

Mental health policy

i The Mental health policy is an organized set of values, principles and objectives for improving mental health and reducing the burden of mental disorders at Synchronmind.

Mental health matters. So we aim to maintain good working conditions and care for our team.

Owner: @ Anna Sokolova @ Raluca Mihi

Next Review date: 1 October 2023

- [Definitions/Terms](#)
- [How to recognise mental health issues](#)
- [Accountability](#)
- [Commitment](#)
- [Mental health rights @ Synchronmind](#)
- [Roles and Responsibilities \(RACI\)](#)
- [Mind map of our approach to Mental Health](#)

Purpose: outline our provisions to prevent and address mental health issues among our team members. This is meant to be a reliable and yet simple and inclusive policy, that can be understandable by anyone. Please reach out to the owners of the document

Scope: candidates, employees, contractors, suppliers of Synchronmind.

Definitions/Terms

Term	Meaning
Abundance	The energy of abundance is the feeling of having enough, of being supported, taken care of, and of having the freedom to live our lives as we choose. By fostering more happiness and contentment in every aspect of our life and focusing on the good that is already present, we may tap into the energy of abundance.
ADHD - Attention Deficit Hyper-Activity Disorder	Is a mental disorder that is usually lifelong and associated with a delay in how the brain matures and how it processes information. People with ADHD usually have varying degrees of difficulty paying attention, staying focused, being impulsive, and being overactive which causes problems at home, at work, in school, and in other social situations.
Anxiety	Is a type of body signal, or group of sensations that are generally unpleasant. A person with anxiety experiences a variety of physical sensations that are linked with thoughts that make them feel apprehensive or fearful. A person with anxiety will often also think that bad things may happen even when they are not likely to happen.
Appreciation	Through a process of reciprocal causality, appreciation and spirituality are closely linked. Both appear to be important contributors to psychological and physical well-being as well as a good performance at work. Through establishing and maintaining social connections, encouraging better sleep, encouraging assistance, and fostering trust, appreciation promotes wellbeing and success both directly and indirectly. A focus on what one has (the "Have" focus), amazement, ritual, present moment, self/social comparison, thankfulness (gratitude), loss/adversity, and interpersonal appreciation are seen as the eight components of appreciation.
Asperger's	It is a developmental disorder that usually is diagnosed prior to adolescence. People with Asperger's experience repetitive and restrictive behaviours and interests that may lead to impaired functioning at work and socially. Asperger's is considered one of the several disorders on the Autism Spectrum and is unique because there is no significant delay in language development. Many people with Asperger's live full and productive lives without any (or minimal) treatment.
Atychiphobia	Is a psychological construct reflecting "apprehension about others" evaluations, distress over negative evaluations by others, and the expectation that others would evaluate one negatively.
Autism	Is a life-long mental disorder in which the person suffers with significant abnormal development of social interaction, verbal and non-verbal communication. A person with Autism has trouble understanding the feelings of others (empathy) and usually does not understand many social norms that tell us what is socially acceptable.

Boundary	<p>Boundaries are rules or limits that someone establishes to protect their security and wellbeing around others; we identify and express how other people can behave around us so that we feel safe.</p> <p>First classification of boundaries:</p> <ol style="list-style-type: none"> 1. Clear boundaries: are clearly stated, flexible, and adaptable. There is warmth, support, and stability within the environment, but each person is able to be assertive, communicate their needs, and develop individual interests. 2. Rigid boundaries: are closed and inflexible, much like a wall that doesn't let anything in or out. There is less engagement and more isolation both within the environment and in the outside world. It may be more challenging for team members to communicate needs and express individuality. 3. Open boundaries: are not as clear, and might even be fuzzy or loose. It may be hard for individual team members to have their needs met. Teams with open boundaries may be enmeshed and exhibit more codependency traits. <p>Second classification of boundaries:</p> <ol style="list-style-type: none"> 1. Healthy Boundary: allow each person in a relationship or family to communicate their wants and needs, while also respecting the wants and needs of others. 2. Unhealthy Boundary: individual safety and well being is compromised. This may lead to dysfunctional situations, where people's needs are not met. <p>Third classification of boundaries:</p> <ol style="list-style-type: none"> 1. Physical: Refers to our body and personal space. Healthy boundaries include autonomy of our body. 2. Sexual: Refers to our sexual self and your intimate personal space. Sexual boundaries include choices around types of sexual activity, timing, and partners. These boundaries are crossed when someone pressures us into unwanted intimate affection, touch, or sexual activity. 3. Intellectual/mental: Refers to our personal ideas, beliefs, and thoughts. A healthy boundary respects that others' ideas may be different. These boundaries are crossed when someone is dismissive, belittling, or invalidating your ideas or thoughts. 4. Emotional: Refers to our feelings and personal details. These boundaries are crossed when feelings or personal information you have disclosed is belittled, minimized, or shared without our permission. 5. Material/financial: Refers to our financial resources and belongings. These boundaries are crossed when you're pressured to lend or give things away, or to spend or loan money when you would prefer not to. 6. Time: Refers to how we spend and use our time.
Bullying	<p>Is a form of emotional and psychological abuse. It is characterized by a systematic pattern of coercive and controlling behaviour. This abuse may include:</p> <ul style="list-style-type: none"> • manipulation, • exploitation, • enforced accountability, • censorship of decision making, • requirements for secrecy and silence, • coercion to conform, [inability to ask questions]
CBT Cognitive Behavioural Therapy:	<p>Is a form of psychotherapy (talk therapy), designed to help treat various mental disorders. It focuses on changing the persons' thoughts and behaviours to help reverse the person's symptoms and help increase the person's functioning.</p>
Coaching	<p>Is a process that aims to improve performance and focuses on the 'here and now' rather than on the distant past or future. The coach is a facilitator of the learning.</p>
Commitment	<p>Reflects an inner construct of faith that is manifested in both attitudes and behaviours. You're committed to something, you're pledged to do it.</p>
Communication	<p>Communication is a two-way process involving the following elements: a sender, a message, a medium, a channel, a receiver, a response and feedback. However, it is not sufficient to have just all these elements; there should be cooperation, empathy, listening and understanding between the two parties involved.</p>
Depression	<p>Is a term used to describe a state of low mood or a mental disorder. This can be confusing since some people experience depression frequently but do not actually suffer from depression as a mental disorder.</p>
Diagnosis	<p>Is a description that identifies a medical or mental disorder or illness.</p>
Disability	<p>A physical or mental condition that limits a person's movements, senses, or activities.</p>

Discrimination	Treatment of some people differently from others. Discrimination policy
Empathy	Are the cognitive and emotional reactions of an individual to the observed experiences of another.
Failure	A certain part of unsuccess.
Fear	Is an <u>unpleasant</u> emotion caused by the threat of danger, pain, or harm.
Fear of failure (atychiphobia)	Is a constant, overwhelming feeling of dread that accompanies the undertaking of projects or pursuit of life goals. People who live with atychiphobia often feel absolutely certain they will fail, even if that feeling is not based on reality. This sense of insecurity can interfere with thoughts, emotions, and actions.
Gratitude, Gratefulness, Thankfulness	The quality of being thankful; readiness to show appreciation for and to return kindness.
Happiness	An emotional state characterized by feelings of joy, satisfaction, contentment, and/or fulfillment.
Holistic	Relating to wholesomeness or with complete systems rather than with the individual parts. Holistic health is an approach to wellness that simultaneously addresses the physical, mental, emotional, social, and spiritual components of health.
Inclusion	The action or state of including or of being included within a group or structure.
Integrity	The quality of being honest and having strong moral principles.
Mental Health	A person's condition with regard to their psychological and emotional well-being.
Mental health issues (conditions)	Any conditions that affect employees' state of mind. These conditions may resulting in burnout and nervous breakdowns. Examples of mental illness include depression, anxiety disorders, schizophrenia, eating disorders and addictive behaviors.
Mental hygiene	Daily activities that support and maintain one's mental health.
Mental illness	Disorder of thinking, feeling, and behaving.
Mindfulness	The quality or state of being conscious or aware of something. The 7 principles: <ul style="list-style-type: none"> • Observing. Be an impartial witness to your own experience. Become aware of the constant stream of judging and reacting to inner and outer experience • Patience. Accept the fact that things sometimes unfold in their own time. • Beginner's Mind. Remaining open and curious allows us to be receptive to new possibilities and prevents us from getting stuck in the rut of our own expertise • Trust. Develop a basic trust with ourselves and our feelings. Know it's OK to make mistakes • Healthy Detachment. The goal is to be with ourselves right here, right now. Pay attention to what is unfolding without trying to change anything • Acceptance. See things as they are. This sets the stage for acting appropriately in our life no matter what is happening • Letting Go. When we pay attention to our inner experience, we discover there are certain thoughts, emotions and situations the mind wants to hold onto. Let our experience be what it is right now
Neuro diversity	Describes the idea that people experience and interact with the world around them in many different ways; there is no one "right" way of thinking, learning, and behaving, and differences are are viewed as traits rather than deficits.
Psychological safety	Is the belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes.
Psychotherapy	A variety of treatments that aim to help a person identify and change troubling emotions, thoughts, and behaviors. Please check https://synchronmind.atlassian.net/wiki/spaces/GS/pages/483917835/Mental+health+policy#How-to-recognise-mental-health-issues to identify situation psychotherapy is needed.
PTSD Post Traumatic Stress Disorder	A disorder that develops in some people who have experienced a shocking, scary, or dangerous traumatic event.
Sympathy	Is the perception of, understanding of, and reaction to the distress or need of another life form.
Transparency	Transparent communication is the act of information (good/bad) being shared upward, downward, and laterally in a way that allows all to see the why behind the words.

Vulnerability	Is the state of being open to injury, or appearing as if you are.
Wellbeing	Well-being is the experience of health, happiness, and prosperity. It includes having good mental health, high life satisfaction, a sense of meaning or purpose, and the ability to manage stress.

How to recognise mental health issues

Changes in the mental state are usually cost by a combination of:

1. Accident/trauma (triggered) effects:
2. Medical illness
3. Mental illness

Pay attention to the following:

- PTSD
- Sleep problems (insomnia, nightmares, waking up tired)
- Anxiety (including hypochondria)
- Major depression
- Lack of trust in people and life
- Social isolation
- Victimhood as a result of mental/emotional/physical abuse (war, work is included)
- Grieving
- Lack of motivation/purpose
- Feeling overwhelmed
- Feeling persecuted
- Feeling discriminated/bullied
- Shame/guilt
- Unworthiness
- Thoughts of self-harm
- Lack of self-care (loss of appetite, eating disorder, neglect of needs)
- Family history of mental health illnesses
- Mood swings
- Fear of failure and other types of fear
- Postpartum depression
- Anger management issues
- Psycho-somatic manifestation (eye twitch, muscle tension, sudden back pain, etc)

Accountability

Every individual is accountable and responsible for their mental health. Synchronmind will assist as best we can within our financial/emotional /mental/physical/spiritual possibilities.
Roles and responsibilities further down.

Commitment

At Synchronmind we are committed to:

- Applying this mental health policy in our day-to-day work activities.
- Create a pleasant and holistic workplace either onsite or online in collaboration with our people and with support from mental health experts.
- Treating ALL mental illness issues reported to us seriously.
- Identify issues proactively and provide help and tools to resolve them.
- Support every individual who faces mental health problems during the hiring interview process, employment or collaboration.

Mental health rights @ Synchronmind

- You own your mental health issues and you are 100% in control of your approach. Synchronmind will try to support you to the best of our business abilities and within healthy boundaries.
- You have the right to express your opinion/voice and be heard in the Synchronmind context/setting.
- You have the right to a safe and healthy environment while working for and with us.
- You can approach the management team with issues that you face.
- You can request support for your mental health issues.

The complete list of rights can be found here: [Rights of the soul](#)

Roles and Responsibilities (RACI)

R - Responsible A - Accountable C - Consulted I - Informed

	MT	Non MT	External
Ensure there is a workable mental health policy	A/R	C	C
Apply mental health policy	A/R	R	-
Review and update yearly the mental health policy	A/R	C	C
Seek/request help as soon as noticeable/aware	R	A/R	-
Create a pleasant and holistic workplace online and offline	A/R	R/C	C
Establish an open and respectful communication culture	A/R	R	R
Mediate conflicts / misunderstandings	A/R	R	R
Offer tools for recovering from mistakes	A/R	R	C
Provide communication tools (G-Suite, Slack, etc)	A	C	-
Enable everybody to achieve Work/life balance	A/R	R	-
Provide cushion (for fainting)	A/R	R	-
Practice forgiveness	A/R	R	-
Setup a healthy 360 feedback loop	A/R	R	R
Mental Health Progress evaluation	A/R	R	-
Upon request provide desk in co-working space	A	R	R
Organise Yearly team meeting/outings	A/R	R/C	R
Clear policies/guidelines	A/R	R/C	-
100% transparency guarantee	A/R	R/C	-
Provide Progress Badges	A/R	C	-
Commit to solving self mental health issues and receive a badge	R/I	A/R	-
Individual or Group Coaching	A/R	R/C	-
Therapy opportunity	A/R	R/C	-
Awareness / Appreciation / Gratitude practices/accountability partnership	A/R	R/C	-
Fair remuneration (pay)	A	I	-
Bonus/profit sharing scheme	A	C/I	-
Sponsorship of shared causes	A/R	C	C
Regular learn	A/R	R	R/C
Adapt to change	R	A/R	-
Ongoing synchronisation	A/R	R	-
Provide risk awareness coaching	A	C	C
Provide risk management courses	A	C	C
Familiarise oneself with risk awareness techniques	R	A/R	
Learn about risk management	R	A/R	
Practice risk awareness		A/R	
Practice risk management		A/R	
Ensure realistic mitigation plans are prioritised	A/R	R/C	R/C
Practice Open communication		A/R	
Enable change management	A	R/C	R/C

Mental health policy

Family and partners

- Possible problems
 - Burnout
 - Unhealthy lifestyle
 - Absent or uncaring parent/partner/child
- Rights
 - Take care of yourself
 - Be a good parent/partner/child
 - Your child/partner/parent be involved in Synchronmind activity
 - Permission to be vulnerable and imperfect
- Commitment for care
 - Provide courses and tools for your kids
 - Accommodate to school schedule
 - All planned vacation will be granted
- Support
 - Parent/child or couples therapy

Remote work

- Possible problems
 - Miscommunication
 - Unhealthy lifestyle
 - Lack of social interactions
- Rights
 - Work anywhere on Milky Way
 - Choose your working hours
 - Healthy living/leaving
- Commitment for care
 - Upon request provide desk in co-working space (that you choose)
 - Communication tools (G-Suite, Slack, etc)
 - Yearly team meeting/outings
- Support
 - Free use of SynchronBuddy

Courage

- Possible problems
 - Fear
 - Being lost
 - PTSD
- Rights
 - Be free
 - Express emotions
 - Take your time
 - Face fear when ready
- Commitment for care
 - Provide cushion (for fainting)
 - Tools for recovering from mistakes
 - Badges
- Support
 - Progress evaluation

Job fulfilment

- Possible problems
 - Job insecurity
 - Abuse
 - Competition (unhealthy)
 - Impostor syndrome
- Rights
 - Thoughtfulness
 - Create
 - Live with the purpose
 - Be happy
- Commitment for care
 - 360 feedback
 - Learn and adapt
 - Ongoing synchronisation
- Support
 - OM: Objectives and metrics

Empathy and inclusion

- Possible problems
 - Bullying
 - Discrimination
 - Disabilities
- Rights
 - Respect
 - To express your feelings
 - To be heard
 - To be unique
- Commitment for care
 - Coaching
 - Work/life balance
 - Tools
- Support
 - Conflict mediation

Psychological safety

- Possible problems
 - Blame-culture
 - Lack of trust
 - Micro management
 - Mental health issues
- Rights
 - To be treated equally
 - Receive clear expectations
 - Permission for failure/mistake
 - Opportunity to learn
 - Let your inner leader shine
- Commitment for care
 - Clear policies/guidelines
 - 100% transparency
 - Pleasant and holistic workplace
 - Establish an open and respectful communication culture
 - Practice forgiveness
- Support
 - Therapy opportunity

Gratitude

- Possible problems
 - Entitlement
- Rights
 - Send gratitude
 - Receive gratitude
 - Nurture gratitude
- Commitment for care
 - Gratitude practices
 - Bonus/profit sharing scheme
 - Sponsorship of shared causes
- Support
 - Gratitude accountability partner

Risk mindful

- Possible problems
 - Risk adverse
 - Risk obsessed
- Rights
 - Ask questions
 - Raise risks
 - Speak Up /Act Up
 - Realistic mitigation plans
- Commitment for care
 - Risk awareness coaching
 - Risk management
 - Respect any risk-based concerned
 - Realistic transparency and visibility
 - Honest communication
- Support
 - Enable changes