

## Staff Wellbeing Policy

### 1. Introduction

The organisation has developed a staff wellbeing policy to manage its obligations to maintain the mental health and wellbeing of all staff. It covers the organisation's commitment to physical and mental wellbeing, the responsibilities of managers and others for maintaining physical and psychological health, health promotion initiatives, communicating and training on health issues, the range of support available for the maintenance of mental health, and organisational commitment to handling individual issues.

This document does not form part of a contract of employment and may be changed from time to time in line with current best practice and statutory requirements and to ensure business needs are met. Staff will be consulted and advised of any changes as far in advance as possible of the change being made, unless the change is required by law.

### 2. Policy Aims

- To describe the organisation's commitment to the physical and mental health and wellbeing of staff in its broadest, holistic sense, setting out how the organisation fulfils its legal obligations, the responsibilities of different functions and specialists and the range of services available to help staff maintain health and wellbeing.
- The organisation recognises wellbeing and performance are linked. Improving staff ability to handle pressure and to balance work and home life will ultimately lead to improved individual and organisational performance.

### 3. Organisational Commitment

The organisation has legal obligations under health and safety legislation to manage risks to the health and safety of staff. In addition to reducing safety risks, this means operating the business in a way which minimises harm to staff' mental health, for example by ensuring the demands of jobs are not unacceptable and having policies and procedures in place to support individuals experiencing mental ill health at work.

The organisation will put in place measures to prevent and manage risks to staff wellbeing, together with appropriate training and individual support. It will also seek to foster a mentally healthy culture by incorporating these principles into line manager training and running regular initiatives to raise awareness of mental health issues at work.

### 4. Responsibilities

#### Staff Responsibilities

Staff must take responsibility for managing their own health and wellbeing, by adopting good health behaviours (for example in relation to diet, alcohol consumption and smoking) and informing the organisation if they believe work or the work environment poses a risk to their health. Any health-related information disclosed by a member of staff during discussions with managers, the HR department or the occupational health service is treated in confidence. Staff must take responsibility for the management of their own work/life balance and methods for reducing stress. Deafblind Scotland will supply all staff with the relevant details for the organisation's employee assistance programme – health assured, which provides 24/7

support to all staff and their immediate families. Health assured offers support with a variety of life matters whether they be related to work or personal. It is staff responsibility to make use of this service to reduce stress and build coping skills for dealing with stress.

### **Manager Responsibilities**

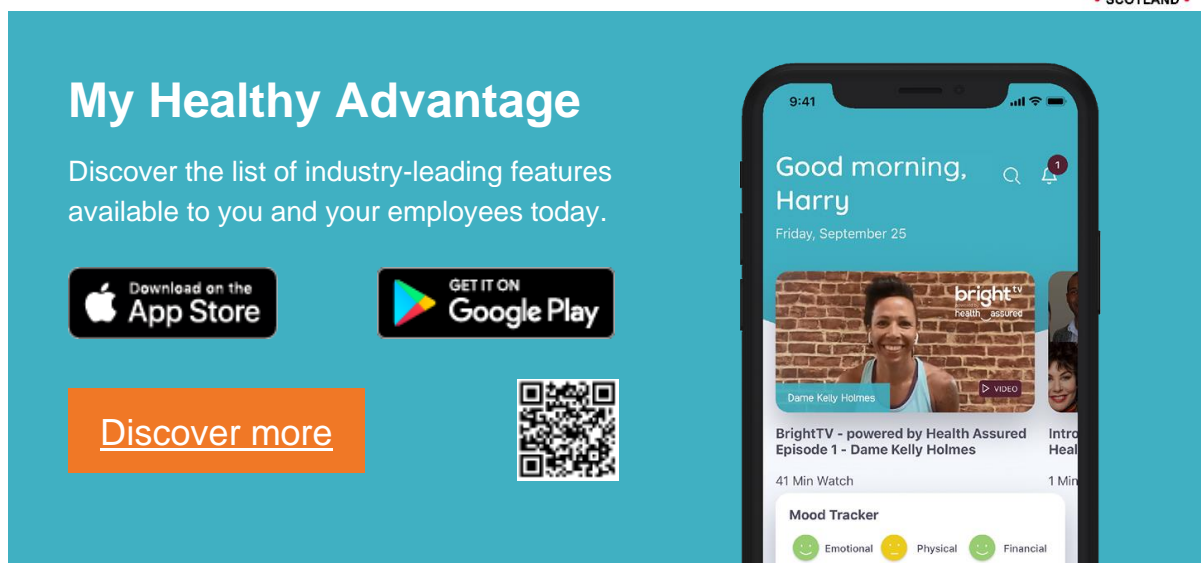
Line managers will put in place measures to minimise the risks to staff wellbeing, particularly from negative pressure at work. Managers must familiarise themselves with the Health and Safety Executive's stress management standards and use these to mitigate psychological risks in their teams. For example, managers should ensure staff understand their role within the team and receive the necessary information and support from managers and team members to do their job. Managers must also familiarise themselves with the organisation's policies on diversity and tackling inappropriate behaviour in order to support staff, for example on bullying and harassment issues.

In particular, line managers must ensure they take steps to reduce the risks to staff health and wellbeing by:

- Ensuring the right people are recruited to the right jobs and a good match is obtained between individuals recruited and job descriptions/specifications.
- Keeping staff in the team up to date with developments at work and how these might affect their job and workload.
- Ensuring staff know who to approach with problems concerning their role and how to pursue issues with senior management.
- Making sure jobs are designed fairly and work is allocated appropriately between teams; and
- Ensuring work stations are regularly assessed to ensure they are appropriate and fit for purpose.
- To ensure all staff are made aware of the organisation's employee assistance programme through Health Assured. Details of which are below:

Health Assured - We'd like to help you make the most of our services - especially our comprehensive **My Healthy Advantage** smartphone app. The health and wellbeing app provides an enhanced set of wellbeing tools and engaging features. The features are designed to improve the user's mental and physical health by using personal metrics to set goals and measure achievements.

Our app will also give you access to **BrightTV** - an exclusive series featuring well-known personalities sharing their personal experiences with mental health. Including **Dame Kelly Holmes, Ruby Wax OBE, Andy Reid MBE, Sally Gunnell OBE, Gemma Oaten** and **Carrie & Clarke Carlisle**.



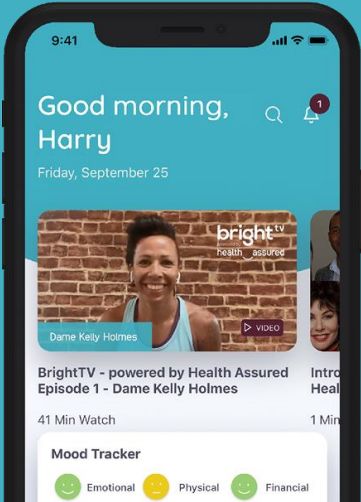

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The smartphone mockup displays the app's home screen. At the top, it says 'Good morning, Harry' and 'Friday, September 25'. Below this is a video player for 'BrightTV - powered by Health Assured' featuring Dame Kelly Holmes. A 'Mood Tracker' section is visible at the bottom with three categories: Emotional (green), Physical (yellow), and Financial (green).

To access our **My Healthy Advantage** app you will need your employer code - share this code with your employees, along with the "How to download" guide, so that they can register.

**Employer code:** MHA211456

### Organisation Responsibilities

- To ensure fair, equal, reasonable and consistent treatment of all staff regarding any aspect of the implementation of this policy.
- To ensure all those with line management responsibility are reasonably trained in the practical application of this policy.
- To regularly review and update this policy in line with legislation and best practice.

### Occupational Health

Occupational health professionals will provide a comprehensive service designed to help staff stay in work, or to return to work, after experiencing mental health problems. This will include preparing medical assessments of individuals' fitness for work following referrals from line managers and the HR department, liaising with GPs and working with individuals to help them to retain employment.

Occupational health professionals will play a critical part in developing rehabilitation plans for staff returning to work after absences related to mental ill health, and work with GPs and line managers on designing jobs and working environments to ensure rehabilitation is successful. Occupational health professionals will also design and implement health promotion and lifestyle behaviour management programmes, including initiatives on managing pressure and ongoing health conditions at work.

## **5. Training and Communication**

Line managers and staff will regularly discuss individual training needs to ensure staff have the necessary skills to adapt to ever-changing job demands. An examination of training needs will be particularly important prior to, and during, periods of organisational change.

Managers and staff are encouraged to participate in communication/feedback exercises, including stress audits and staff surveys. All staff are expected to be aware of the importance of effective communication and to use the media most appropriate to the message, for example team meetings, one-to-one meetings, electronic communications and organisation-wide methods. The organisation will ensure structures exist to give staff regular feedback on their performance, and for them to raise concerns.

The organisation will consider special communication media during periods of organisational change.

## **6. Occupational Health Support**

Details on contacting occupational health service will be available from the Senior Management Team. A comprehensive occupational health service is available, from individual health screening to the design of return-to-work plans for those rehabilitating after a period of long-term sickness absence.

If staff believe their work or some aspects of it, is putting their wellbeing at risk they should, in the first instance, speak to their line manager or the HR department. The discussion should cover workload and other aspects of job demands, and raise issues such as identified training needs.

A referral to the occupational health team will be made if this is considered appropriate after an initial discussion with their manager or the HR department. Discussions between staff and the occupational health professionals are confidential, although the occupational health team is likely to provide a report on their fitness to work, and any recommended adaptations to the working environment, to the line manager.

## **7. Data Protection Act 2018**

The organisation will treat all personal data in line with obligations under the current data protection regulations.