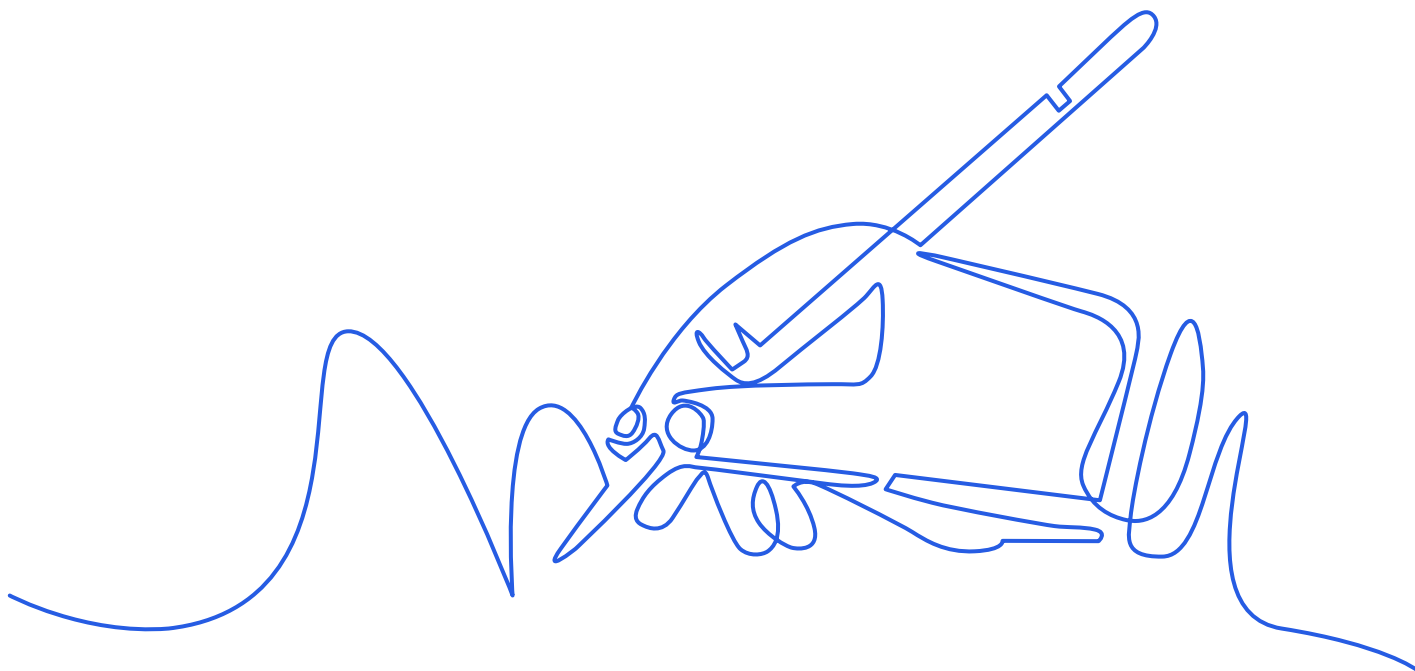# With care for yourself and everyone

**Programme of psychosocial support
at the workplace in war and post-war times**

Questionnaire
for resource assessment
and current situation analysis

▶ **Enterprise name:** ....

▶ **Contact person**
(enterprise employee being the PSS
Programme lead coordinator)   ....

▶ **Contact person's email** ....

▶ **Contact person's mobile phone number** ....

Care for safety and health of workers is their employer's responsibility. Staff's psychosocial well-being is an integral part of human health. Stress and social consequences of war are a major psychosocial challenge both to the employer and worker and to the world of work in general. During war and in post-war time, psychological health issues and workers' social needs can result in lower labour productivity, work-related injuries, loss of working time and staff, and, as a consequence, economic losses. Therefore, implementing an enterprise-level programme of psychosocial support of workers is currently a relevant subject. The first step in designing any workplace programme consists of the current situation analysis that includes assessment of the work team members' psychosocial needs and assessment of available and required resources to meet the needs.

▶Instruction

The questionnaire consists of two parts: *enterprise policy and action plan*. Each part contains a list of control questions (a checklist). Underline *"YES"* or *"NO"* in the *"Answer"* column as appropriate. In the *"Additional questions"* column, write your comments to the additional questions for detailed situation analysis and for submission of proposals concerning the ways of implementing the given resource or improving its operation at your enterprise.

Hence, let's ask ourselves what is already available to us and works effectively, what we do not have, and what needs to be replaced or added to improve or implement the programme of psychosocial support at our workplace!

▶ 1. ENTERPRISE POLICY

philosophy, strategy, vision

Question	Answer	Additional questions for current situation analysis
1.1. Does your enterprise have a written policy concerning psychosocial support or workers' mental health support?	☐ YES	If YES, where are provisions of that policy laid down? ☐ a separate document where provisions of the enterprise policy on workers' mental health support are laid down ☐ provisions of the policy are laid down in a general policy on occupational safety and health (OSH) at the enterprise ☐ individual provisions of the policy are laid down in collective contracts
	☐ NO	If NO, what is necessary to draft and implement the written policy at your enterprise?
1.2. If there is a written policy, are all workers familiarized with it? *(have read its provisions, know that they can take part in all activities within the policy framework, know about authorized persons and available services)*	☐ YES	If YES, what ways do you use for familiarization with the policy, and are there any diffciulties?
	☐ NO	If NO, what should be done to familiarize all the workers with the policy?
1.3. Is the principle of confidentiality, non-discrimination and openness ensured at your enterprise? *(when every worker knows that he/she may inform a manager or a trusted individual at the enterprise of psychological and social needs without fear of distrust and blame)*	☐ YES	If YES, are there any difficulties among the staff as regards informing of psychosocial issues?
	☐ NO	If NO, what is necessary to implement such guarantees?

1.4. Are workers or their representatives involved in development of a programme of activities for support of workers' mental health and social well-being?	☐ **YES**	If YES, what are ways of involving them? (e.g. by assessing needs, providing proposals, etc.) Are there any difficulties?
	☐ **NO**	If NO, what should be done to enable all willing workers to be involved?
1.5. Does the management provide a <u>regular and transparent</u> system of internal communications to support workers and assess their physical, social and psychological needs?	☐ **YES**	If YES, in what way does the system of communications work (forms, tools, channels, coordinators, etc.)? Are there any difficulties?
	☐ **NO**	If NO, what should be done to implement the system?
1.6. Is there a trusted person (or section) at the enterprise whom every worker can approach in case of having psychological or social needs? *(e.g. a person from among workers trained to provide psychological first aid and trusted by workers; are the person's contacts mentioned in the policy and/or provided to workers in some other convenient way?)*	☐ **YES**	If YES, describe exactly the way the system of approaching works and if there are any difficulties.
	☐ **NO**	If NO, there is no such system, what is necessary to implement it?
1.7. Is periodic monitoring and evaluation (M&E) of the programme of activities on psychosocial support of workers carried out if they are implemented at your enterprises?	☐ **YES**	If YES, how exactly is the M&E system being implemented (forms, tools, responsible persons, involvement of workers)? Are there any difficulties?
	☐ **NO**	If there are programmatic activities but no M&E system, what is necessary to implement it?

▶ 2. PROGRAMME OF ACTIVITIES WITHIN THE POLICY

prevention, support, assistance

Question	Answer	Additional questions for current situation analysis
2.1. Are periodic preventive awareness-raising activities on mental health support are carried out for workers? *(dissemination of short information messages, trainings, tools for self-assessment of one's own emotional state and recovery, etc.)*	☐ YES	If YES, how often, in what forms, and do all the workers participate in them? Are there any difficulties?
	☐ NO	If NO, what is necessary to implement the training system?
2.2. Is there any training for structural unit managers within the policy? *(for example, on such subjects as stress management, communication with staff on psychosocial needs, training to recognize early signs of emotional and behavioural problems in workers and how to provide psychological first aid, trainings on safety, etc.)*	☐ YES	If YES, how does the training system work, and are there any difficulties?
	☐ NO	If NO, what is necessary to implement it?
2.3. Are information and supporting activities are carried out for vulnerable worker groups?	☐ YES	If YES, what exactly activities, in what forms, for which worker groups, and how often? Are there any difficulties?
	☐ NO	If NO, what is necessary to implement such activities?

2.4. **Are information and supporting activities are carried out for your enterprise's workers who combine work and volunteering?**	☐ **YES**	If YES, what are forms of such support?
	☐ **NO**	If NO, what is necessary to implement such a system of support?
2.5. **Are organizational activities carried out to prevent psychosocial issues and provide support?** *(for example, flexible work arrangements, involvement of workers in decision-making, changes in workload or work schedules, reasonable accommodation, return-to-work programme, etc.)*	☐ **YES**	If YES, what exactly activities, and are there any difficulties?
	☐ **NO**	If NO, what is necessary to implement such activities?
2.6. **Are preventive activities carried out to protect and improve health of workers?** *(for example, fitness, awareness-raising activities on healthy food and sleep, access to preventive health examinations, prevention of alcohol abuse, etc.)*	☐ **YES**	If YES, what activities are offered to workers and do they make use of them? Are there any difficulties?
	☐ **NO**	If NO, what is necessary to implement such activities as part of the programme of psychosocial support of workers?
2.7. **Is there training for willing workers and/or structural unit managers to acquire skills of psychological first aid provision at the workplace?**	☐ **YES**	If YES, how does the system of such training work? Are there any difficulties?
	☐ **NO**	If NO, what is necessary to implement it?

2.8 **Do workers have access to free or preferential psychological aid sessions by means of involving a full-time psychologist or external psychological service providers** *(a corporate psychologist outside the workplace, cooperation with a crisis centre)?*

☐ **YES** If YES, how does this system work, and are there any difficulties?

☐ **NO** If NO, what is necessary to implement it?

2.9. **Do workers have access to <u>contact information</u> on obtaining specialized psychological, psychiatric, medical, social and legal acid?**

☐ **YES** If YES, how are they informed of that and how is the information disseminated? Are there any difficulties?

☐ **NO** If NO, there is no such information, what is necessary to develop and disseminate it?

2.10. **Is there a room for psychological relief at your enterprise** *(for example, space for rest, listening to a meditation programme, games, creative activities, etc.)?*

☐ **YES** If YES, describe capabilities of such space. Do workers have any difficulties in using it?

☐ **NO** If NO, what is necessary to create such space?

2.11. **Are workers enabled to carry out corporate events?**

☐ **YES** If YES, what are the events, and are there any difficulties in carrying them out and involving the staff?

☐ **NO** If NO, what is necessary to implement such a resource?

2.12. **Are any other activities, not mentioned in this questionnaire, carried out at your enterprise, aimed at providing psychosocial support to workers?**

☐ **YES** If YES, write what exactly has been implemented, and if there are any difficulties.

☐ **NO**

▶ Congratulations!

You have made the first step towards implementing psychosocial support at the workplace – you have ascertained the current situation, that is you have answered the question on what we have already been doing **(WHERE ARE WE NOW)**, and have found out what else can be done **(WHERE DO WE WANT TO BE)** to have an effective programme of psychosocial support at the workplace.