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# Faculty Well-Being during COVID-19 Pandemic

Associate Dean Student Affairs and Service Quality

Jo Bishop

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# Creating Safe environments for learning and personal growth



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## An innovative approach to publishing in medical and health professions education

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- Peer Review Process

Personal view or opinion piece

Open Access

### Health Professions' Educators' Adaptation to Rapidly Changing Circumstances: The Ottawa 2020 Conference Experience

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#### Abstract

Most health professions' educators (HPEs) are used to responding to change, whether these are longer term organisational changes or short term crises, e.g. staff or student sickness or technical systems' failures. Most of these changes, whilst they can be frustrating, typically have fairly straightforward and routine solutions. Other wider, environmental changes are also starting to affect educators, learners and the complex education and healthcare systems in which they operate, and these will have great



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## Creating Safe environments for learning and personal growth; Lessons learnt

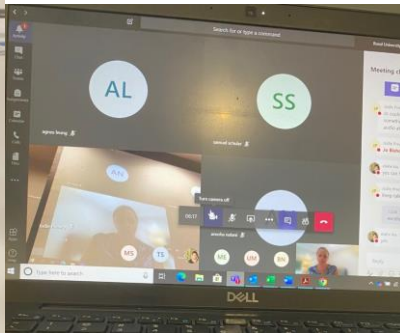
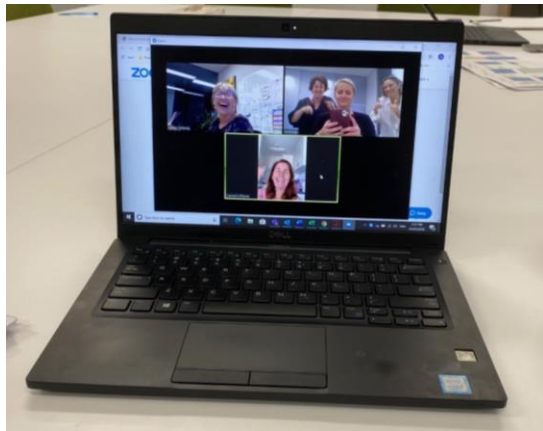


1. Safety is paramount, communication and transparency is key
2. Flexibility is needed from all stakeholders
3. Technologies can help, but be realistic
4. Acknowledge the need for psychological adaptation to change and crisis
5. Tap into the wisdom and collegiality of the community

**“THIS IS  
A PANDEMIC.  
NOT A  
PRODUCTIVITY  
CONTEST”**

# 1. Safety is paramount, communication and transparency is key: How to be a team remotely!

- Thinking about HOW we communicate as a team
  - Learn from others who have been doing it successfully (different cities, countries, time zones)
  - Use the technology that is right for you and your team, set meeting principles
  - How many of us have changed our background screen?



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Despite be  
and profess  
of the Bond

## PROFESSIONALISM



- Deliver from a quiet room**
  - Use a headset and microphone if available
  - Close the door and windows to reduce background noise



- Check lighting & background**
  - Use a neutral background
  - Watch for reflections
  - Avoid backlight



- Raise your webcam to eye-level**
  - Use your webcam for the class so that students can see you



- Position Collaborate display window near camera**
  - Look at camera when talking



- Dress professionally**
  - For example, clean shaven with a collared shirt or blouse as applicable



- Establish protocols for:**
  - What mode questions will be asked/ answered (chat or voice)
  - Message/chat
  - Microphones (muted/unmuted)



- Have a fall-back position**
  - Advise students at the start that the session will be recorded and not to panic if they experience technical difficulties

## TECHNOLOGY



- Test your technology**
  - Check internet connection
  - Log in [Chrome is the preferred browser]
  - Test audio and video



- Plug devices into power**
  - Clear your workspace of hazards



- Turn off notifications**
  - Mute all participant microphones at the start of the lesson
  - Avoid multitasking during the lesson



- Start the session early**
  - Approx. 15 minutes prior
  - Share a message on the screen so students know you are in the room
  - Upload the files that you need prior to the session



- Begin the session with a check-in type activity**
  - Such as roll call or hands up



- Check the "Troubleshooting FAQ" for helpful suggestions:**  
<https://tinyurl.com/sb8kw5m>










- For emergency in-class technical support call:**  
**+61 7 5595 4444**



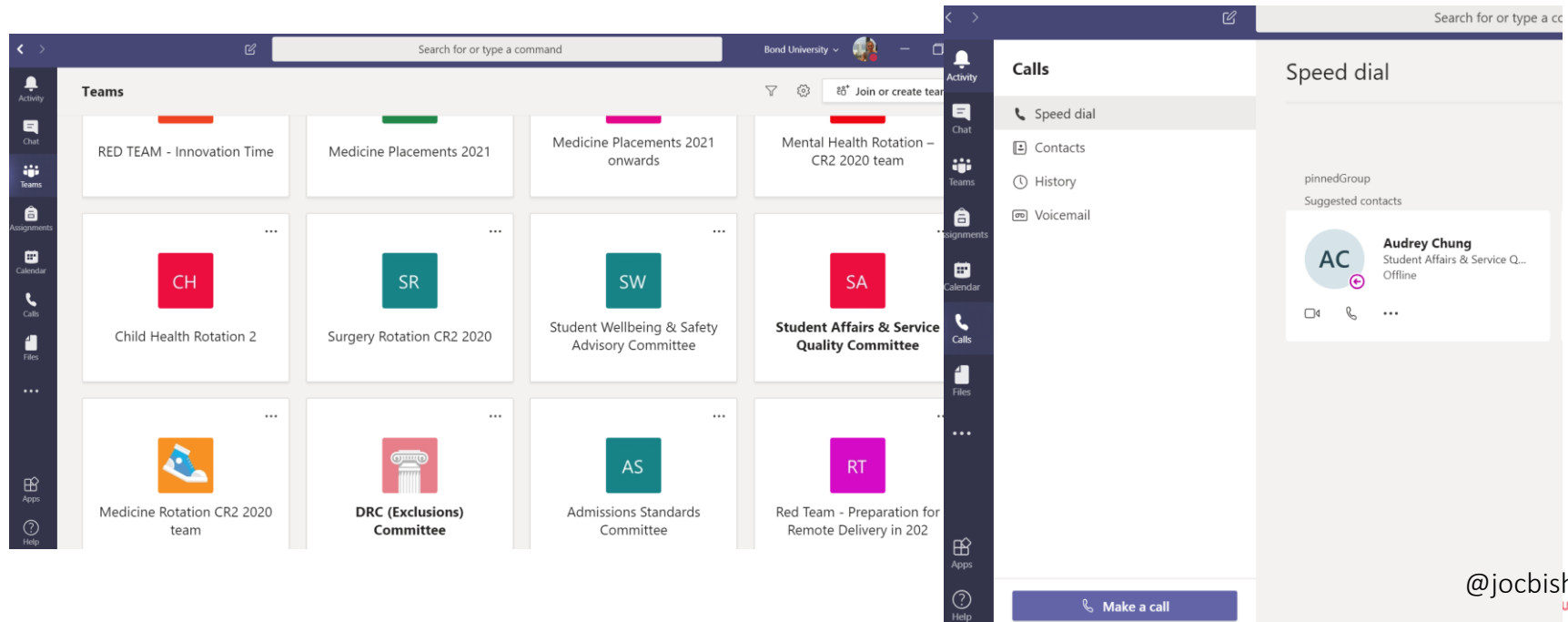
appearance  
an extension

## video conference bingo

	This IP address is not available	Not looking at the camera	Everyone is exactly 8 minutes late	Logging in with the wrong email for Google hangouts
Getting an invite with both video link and phone number	Staring at only video of yourself	Looking at the camera	Small talk for 10 minutes	
"Soooo.. how was everybody's weekends?"	awkward silence		Not sure if you should join with video or just audio	Forgetting to stop screen sharing
	Random gargling noises in the background	"Omg sorry I thought this was PST not EST"		
"Hey guys sorry I have to hop off, you guys keep talking"	Forgetting to turn off text notifications while screen sharing	WFH person shows everyone their cat		Ambulance or fire truck noises in the background

# 1. Safety is paramount, communication and transparency is key: How to be a team remotely!

- Keeping our channels of communications clear and purposeful
  - Choose the most suitable e.g. teams, emails, whats app



The screenshot displays the Microsoft Teams application interface. The main view is the 'Teams' section, which shows a grid of 12 team cards. Each card includes a name, a color-coded icon, and a description. The teams listed are:

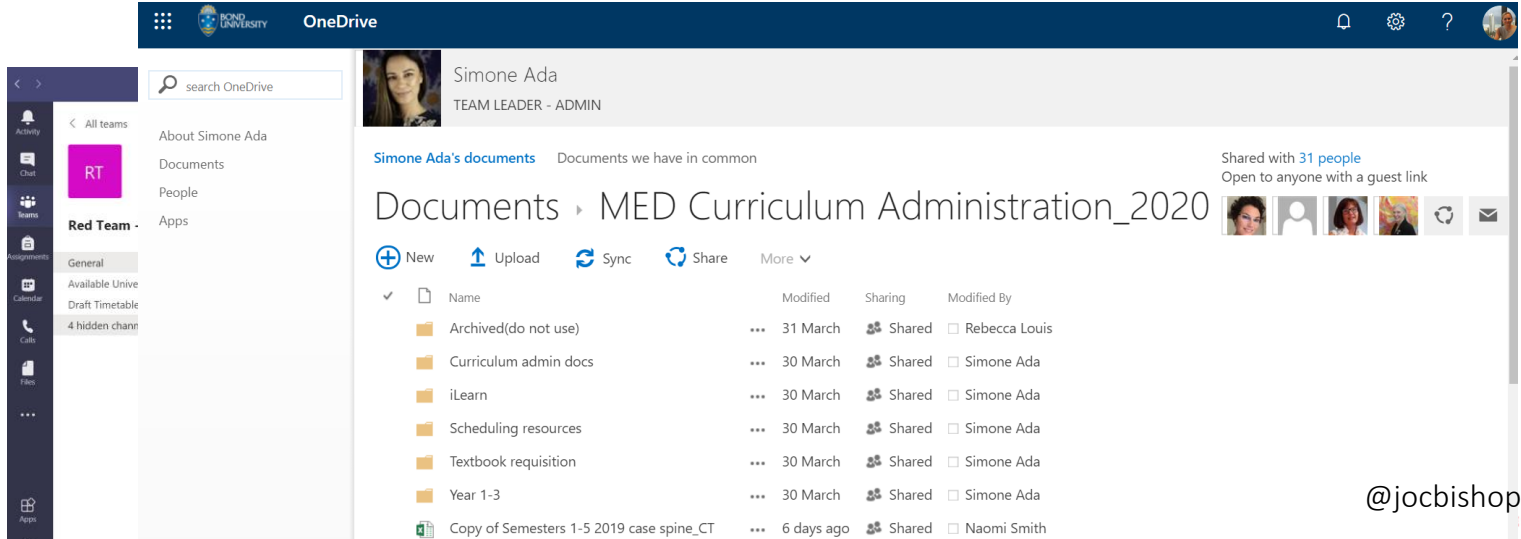
- RED TEAM - Innovation Time
- Medicine Placements 2021
- Medicine Placements 2021 onwards
- Mental Health Rotation – CR2 2020 team
- Child Health Rotation 2 (Icon: CH)
- Surgery Rotation CR2 2020 (Icon: SR)
- Student Wellbeing & Safety Advisory Committee (Icon: SW)
- Student Affairs & Service Quality Committee (Icon: SA)
- Medicine Rotation CR2 2020 team (Icon: Medicine)
- DRC (Exclusions) Committee (Icon: Building)
- Admissions Standards Committee (Icon: AS)
- Red Team - Preparation for Remote Delivery in 202 (Icon: RT)

On the right side, the 'Calls' sidebar is open, showing a 'Speed dial' section with a 'Make a call' button at the bottom. Below the speed dial, there are sections for 'pinnedGroup' and 'Suggested contacts'. One contact is visible: Audrey Chung, Student Affairs & Service Q..., Offline.



## 2. Flexibility is needed from all stakeholders

- Having an organised folder structure (that is accessible) is important
  - e.g shared drives allow multiple users, reduces version control error (be kind, be patient and remember to add links)
  - Limit emails!



The screenshot shows the OneDrive interface for a user named Simone Ada, who is a Team Leader and Admin. The interface displays a search bar, navigation options, and a list of documents shared with 31 people. The folder structure is organized as follows:

- Documents
- People
- Apps

The main content area shows a folder named "MED Curriculum Administration\_2020" which is shared with 31 people and is open to anyone with a guest link. The folder contains the following documents:

Name	Modified	Sharing	Modified By
Archived(do not use)	31 March	Shared	Rebecca Louis
Curriculum admin docs	30 March	Shared	Simone Ada
iLearn	30 March	Shared	Simone Ada
Scheduling resources	30 March	Shared	Simone Ada
Textbook requisition	30 March	Shared	Simone Ada
Year 1-3	30 March	Shared	Simone Ada
Copy of Semesters 1-5 2019 case spine_CT	6 days ago	Shared	Naomi Smith

### 3. Technologies can help but be realistic: Can being helpful be unhelpful?

THE CONVERSATION

Academic rigour, journalistic flair

Q Search analysis, research, academics...

COVID-19 Arts + Culture Business + Economy Cities Education Environment + Energy Health + Medicine Politics + Society Science + Technology

THE CONVERSATION

Academic rigour, journalistic flair

Q Search analysis, research, academics...

COVID-19 Arts + Culture Business + Economy Cities **Education** Environment + Energy Health + Medicine Politics + Society Science + Technology



Studying a uni course online? Here are 4 tips to get yourself tech ready

March 30, 2020 3:47pm AEDT

Disclosure statement

← Thread



**Jessica Salfia**  
@jessica\_salfia

This poem is called "First lines of emails I've received while quarantining."

The First Lines of Emails I've Received While C

In these uncertain times  
as we navigate the new normal,  
Are you willing to share your ideas and solutions?  
As you know, many people are struggling.

I know you are up against it:  
the digital landscape.  
We share your concerns.  
As you know, many people are struggling.

We hope this note finds you and your family safe.  
We've never seen anything like this before.  
Here are 25 Distance Learning Tips!  
As you know, many people are struggling.

Feeling Fiesta today? Happy Taco Tuesday!  
Calories don't count during a pandemic.  
Grocers report flour shortages as more people are baking t  
As you know, many people are struggling.

Count your blessings. Share your blessings.  
Get Free Curb-side pick up or ship to your house!  
Chicken! Lemon! Artichokes!  
As you know, many people are struggling.



**Jill Exotic** @jillian\_cheek · Apr 12

Replying to @jessica\_salfia

Mrs Salfia- love this! Here is what we are seeing as students in college.

We hope you are staying safe and healthy during these unprecedented times

You are doing a great job of transitioning to on-line learning

Two weeks ago, the world as we know it was a different place

It is hard to believe that we have already made it through 3 weeks of on-line class

Here is our latest updates for volunteer needs especially pertaining to COVID-19

The test is now open.

I hope all of you are well and safe.

The password is nocheating4 (all one word)

We continue to closely follow the coronavirus situation and modify protocols and guidelines as conditions change

I am getting lots of emails about test grades

Students who have tested positive for COVID-19 are encouraged to contact Student Life

Understand that you may be having issues opening the link in the week 12 folder



5



58



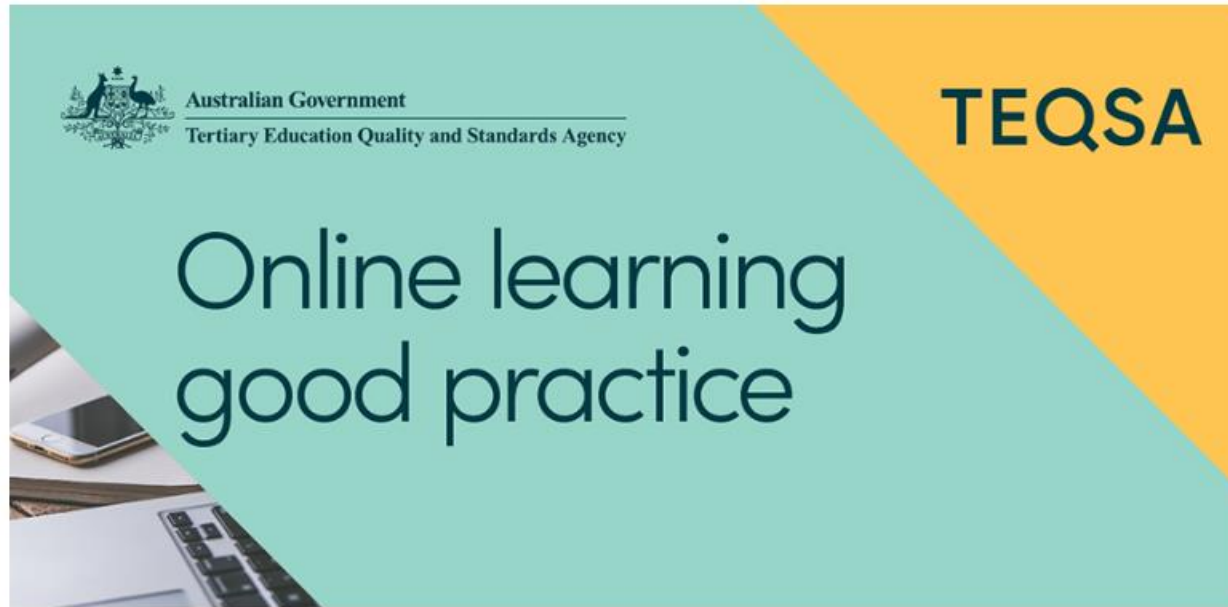
642



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### 3. Technologies can help but be realistic: Quality Resources

## Online learning good practice



### 3. Technologies can help but be realistic: locally supported



## Remote Work Readiness



HOME University Sites Faculty Sites Administration Sites Staff Links Remote Work Readiness

### Technology/Tools for remote access


WORK FROM HOME REQUESTS

TEACH REMOTELY

PREPARE FOR REMOTE WORK

GET HELP

### Tools and resources

Learning and Teaching	Office, Email, Calendar & Reports	Teams
<ul style="list-style-type: none"><li><a href="#">iLearn</a></li><li><a href="#">Student One (via Gateway)</a></li><li><a href="#">Student Portal</a></li><li><a href="#">eStudent</a></li></ul>	<ul style="list-style-type: none"><li><a href="#">Office 365</a></li><li><a href="#">Web email and calendar</a></li><li><a href="#">Power BI Reports</a></li></ul>	<b>Teams</b> <ul style="list-style-type: none"><li><a href="#">Interactive Demo</a></li><li><a href="#">Video Tutorials</a></li><li><a href="#">Join a meeting</a></li><li><a href="#">Create instant meetings</a></li><li><a href="#">Manage meetings</a></li><li><a href="#">Microsoft's special webinars</a></li></ul>
Access your files remotely	Finance1 and Student1	Zoom
<ul style="list-style-type: none"><li><a href="#">OneDrive</a></li><li><a href="#">Network Drives (via Gateway)</a></li><li><a href="#">Sharepoint</a></li></ul>	<ul style="list-style-type: none"><li><a href="#">Smart Client Remote access</a></li><li><a href="#">Promaster Expense system</a></li></ul>	<b>Zoom</b> <ul style="list-style-type: none"><li>Help: <a href="#">Popular topics</a></li><li>Video: <a href="#">Join a meeting</a></li><li>Video: <a href="#">Schedule a meeting</a></li></ul>
Phones/Voicemail	Multi-factor authentication	Other
<ul style="list-style-type: none"><li><a href="#">Forward your calls</a></li><li><a href="#">Retrieve your voicemail</a></li></ul>	 <p><b>Microsoft Authenticator</b> Microsoft Corporation</p> <p>OPEN</p> <p>4.7 ★★★★★ #4 All Ratings Productivity Age</p>	<ul style="list-style-type: none"><li><a href="#">Staff Directory</a></li><li><a href="#">Password reset</a></li><li><a href="#">Novel Coronavirus updates</a></li><li><a href="#">Policies &amp; Procedures</a></li></ul>

# TLC Teach-Learn-Connect

## eGuide: Remote Teaching and Learning

The following guidelines have been developed to support academic staff successfully transition to remote teaching and learning in coming semesters.



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## 4. Acknowledge the need for psychological adaptation to change and crisis

‘FACE COVID’ is a set of practical steps for responding effectively to the Corona crisis, using the principles of acceptance and commitment therapy (ACT).

F = Focus on what’s in your control

A = Acknowledge your thoughts & feelings

C = Come back into your body

E = Engage in what you’re doing

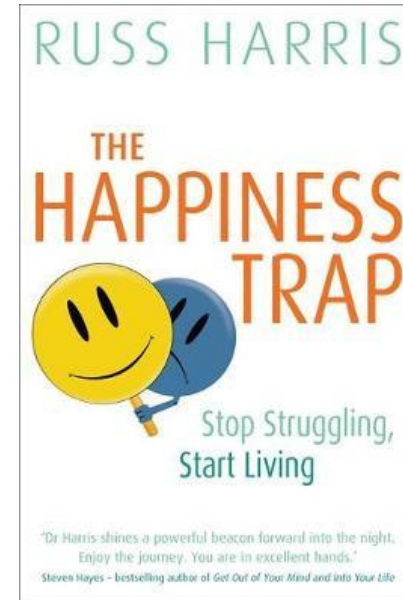
C = Committed action

O = Opening up

V = Values

I = Identify resources

D = Disinfect & distance



## 4. Acknowledge the need for psychological adaptation to change and crisis: *F = Focus on what's in your control*

### Focus on what is in your control

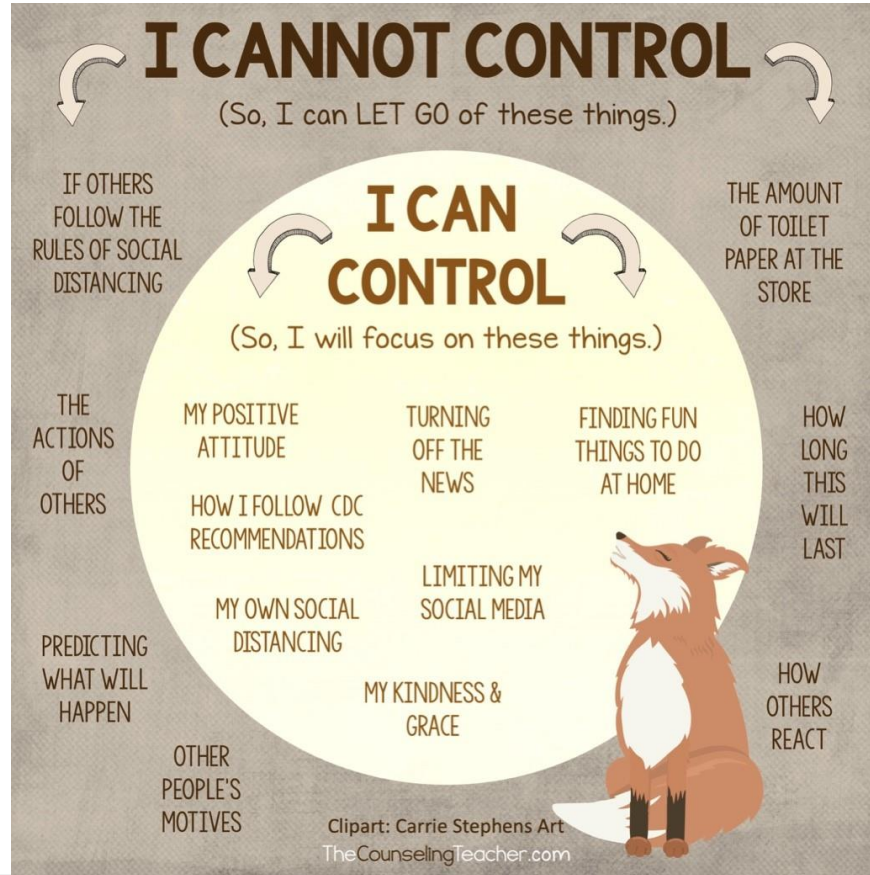
When we are facing a crisis of any sort, we are bound to feel both fear and anxiety. These are normal natural responses to challenging situations and uncertainty.

It's all too easy to get lost in worrying and ruminating about all sorts of things that are out of your control.

You can't control what happens in the future. You can't control Corona virus itself or the world economy or how your government manages this. And you can't magically control your feelings, eliminating all that perfectly natural fear and anxiety.

**BUT YOU CAN CONTROL WHAT YOU DO - HERE AND NOW. AND THAT MATTERS.**

## 4. Acknowledge the need for psychological adaptation to change and crisis: *F = Focus on what's in your control*





# 4. Acknowledge the need for psychological adaptation to change and crisis - FACE COVID



**Acknowledge your thoughts and feelings**  
What thoughts, feelings, emotions, memories and urges are showing up inside of you?

**Committed Action**  
Consider what are the simple ways to look after yourself  
What are the most effective ways to spend time?

**Identify Resources**  
Offer support to others and use trustworthy and reliable guidance  
[www.who.int/emergencies/diseases/novel-coronavirus-2019](http://www.who.int/emergencies/diseases/novel-coronavirus-2019)

**Come back into your body**  
Come back into and connect with your physical body.

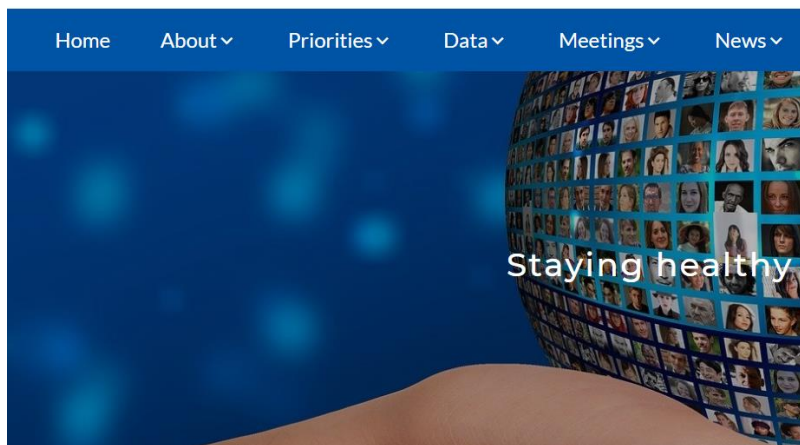
**Opening up**  
Make room for difficult feelings and be kind to yourself.  
Ask yourself if someone you loved was going through this how would I treat them? What might I say or do? Then try and treat yourself the same way!

**Engage in what you are doing**  
Focus your attention on the activity you are doing

**Values**  
Be guided by what you value in life.  
What sort of person do you want to be? How do you want to treat yourself and others?

**Disinfect and Distance Physically**  
Disinfect your hands regularly and keep a safe physical distance from other people

## 4. Acknowledge the need for psychological adaptation to change and crisis. I = Identify resources



### Health and Wellbeing

#### [Mental health and psychosocial considerations during the COVID-19 outbreak](#)

The World Health Organisation has released some key messages that can be used in communications to support mental well-being in different target groups during the outbreak – the general population, health workers, and team leaders or managers in health facilities.

#### [Coping with Coronavirus anxiety](#)

The Australian Psychological Society has prepared this guide on coping with the stress or anxiety you might be feeling due to the impacts of COVID-19.

#### [Stress and Coping](#)

Everyone reacts differently to stress. The US Centers for Disease Control and Prevention have information and resources on how to cope, including sharing the facts about COVID-19.

#### [A Neuroscientist explains how to cope with self-isolation](#)

How do our brains process isolation? Some tips on how to be alone but not lonely.

#### [34 productive things to do at home during self-isolation](#)

If you're feeling bored at home, here are some productive ways to keep your mind active and your body moving.

#### [How apartment-dwellers can keep themselves safe during self-isolation](#)

If you are one of the 1 in 10 Australians living in an apartment, here are some COVID-19 tips tailored especially for you.

#### [Reaching out to isolated older adults is essential during Coronavirus](#)

From *The Conversation*, here are some ways to safely connect during this crisis with older family members, friends and neighbours.

#### [Beyond Blue and COVID-19](#)

Beyond Blue is working to build a dedicated COVID-19 Mental Health Support Service. The service will offer free counselling by mental health professionals for all people in Australia 24/7, both online and over the phone.

In the meantime, Beyond Blue's website offers some tips to help you cope with the impacts of COVID-19, and has a range of resources on mental health.

Coronavirus disease (COVID-19) advice for the public **Myth busters**[← Coronavirus disease 2019](#)[← Advice for public](#)**Myth busters**[When and how to use masks](#)[Videos](#)[Healthy Parenting](#)**Exposing yourself to the sun or to temperatures higher than 25C degrees DOES NOT prevent the coronavirus disease (COVID-19)**

You can catch COVID-19, no matter how sunny or hot the weather is. Countries with hot weather have reported cases of COVID-19. To protect yourself, make sure you clean your hands frequently and thoroughly and avoid touching your eyes, mouth, and nose.

**You can catch COVID-19, no matter how sunny or hot the weather is.** Countries with hot weather have reported cases of COVID-19. To protect yourself, make sure you clean your hands frequently and thoroughly and avoid touching your eyes, mouth, and nose.

**FACT:**

**Exposing yourself to the sun or to temperatures higher than 25C degrees DOES NOT prevent the coronavirus disease (COVID-19)**



## 5. Tap into the wisdom and collegiality of the community

- Delayed enrolments? Bringing semester breaks earlier
- Moving courses online ..... How?
- Content; is it relevant, can it be condensed;
- Do not prescribe too many modules.....
- Online assessments
- Academic integrity
  
- YOU ARE NOT ALONE!!



# 5. Tap into the wisdom and collegiality of the community: Peer Support



Basecamp

Home Pings Hey! Activity My Stuff Find

## COVID-19

Documents, resources and discussions relating to COVID-19 Members include Deans and Med Ed Leads



# 5. Tap into the **wisdom** and collegiality of the community



 **Rhea Liang**  
@LiangRhea

About the 'time by not work hours

Regular day include reli privilege. M send email work hours 1/2

2:42 PM · Apr 1

7 Retweets 81 Likes

 **Shit Academics Say**  
22 mins · 🌐

 **Dan Scratch**  
@DanScratch03

I miss my students

I miss being in a classroom

I miss feeling nervous & getting hyped up at the start of a lesson

I miss seeing students make connections in class

I miss seeing my students roll their eyes at me when I tried to be funny

I just miss teaching in a classroom.

3:25 PM · 2020-04-15 · [Twitter Web App](#)

## Essential workers trying to process the 35 change in the last



tal Pharmacist 10 A

 **BBC Wales News** · Follow  
12 hrs · ⚙️

'Be a home hero for us'



**Be part of this with us. Help us help you.**

 **Tom Varghese Jr. MD** ✓  
@TomVargheseJr

VID19

ccrogersPhD

### Working Remote - COVID 19 Principles

are not "Working From Home", you are "At your home, g a crisis, trying to work".

personal physical, mental, and emotional health is far more rtant than anything else right now.

should not try to compensate for lost productivity by ing longer hours.

will be kind to yourself and not judge how you are coping i on how you see others coping.

will be kind to others and not judge how they are coping i on how you are coping.

team's success will not be measured the same way it was things were normal.

m · 13/4/20 from Salt Lake City, UT · [Twitter](#)  
one

tweets 245 Likes

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Diolch

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Or

[jbishop@bond.edu.au](mailto:jbishop@bond.edu.au)