



## **With care for everyone**

**Psychosocial support at the workplace  
in war and post-war times**

---

# **Template of the policy on psychosocial support of workers at the workplace**



This template will help you develop a written policy on psychosocial support at the workplace. The policy may be adapted to the needs of an enterprise/organization/institution. All the staff should have an opportunity of familiarizing with the policy and commenting it. Involve your teams in the development process, accept and discuss proposals. Involvement in development of the policy and action programme will encourage the whole work team to talk about significance of mental health support for a person and for the world of work.

### ► The policy on psychosocial support of workers

**Statement** of the (enterprise/organization/institution name)

With this policy, we demonstrate our support to every man and woman worker of our enterprise/organization/institution. We recognize that mental and social well-being of our staff is an important component of a healthy and productive working environment. In the martial law situation, we can feel panic, anxiety, stress, fear, depression, despair, and other emotions. We ask everyone who feels any psychological and social difficulties to report about that to (insert the responsible person's name and/or hotline number and/or contacts of the enterprise's service on support of workers' psychological health). We aspire to provide effective psychosocial support to everyone in need of it. We want to understand your needs better in this hard time. It enables us to assess what measures and corrections we can implement to help you address priority problems and psychologically recover yourselves. Thank you for all your work, sympathy and resilience in this extremely difficult time.

### Goals

(Enterprise/organization/institution name) seeks to:

- Shape a psychologically safe environment where the principle of confidentiality and the absence of stigma and discrimination are of priority importance.
- Become more open to talks about mental health and psychosocial problems.
- Provide support and help in addressing priority problems to internally displaced workers, pregnant women, workers with physical and/or mental problems, workers having relatives in areas of active hostilities, workers returning to work after a traumatic experience, and those who lost their relatives and property.
- Increase the level of the workers' knowledge concerning stress management methods and psychological recovery skills.
- Promote prevention of severe mental and behavioural disorders.
- Prevent emotional and professional burnout in war and post-war times.
- Teach workers skills of psychological first aid provision.
- Provide access to external resources of professional psychological aid.
- Promote active participation of workers in a number of initiatives which will help maintain mental health.



## Definitions of key terms

**Mental (psychic health)** is a state of well-being in which the individual can realize his/her potential, overcome life stresses, work productively, and contribute to his/her community. Mental and physical health, along with social well-being, are important components of the individual's overall health.

**Psychological counselling, or "psychotherapy", or "speech therapy"** is a conversation about one's thoughts with a specialist for better understanding one's own thinking and behaviour to address certain psychological problems; for assessing one's own emotional state to prevent or reduce mental disorder risks; for changing one's behaviour to improve quality of life.

**Psychological first aid** is provided to a person for his/her emotional stabilization and support when he/she is acutely stressed during or after a traumatic event. A person in such a state may develop the following emotional responses: aggression, panic, fear, anxiety, apathy, stupor, nervous tremor, motor agitation, hysterics, and crying.

**Reasonable accommodation** is an individual solution for a concrete person with a certain health impairment at a concrete workplace with a respective list of professional duties.

**Stigma** is when someone perceives you in a negative sense because of a certain characteristic or attribute (for example sex, colour, cultural background, disability, mental disease, HIV status, sexual orientation, IDP status, and other attributes). When someone treats you negatively due to your mental disease and other attributes, it is discrimination.

## Scope of application

This policy applies to all staff of (enterprise/organization/institution name) as well as to suppliers, contractors, clients, interns, applicants and volunteers.

## Obligations

(Enterprise/organization/institution name) encourages its staff to care for themselves as well as for other work team members, and obliges everyone to adhere to the principles of ethical conduct, confidentiality and reasonable accommodation, which is a basis for shaping a culture of general support and creates a psychologically safe workspace where workers feel being able to discuss top-priority mental health needs and problems openly with their managers and/or authorized persons, without fear of stigma and blame.



### Responsibilities of workers:

- read this policy and ask the management for clarifications if necessary;
- take this policy into consideration when performing official duties and at any time, representing (enterprise/organization/institution name);
- support and promote achievement of the policy goals of (enterprise/organization/institution name) concerning psychosocial support;
- care for their own mental and physical health properly;
- make sure that their own actions do not affect the health and safety of other persons at the workplace;
- take part in information and training activities within this policy;
- provide feedback to improve the effectiveness of this policy and action programme.

### Responsibilities of managers:

- make sure that all workers have read this policy;
- actively support and promote implementation of this policy;
- encourage workers to take part in information activities within this policy;
- take part in trainings on provision of psychological first aid;
- be open to talks with workers about mental health conditions and psychosocial risks likely to emerge at the workplace due to stress, fatigue, emotional or professional exhaustion;
- observe the principle of confidentiality when talking to a worker who reports having personal psychological or social problems, and not tolerate any manifestation of stigma, discrimination or other unacceptable actions;
- manage implementation of organizational changes, training activities, access to medical, psychological and social services;
- take part in monitoring and evaluation of the action programme within this policy;
- take part in review of this policy once a year to make necessary supplements or corrections.



## Communication

(Enterprise/organization/institution name) guarantees that:

- all workers receive a copy of this policy at job placement;
- this policy is easily accessible to all the work team members;
- workers are informed when changes in the policy occur or when a new initiative within the policy is implemented;
- workers have the right to contribute to improvement of the policy and provide their feedback.

## Monitoring and review

(Enterprise/organization/institution name) will review this policy (six/twelve) months after its implementation, or more frequently if required – to determine whether the goals have been achieved and to identify obstacles and factors hindering implementation of the policy.

Efficiency of the policy will be evaluated by means of:

- feedback (interviews, surveys, etc.) from staff, managers, and a representative for occupational safety and health;
- reports on results of implementation and delivery of informational, training and other supportive activities.

---

Representative for occupational safety and health / Coordinator of the programme of psychosocial support of workers

-----  
Signature                      Date

Director-General

-----  
Signature                      Date

Next review date

