Center for Work and Family Life (CWFL)
Linda Snouffer, LCSW, CEAP, PCC
Assistant Director

35-Year History Embedded in the fabric and culture of USC Community
STRICTLY CONFIDENTIAL – COST FREE BENEFIT OF EMPLOYMENT – EASY CAMPUS ACCESS

- 10 Visits Per Year
- Licensed Therapists and Executive Coaches
- Resources and Referrals
- Wide Range of Work Life and Personal Issues

Office: 213-821-0800; Currently 24/7 Coverage with Response from a member of the CWFL Staff
The vision of the Center for Work and Family Life, USC’s internal Employee Assistance Program, is to support and enhance the emotional health and well being of our Trojan family with Integrity, Professionalism, Compassion, and Ethical Practice.
CWFL’s FOUR CORE AREAS OF FOCUS

Counseling for Mental Health and Overall Well-Being – High Priority!
Critical Incident & Crisis Response – High Priority!
Management Consultation
Executive Coaching
What To Expect of Those Affected – Normal Reactions to an Abnormal Situation

➢ Shock And Denial-how Could This Be Happening, Everything Was Fine, And Now It Isn’t, Asking The Unanswerable Question: Why And Why Now?

➢ Confusion-what Are My Priorities; List Them, Every 24 Hours – Reflect – With No Criticism, Or Blame Or Self-deprecation

➢ Fear, Anxiety, Worry, Depression – About Finances, How Am I Going To Pay My Bill, Feed My Family; Concern About Loved Ones Who Live In Another Country And You Are Not Able To See And Give A Hug, Will We Be Ok???

➢ Changes In Sleeping And Eating Patterns-sleeping Too Much Or Too Little; Eating Too Much Or To Little; Coping With Drugs Or Alcohol
What To Expect of Those Affected – Normal Reactions to an Abnormal Situation

➢ Grief And Loss – Of A World We Thought Was Safe-and Would Be Similar To What It Was Yesterday

➢ Anger And Feeling Out Of Control – There Are Still Many Unknowns, And Most Of Us Like To Feel We Have Some Control Over Our Lives

➢ Difficulty Establishing/Maintain A New Way Of Working, Creating Work/Life Balance And Self-care

➢ Isolation – Work Is A Place Where People Congregate, Collaborate, Celebrate, Share Thoughts And Ideas
What To Expect of Those Affected – Normal Reactions to an Abnormal Situation

Feeling Re-traumatized – Things From Your Past May Bubble Up During Extended Periods Of Stress And Uncertainty; Talk To Your Physician Or A Mental Health Professional (The Center For Work And Family Life Can Be Helpful In Theses Situations)

➢ Need To Adjust Expectations – If Necessary Talk To Your Supervisor That You Are Feeling Less Productive And Tasks Are Taking Longer; Ask For Extended Deadlines And Colleagues To Help With Projects, Hopefully They Will Be Understanding

➢ Difficulty With Decision Making – Set An Intentions, Based On Your Values (Choose Only 3-5), Live Each 24 Hours Responding To Requests With A Reflection (Non-judgmental, Non-blaming, Non-critical) On Those Values
Actions We can Take

- Practice Self Compassion- Kindness-Civility-Try to model the behavior we want to see all embrace

- Self-Care-Make yourself and your own wellness a priority-get outside at least once a day for 20 minutes

- Give Yourself a Break- We are our own worst critic-let “good enough” be “good enough” for now

- Meditate/Practice Yoga-Go for a walk in nature, notice the beauty that is around us; connect to the Office of Religious Life-Mindful USC Free Meditations

- Be Mindful of your intake of information from news sources – USC’s main web page has the most up-to-date information from the CDC and our own awesome medical professionals

- Maintain social distancing but still stay in touch with friends and family through social media, facetime, zoom, actual handwritten letters, group chats or games

- Check in with your local health provider, we are all on telehealth, if you have concerns that are interfering with your daily activities
• Department of Public Safety
• Threat Assessment Team
• Title IX, Office of Equity & Diversity
• Office of Religious Life
• Ombudsman-Both Campuses
• USC Support & Advocacy
• Student Health Services
• Student Counseling

• Student Judicial Affairs
• Department of Psychiatry and the Care for the Caregiver Program
• Trojans Care for Trojans
• Lifestyle Redesign-OT
• Online Bias or Hate Reporting
• Human Resource Partners
• …and many others!!!!
24-hour Suicide Prevention Lifeline 1-800-273-8255 or text 838255
24-hour Domestic Violence Hotline 1-800-799-7233 or click Chat Now
Call 911 if you or someone you know is at risk of danger to themselves or others else
Department of Public Safety – UPC 213-740-4321
Department of Public Safety – HSC 323-442-1000