



Mental Health Policy and Culture

“Mental health issues in the work and school environments are any conditions that affect employee and students’ state of mind. These conditions may include mild depression, stress and severe anxiety which may result in burnout and nervous breakdowns. Substance abuse may also perpetuate mental health issues. Mental health problems can manifest in different ways. Some employees may suffer with no physical side effects, while others may experience physical symptoms (e.g. increased blood pressure, lethargy, changes in eating habits.)” Information from <https://resources.workable.com/mental-health-policy-template>

How to Implement

- Gain support from leadership and managers over specific departments
- Help managers implement policy change- ask what is and isn’t going well.
- Publicize new work policy
- Make self-assessments for mental well-being available to employees and students
 - <http://screening.mentalhealthscreening.org/capsdep>
- Publicize current mental health services that are available- EAP, health services, depression screenings, etc.
- Provide newsletters, brochures, pamphlets, etc. that address depression and remedies.
- Promote Well-Track App (app.welltrack.com) for self-help therapy
- Remind managers, employees, and students of trainings to address stress and depression
 - <https://pshcompass.csod.com/GlobalSearch/search.aspx?s=1&q=stress>
Incentivize usage of the room by entering employees for a monthly drawing each time they visit the room.

Evaluation

To assess the impact of the intervention:

- Ask managers about changes in culture or absenteeism pre/post policy implementation
- Survey employees after 6 months of policy change to measure changes in job satisfaction, stress levels, health behaviors, and work-life balance management



Example Pre and Post Questions:

- Thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?

- During the past 30 days, for about how many days have you felt worried, tense, or anxious?

- How often do you find your work or school load stressful?
 - Always
 - Often
 - Sometimes
 - Hardly ever
 - Never

- What is your biggest barrier to positive mental health? (Check all that apply.)
 - Work stress
 - Micromanagement
 - Home stress
 - Busy schedule
 - Coworkers
 - Relationships outside of work
 - Other

- Over the last 2 weeks, how many days have you had trouble falling asleep or staying asleep or sleeping too much?

- How often do you find your work or school load stressful?
 - Always
 - Often
 - Sometimes
 - Hardly ever
 - Never



- How often do you have physical symptoms that are likely stress related? (e.g., teeth grinding, headaches, palpitations, stomach aches, back aches)?
 - Never
 - Once a month
 - A few times per month
 - Once a week
 - Multiple times per week
 - Daily
 - N/A or I'd prefer to not answer

- All in all, how satisfied would you say you are with your job?
 - Very satisfied
 - Somewhat satisfied
 - Not too satisfied
 - Not at all satisfied

- How satisfied are you with current wellness programs?
 - Very satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Very dissatisfied



Mental Health Policy Template

Employer mental health policy template

This Employee Mental Health policy template is ready to be tailored to your company's needs and should be considered a starting point for setting up your employment policies.

Policy brief & purpose

Our Mental Health policy outlines our provisions to prevent and address mental health issues among our employees. Mental health is just as important as physical health. Mental illness may be detrimental to a person, as it impact happiness, productivity and collaboration. Mental health issues may affect companies, in the form of:

- Turnover
- Absenteeism
- Poor employee performance
- Employee substance abuse
- Work-related accidents
- Workplace violence or harassment

With this policy, we aim to support our employees and create a healthy and happy workplace. We want everyone to feel appreciated and be treated fairly.

Policy elements

What are mental health issues?

Mental health issues in the workplace are any conditions that affect employees' state of mind. These conditions may include mild depression, stress and severe anxiety which may result in burnout and nervous breakdowns. Substance abuse may also perpetuate mental health issues.

Mental health problems manifest in different ways. Some employees may suffer with no physical side effects, while others may experience physical symptoms (e.g. increased blood pressure, lethargy, changes in eating habits.)

Factors that cause mental health issues

Employees may experience mental health issues for various reasons that an employer cannot control (e.g. hereditary, family conflicts, general health.) But, there are also work-related reasons for mental health problems, including:

- Job insecurity.
- Excessive pressure.
- Work-life imbalance.
- Lack of appreciation.
- Hostile workplace conditions.
- Unsatisfactory job or workload.
- Unpleasant relationships with colleagues or managers.

To every extent possible, our company's leaders aim to recognize and address cases of workplace pressures that contribute to mental health issues.



Company Actions

We aim to:

- Treat mental illness seriously.
- Identify issues proactively and resolve them.
- Support employees who face mental health problems.
- Create pleasant workplaces in collaboration with managers, employees, unions and health experts.

Internal Policies

As a way to prevent employee distress, we will set up policies for:

- Anti-retaliation
- Anti-discrimination
- Workplace violence
- Open communication
- Work from home/ Flexible hours
- Parental leave/ Short-term disability leave

This list isn't exhaustive. All of these policies aim to preserve a harmonious workplace where employees can enjoy their work and balance their jobs with their personal lives. All managers and HR must ensure the company adheres to these policies. We will also establish a voluntary Employee Assistance Program (EAP) which includes confidential health assessments, counseling and a 24-hour hotline for personal crises.

Mental health awareness

We want to raise mental health awareness and combat the stigmas associated with them. To do this, we will:

- **Host information sessions.** We will schedule [*quarterly*] workshops for managers and employees explaining important elements of mental health.
- **Keep employees informed.** We will organize an event to present updates to this policy whenever it's modified. HR will also present this policy to new hires.
- **Compile helpful resources.** We will establish a repository of articles, videos and infographics about mental health. These resources will exist in a shared folder, on our website or as part of an HRIS.

Job-related issues

Issues related to work, compensation, job insecurity and work-life balance can heavily burden our employees. In these cases, we encourage our employees to speak to our mental health professional about how to handle their individual situations better.

Additionally, we encourage open communication between employees and managers. If employees have a work-related problem, they should speak openly to their managers. Managers are in turn obliged to listen to their employees and should search for a mutually satisfying solution together.



Managers' responsibilities

Managers should also proactively identify mental health issues among their employees. If they perceive that an employee is in a state of emotional or psychological distress, they should reach out to them. Here are some tips on how managers can address an employee who suffers from mental health issues in common situations:

- If an employee has work-related problems, managers should come up with a solution.
- If an employee has issues collaborating with colleagues, managers should meet with concerned employees and serve as mediators. If the problem is severe (e.g. violence, harassment, victimization), managers should contact HR.
- If an employee's problems are personal or the employee refuses to discuss them, managers should encourage them to contact our mental health professional.

Employee recognition and development

One way to prevent our employees from excessive stress is to recognize their work and invest in their personal growth. For this reason, we will establish:

- Recognition programs
- Mentorship programs
- Learning and development programs

Compliance with the law

The law protects employees who suffer from medical conditions (e.g. clinical depression) or mental disorders (e.g. schizophrenia.) Consistent with our non-discrimination practices, we will treat these employees fairly and we won't oblige anyone to disclose their condition or other medical information. Instead, we will attempt to support employees who come to us with mental health issues and establish strategies that apply to everyone.

Also, we will make reasonable accommodations for people with mental disabilities (e.g. flexible work hours.)

Inspired By: <https://resources.workable.com/mental-health-policy-template>



Free Mental Health Self-Assessments

Where to anonymously get help:

- **Employees: EAP**
 - 866-799-2728- Free for up to 5 visits per concern
- **Students: Health Services**
 - **Phone number- HOURS**

<https://app.welltrack.com/>

<https://app.welltrack.com/>

<https://app.welltrack.com/>

<https://app.welltrack.com/>

<https://app.welltrack.com/>

<https://app.welltrack.com/>

<https://app.welltrack.com/>

<https://app.welltrack.com/>

<https://app.welltrack.com/>

<https://app.welltrack.com/>

<https://app.welltrack.com/>

<https://app.welltrack.com/>

<https://app.welltrack.com/>



Work-life Balance: For the Reasons that Matter

Don't let challenges that life throws your way ruin what makes you happy.

When things get tough, Capital EAP can provide assistance and guidance, and help you to solve the difficult problems that might be keeping you from enjoying the important things in your life.



No Crisis Necessary. Free, Confidential Assistance for:

- Stress and Anger Management
- New Parent Questions
- Health and Wellness
- Talking to Children
- Pet Concerns
- Co-worker Communication
- Continuing Education
- Financial Advice
- Legal Advice
- Depression
- Marital Advice
- Grief Support
- Aging Parents and Elder Care
- Urging other to seek help
- Much more

Call us at (518) 465-3813 or email us at questions@capitaleap.org

Assistance for Work and Life

Mental Health | Work-Life Balance | Family Support | Professional Counseling
518-465-3813 | questions@capitaleap.org | www.capitaleap.org