



Mental Health Policy

Policy brief & purpose

Our Mental Health policy outlines our provisions to prevent and address mental health issues among our staff and volunteers.

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 staff members and volunteers and create a healthy and happy workplace. We want everyone to feel appreciated and be treated fairly.

Scope

This policy applies to all our employees. Diamond Hampers CIC is primarily responsible for communicating this policy and overseeing its implementation.

We will consult employees, senior management and mental health professionals to develop and revise our policy.

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 recognise 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.

Professional services

We will work closely with local Mental Health professionals to ensure our policy and support remain up to date and current. We will ensure there are staff members/leaders that are trained in mental health first aid and have other relevant training to support the team.

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 ensure all updates and communicated with all team members.
- **Compile helpful resources.** We will establish a repository of articles, videos and infographics about mental health. These resources will be available at the back of each store for ease of viewing.

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.

Often, it's easier to reach out to a colleague instead of a supervisor or HR. We encourage coworkers to support one another when needed.

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](#).)

Evaluating outcomes

This policy's provision are not restrictive. We will test its elements to find out what works and what doesn't. Diamond Hampers CIC should continuously research mental health topics and evaluate the results of the policy.

To develop, revise and establish this policy, we need everyone's help. We can all work to define mental health issues, their causes and seek or offer help when needed. We encourage employees to share their ideas and concerns.

Please note:

There is **NEVER** any confidentiality when an employee, partner, associate discloses any thoughts of suicide.

Mental Health First Aid Trained – Lianne Simpson and Ewan Cameron-White

Suicide Awareness trained – Lianne Simpson and Ewan Cameron-White