

# With care for yourself and everyone

## PSYCHOSOCIAL SUPPORT AT WORKPLACE PROGRAMMES PILOT INITIATIVE

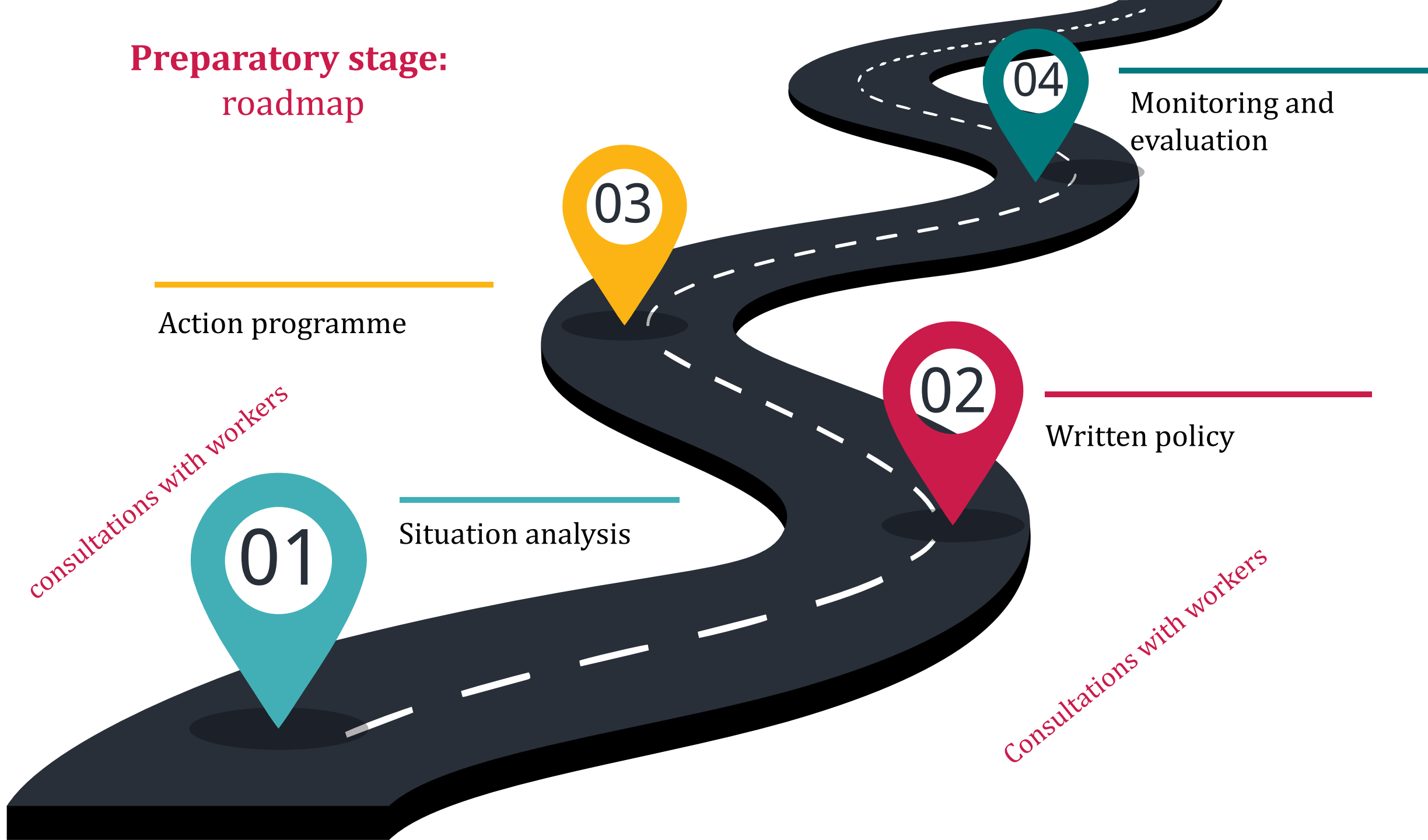
22 December 2022 MEETING 3\_\_\_\_\_

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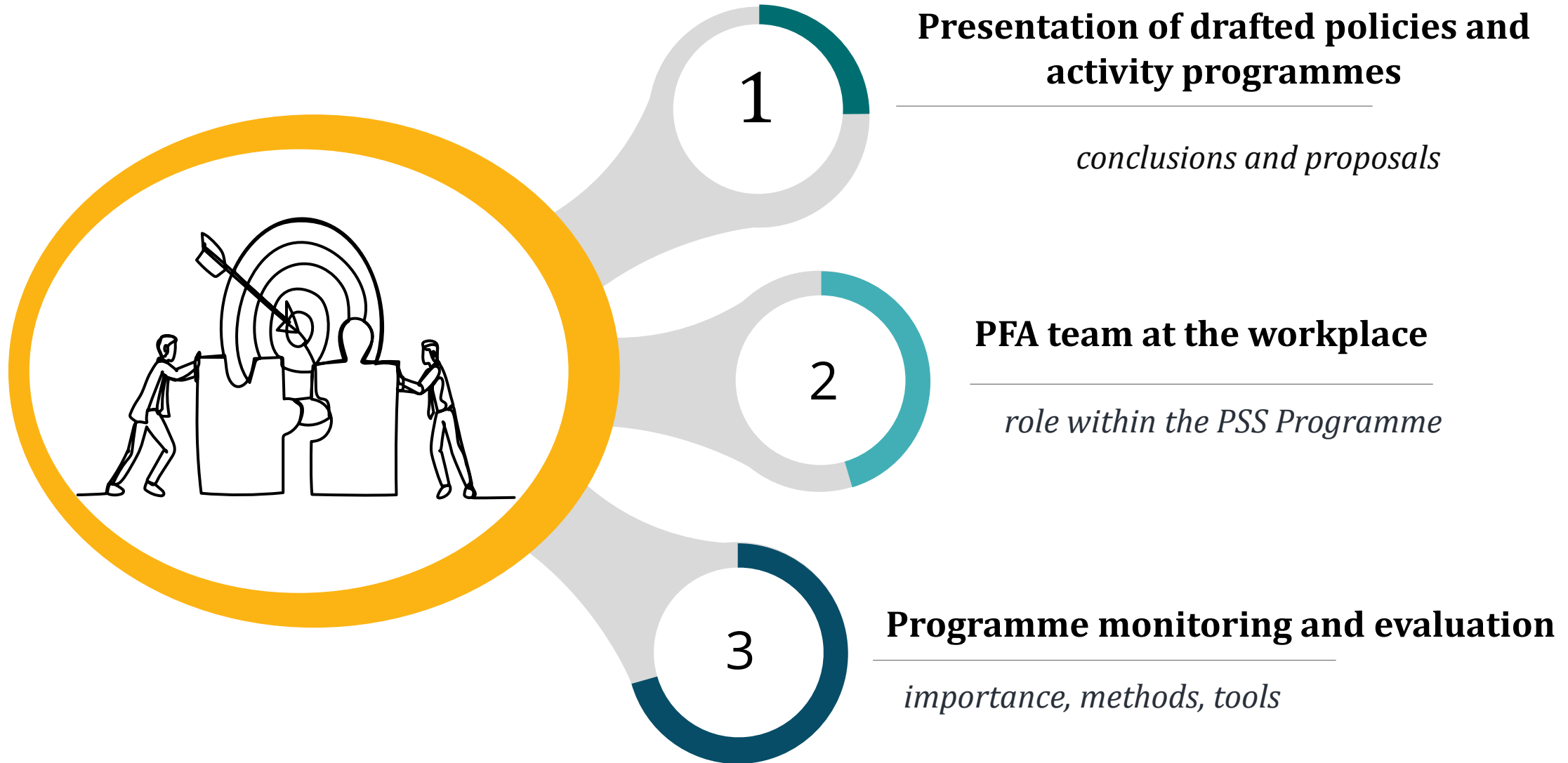
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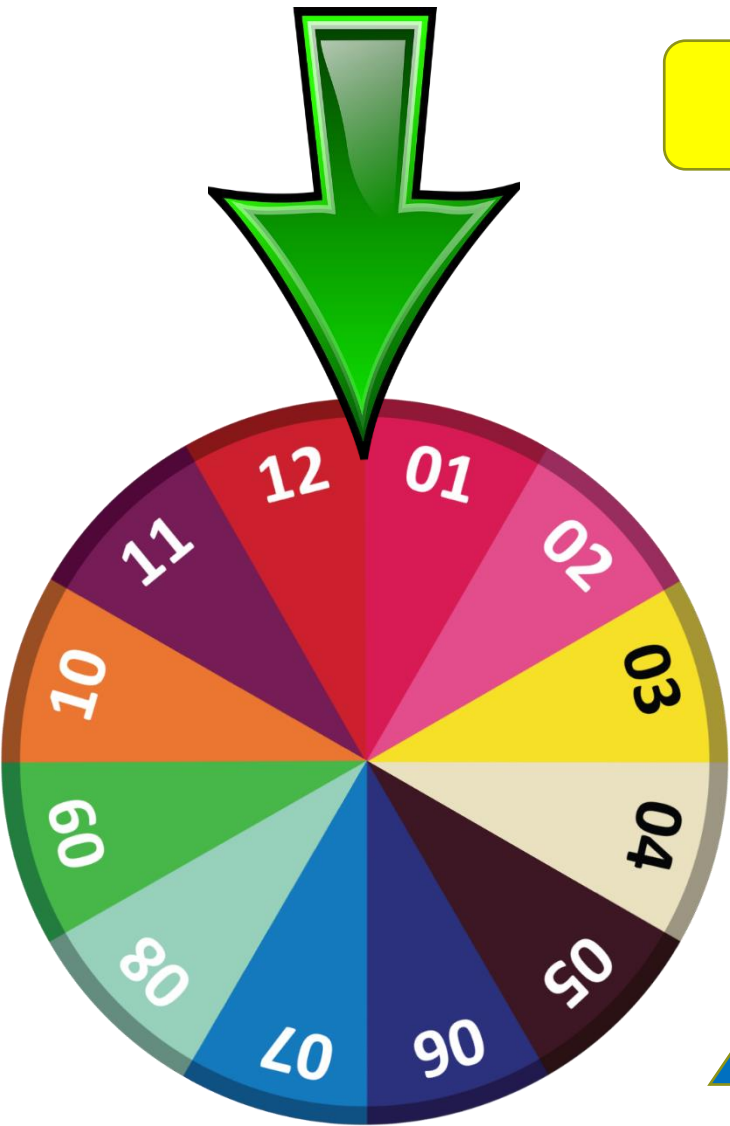


## Preparatory stage: roadmap



# Objectives of our meetings





**spin**

**3**

**8**

**10**

**12**

**5**

**2**

**11**

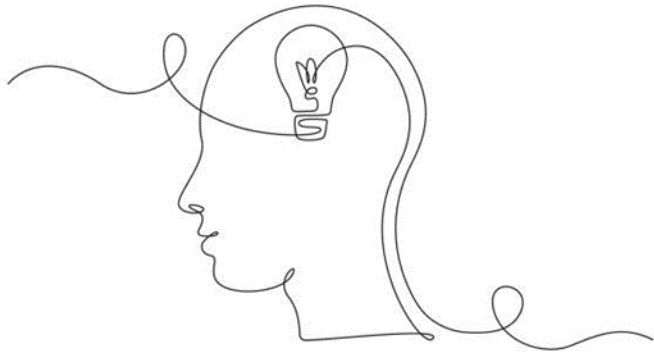
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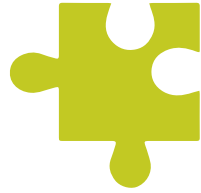
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**1**

**4**



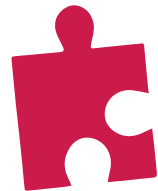
## **Presentation of draft policies and programmes of psychosocial support by enterprises**



**Why is adoption of a written policy and programme of activities on PSS important?**



**What programme activities have you selected for implementation in 2023, and what resources are required?**

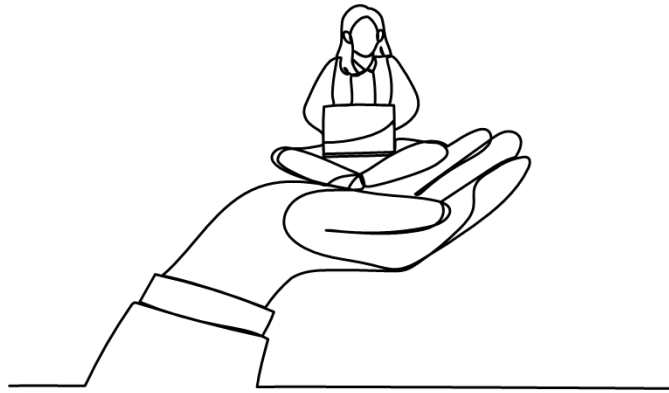


**What difficulties do you see on the way of implementation of these activities?**



**What are conclusions and proposals based on results of this work?**

## Support at workplace during and after the COVID-19 crisis period ( 5400 workers from various sectors, Australia, Germany, Great Britain, USA )



71% -  
2019 year

25% -  
2021 year

**Source:** Fourth Annual Workforce Attitudes Toward Mental Health. Headspace Health. 2022

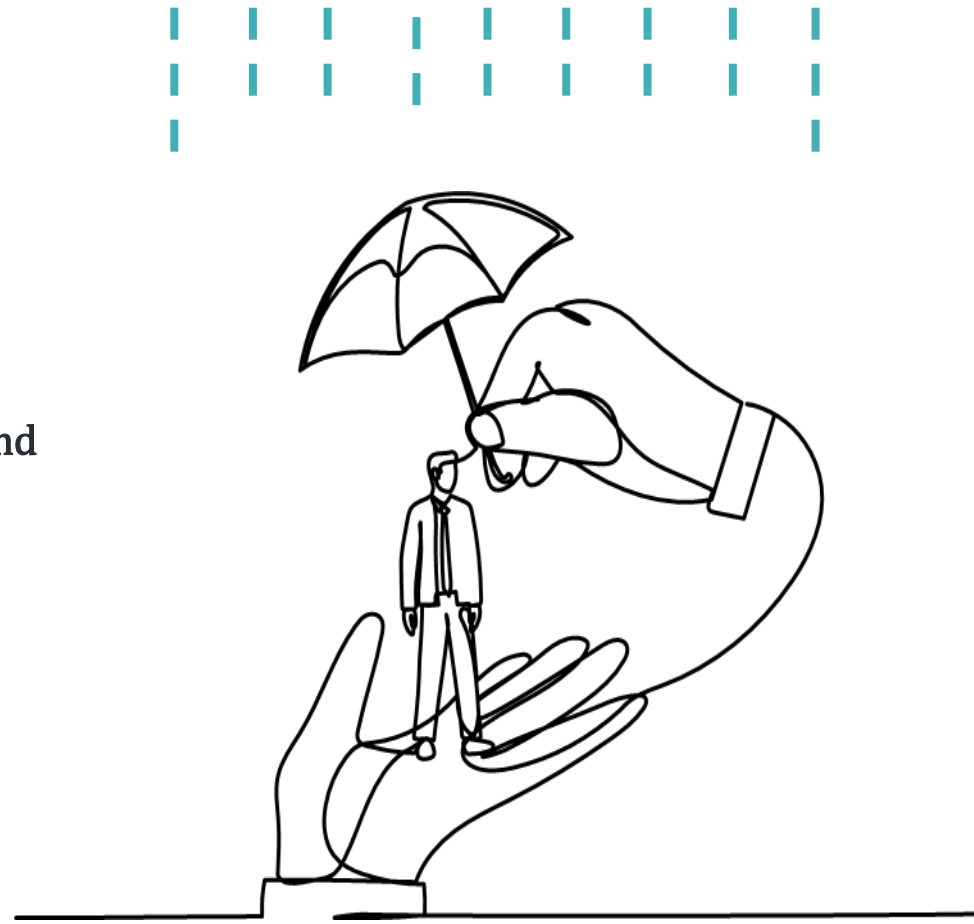
# PSS Programme content

(prevention/protection/recovery: individual resources, leadership, organizational changes)

**How can I support myself?**  
(information and training activities, self-help groups, etc.)

**How can I support a colleague/patient/client/near and dear one?** (PFA training)

**How can managers help in post-trauma adaptation?**  
(communication, reasonable accommodation, policy)



**What are guarantees of confidentiality and non-stigmatization?** (written policy, positive culture, psychological safety)

**How to encourage workers to use a psychologist's services timely?**  
(communication principles, methods and tools)

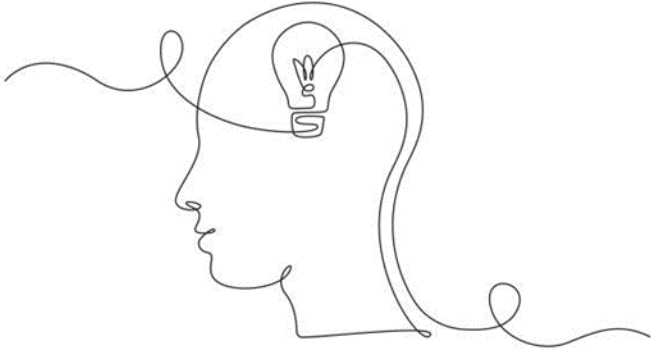
**What resources are offered by the enterprise to support mental well-being of workers?**  
(organizational changes, measures, preferences, etc.)



## Good practice examples

- ✓ **Organizational changes.** For example, between 12:00 and 14:00 on Wednesdays – the self-care time – workers can go in for sports, or read, or take a “random coffee”, etc.
- ✓ **Motivating videoclips.** For example, in videoclips some workers openly shared their own stories on mental health problems they had had and what had helped them. The video contains a general director’s speech aimed to reduce stigma and underline the importance of early approach for help.
- ✓ **Systematic information and training activities** on support of mental and physical health.
- ✓ **Psychological first aid team** – evidence-based practice of building psychologically resilient and safe workplaces.
- ✓ **Periodic monitoring of psychological well-being of workers** – demonstration of support and a possibility to improve interventions.





## Attention! Question



**What is your vision of the ways of implementing such a resource as the psychological first aid (PFA) at the enterprise level?**

# Example of introducing PFA

Heathrow airport, London

## Step 1. Trainings for line managers

- ✓ Why is it important to ensure mental safety at workplace and how to do it?
- ✓ How to «catch» workers before they «fall», that is how to identify the early symptoms and provide timely initial interventions?
- ✓ How to help worker to effectively and quickly adapt at work after trauma?

## Step 2. Guidelines for managers regarding communication

## Step 3. Training «peer-to-peer»

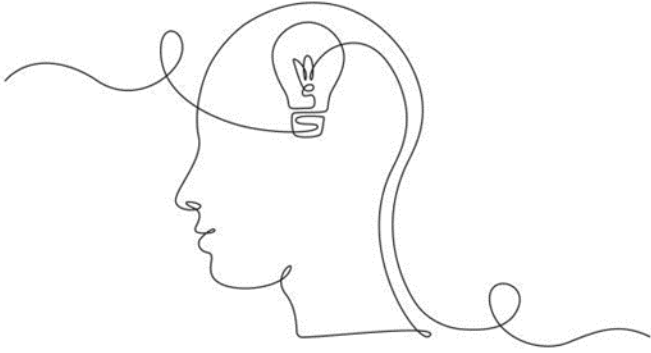
**Result:** absence from work caused by stress **reduced by 80%**



# Ways of implementing the psychological first aid at workplace

- ✓ **Development of the regulations on PFA** within the framework of the programme of psychosocial support at workplace, indicating:
  - what PFA means, what its goal and benefits are;
  - who the regulations apply to (all workers only or also interns, patients/clients/apprentices, contractors),
  - duties and principles of the person/team providing PFA;
  - obligations of the employer within the regulations;
  - what is expected of workers within the regulations;
  - contacts for complaints, feedback and proposals.
- ✓ **Training on PFA** (whom to train, how many, who is the facilitator, what is the training programme)
- ✓ **PFA team support** (financial or other incentives, supervision, psychological, communication channel)
- ✓ **Monitoring of PFA at the workplace** (goal, methods and tools, coordinator)





## Attention! Question



**What should be the obligations and principles for a person/team providing PFA that should be described in the relevant regulation?**

## Key functions of the person/team providing PFA (sample)

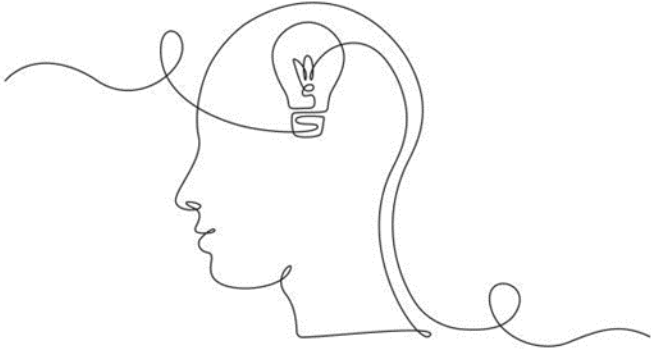
- 1) The PFA provider's role is voluntary and performed simultaneously with professional duties.
- 2) The PFA provider is not a psychologist or psychiatrist and does not substitute for them.
- 3) The PFA provider's role is to recognize early signs of mental problems, assess suicide risk, listen, offer professional aid and/or psychological self-help strategies.
- 4) The PFA provider must observe the principle of confidentiality and unbiased attitude.
- 5) Any worker who took training and may devote time within his/her professional duties for PFA provision may be the PFA provider.
- 6) Before providing PFA, the PFA provider must be in satisfactory mental and physical conditions, otherwise refer the person to some other PFA provider at the enterprise.
- 7) The PFA provider must take part in trainings to improve the knowledge and skills of PFA provision and psychological self-recovery.



Good practice example

## A programme attracting attention: R U OK?, Australia





## Attention! Question

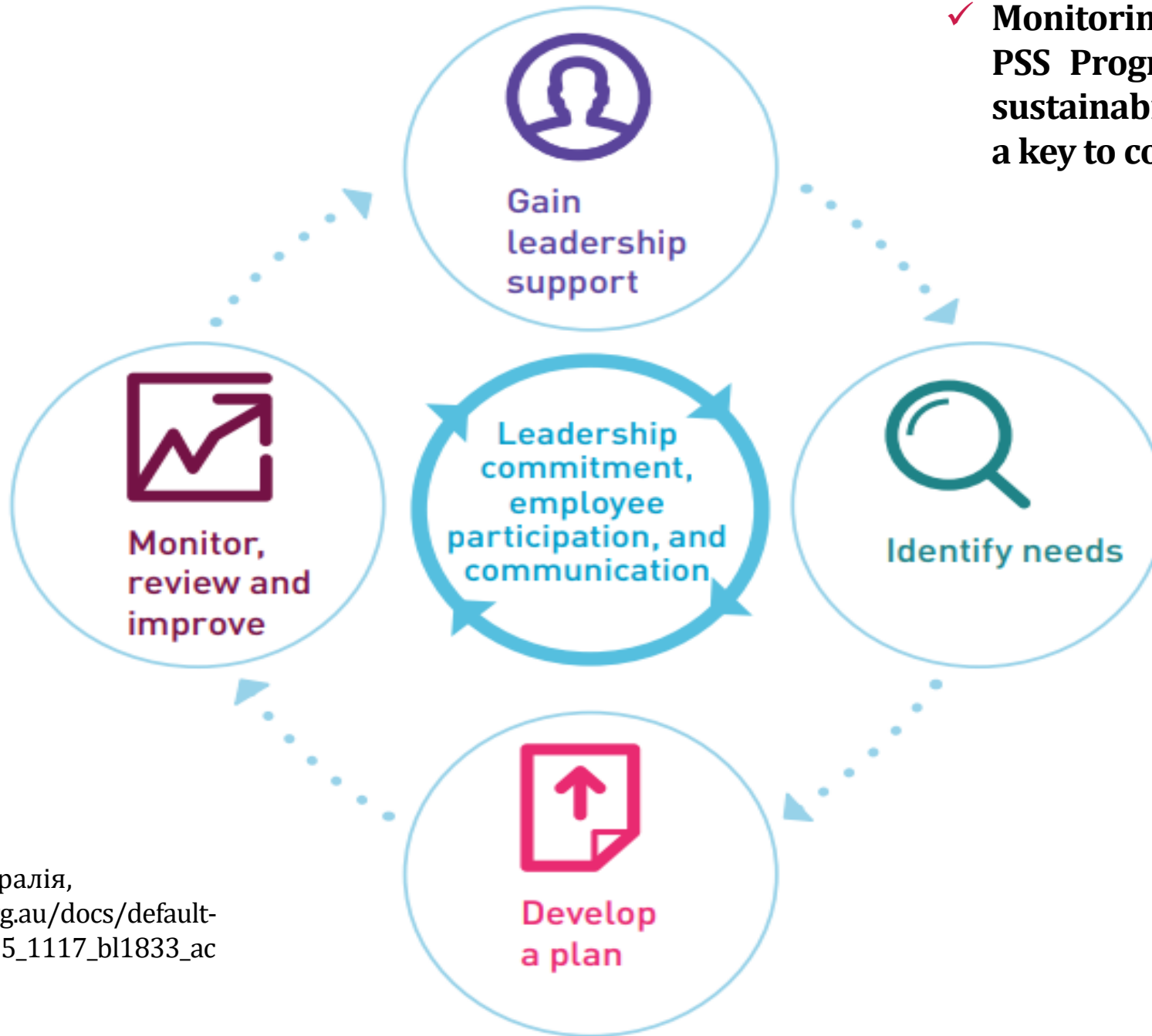


**Why is monitoring and evaluation of the PSS Program at the workplace necessary?**





- ✓ **Monitoring and evaluation of the PSS Programme is reliability and sustainability of your strategy and a key to continuous improvement!**



**Source:** Heads Up, Австралія,  
[https://www.headsup.org.au/docs/default-source/resources/393615\\_1117\\_bl1833\\_acc-2.pdf](https://www.headsup.org.au/docs/default-source/resources/393615_1117_bl1833_acc-2.pdf)



## Checklist of questions which will help define the goals and methods of M&E within the PSS Programme



**How will we know that:**



**the Programme's action plan is being implemented?**



**workers feel support at the workplace?**



**our enterprise's PSS strategy is effective?**

# PSS Programme effectiveness criteria (sample)

1

**Are workers satisfied with measures and resources within the PSS Programme?**

(qualitative and quantitative indicators)

2

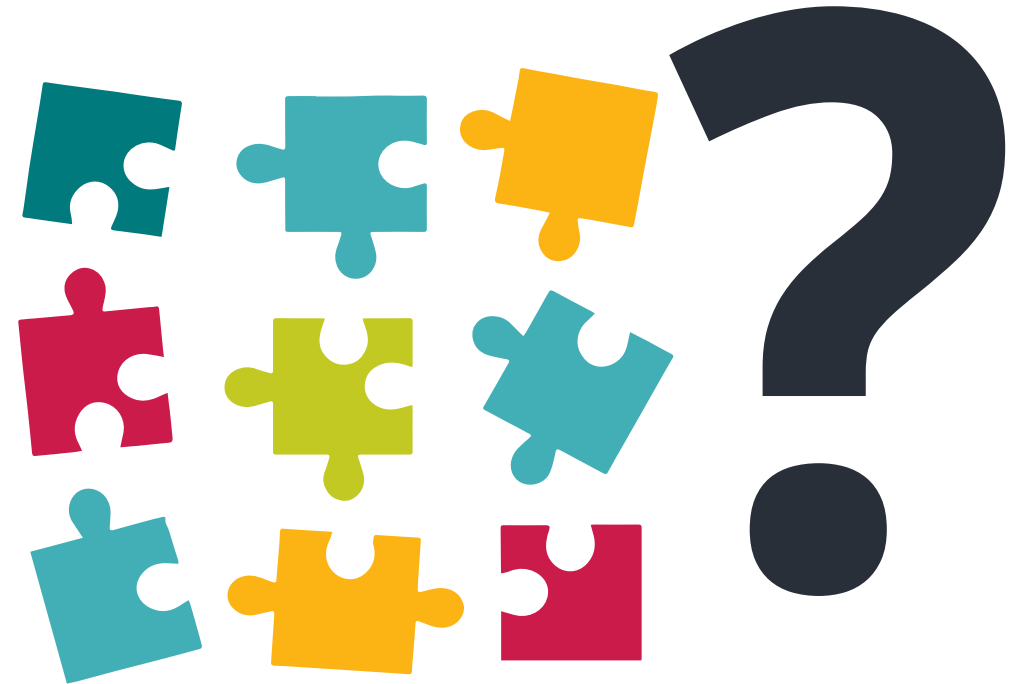
**Have the overall stress level and the number of days off/sick leaves/injuries decreased?**

(comparative entry and exit indicators)

3

**Has the level of support from managers and colleagues increased?**

(comparative entry and exit indicators)



**Homework: analyze your  
action plan as per this  
model**

## Programme reasonable goals

**S.**

**M.**

**A.**

**R.**

**T.**

**What result is  
expected?**

**What indicator will  
show that result?**

**Is the result  
attainable?**

**Does the result  
meet the needs?**

**When is the result  
expected?**



Specific



Measurable



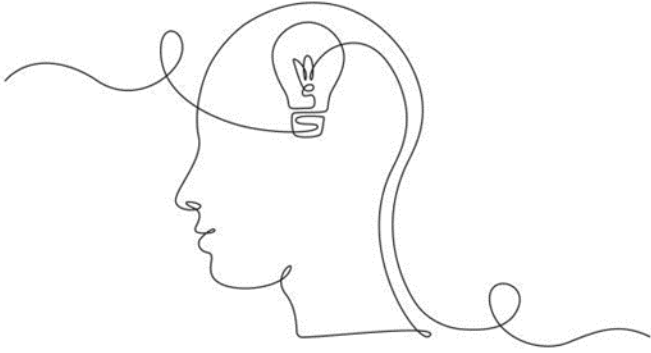
Attainable



Relevant



Time Based



## Attention! Question



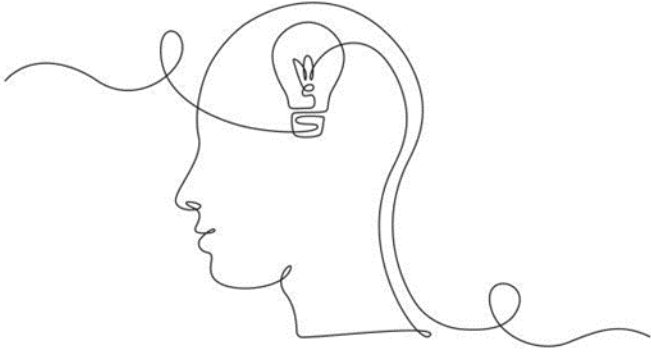
**What methods and tools can be used for evaluation of indicators of the programme activities?**



# M&E methods and tools



- 1 **Survey**
- 2 **Interview**
- 3 **Focus groups**
- 4 **Organizational data**



**Sample survey on perception of resources and  
measures within the psychosocial support  
programme by workers**

# M&E steps within the PSS Programme

**Goals and objectives  
as per the  
intervention  
strategy**



**Data collection  
methods  
(data source, tools,  
frequency)**



**Dissemination of  
results**



**01**



**02**

**Process indicators  
and result indicators  
(indicators for  
measurement)**



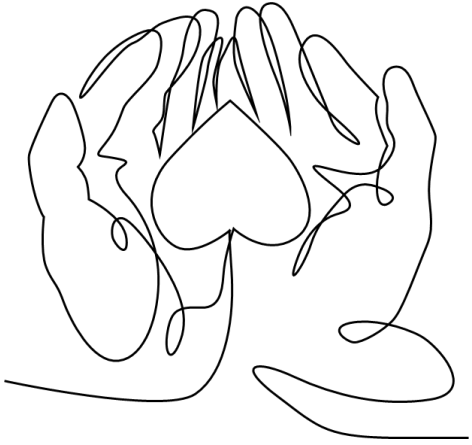
**03**

**Roles and  
responsibilities  
within M&E (data  
manager)**

**04**

**05**

**Not only ideas but their realization is important**



**Let's just do this!**





# Homework for 13 January

**1**

Agree upon the programme activity plan (PSS Programme)



**2**

Present the Programme to workers



**3**

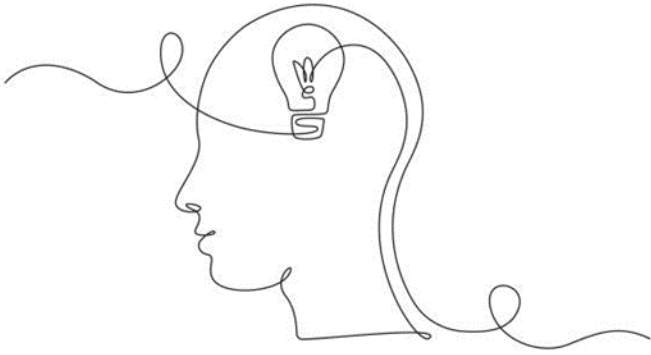
Endorse candidates for the PFA team



**4**

Develop the Programme monitoring and evaluation system, and prepare a presentation to the next online meeting





**Your questions and proposals?**

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