

# DESIGNING MENTAL HEALTH SUPPORT INTO THE WORKPLACE

10 key considerations for **designing** meaningful, safe, and sustainable mental health support at work

## 1. Define the Goal

Be clear on what you want to achieve.

Is the focus awareness, prevention, confidential support, crisis guidance, manager education, or connecting employees to longer-term help?



## 2. Involve the Right Stakeholders

Include HR, leadership, legal/compliance, wellbeing champions, communications, facilities, and the chosen mental health provider.

If sessions are clinical or confidential, privacy and consent must be clearly managed.

## 3. Choose the Right Support

Support may include a mental health awareness talk, manager training, confidential 1:1 sessions, referral pathways, an Employee Assistance Programme, or a regular wellbeing clinic.



## 4. Check Credentials & Fit

Work with licensed, qualified professionals who understand workplace settings, cultural sensitivity, confidentiality, and escalation pathways.

In the UAE, mental health care is regulated under Federal Law No. 10 of 2023, which focuses on protecting patient rights and dignity.

## 5. Set Clear Boundaries

Agree what the specialist will and won't do.

Clarify confidentiality, session length, booking process, emergency escalation, reporting, and what anonymised insights, if any, can be shared with the organisation.



## 6. Make Access Feel Safe

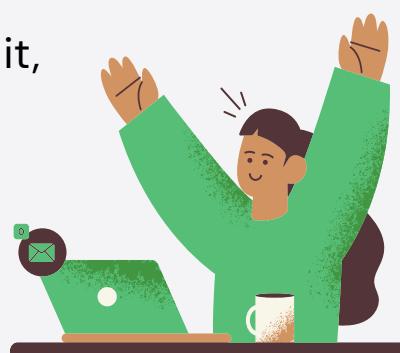
Employees need to feel confident that sessions are confidential, voluntary, and not linked to performance or HR records.

UAE guidance and commentary around the current mental health framework places strong emphasis on confidentiality and respectful handling of mental health information.

## 7. Communicate with Care

Explain why the support is being offered, who it is for, how to access it, what to expect, and how confidentiality works.

Keep the message warm, simple, and stigma-free.



## 8. Make it Sustainable

One talk is a start – not a strategy.

Build follow-up into the plan through regular sessions, manager capability-building, wellbeing resources, EAP access, pulse checks, and clear referral pathways.



## 9. Measure What Matters

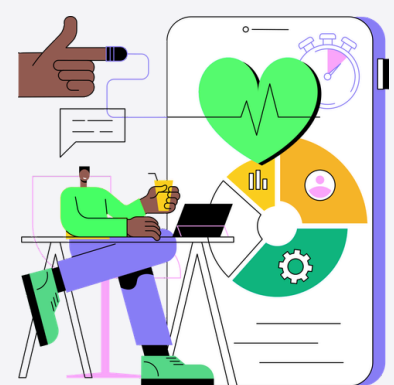
Track participation, anonymised themes, employee feedback, awareness, confidence to seek support, and whether people know where to go when they need help.



## 10. Close the Loop

Share what has been made available, what will continue, and what the organisation is improving based on feedback.

This turns awareness into trust.



**Perky Tip:** Mental health support should never feel like a one-off campaign. The goal is to design support into the way people work, lead, and access help.