Access Services Interest Group 2019 Fall Virtual Forum **THEME: Mental health & safety at your workplace**

# Get connected with your peers and learn about how front line staff should address mental health issues and other crisis management issues that arise from patrons to co-workers at their libraries. Details are below:

# **Dealing with Mental Health Issues as Front Line Staff Wednesday, October 16th, 2pm EST**

Agnes Ho is a Licensed Master level Social Worker in Texas. She holds a master’s degree in Social Work from the University of Houston and a bachelor’s degree in Social Work from the City University of Hong Kong. Agnes currently serves as a Director of Student Wellbeing Office at Rice University, where she leads a team of non-clinical case managers to provide Wellbeing Advising and Outreach services.

Jerusha Kasch holds bachelor and master’s degrees from Portland State University, Oregon. Jerusha serves as Director, Institutional Crisis Management at Rice University. Jerusha has been a member of several Incident Management Teams, has successfully built 4 Type III IMTs, and has worked as an Emergency Manager for more than 12 years. Jerusha has an extensive background in EMS, Law Enforcement, hospital and clinical care.

Registration URL: <https://ala-events.zoom.us/webinar/register/19ae4c032cb1c41cdc2040ba88984b7b>