

# SH3 - Support Mental Health Recovery

## Policy and/or Operations Schedule

WELL Health-Safety Rating™ Q2 2025

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### WHAT IS THIS DOCUMENT:






This document is intended to serve as a guide on how to create a project **policy and / or operations schedule** to **enable families and individuals to access mental health services and resources that provide support during and after emergencies.**



This document is meant to demonstrate an acceptable degree of detail for a documentation submission. The Feature cannot be demonstrated solely through a confirmation that the requirements have been or will be implemented. The level of detail is up to the discretion of the project team, but the documents must include specific details demonstrating that the actual policies/protocols have been enacted in the project areas.

This document and similar tools are intended to assist projects in their pursuit of the WELL Health-Safety Rating but use of this document and/or similar tools are in no way a guarantee of achievement of any rating, certification or other designation, and no representation or warranty is made regarding the likelihood of achieving any rating or designation, and IWBI shall have no liability resulting from the use or content of this document or similar tools or resources or from any action taken or inaction occurring in reliance on this document or similar tools or resources.

Note: The below document is based on the Q2 2025 addenda of the WELL Health-Safety Rating™. Project teams are required to implement the feature requirements from the addenda version assigned to their project or any more recent addenda version.

### HOW TO USE THIS DOCUMENT:

- ☐  Read the [below feature requirements](#) (or the feature requirements from the [addenda version assigned to your project](#), as relevant) and determine how your project addresses each requirement.
  - a. If your project is a WELL Core project, read through and ensure that your project follows the “WELL Core Guidance.”
  - b. Make sure to apply the feature requirements appropriate to your project’s space types. For example, if your project has both dwelling units and other space types, ensure your project is applying the requirements under “For Dwelling Units” to the dwelling unit spaces and applying the requirements under “For All Spaces except Dwelling Units” to the other space types. Check out the [WELL Health-Safety Rating™ digital standard](#) for the exact language on your project’s space types.
- ☐  Refer to the [below example document](#) to get an idea of how to set up your documentation.
- ☐  Collaborate with your stakeholders to gather the [relevant documentation](#) that demonstrates the project’s compliance with the feature. Some examples of relevant documentation include:
  - a. a letter from a hired professional outlining services provided
  - b. the project’s floor plans
  - c. a modeling report
- ☐  Create a technical document using existing documentation where relevant, annotating it to clarify where feature requirements are met. Some examples of annotating include:
  - a. highlight the sections relevant to WELL requirements
  - b. circle or add boxes around particular data
  - c. add notes to confirm WELL requirements
  - d. add labels to draw attention to particular sections
  - e. provide an explanation of the connection to WELL requirements using a different colored font
  - f. check out the [WELL Documentation Annotation Guide](#) for more
- ☐  Name the document so that it is easily identifiable. Some examples for naming include:
  - a. name the document using the WELL feature code
  - b. name the document using the WELL feature name

- c. name the document using the WELL document type
- ☐  Review the document you've created and ensure that all the necessary WELL requirements are fully and clearly addressed.
  - a. Note: the level of detail is up to the discretion of the project team, but the document must include specific details demonstrating that the actual requirements have been enacted in the project boundary. Features cannot be demonstrated solely through a written confirmation that the WELL requirements have been or will be implemented.
- ☐  Upload the document to the scorecard in the WELL digital platform, after you've confirmed that the document fully and clearly addresses all the necessary WELL requirements.



## **Feature Part Requirements**

### **For All Spaces**

*Projects offer mental health services to support recovery from a traumatic event, to all employees at no cost or subsidized, either on-site, in-person within 0.25 mi of the project boundary, or virtually, including at least three of the following:*

- a. *Crisis counseling or trauma-focused psychotherapy with qualified mental health professionals.*
- b. *Psychological first aid (PFA) training offered to all employees and/or required for manager-level employees.*
- c. *Bereavement counseling and materials on coping with grief, including resources for returning to work after a loss.*
- d. *Information on benefits coverage and how to access additional mental health services, made conveniently and confidentially accessible to employees.*

*Note: This feature is a beta strategy and has an additional documentation requirement (beta feature feedback form). The feedback form supports IWBI in developing new features that are effective and applicable to projects around the world.*



The below sample documentation is intended to provide guidance for creating an effective policy to support mental health. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.

## EXAMPLE DOCUMENT

Example for Feature Sections a, b c and d

### [Company] Mental Health Recovery Policy

**Location:** [project address]

[Company] understands that when there is a traumatic event, employees may need immediate mental health support for recovery. Traumatic events could include, but are not limited to: pandemic, terrorist event, natural disaster, significant transportation accident, death of a company team member or a close company contact, etc.

In preparation for traumatic events, the management team receives annual psychological first aid training through *[name of training program]* with the intention of being best able to respond to staff during and after traumatic events. The training is also available to all employees interested in participating and the program covers *[details of training program]*. Employees should consider their direct manager a resource during and after traumatic events.

A list of resources (including books, articles, hotlines and apps) regarding mental health recovery from traumatic events is posted in the employee breakroom and available on palm cards at the front desk in the lobby.

In the event of a traumatic event affecting multiple or all employees, the following actions will be taken:

1. An email will be sent immediately out to all potentially affected employees that includes:
  - a. A reminder of company health care policy mental health services, including:
    - i. Mental health professionals posted on employee benefits website that specialize in crisis counseling or trauma-focused psychotherapy and the contact information for the in-plan professionals through a virtual service platform *[names of telemental health services, with contact information]* or located within *[distance]* of the building *[names of professionals, with contact information]*.
    - ii. Mental health professionals posted on employee benefits website that specialize in bereavement counseling and the contact information for the in-plan professionals through a virtual service platform *[names of telemental health services, with contact information]* or located within *[distance]* of the building *[names of professionals, with contact information]*.
1. Example: Links to online resources:
  - a. [\*Grief and Mourning Basics\*](#), from the Center for Loss and Life Transition
  - b. [\*Helpful Websites for Grieving\*](#), from the Center for Grief Recovery and Therapeutic Services
  - c. [\*Trauma and Disaster Mental Health\*](#), from the American Counseling Association
  - d. [\*How to Cope at Work When You're Grieving a Loved One's Death\*](#), by Chris Raymond
  - e. [\*Grieving the Loss of a Pet\*](#), by Julie Axelrod
2. Example: Resources in the *[public location in the building]* library:
  - a. [\*Understanding Your Grief: Ten Essential Touchstones for Finding Hope and Healing Your Heart\*](#), by Dr. Alan D. Wolfelt
  - b. [\*Resilient Grieving: Finding Strength and Embracing Life After a Loss That Changes Everything\*](#), by Lucy Hone, Ph.D.
  - c. [\*Please Be Patient, I'm Grieving: How to Care For and Support the Grieving Heart\*](#), by Gary Roe
  - d. Note – if there are other books that could compliment this selection, please email *[name]* in *[department]* to purchase them.

- iii. A full list of other mental health services provided within the plan and the contact information for *[name]* *[contact information]* in human resources who can confidentially counsel on details of each service and provide guidance on how to access them. These include:
    1. A list of hotlines:
      - a. *Example: National Center for Post-Traumatic Stress Disorder Info Line: 1-802-296-6300*
      - b. *Example: Disaster Distress Helpline: 1-800-985-5990*
      - c. *Example: National Mental Health Association: 1-800-969-6642*
    2. A list of apps that employees have access to including:
      - a. *Example: Coping with Grief - A free proximity-based social network connecting & supporting people grieving or who have grieved with the objective of creating a global community that can be there for each other (find on Google Play, Amazon now with the Apple App Store)*
      - b. *Example: Headspace – meditation app (subscription provided through human resources office, email [name] at [email address] for access.)*
2. Managers are required to share these same resources directly with direct reports immediately after a traumatic event, including at check-ins upon returning to work after the traumatic event. Check-in dates may need to be adjusted to an earlier date to ensure resources are provided in a timely manner.

#### **TIPS FOR MULTIPLE LOCATIONS**

- For organizations participating in WELL at scale, this policy and/or operations schedule is categorized as Shareable. It may be shared across multiple projects, as long as they all meet the strategies that are outlined in the document.
  - If you have projects pursuing the rating together that use different health benefits policies, distinct documentation should be developed for each (e.g. local referral information, resources and possibly also trainings may vary from project to project and must be evaluated on a project by project basis). Identify each of the specific projects by name (must match project names in WELL Online.)