

## **AdvoCard Stress Management Policy**

### **Policy Statement**

We are committed to protecting the health, safety and welfare of our staff and volunteers and recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

This policy will apply to everyone in the project. Managers are responsible for implementation and the organisation is responsible for providing the necessary resources.

### **Definition of stress**

The Health and Safety Executive defines stress as “the adverse reaction people have to excessive pressure or other types of demands placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress, which can be detrimental to health.

### **Responsibilities**

#### **AdvoCard will:**

- AdvoCard will identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress.
- AdvoCard will ensure that these risk assessments will be regularly reviewed.
- AdvoCard will consult where necessary on all proposed action relating to the prevention of workplace stress.
- AdvoCard will provide training for all managers and supervisory staff in good management practices.

- AdvoCard will provide confidential counselling for staff affected by stress caused by either work or on occasion external factors where resources allow.
- AdvoCard will provide adequate resources, where possible, to enable managers to implement the organisation's agreed Stress Management Policy.

**Managers and Board of Directors will:**

- Conduct and implement recommendations of risks assessments within their function.
- Ensure good communication between management and staff, particularly where there are organisational and procedural changes.
- Ensure staff are fully trained to discharge their duties.
- Ensure staff are provided with meaningful developmental opportunities.
- Monitor workloads to ensure that people are not overloaded.
- Monitor working hours and lieu time to ensure that staff are not overworking.
- Monitor holidays to ensure that staff are taking their full entitlement.
- Ensure that managers attend training as requested in good management practice and health and safety.
- Ensure that bullying and harassment is not tolerated.
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation.

### **Staff and Volunteers should:**

- Raise issues of concern with their line manager about their workload and/or other factors inside or outside work that are affecting their performance.
- Keep a record the hours that they work.
- Keep a record of any lieu time that they accrue and /or take.
- Keep a record of annual leave taken and left to take.
- Take a break when needed and permitted and ensure that they regularly take a beneficial lunch break away from their desk and free from disturbance.
- Indicate to their line manger if and when they are feeling stressed.
- Accept opportunities for counselling and support when recommended.

### **External Advice**

AdvoCard will, where necessary seek advice about implementing this policy from various professional bodies with expertise in this field including unions, occupational health experts, health and safety experts and information on employment law or other legal advice.