

M01.1 - Promote Mental Health and Well-being

Policy and/or Operations Schedule

WELL Building Standard™ version 2 (WELL v2™)

WHAT IS THIS DOCUMENT:

This document is intended to serve as a guide on how to create a project policy to promote mental health and well-being through the provision of supportive programs, policies and resources.

This document is meant to demonstrate an acceptable degree of detail for

- precertification documentation submission
- documentation submission

For precertification documentation submission:

To achieve WELL Precertification, project teams may submit intent-stage or implementation-stage documents for pursued features, or any combination of the two. An intent-stage document is typically a draft document that has not yet been implemented in the actual project, while implementation-stage documents describe final and implemented strategies. Intent and implementation-stage documents should be similar in terms of level of detail. For final WELL Certification documentation approval, all documents are required to be implementation -stage. To learn more about intent-stage vs. implementation-stage documentation, review the [precertification guide](#) in our knowledge base.

Intent-stage language is indicated in this sample document with **green text and in parentheses**. For an intent-stage policy and/or operations schedule, the document should consist of a draft version of the policy that the team intends to implement. This document cannot simply state that the feature requirements will be implemented; the documentation should include adequate detail such that a WELL Reviewer will be able to confirm the document complies with all of the WELL feature part requirements.








For documentation submission:

The level of detail is up to the discretion of the project team, but the documents must include specific details demonstrating that the actual requirements have been enacted in the project boundary. The Feature cannot be demonstrated solely through a confirmation that the requirements have been or will be implemented.

This document and similar tools are intended to assist projects in their pursuit of WELL v2 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, certification or other 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 Q1-Q2 2024 addenda of the WELL Building Standard™ version 2 (WELL v2™). 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 v2™ 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

The following requirements are met:

- a. At least two of the following are available to all employees and students at no additional cost:*
 - 1. Education or awareness efforts on mental health and well-being, offered quarterly, either in-person or virtually (e.g., webcast on stress management, presentation on mindfulness, email on healthy sleep habits).*
 - 2. Trainings or courses related to mental health and well-being, offered annually, either in-person or virtually (e.g., Mental Health First Aid, stress management training).*
 - 3. Mindfulness or restorative programming, offered weekly, either in-person or virtually (e.g., ongoing access to guided meditation application, weekly yoga classes).*
 - 4. Policy that establishes healthy working hours, outlining the maximum hours to be worked per 24-hour and seven-day period.*
 - 5. Dedicated space for restoration and relaxation, with an accompanying policy permitting breaks during work or school hours.*
- b. Annual communication (e.g., email, online module, in-person training) is provided to all employees and students, and onboarding communications are provided to all new employees and students, specifically addressing all mental health and well-being benefits, resources and programs available through the project or organization.*

Certification note:

Projects may achieve points in optimizations that overlap with strategies listed in Part 1.a.

WELL Core Guidance:

Meet these requirements for direct staff.



The below sample documentation is intended to provide guidance in creating a Mental Health and Well-being Promotion policy. It is not a template. You may note included components that are not required to demonstrate compliance with this Feature.



Example document for Feature 1 Part 1

The following example is for a university building (specifically an “Architectural Design” building) that has both university employees and students. The mental health and well-being promotion policy is available to all students and staff at the university (including those that occupy the “Architectural Design” building.)

(Intent-stage: Draft) [University] Mental Health and Well-being Promotion Policy

Location: [project address]

[University]’s goal is to promote and further the mental health and well-being of all students and staff. The following offerings are available to all students and staff at the university to fulfill this goal:

[There are examples below for M01.1 options 1-5. To fulfill feature part requirements, at least two of the five options must be implemented.]

1. Education or awareness efforts on mental health and well-being, offered quarterly, either in-person or virtually:

- *Ex: University staff specializing in healthy sleep habits [NAMES OF STAFF] give free quarterly lectures available to both staff and students in [NAME OF LECTURE HALL]. These lectures cover recent research on healthy sleep habits at different times of life, recommendations for how to improve quality of sleep and resources for further study. Lectures are advertised on posters throughout campus and emails to staff and students.*
- *Ex: A stress management and mindfulness expert [NAME AND QUALIFICATIONS] gives quarterly hour-long presentations on tips to reduce stress (one near the beginning of each semester and one before finals). There are separate presentations for staff and students so that their unique needs can be specifically addressed. Both presentations can be streamed or viewed in person. The in-person staff location is [LOCATION, DATE, TIME] and the student location is [LOCATION, DATE, TIME]. After each presentation, there is time set aside for discussion and healthy refreshments are provided.*
- *Ex: Quarterly newsletter emails are sent out to all staff and students that are curated by the University mental health initiative and cover topics including:*
 - *Pro-active mental health resources available to all staff and students in the university library and online portal*
 - *A list of upcoming mindfulness and mental health related events*
 - *Tips for increasing mindfulness throughout the day*
 - *A summary of new research on mindfulness and well-being topics*
 - *A list of mental-health related student clubs and initiatives on campus*
 - *Contact information for the university’s on-site mental health team*

2. Trainings or courses related to mental health and well-being, offered annually, either in-person or virtually:

- *Ex: Annually, the Mental First Aid for Higher Education course (<https://www.mentalhealthfirstaid.org/population-focused-modules/higher-education/>) is offered to all students and staff free of charge. Students and staff who are interested in attending can sign up at the beginning of the school year as part of class registration. Students are provided with an invitation in their pre-registration guidance materials and staff are sent an email with an invitation. The course is given at the beginning of the school year in September so that benefits of the course can play out throughout the entire school year. The course takes place in [LOCATION]. For additional information on how to sign up, please contact [NAME, CONTACT INFORMATION].*
- *Ex: Expert [NAME AND CREDENTIALS] has designed a complimentary 2-session course specifically for our staff and students around mental health and well-being in the architectural industry. [EXPERT NAME] teaches the course annually and offers sessions both at the beginning of the fall semester and at the beginning of the spring semester (for staff and students that start mid-year.) Course materials are updated on an annual basis. The course can be attended in person at [LOCATION] and is also streamed if staff or students prefer to attend virtually. For more information on the course, please contact [INSERT NAME AND CONTACT INFORMATION].*
- *Ex: The university has reached out to a local non-profit that teaches annual courses on mental health and well-being. They will send an expert to teach a training each year in November and February that is available to all staff and students on mental health and well-being. Their course covers the materials listed on their website [INSERT LINK TO WEBSITE]. For more information on the course, please contact [INSERT NAME AND CONTACT INFORMATION].*

3. Mindfulness or restorative programming, offered weekly, either in-person or virtually:

- *Ex: Every Tuesday there is a meditation class for staff at 6PM and for students at 7PM. Students and staff are invited to participate in person at [LOCATION] or alternatively virtually through streaming found at this link [INSERT LINK]. Classes are led by instructor [INSTRUCTOR NAME] from the local wellness institute [NAME OF INSTITUTE].*
- *Ex: All students and staff on campus are given free access to the [NAME OF APP] phone app (available on all major phone operating systems). This app includes a series of different lengths and types of meditation practices, sounds to help users fall asleep, healthy eating recommendations, a tracker for exercise and other resources for a healthy life.*

4. Policy that establishes healthy working hours, outlining the maximum hours to be worked per 24-hour and seven-day period.

- *Ex: Staff are to work no more than 50 hours per week and at most 9 hours per day. Students who work at the university are capped at 20 hours per week and at most 9 hours per day. The building is closed from 10PM-7AM to prevent students and staff from working in university facilities during night hours. Students are encouraged to spend no more than 10 hours per day on classwork and projects (the university cannot regulate their study hours).*
- *Ex: All staff and student work is completed on the university's online portal, [NAME OF PORTAL]. Each staff member and student is only permitted to clock in 50 hours per week and a maximum of 10 hours per day before the system locks them out. Extensions can be requested due to extenuating circumstances, and must be emailed for approval to [NAME, EMAIL ADDRESS]. For non-computer related work, staff hours are set at no more than 40 hours per work and capped at 50 hours per week with overtime. All shifts are 9 hours or less.*

5. Dedicated space for restoration and relaxation, with an accompanying policy permitting breaks during work or school hours.

- *Ex: [PROJECT] includes a large atrium with significant sky-lighting and interior landscaping including three medium sized trees and a fountain. There is seating for approximately 25% of regular building occupants at any one time. Staff are given three scheduled breaks per day, in which they can make use of this space. Students can use the space anytime the building is open and they are between classes.*
- *Ex: [PROJECT] lecture hall [ROOM #] has been converted into a meditation and yoga space open to all staff and students. From 7-9AM it is reserved for staff exclusively and the remainder of the time it can be used by both staff and students. The room is equipped with adequate floor space for at least 20 yoga mats at any one time. Chairs and meditation pillows are placed around the exterior perimeter of the room for quiet meditation. There are signs on both sides of the door indicating that it is a silent space. There is a sound masking system installed within the space to aid in the quiet atmosphere. Staff are permitted breaks between classes and for lunch. Students can use the space anytime they are not in class.*

Communications

[University] will communicate the available mental health and well-being policy offerings, related programs and resources to students and staff through the following channels:

- *Ex: Onboarding materials for all staff will include a list of the benefit policy offerings and recommendations on how best to take advantage of them as well as a list of related resources and university programs available to staff. Materials will be re-emailed to staff at the beginning of each semester as a reminder. Students will be provided with a welcome package (also provided to them by email) when they arrive at the university. It will include a similar student-oriented list of offerings. It will also include a list of related resources and university programs available to students through the library and student services department. In addition to this, there will be posters placed at each of the main entrances to the building encouraging students to take part in a promoted series of mental health and well-being related programs.*
- *Ex: Each staff member and student is required to attend or watch a recording of a 25-min tutorial at the beginning of each semester detailing all of the mental health and well-being offerings provided by [UNIVERSITY]. There are separate tutorials for students and staff customized to their individual offerings (employee benefits and student benefits). The in-person tutorial for staff is held in [LOCATION] on [DATE] and the in-person tutorial for students is held in [LOCATION] on [DATE], both during the first week of the semester. Staff members and students that start in the spring semester or mid-semester are required to watch the recording of the tutorial within their first week at [UNIVERSITY]. The tutorial includes a comprehensive list of mental health benefits, programs and resources and how to access them. [NAME, POSITION, DEPARTMENT] is responsible for updating the tutorials and giving the in-person tutorials annually and can be contacted at [CONTACT INFORMATION] with questions.*

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.