



Mental Health First Aid (MHFA) Officer Workplace Policy Template

NOTE: This document has been prepared to provide guidance about implementing a Mental Health First Aid Officer policy in a workplace. The document should not be read as a conclusive document. Independent legal advice should be obtained before finalizing and implementing a Mental Health First Aid policy.

1 PURPOSE

1.1 *[insert the Organization's purpose for implementing this policy].*

1.2 This policy outlines the Organization's approach to Mental Health First Aid Officers in the workplace.

2 SCOPE

2.1 This policy is applicable to all of the Organization's workers.

3 GENERAL DEFINITIONS

3.1 Mental health first aid is the help offered to someone developing a mental health problem, experiencing a worsening of an existing mental illness or a mental health crisis. The first aid is given until appropriate professional help is received or the crisis resolves.

3.2 A mental health first aid officer is a person who has been formally accredited to administer mental health first aid in their workplace, by attending and passing an assessment in a Mental Health First Aid Course that has been delivered by an Accredited Mental Health First Aid Instructor.

4 ROLE OF THE MENTAL HEALTH FIRST AID OFFICER

4.1 The Mental Health First Aid Officer must:

1. Hold a current Mental Health First Aid certificate endorsed by Mental Health First Aid UAE and be available for any additional training as required;
2. Spend the vast majority of their working hours on site at the workplace for which they are nominated;
3. Be able to be called away from their normal duties at short notice if required;
4. Be able to maintain confidentiality as appropriate;
5. Demonstrate an ability to relate well to other workers.

4.2 It is the responsibility of the Mental Health First Aid Officer to:

1. Maintain their Mental Health First Aider accreditation with Mental Health First Aid UAE;
2. Provide mental health first aid within their worksite as needed, at their level of competence and training;
3. Escalate and document any matters if required in a prompt and appropriate fashion;
4. Complete available refresher training as directed/required.

5 CONFIDENTIALITY

- 5.1 The Organization recognizes that respecting the privacy of information relating to individuals who have received mental health first aid or may be experiencing a mental health problem or a mental health crisis at work is of high importance.
- 5.2 All mental health first aid officers and Human Resources representatives are obligated to treat all matters sensitively and privately in accordance with the Organization's confidentiality protocols.
- 5.3 If at any time the Mental Health First Aid Officer assesses there is a risk of harm to another individual, they must escalate the matter to *[insert details of their supervisor or Human Resources]*.
- 5.4 If there is an urgent risk identified, emergency services should be contacted immediately.

6 RESPONSIBILITIES OF THE EMPLOYER

- 6.1 It is the responsibility of the employer to:
1. Allow the Mental Health First Aid Officers to undertake appropriate training as required;
 2. Advise the Mental Health First Aid Officer if there are any psychological hazards in the workplace;
 3. Clearly communicate to workers how they can access the help of a Mental Health First Aid Officer in suitable public areas;
 4. Provide an appropriate space within the workplace that is accessible and suitable for private conversations;
 5. Ensure workers have access to accredited Mental Health First Aid Officers at all times, where possible;
 6. Instruct Mental Health First Aid Officers not to exceed providing help, which is outside the scope of the mental health first aid;
 7. Ensure workers know what to do in a mental health crisis situation;
 8. Provide the funding and time for the Mental Health First Aid Officer to maintain their Mental Health First Aid accreditation.

7 EXPECTATIONS OF ALL WORKERS

- 7.1 It is expected that all workers will take reasonable care for their own health, safety and wellbeing whilst at work and also take reasonable care to ensure their acts or omissions do not adversely impact and affect the health, safety and wellbeing of other workers.
- 7.2 All workers are encouraged to speak to a Mental Health First Aid Officer at any time should they feel they may be developing a mental health problem, experiencing a worsening of an existing mental illness or experiencing a mental health crisis.
- 7.3 If at any time a worker forms a belief that another worker may be developing a mental health problem, suffering from a mental illness or experiencing a mental health crisis they should contact a Mental Health First Aid Officer or : *[insert details, for example HR]*.

8 SUPPORTING TOOLS AND INFORMATION

- 8.1 *[insert details of other support tools or information e.g. complementary policies/procedures]*
- 8.2 Workers are encouraged to access this information at any time.

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