups**
- **Individual treatment**

We also understand that UCSF has partnered with other health care delivery systems to enhance our mission. The online resources are available to all of our partners, as are the department/division well-being town halls. The department/division resilience small groups are primarily for UCSF employees, but employees at our partner institutions are welcome to sit in.



Contact Us  
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**Source URL (modified on 09/11/2020 - 10:37am):** <https://psychiatry.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://psychiatry.ucsf.edu/copingresources>

[6] <https://psychiatry.ucsf.edu/copingresources/apps>

[7] <https://psychiatry.ucsf.edu/copingresources/families>

[8] <https://psychiatry.ucsf.edu/copingresources/olderadults>

[9] <https://psychiatry.ucsf.edu/copingresources/other>

[10] <https://psychiatry.ucsf.edu/copingresources/webinars>

[11] <https://psychiatry.ucsf.edu/copingresources/videos>

[12]

<https://psychiatry.ucsf.edu/sites/psych.ucsf.edu/files/UCSF%20Cope%20Manager%20Tips%20during%20COVID-19.pdf>

[13] [https://ucsf.co1.qualtrics.com/jfe/form/SV\\_dncHRRqpL9pvOTj](https://ucsf.co1.qualtrics.com/jfe/form/SV_dncHRRqpL9pvOTj)