



# IAP CHRONICLES

**Special (First Edition) on  
COVID-19 Updates by  
Institute of Applied Psychology,  
University of the Punjab, Lahore**

**Patron In-Chief**

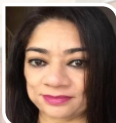


**Prof. Dr. Niaz Ahmad Akhtar**  
The Vice Chancellor

## **EDITORIAL B O A R D**



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**Dr. Afifa Anjum**  
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Usama Ahmad Khan  
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### **COLLABORATION WITH UHS**

**Volunteers of COVID-19 Helpline  
of IAP actively provided services  
at UHS Telemedicine Helpline**



### **COLLABORATION WITH UHS**



**COVID FREE PAKISTAN CAMPAIGN**

**COVID free Pakistan Campaign**

Latest addition to the IAP inventory is the launch of the 'COVID-free Pakistan' campaign. As we saw, Covid-19 positive cases keep on increasing in Pakistan, but despite the surge, people are not

**IAP LAUNCHED THE  
COVID FREE PAKISTAN CAMPAIGN**

**PROF. DR. NIAZ AHMAD AKHTAR (S.I.)****Vice Chancellor, University of the Punjab, Lahore**

Professor Dr. Niaz Ahmad Akhtar (SI) holds PhD in Chemical Engineering from the University of Leeds, UK. He has done his undergraduate in Chemical Engineering from University of the Punjab. Dr. Niaz Ahmad has served as the Vice Chancellor of the University of Engineering and Technology (UET) Taxila, and Vice Chancellor of Information and Technology University (ITU Punjab).

Currently he is serving as the Vice Chancellor of University of the Punjab. Dr. Niaz Ahmad also serves on different boards and committees at the University of Punjab. Dr. Niaz Ahmad received Sitara e Imtiaz on March 23, 2015.

**PUBLIC SERVICE MESSAGE BY VICECHANCELLOR**

Generosity and hard work with unconditional zeal is something that I observed in students, teachers and alumni professionals who are rendering their volunteer services for the Covid-19 Mental Health Helpline of Institute of Applied Psychology. I must appreciate the timely efforts of faculty of Applied Psychology for not only setting up the Tele-Mental Health Helpline but also providing training to all the volunteers. The dedication that they manifested was inspirational and the way they have rendered selfless services really makes me acknowledge their professionalism and dedication to the field of psychology.

This is only through timely, prudent utilization of technology; the mental health team of Institute of Applied Psychology under mentorship of Dr. Rafia Rafique and colleagues rendered unconditional efforts in supporting mental health of the community. I pray that Allah Almighty grant them more energy and spirit to continue this sublime work. This is viably crucial to build a culture in Pakistan based on profound foundations of care empathy and contribution. These days, we are surviving in an increasingly multifaceted, intricate yet dynamic environment where human collaboration is inevitable for sustainable development of community at large. In many developing countries, socio-economic challenges have bred distrust and grown uncertainty resulting in increase in mental health issues. In such pervasive situations, mental health promotion is in fact a sensitive and crucial duty of all psychologists. Faculty of Institute of Applied Psychology has arranged numerous webinars and workshops for building the skills of the volunteers in collaboration with international universities that has definitely resulted in skill enhancement of volunteers and students.

I wish them best of luck in all their future pursuits for the welfare of the community and I extend my ultimate support, wishes and prayers so that they can continue to play pivotal role during this pandemic.



Prof. Dr. Niaz Ahmad Akhtar  
Vice Chancellor



**MESSAGE FROM DEAN:**

Faculty of Life Sciences,  
University of the Punjab, Lahore  
**PROF. DR. FIRDAUS-E-BAREEN**

Institute of Applied Psychology took a lead to address the mental health needs of public at large during the pandemic, COVID-19. I extend faculty, students and volunteers best wishes for all the efforts and support that they invested in uplifting the mission of serving humanity. The enthusiasm of the students and faculty is remarkably commendable. This selfless service towards enhancement of mental health of our community is inspirational for youth to work in collaboration for establishment of sustainable society.

**DR. RAFIA RAFIQUE****Director**

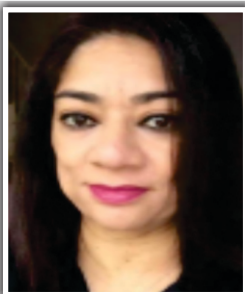
Institute of Applied Psychology, University of the Punjab, Lahore.

Covid-19 Pandemic took over the world like a menacing spell and in matter of days so many countries got effected: lost lives and livelihood. In no time the world's economy started to collapse. The worst time of 21st century; medical, psychological emergency was witnessed on daily basis. The Ministry of Health on 27th February 2020 reported the first two COVID-19 cases in the city of Karachi. Keeping in mind one of the founding aims of Institute of Applied Psychology that was to render psychological services to the public in various fields related to Education, Mental Health, Industry, and Government. We took up the initiative to provide free of cost mental health services to the community at large. As a director, I knew it was the utmost duty of one of the leading Institutes of Psychology to come forward and provide psychological relief. In April, 2020, we launched the Covid-19 Mental Health Helpline to cater for the psychological needs of the masses arising due to the pandemic and lockdown. Those with mental health concerns and comorbid conditions, elderly, and children were expected to show greater mental health concerns. Before the inaugural of the Mental Health Helpline, Clinical and Health psychologists from all over Pakistan, joined hands at a virtual



conference arranged by the Institute of Applied Psychology University of the Punjab. The purpose of the conference was to design a protocol for volunteers of mental health helpline in wake of Coronavirus. We were fortunate that the mental health helpline was joined by faculty, students, clinical and health psychologists from all over Pakistan. The objective of these services was to help people overcome issues related to corona anxiety, stress, anxiety, depression, sleep problems, stress of online classes, anger, aggression, marital and other related issues. The major focus of these services was to help people recover and grow from the psychological impact of the pandemic. Our volunteers of Covid-19 Mental health helpline played a major role in mental health telemedicine. Institute of Applied Psychology started the online training modules for the students and volunteers of IAP to address the management of mental health concerns. These series of webinars and workshops further helped in building the skills of the volunteers and students. IAP developed international linkages and arranged online series of webinars in collaboration with many.

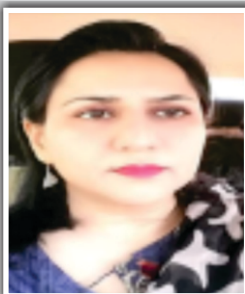
## MESSAGES FROM FACULTY, INSTITUTE OF APPLIED PSYCHOLOGY, UNIVERSITY OF THE PUNJAB, LAHORE



**Dr. Fatima Kamran,  
Assistant Professor & Coordinator MS  
Health Psychology Program, Institute of Applied Psychology,  
University of the Punjab, Lahore.**

The world is going through the most difficult times of pandemic COVID-19. Mental health professionals are at the forefront. We can and we will fight and defeat this pandemic. IAP has played a commendable role by being at the forefront begin pioneers in mental health 24/7 helpline, webinars, training workshops and

e-conferences. I salute our volunteers for their untiring efforts during this crisis and serving humanity.



**Dr. Afsheen Masood,  
Assistant Professor,  
Institute of Applied Psychology,  
University of the Punjab, Lahore.**

I am proud of the volunteer community work in such pervasive grave conditions that is put forward by our zealous students. In spite of deficient resources, Institute of Applied Psychology has maintained its pioneering status by actively initiating its Tele-health helpline from earliest times of befall of Pandemic; thus bringing in sigh of relief for community at large. The unconditional involvement of IAP students in this Tele-health helpline has been quite beneficial in rendering

services to needy and deserving people with psychiatric conditions, mood instabilities, and emotional disturbances.



**Dr. Afifa Anjum,  
Assistant Professor (Ad Hoc),  
Institute of Applied Psychology,  
University of the Punjab, Lahore.**

During the COVID-19 pandemic, the role of IAP, under the leadership of the current Director Dr. Rafia Rafique has been remarkable in these testing times through online services, counseling programs, public service messages and professional support to the government. The faculty and students of IAP proved their dedication to the discipline of Psychology. We are proud of IAP.



**Dr. Mujeeba Ashraf,  
Assistant Professor(Ad Hoc),  
Institute of Applied Psychology,  
University of the Punjab, Lahore.**

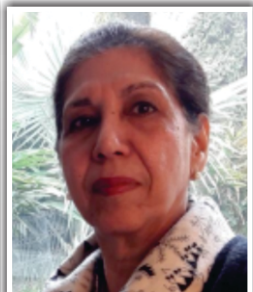
IAP has a vision to serve humanity, and we have received support from PU and the clinical psychologists' community to facilitate this noble cause. From last five months IAP has been providing mental health services free of cost to all Pakistani citizens.

## EX-DIRECTORS AND SENIOR PSYCHOLOGISTS



**Prof. Dr. Najma Najam, Prof. Emeritus, Ex-Director Institute of Applied Psychology, University of the Punjab, Lahore.**

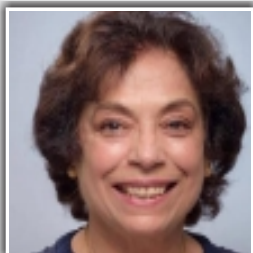
My Kudos to IAP which responded to emerging psychological issues of COVID-19 effectively. The effort in identifying experts to address the wide range of queries is commendable. IAP team, you have shown that the team IAP PU has, as always, responded to the needs of the community and the country. Best wishes for present and future of IAP.



**Prof. Dr. Ruhi Khalid, Head of Psychology Department, Beaconhouse National University, Ex-Director Institute of Applied Psychology, University of the Punjab, Lahore.**

In a world gripped by the fear of covid-19 virus, mental health is emerging as a key concern. Experiences of anxiety, fearfulness, sleep problems, irritability, and feelings of hopelessness are widespread. Continuing uncertainty about waves of the epidemic, and the emotional impact of economic upheavals, social and physical distancing policies continue to negatively impact our mental health. This makes addressing of the mental health needs of vulnerable

groups in the community crucial. It is heartening to see the valiant response of IAP, PU, to the mental health issues of the community. The dedicated Mental Health team at IAP through Innovate online activities has provided good evidence-based information and recommendations to the public. Through effective teaching they have been told what to do to reduce the negative impact of the crisis and promote human wellbeing. I wish them well in all their endeavors, and hope, they continue with their good work.



**Dr. Seemen Alam, Ex-Director Institute of Applied Psychology, University of the Punjab, Lahore.**

Thank you, Institute of Applied Psychology. Very proud of the entire work IAP faculty is doing. Will get together once this pandemic is over. I am fully retired, no academic work! I have passed on the light to you, carry on the good work!





**Prof. Dr. Rukhsana Kausar,  
Vice Chancellor  
Sialkot University, Ex-Director Institute of Applied  
Psychology, University of the Punjab, Lahore.**

It gives me immense pleasure to see the Institute of Applied psychology continues to come up to the expectations of the society in challenging times. The COVID-19 mental health helpline by IAP is no doubt a great contribution by the faculty, students, Alumni and volunteers to help the public deal with mental issues health challenges.



**Dr Mian Aftab,  
Ex-Director Institute of Applied Psychology,  
University of the Punjab, Lahore.**

It gives me immense pleasure to see the Institute of Applied psychology contributing in time of pandemic. The mental health helpline by IAP is no doubt a great contribution by the faculty, students and volunteers under the leadership of Dr. Rafia Rafique. Institute of Applied psychology has actively contributed in national disaster management during this pandemic. Best wishes for organizers and contributors.



**Dr. Naumana Amjad,  
Associate Professor (R),  
Institute of Applied Psychology,  
University of the Punjab, Lahore.**

In a global and national time of difficulty, I have seen Institute of Applied Psychology, University of Punjab rise to the challenges of meeting mental health needs of citizens. Initiative was taken very timely to disseminate knowledge, and counseling webinars were rapidly and efficiently planned and delivered. Online counseling session were set up. It is indeed a matter of pride for me to see the team at IAP and extended network of professionals join these

initiatives. Leadership is being witnessed both at national level and International. Well done and best wishes for future.

## HELPLINE SENIOR MEMBERS MESSAGES



**Dr Tanveer Nasar,**  
**Principal Clinical Psychologist,**  
**Health Department, Govt of the Punjab.**

All the world was under attack of COVID-19, its 1st case was reported in December 2019, while in Pakistan it was reported in March 2020. In this time of uncertainty Dr. Rafia Rafique took a great step to initiate Mental Health services for the community from platform of Institute of Applied Psychology. Free help line was started to provide counseling and other Mental Health services along with tele medicine in collaboration with University of Health Sciences. Along with this,

she also arranged lectures, Seminars and workshops, conducted by International experts, in fields related to Mental Health issues, for learning and growth of students all to further polish the skills of professionals. I strongly appreciate efforts Dr. Rafia put forward for this cause. She worked with full zeal motivation and showed a great enthusiasm for all this. A big applause for Dr. Rafia, faculty of Institute of Applied Psychology and her entire team.



**Dr Mohsina Najeel,**  
**Senior Clinical Psychologist,**  
**Mayo Hospital, Lahore, Associate Professor,**  
**Lahore Garrison University.**

Well done Dr. Rafia! MashaAllah great. I wonder how to extend the profound appreciation for the work you and your team deserves for such a proactive contribution to fulfill the urgent cause of psychological services on so many platforms (incessantly and simultaneously). Stay blessed and go ahead. May Allah be with you all! Prayers.



**Prof. Dr Uzma Ali,**  
**Director Institute of Clinical Psychology,**  
**University of Karachi.**

Currently, the Telehealth technology is the only available option for mental health professionals globally to provide psycho-social support services to community and to help them cope up with adversities of the

pandemic. In this regard, Dr Rafia Rafique (Director, Institute of Applied Psychology, University of Punjab) along with her faculty members, students, volunteers and national and international Mental Health Experts have taken an initiative to launch a "Covid-19 Mental Health Helpline" to provide psycho-social support services during this pandemic situation. I must appreciate her efforts to gather group of qualified psychologists and professionals at one platform and providing professional training opportunities to equip volunteers with relevant skills and knowledge helping them to efficiently and effectively fulfill their volunteer roles. Moreover, IAP also started awareness program regarding prevention from COVID-19, especially their initiative of 'Use of Mask' is highly commendable. I would like to thank IAP for approaching Institute of Clinical Psychology, University of Karachi to take part in this noble cause.



**Dr Iram Zehra Bokharey,  
Chief clinical psychologist,  
Mayo hospital, Lahore.**

In view of the challenging situation that we are faced with on account of the Covid19 pandemic, people are exposed to a lot of stress, anxiety and depressive symptoms. The bombardment of information from unauthentic sources i.e. the infodemic further complicates the already difficult situation. In order to help the general public cope with this situation, the IAP, University of the Punjab took the lead to reach out to the masses by establishing a mental health helpline service.

They trained the volunteers who were "just a phone call away" in the most literal meaning of the term. I congratulate Dr. Rafia Rafique and her team for this very important and much needed initiative. The journey of a thousand miles begins with a single step and I believe the IAP has taken this step. My best wishes for this noble endeavor!



**Dr. Sobia Aftab,  
PhD, Fulbright Post Doc Fellow, USA, Associate Professor,  
Institute of Clinical Psychology, University of Karachi.**

There are increasingly reported cases of depression, anxiety, and trauma and stress-related disorders in general community, sufferers of COVID-19 and their families and friends. The confinement at homes led to increased experiences of domestic violence and abuse. In this regard, Prof. Dr. Rafia Rafique (Director, Institute of Professional Psychology, University of Punjab, Lahore) along with her colleagues has taken the initiative of setting up volunteer "Tele Mental Health

Service" to respond to the mental health needs of the general community. Her distinguished contributions of starting up this service and to gather volunteer clinical psychologists and mental

health professionals at one platform for a noble cause of human service during this pandemic are highly commendable. Her continuous efforts of organizing webinars, lectures, training workshops and sessions of renowned National and International Mental health Professionals for her team of volunteers to ensure provision of quality and standard mental health and psychosocial support services are reflective of her dedication, genuineness and commitment to her profession and field. Dr. Rafia is an inspiring example for her followers in the field. I would like to express my gratitude to Dr. Rafia and her team for providing me the opport. Service" to respond to the mental health needs of the general community. Her distinguished contributions of starting up this service and to gather volunteer clinical psychologists and mental health professionals at one platform for a noble cause of human service during this pandemic are highly commendable. Her continuous efforts of organizing webinars, lectures, training workshops and sessions of renowned National and International Mental health Professionals for her team of volunteers to ensure provision of quality and standard mental health and psychosocial support services are reflective of her dedication, genuineness and commitment to her profession and field. Dr. Rafia is an inspiring example for her followers in the field.



**Dr Ali Imran,  
MBBS MD MPH, New York, USA, Post Doc  
Research Fellowship Emergency Medicine Global Public  
Health NYMC USA, Director Tele Global Health Center;  
Former HOD and Assistant Professor Community Medicine  
and Public Health UMDC JSMU; Editor, Disease Digest online  
YouTube Dr Ali Imran (MBBS MD MPH, New York, USA)**

I have spoken in webinar on healthy lifestyle and Covid-19. Good Diet, Relationship Exercise Avoidance of Stress and Tobacco and Good sleep and Communication and counselling are best way to stay holistically healthy in mind body and soul. I am pleased to say mental

help line is a great initiative of IAP, PU. We all know Tele global public and mental health is best way to help people and Covid-19 cases in pandemic and lockdown. This make anyone to seek help from any where by technology and mobile to cope with Psychological concerns. Fear and panic in public, and anxiety & depressive disorders common in Covid-19 cases. I am honored to do interactive webinar on, Sunday 12 July ,2020. I congratulate Director Dr. Rafia Rafique, and all faculty, students and staff for this great work and academic webinars. Allah bless you all! Ameen.





**Irfan A. Mian, Assistant Professor,  
Department of Psychiatry,  
Division of Child and Youth Mental Health,  
University of Toronto, Staff Psychiatrist, The Hospital for Sick Children,  
Toronto, Ontario.**

The Institute of Applied Psychology at the University of the Punjab has put great effort into the development of an important and much needed support to the national community during the COVID-19 pandemic. These are uniquely difficult times with many mental health and emotional challenges for us all. The swift responses of the IAP have been most commendable. IAP came together to quickly develop a volunteer Mental Health Help Line, strengthened

by a number of related online training sessions for the volunteer students and faculty, presented by a number of experts in a variety of fields. I was very pleased to conduct a webinar session and be a small part of this important effort. The wholehearted commitment, organization, and dedication shown by all those involved at the IAP has been most impressive.



**Ms. Ghazala Imran,  
Counselling Psychologist & Speech Language  
therapist at Faculty Prince Sultan University Riyadh,  
Fellow HEA UK, Lifetime member Pakistan Psychological  
Association, Alumnae, Punjab University New Campus, Lahore.**

The developing mental health issues related to Covid-19 Pandemic may breed on-going mental health problems and loneliness all over the world. Due to uncertainty, fear, psychosocial stressors and helplessness is growing among the general population, IAP Punjab University Lahore, inclusively stepped forward under the leadership of Dr. Rafia Rafique the Director IAP along with her team that comprised

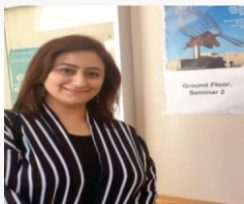
of her colleagues, students and alumni to help community during this crucial period. In this regard extensive training programs and seminars were conducted not only by the local but also global experts. The team of volunteer students created videos to campaign the importance of social distancing and other protective measures. Helpline was established to provide online consultation to help community overcome anxiety, depression, panic attacks and other mental health issues due to isolation and lockdown.

## ALUMNI MESSAGES

**Dr. Syeda Shahida Batool**

Professor Psychology  
GC University, Lahore, Pakistan.

During COVID-19 crisis, Institute of Applied Psychology, PU, has played a pivotal role to combat the psychological impact of this pandemic. I really appreciate the dynamic leadership of Dr Rafia Rafique, contribution of competent faculty of IAP and motivation of students who are voluntarily serving the nation during this tough time.

**Dr Amina Muazzam**

Associate Professor of Psychology (Tenured)  
Lahore College for Women University (LCWU), Lahore, Pakistan.

In the wake of current pandemic, where the general community is going through psychological pressure and imbalance, IAP, PU under supervision of Dr Rafia Rafique has not only launched online mental health services but conducted very useful webinars and online training workshops for counsellors and general community in Corona Consultation, briefing about Corona and precautions, Counselling quarantine patients and caregivers, dealing with stress, anxiety and depression, addressing psychosocial aspects of Corona, bereavement counselling to families, health tips to boost immunity. Voice of America also covered their mental health services. These exceptional efforts by her are commendable and appreciable.

## HELPLINE VOLUNTEERS MESSAGES

**Sadia Mustafa.**

S.S.E.T clinical psychologist  
Govt. Special Training institution for mentally  
challenged children Lahore.

I want to pay a Special salute to the courageous and philanthropist Director of IAP and her dedicated team to serve the humanity during this pandemic. IAP serves and offers their applaudable services to the suffering souls. I am also grateful to the IAP for the provision of such a commendable platform.

**Amna Bashir**

Clinical Psychologist  
Special Education Department, Lahore.

IAP under the vibrant and dynamic leadership of Director shines and stand out. I want to say that IAP tirelessly serves the masses during this pandemic and outshine. I must admit that all credit goes to Dr Rafia Rafique who provided platform to faculty and volunteers to show the best in terms of psychological services. I want to congratulate the whole team and the persistent efforts of their leader.

**Nida Zafar**

PhD Scholar  
Institute of Applied Psychology,  
University of the Punjab, Lahore.

I would like to appreciate the efforts of Institute of Applied Psychology for their substantial role in the outbreak of COVID-19. The current situation of Covid-19 and the effect it is having on our lives can cause mental health crises. IAP has played an integral part by establishing a free COVID-19 helpline and bringing psychologists as front liners to help those in need. As a PhD student of IAP, I am proud to be a part of IAP volunteer COVID-19 helpline and must thank IAP for providing me this opportunity to pay back to my Institute and community.

**Zainab Javed**

Practicing Clinical Psychologist, (PhD scholar)  
University of the Punjab, Lahore.

In these extremely uncertain and testing times, our Institute of Applied Psychology has come forward with a much-needed response. This department under the dynamic leadership of Dr. Rafia Rafique has worked tirelessly to bring awareness regarding the pandemic we are facing globally. We have successfully arranged quite a few seminars and lectures regarding the novel Covid-19 and how to deal with all psychological issues stemming from it.

Renowned scholars had been invited to psycho educate on the anxiety and depression issues and general acceptance of the deadly virus among us.

**Usman Ahmad Zaheer**

(PhD Scholar), Institute of Applied Psychology,  
University of the Punjab, Lahore.

My name is Usman Ahmad Zaheer. It's enormously gratifying to me, as an active member of this Covid-19 Mental health helpline. I feel very proud to be a part of such an important and successful Nationwide initiative by Dr. Rafia Rafique.

**Iqra Nazar**

Visiting lecturer, Institute of Applied Psychology,  
University of the Punjab, Lahore.

In these difficult times, IAP has been active to deal with the mental health issues during the pandemic days. Dr Rafia Rafique has been leading us in all helpline tasks. I am proud of being a part of this noble helpline. This helpline has been facilitating the public since the first day and will continue to do so. It has also helped us in polishing our professional skills and inspired us to utilize our efforts in serving humanity.

**Mussirah Aftab**

MS health Psychology / Trainee  
Institute of Applied Psychology,  
University of the Punjab, Lahore.

My experience with IAP during this pandemic was very prolific. I highly appreciate the efforts of our worthy Director Dr Rafia Rafique for taking such a needed initiative. A series of webinars and E-workshops presented by highly qualified professionals from all over the world provided us huge knowledge. I personally work for mental health helpline established by IAP which is the best platform to serve humanity in this pandemic situation. I feel proud for being a part of IAP.

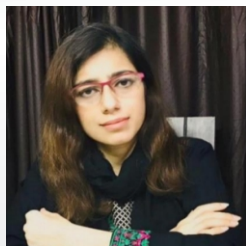


**Usama Ahmad Khan**

MS Health Psychology / Trainee  
Institute of Applied Psychology,  
University of the Punjab, Lahore.

In the beginning of the Covid-19, the whole world got into a panic state, we saw the world focusing on the physical health structures in the entire world. IAP recognized this serious threat and stepped up to help the society. Under the dynamic leadership of Dr Rafia Rafique, 'Covid-19 Mental health helpline' was established and is active round the clock to help and facilitate the society in the best possible way. I

being a volunteer am immensely proud of being part of this initiative and I look forward to serving to the best of my abilities. It's time to pay back my dear COVID warriors.

**Zunera Tariq**

MS Health Psychology / Trainee  
Institute of Applied Psychology,  
University of the Punjab, Lahore.

COVID-19 is a global crisis no one was prepared for lockdown and uncertainty of health & situation worsened the pandemic-induced anxiety and depression. In such stressful situation, Dr Rafia Rafique, Director IAP, came up with a commendable initiative of "Mental Health Helpline".

Being a volunteer at the tele helpline was a great learning experience. The training workshops and webinars helped us in acquiring the relevant skills while the continuous guidance and support of our worthy mentors helped in fulfilling our volunteer roles efficiently. I would always remain thankful to IAP for providing me the opportunity to play my little bit in aiding people in their mental health struggles during pandemic.



# IAP VOLUNTEER SERVICES



## COVID-19 MENTAL HEALTH HELPLINE BACKGROUND OF COVID-19 MENTAL HEALTH HELPLINE

First case of the Novel Coronavirus appeared in Pakistan in February, 2020 but it was March when the situation started aggravating with cases being reported from different corners of the country. Moreover, with WHO declaring it a pandemic. It was high time Pakistan took some action to curtail the spread of the virus. Following the footsteps of China, Italy, and few other countries (with the rise in cases), a partial lockdown was imposed across Pakistan in the mid of March. Although it wasn't a curfew in entirety, with basic life amenities, like food and groceries still available to people, all other major life activities discontinued in Pakistan. As we know, if someone is forcefully restricted in an area, he/she will try to escape, that's a natural human instinct. Same happened in lockdown, people wanted to roam around freely but there was a lockdown, which was more like detention and they would have to follow the SOPs; all this was new, and difficult for the entire world; and the poor economic condition, lack of health and education facilities made it even more difficult for Pakistan.

Physical health was the focus of all the health care institutions; to combat this new pandemic situation. All necessary steps were taken to ensure that people recover from this situation and to prevent further spread of this situation, however, due to the most important factor was ignored i.e. the mental health of the people. Unprecedented Covid-19 situations, with novel SOPs and health care demands started to have a toll on the wellbeing of the people.

Mental health has never been our focus in the past, so as usual, it was ignored amidst pandemic. But the fact remains that mental health is the most important thing to be taken care of. So, in this crucial time when every health care institution's focus was on physical health, Institute of Applied Psychology rose to the occasion under the dynamic leadership of Dr. Rafia Rafique to play its part in this critical situation.

IAP, while continuing its legacy, remained efficient in the pandemic and actively spread awareness among the society about the novel situation, helped people in difficult times, dealt with their

mental health issues, and aid them in coping with the distressing Covid-19.

COVID-19 Mental Health helpline was started by the Institute of Applied Psychology when Pakistan was put into the partial lockdown situation. The sole purpose of the Mental Health Helpline was to help people dealing with anxiety, stress, depression, or any other mental health issue due to the novel Coronavirus or the lockdown situation it has put everyone in. People were anxious due to the uncertainty of the future COVID-19 caused; so IAP stepped up and helped them to deal with this pandemic and the mental issues it was causing to the people by offering one-of-its-kind Tele-mental health helpline, a service imitated by several other institutes later.

In this helpline, we have volunteers from all over Pakistan who wanted to play their part in the fight against the coronavirus. These include psychologists, psychiatrists, neurologists, nutritionists, top mental health professionals, professors of psychology, Ph.D. scholars, and of course the students of IAP. Though we focused to deal with the mental health issues related to Covid-19, the professional volunteers made sure not to leave any psychological issue unaddressed and handled them with equal efficiency. Volunteers were allotted different time slots to make sure that mental health service is available seven days a week. Volunteers worked with empathy and dedication to facilitate the people in their Covid-19 related struggles. All records of the calls and clients' histories were maintained and kept confidential in order to ensure the quality of the services, volunteers were instructed to report each and every call to the coordinators.

## **Series of Training Workshops and Webinars for Volunteers of Mental Health Helpline**

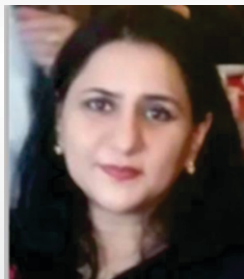
### **Volunteer Training Sessions by Faculty of IAP**

Training of the volunteers holds great significance; for providing knowledge and skills so they can deal effectively with the the mental health issues of the clients through online modalities. For this, virtual training sessions and webinars were conducted where worthy teachers, foreign experts, and professionals, trained the Psychologist-volunteers on how to effectively manage stress, anxiety, and depression. Professionals shared their valuable knowledge with volunteers. Everyone participated actively during these training workshops which made these online sessions useful and knowledgeable.



### **First Virtual Training Workshop entitled "Stress and Anxiety Management during Pandemic"**

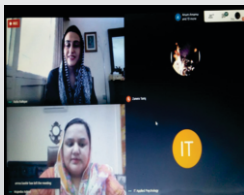
Dr Fatima Kamran Assistant Prof. Senior Clinical Psychologist, Institute of Applied Psychology PU conducted a virtual training workshop on Monday 6<sup>th</sup> April 2020 on Stress and Anxiety Management during Pandemic for volunteers of COVID-19 Mental Health Helpline. The workshop highlighted the sudden surge in the anxiety and stress among people due to pandemic and lockdown and concluded on the note that there's dire need to address mental health issues in lockdown. Dr. Fatima enghlighted the role of deep breathing and relaxation exercises for relaxation.



### **Second Virtual Training Session entitled "Mind Reframing and Mindfulness to Manage Pandemic Induced Mind States and Psychological Distress: Holistic Approach Paradigm"**

Institute of Applied Psychology, University of the Punjab, Lahore conducted second session in sequel to virtual training sessions for volunteers of COVID-19 Mental Health Helpline. Dr Afsheen Masood Assistant Professor and senior psychologist conducted an online training session on Friday

10<sup>th</sup> April, 2020 on "Mind Reframing and Mindfulness to Manage Pandemic Induced Mind States and Psychological Distress: Holistic Approach Paradigm". She emphasized the emergent need to adopt a multidimensional and multifaceted holistic approach of managing mind states and curbing psychological distress at the wake of this transient pandemic condition.



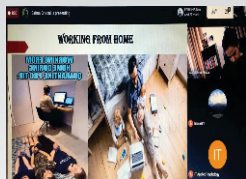
### **Third Virtual Training Session entitled "Managing Anxiety During COVID-19"**

Dr Mujeeba Ashraf, Clinical Psychologist/Assistant Professor, Institute of Applied Psychology, PU conducted a third virtual training session on Saturday 11 April 2020, on "Managing Anxiety during COVID-19" for volunteers of Mental Health Helpline.

She stressed that it is quite natural to experience anxiety in this time of COVID-19 pandemic, as situation is ambiguous, novel and unpredictable. Moreover, managing life in lockdown is simultaneously adding to the existing stress and anxiety.



Therefore, she suggested that clients should be treated according to their symptoms of anxiety through brief psychotherapy approaches.



### Fourth Virtual Training Session entitled "Working Effectively from Home"

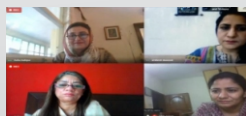
Dr Saima Ghazal, Assistant Professor, Institute of Applied Psychology PU conducted the fourth virtual training session on Tuesday 14<sup>th</sup> April 2020, on "Working Effectively from Home" During COVID-19 for volunteers of "Mental Health Helpline". During the workshop she discussed the key challenges that people face while working from home, across three dimensions namely effectiveness, motivation and sustainability. Through her expert knowledge she equipped the volunteers/participants with techniques that they can use while helping the callers of COVID-19 Helpline.

## VIRTUAL CONFERENCE OF IAP



### Virtual Conference Titled "Designing Protocol for Volunteers of COVID-19 Mental Health Helpline in Wake of Corona Virus"

The virtual conference titled "Designing protocol for volunteers of COVID-19 Mental Health helpline in wake of Coronavirus" was arranged by the Institute of Applied Psychology, University of the Punjab, Lahore. It was chaired by the Dean, Faculty of Life Sciences, Professor Dr. Firdouse-Bareen. Dr Rafia Rafique, Director Institute of Applied Psychology welcomed psychologists from all over Pakistan. Conference speakers; Dr Mohsina Najeeb, Dr Tanveer Nasar, Prof. Dr Uzma Ali, Dr Irum Zehra Bokhari, Ms Lubna Azhar and Dr Saima Dawood gave important deliberations regarding designing a need-based criterion and guidelines for volunteers of COVID-19 Mental Health Helpline of Institute of Applied Psychology. Speakers of the conference showed concern regarding the growing mental health issues and enlightened the conference participants with their expert opinion. They gave guidelines regarding how to objectively



address issues such as anxiety, depression, educational concerns etc. Professor Dr Najma Najam, Dr Naumana Amjad, Dr Fatima Kamran, Dr Afsheen Masood, Dr Saima Ghazal, Dr Mujeeba Ashraf, Dr Afifa Anjum and Ms Tahira Mubashir highlighted different psychological issues associated with the current pandemic.



It was emphasized that individuals with prior mental and physical health issues are more likely to get effected due to lockdown and physical distancing. The role of spirituality, religious coping and gratitude was emphasized. The conference was attended by more than 60 psychologists from all over Pakistan

## WEBINARS AND TRAINING SESSIONS BY GUEST SPEAKERS



### Virtual Training Session entitled "Finding True Lasting Happiness amid Difficulties"

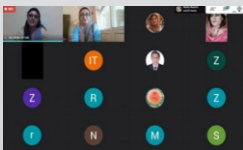
Dr Naumana Amjad (Retd) Associate Professor, Institute of Applied Psychology, PU conducted the sixth virtual training session on

Friday 17<sup>th</sup> April 2020 for volunteers of COVID19 Mental Health Helpline initiated by the Institute of Applied Psychology. She highlighted the different ways to acquire true and lasting happiness amid difficulties. During the session she emphasized the fact that happiness can play a major role in reducing stress and anxiety during pandemic.



### Virtual Training Session entitled "Parenting Tips in Current Scenario of Lockdown"

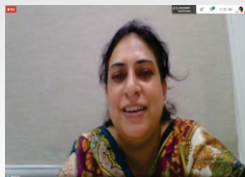
Ms. Amna Bashir Clinical Psychologist at Special Education Department and Ms Saadia Mustafa SSET of Special Education Department conducted the seventh virtual training session on Monday 20<sup>th</sup> April, 2020 for volunteers of COVID19 Mental Health Helpline initiated by the Institute of Applied Psychology. They highlighted the fact that parents can play a major role in reducing stress, anger issues and anxiety of their kids during pandemic. They stressed that parents should involve their kids in productive indoor activities.



### Virtual Training Session entitled "Dealing with Grief and Loss-During COVID-19 Pandemic"

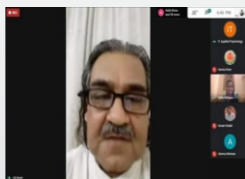
Dr. Sobia Aftab, Associate Professor at Institute of Clinical Psychology, University of Karachi conducted the eighth virtual training session

entitled as "Dealing with Grief and Loss-During COVID-19 Pandemic" on Thursday 23rd April 2020 for volunteers of COVID-19 Mental Health. She discussed different grief reactions, myths related to grief, and stages of grief. She guided on emotional support strategies and adaptive ways of coping to deal with and manage grief related to death of a loved one due to Coronavirus. Focus of her workshop was on teaching volunteers to help their clients deal with the grief and loss they are experiencing after the death of a loved one.



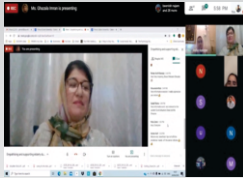
### **Webinar on "Physical Distancing – the Real Meaning"**

Institute of Applied Psychology organized a webinar titled 'Physical distancing – the real meaning' on 12<sup>th</sup> June 2020. Mirat Gul, Senior Clinical Psychologist at Punjab Institute of Cardiology and the Vice President of PACT was the resource person. Miss Mirat highlighted how the current social distancing is basically physical distancing as we all are socially connected through different mediums and are just physically apart. Take home message was that despite being physically apart, we must be emotionally available to people around us, together but apart, only then we can successfully pass through the stressful times of pandemic.



### **Webinar entitled "Healthy lifestyle in Prevention and Management of Covid-19"**

Webinar entitled "Healthy Lifestyle in Prevention and Management of Covid-19" was arranged for the faculty, students and Mental Health Helpline volunteers to get an understanding of the changing lifestyle dynamics in wake of the pandemic. Dr Ali Imran MBBS MD MPH, Post doc Research Fellowship Emergency Medicine Global Public Health, Director, TeleGlobal Health Center was the resource person. Dr Ali discussed at length how to keep one's self safe from coronavirus. He talked about the role of quality sleep and sleep hygiene during pandemic. Dr Ali highlighted the importance of healthy lifestyle, he was of the opinion that a shift towards healthy life style has become pertinent to address the physical and mental health concerns that are likely to arise during post COVID period in Pakistan. Take home message was that Tele health/Tele Psychology has become need of the hour for online learning, teaching and counseling of clients with medical and psychological needs.



### Webinar on "Empathizing and Supporting elderly during Covid-19"

Institute of Applied Psychology organized a webinar entitled "Empathizing and Supporting elderly during Covid-19" on 24<sup>th</sup> June, 2020. The webinar was presented by Ms. Ghazala Imran, an Educationist in Prince Sultan University of Riyadh, Fellow Higher Education Academy UK. She is a member of Pakistan Embassy Welfare Clinic Riyadh as a Counseling Psychologist. Key objective of this webinar was to bring awareness about the concept of empathy and how to develop it in our community to bring compassion towards each other and specifically towards elderly population. The resource person further discussed the physical and mental challenges in late adulthood and highlighted the biopsychosocial factors that contribute in successful aging. Attendees took great interest in learning strategies to empathize and support elderly at this crucial period of Covid-19 pandemic and shared their experiences.

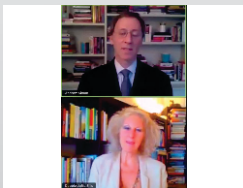


### Instagram Live Session on "Covid-19: How to Manage Stress and Anxiety with the help of Rational Emotive Cognitive Behavior Therapy"

Director, faculty and students of Institute of Applied Psychology along with Mental Health Helpline Volunteers attended an Instagram Live Session organized under Rational Living Inc by Saima Salman. The resource person was "Dr Windy Dryden" who is world renowned Cognitive Behavioral Therapy expert. For students and Mental Health Helpline volunteers it was a great opportunity to understand the dynamics of pandemic and learn how to manage stress and anxiety of callers of helpline with the help of Rational Emotive Cognitive Behavior Therapy.



### Virtual Session titled "REBT and Coping with the Covid-19 Pandemic"



COVID-19 Mental Health Helpline volunteers attended the registered

session on “REBT and Coping with the Covid-19 Pandemic” by Dr Debbie Joffe Ellis, the globally renowned therapist. She focused that it’s not the situation that creates negative emotions, in fact how people think and perceive the situation impacts their emotions. She emphasized on counting the blessings during the lock down and pandemic. Dr. Debbie Joffe Ellis highlighted that REBT is a holistic approach and a way of life for those who choose it.

## MOU’S AND INTERNATIONAL COLLABORATIONS

IAP signed MOU’s with foreign universities which include Michigan State University, USA and University of Toronto, Canada. The MOUs incorporated webinar collaborations with the speakers and learned professionals from these universities. Volunteers were enlightened with the immense knowledge of great speakers from these foreign universities and the volunteers learned a lot from these virtual sessions. They were informative and interesting at the same time as they brought forward the perspectives from different corners of the world. Sharing knowledge is always beneficial and useful and surely these MOUs remained highly beneficial for IAP students and volunteers of mental health helpline.

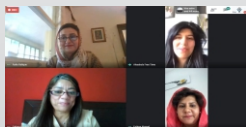
## VIRTUAL TRAINING SESSION ENTITLED “OUR MENTAL HEALTH IN TIMES OF COVID-19”



A Webinar in collaboration with Dept. of Psychiatry, Michigan State University, USA was conducted entitled “Our Mental Health in Times of COVID-19” by Dr Farha Abbasi Assistant Professor Department of Psychiatry, Michigan State University, USA. Dr. Farha emphasized on mental health of front line workers especially psychiatrists and psychologists. She trained the volunteers of IAP on how to maintain

work life balance and talked about negative psychological effects of excessive social media usage. She discussed gratitude and religious coping techniques as being most effective during uncontrollable stressors especially when the timeline is not known.

## COLLABORATIVE TRAINING SESSIONS



### Virtual Training Session entitled “Helpline Tips to Deal with COVID-19 Stress: A Psychological Guide”

A Collaborative training session was arranged by Dr Fatima Kamran, Senior Clinical Psychologist/ Assistant Professor, Institute of Applied Psychology PU on Wednesday 15<sup>th</sup> April 2020, on

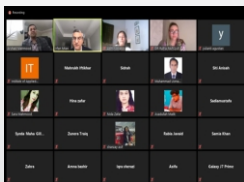
"Helpline Tips to Deal with COVID-19 Stress: A Psychological Guide" for volunteers of COVID-19 Mental Health Helpline. She guided volunteers about how to manage feelings of stress, anxiety, or distress associated with COVID-19, and helpful resources and support. International speakers Mr. Ahmad Mursaleen, Vice President, Deutsche Bank, London, UK, Dr Fatima Ahmad, Medical Specialist, Geneva, Switzerland and Ms Naureen Arif, Educationist, London, UK also shared their expert opinions on subject matter and guided volunteers how to deal with stress during COVID-19. The experts highlighted some encouraging and motivating facts about Pakistan's role and management of pandemic COVID-19.

## IAP VOLUNTEER PSYCHOLOGISTS PROVIDED SERVICES IN UHS: UNIVERSITY OF HEALTH SCIENCES



Institute of Applied Psychology, University of the Punjab is facilitating the Governors Telemedicine Center at UHS by providing volunteer psychologists. A huge response by our psychology community to volunteer during these difficult times is much appreciated.

## INTERNATIONAL WEBINAR ON "PSYCHOSIS IN CHILDREN AND ADOLESCENTS" BY DR. IRFAN MIAN, UNIVERSITY OF TORONTO, CANADA



Institute of Applied Psychology held a webinar on "Psychosis in Children and Adolescents". Dr Irfan Mian, Assistant Professor at the University of Toronto (Canada), Department of Psychiatry, Division of Child and Youth Mental Health was the presenter. Dr Mian is actively involved in undergraduate and postgraduate medical education as well as creative professional activities focused on education with physician groups, public/community education and interdisciplinary education. He discussed assessment and management strategies including the "Canadian Guidelines for the Pharmacological Treatment of Schizophrenia Spectrum and other Psychotic Disorders in Children and Youth" and the "Canadian Treatment Guidelines on Psychosocial Treatment of Schizophrenia in Children and Youth". The session was moderated by Dr Arshad Mehmood (Psy.D, RP, Director York Psychological Services, Canada). Covid-19 mental health helpline volunteers of IAP, students, faculty and international participants attended the webinar.

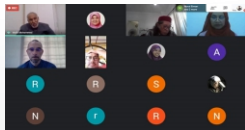


## INTERNATIONAL WEBINAR ON “NAVIGATING MENTAL HEALTH DURING COVID-19 PANDEMIC” JOINT VENTURE BY UNIVERSITIES OF MALAYSIA AND USA



Volunteers of Covid-19 mental health helpline, students and faculty of Institute of Applied Psychology participated in a webinar on “Navigating Mental Health during Covid-19 Pandemic” on May 18<sup>th</sup> 2020. The webinar was jointly arranged by The Association of Muslims in nurture and advocacy, University of Putra Malaysia and Department of Psychiatry Michigan State University. Dr Siti Aishah stressed the importance of faith and spirituality during these unusual circumstances. Dr Farah Abbasi talked about the ways to cope with an uncontrollable stressor and highlighted how uncertainty during times of pandemic has brought new challenges and new paths to progress.

### WEBINAR ON “SUSTENANCE OF THE SOUL”



To keep up the spirit of Ramadan, faculty, students and volunteers of Institute of Applied Psychology attended the webinar on “Sustenance of the Soul” by Prof Malik Badri on May 23<sup>rd</sup> 2020. Dr Badri is Professor of Psychology at the International Institute of Islamic Thought and Civilization (ISTAC), Malaysia. He talked about the human

psychopathology as well as diagnoses of psychological ailments including stress, depression, fear and anxiety, phobic and obsessive-compulsive disorders, together with their treatment through cognitive behavior therapy focusing on the Islamic dimension of the CBT. He stressed the importance of a greater dimension i.e. to include the soul and the worship of God in treatment of psychological disorders.

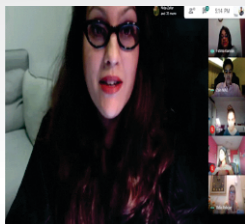
## 2<sup>nd</sup> INTERNATIONAL GLOBAL CONFERENCE ON “CREATIVE SOCIETY: A WORLD WITHOUT VIOLENCE”



Faculty, students and volunteers of Covid-19 Mental Health Helpline of Institute of Applied Psychology attended the 2<sup>nd</sup> International Global Conference on Creative Society: A world without violence. This conference was conducted by ALLATRA International Public Movement to raise awareness about the fact that violence of any kind should not be accepted by society. Speakers from many countries participated. Karina Bermer: Founder of Hispanic America Now, USA, Ruckey Penial Oluwajuwon: Writer, host hope now conferences, Switzerland, Agita Pasariu: Founder and CEO of Bully.id Great Britain, Dr. Farha Abbasi: Assistant Professor, Department of Psychiatry at MSU, USA.

Laurence Lecuyer: Ethnologist, Anthropologist and Professor at INACD, France and Huma Kirmani: Published author and member of UN of Pakistan, Pakistan shared their views on how to reduce violence across the globe. Speakers emphasized on importance of human life, human freedom, human safety, transparency and openness of information for all. They were of the opinion that creative ideology and development of personality plays a major role in reducing violence.

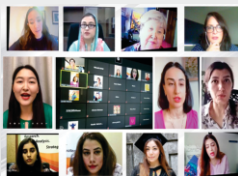
## INTERNATIONAL WEBINAR ON "SAY NO TO BULLYING, STAND UP, SPEAK UP"



Institute of Applied Psychology organized a webinar titled 'Say No to Bullying, stand up, speak up' on 17th June 2020. The webinar was conducted by Dr. Fatima Kamran, Assistant Professor IAP and included National & International resource persons including Dr. Rafia Rafique, Director IAP, Ms. Cyma Salman, CEO Rational Living institute Singapore and Ms. Naureen Mursaleen, educationist and counsellor, London, UK. The online webinar aimed to develop awareness regarding BULLYING by inviting school participants from Pakistan,

UK, Singapore and Switzerland who shared their stories and experiences. The webinar was attended by a large audience who appreciated the idea of developing awareness. Take home message was "People who love themselves, don't hurt other people. The more we hate ourselves, the more we want others to suffer".

## WEBINAR ON "COVID-19 CHRONICLES: A WOMEN PERSPECTIVE"



Center for Global & Strategic Studies (CGSS), Islamabad organized a Webinar on "COVID-19: A Women Perspective" on 29th June, 2020. The aim of the Webinar was to analyze how COVID-19 is impacting women and to allow the respective authorities to respond effectively to their vulnerabilities. The session was commenced with the opening remarks by Ms. Mehreen Gul, Director CGSS, and among the speakers were Ms. Kaana Aidarkul (Chairperson,

Kyrgyz Association of Women in the Security Sector), Dr Rafia Rafique (Director Institute of Applied Psychology, University of the Punjab, Lahore), Ms. Faiza Sheikh (Lawyer in the Jurisdiction of England & Wales), Ms. Kempirbayeva Dilyara (First secretary, Embassy of the Republic of Kazakhstan to Pakistan), Ms. NigarJavanshirzade (Project manager "Chamomile" Azerbaijani Diaspora Women's Network), Ms. Wang Qianting (Senior Correspondent, China Media Group, Beijing, China), Ms. DilnozaOdilbekova (Association of Business Women Uzbekistan), and Ms. Ramma Shahid (Founder Beti, Media & Advocacy Expert, Pakistan). Speakers stressed the central role of women in combating the pandemic and how its important to recognize the

immediate and long term psychological needs of women. They highlighted the contribution of female healthcare workers, doctors, nurses and paramedics who are serving tirelessly at this crucial time. Moreover, they discussed the impacts of COVID-19 on women in business sector and how different organizations are extending legal support for women.

## COLLABORATION WITH UHS

### **IAP collaborated with the University of Health Sciences' Telemedicine Service initiated by the honorable Governor of Punjab Ch. Mohammad Sarwar**

**Our volunteers actively participated in the UHS telemedicine helpline and guided people who were reporting any mental health problem due to pandemic. IAP is the only mental health institute, which offered its services at the UHS telemedicine helpline keeping its tradition of taking the initiative and leading from the front. It was a great learning experience for the volunteers as well.**



## ONE MINUTE VIDEO SERIES BY DIRECTOR, INSTITUTE OF APPLIED PSYCHOLOGY



Covid-19 followed by countrywide lockdown was an unprecedented crisis no one was prepared for. Being housebound for an indefinite period with no social interactions in sight is a naturally anxiety-inducing situation while to worsen it up is the looming fear of contracting the virus. In such stressful situations, having negative thoughts or getting depressed or anxious is normal; whereas to help people manage the stressful situation, Director Institute Applied Psychology Dr. Rafia Rafique started a series of one-minute videos from the platform of PU, instantly after the lockdown. In this series, she regularly shared tips on how to stay positive and happy amongst all the negativity and stressful life situations. The tips were highly effective in keeping up the spirits of the students, professionals, frontline worker,

housewives parents, youth, children and elderly followers whereas the short time-duration (i.e. one minute) instantly grabbed the viewers' interest while effectively delivering the message. Her enlightening series didn't end and she keeps on sharing stress-management tips for specified populations like housewives, students, and according to specific occasions like Ramadan and Eid. In all of the videos, the take-home message for viewers is to "Think Positive, Be Optimistic and Stay Happy!"



### COVID free Pakistan Campaign

Latest addition to the IAP inventory is the launch of the 'COVID-free Pakistan' campaign. As we saw, Covid-19 positive cases keep on increasing in Pakistan, but despite the surge, people are not

following the SOP's the way this critical situation demands. Reality is, that no government or lockdown alone can protect people from the pandemic unless people themselves understand the situation and follow SOPs. People need to take care of themselves and others by adhering to the SOPs because of the unique nature of the spread of this virus. So, to address the non-adherence of SOPs by the masses, IAP launched the "COVID free Pakistan" campaign to spread awareness among the people. First part of this campaign was to educate people on how important it is to wear face masks. Faculty and students of IAP sent their photos wearing masks so that the message is distinctly conveyed that masks are important for the safety of people and their loved ones. In the next stage children from all over Pakistan sent us their photos, wearing masks and with different slogans conveying the most important message, i-e, to observe safety measures and follow SOPs, for safety and wellbeing of your loved ones. Parents' contribution shows the popularity and reach of the initiative taken by IAP. These contributions and valuable messages were compiled in the form of videos and spread on different social media platforms. This campaign is still in progress and we are taking new steps to further increase the extent of the awareness campaign day by day.

## Media Coverage



All the efforts and services of IAP for the wellbeing of the masses was appreciated, as IAP has been widely covered by numerous media channels for its great services to the

society especially related to the Covid-19 situation. This reflects immense dedication and commitment of the volunteers of this helpline, which gave IAP and Mental Health Helpline marked recognition nationwide. Director Institute of Applied Psychology, Dr Rafia Rafique is the visionary leader of IAP and she has represented this prestigious institute at numerous platforms, highlighting the philanthropic that services IAP is providing



IAP goes online on Facebook, Instagram, Twitter Official page of Institute of Applied Psychology, University of the Punjab, Lahore.