

Workplace Mental Health Policy

Policy · US · Updated 2026-07-13 · Square brackets are placeholders to replace with your own details.

A workplace mental health policy is the written statement of how your organization treats mental health at work: how work is designed and managed to avoid doing harm, what support exists and how to reach it, what happens — and what stays confidential — when someone speaks up, and how requests for adjustments are handled. It turns "we care about wellbeing" from a poster into a set of commitments with names attached.

The business case is not subtle: stress, anxiety, and depression drive absence, turnover, and quiet underperformance in every industry, and the strongest lever an employer holds is not an app subscription but the way work itself is run — workloads, schedules, clarity, and how managers respond in the first conversation. That first conversation is where most policies succeed or fail, which is why this one scripts it.

This template gives you the policy statement, the commitments on work design and management behavior, the support pathways including the EAP, the accommodation touchpoint, and the confidentiality rules that make any of it usable.

Purpose and scope

This policy sets out how [Your company] supports mental health at work: the commitments we make about how work is designed and managed, the support available and how to reach it, and how we respond when someone tells us they are struggling. It applies to all employees, and its commitments bind managers in particular — most of this policy is instructions to them.

[Name/role] owns this policy. It works alongside [the employee handbook, leave policies, accommodation procedure, and benefits documents] — where those documents set entitlements, they govern.

Policy statement

[Your company] treats mental health as part of health. We aim to run work in a way that does not cause avoidable harm, to make asking for help ordinary and safe, and to respond to disclosures with support first and process second. Nobody at [Your company] should conclude that the safest career move is to hide a struggle until it becomes a crisis.

In practice that means three commitments. We manage the work: workloads, schedules, and expectations are kept realistic, and chronic overload is treated as a management problem to fix, not a resilience problem to train away. We make support reachable: the routes in this policy are current, confidential, and free to use. And we respond well: a disclosure is met with listening and practical options, never with gossip, sidelining, or a quiet mark against the person's name.

How we manage work to protect mental health

- Workload and staffing: managers review workloads at [frequency] and after departures, and escalate chronic gaps to [name/role] rather than absorbing them silently into the remaining team.

- Schedules: rosters published [notice period] ahead, changes agreed rather than imposed where possible, and rest respected — out-of-hours contact is the exception, per [communication norms].
- Clarity: every role has current expectations and a manager who gives feedback in private, early, and about the work.
- Behavior: bullying, harassment, and public humiliation are dealt with under the [conduct policy] — unchecked hostility is the fastest way a workplace damages mental health.
- Change: restructures, system changes, and bad news are communicated early and honestly; rumor fills every vacuum with something worse.
- Managers are trained at [frequency] on spotting strain, having the first conversation, and routing to support — and their own workload and support are part of this policy too.

Support available

Anyone struggling — for work reasons or not — can use any of these routes. None of them requires disclosing a diagnosis, and starting with whichever feels easiest is fine:

- Your manager, or any manager you trust, for the practical levers: workload, schedule, time off, and adjustments.
- [HR contact / people team] for anything you would rather not raise in your own chain.
- The Employee Assistance Program (EAP): free, confidential counseling and support via [provider, phone number, app/website], available [hours], for employees [and household members, per your contract]. The EAP does not tell [Your company] who used it.
- Health plan benefits: mental health coverage details are at [location/benefits contact].
- In a crisis: call or text the 988 Suicide & Crisis Lifeline, call 911 where there is immediate danger, and tell [name/role] afterwards so work can be arranged around what you need.

Reasonable accommodations

Mental health conditions can be disabilities under the Americans with Disabilities Act, and qualified employees may be entitled to reasonable accommodations. Whether a condition qualifies and what accommodation is reasonable depends on the individual situation — so [Your company] does not pre-judge either question. What this policy promises is the process: raise it with [name/role], and we will engage in the interactive process in good faith, consider options seriously, and document what was agreed.

Accommodations that commonly work for mental health conditions include schedule adjustments, changes to breaks, quieter workspaces, adjusted supervision or communication methods, and leave for treatment — the right answer comes out of the conversation, not a menu. Medical information gathered in the process is kept confidential and stored separately from personnel files. Where leave laws or state disability rules also apply, [name/role] coordinates so the employee does not have to navigate the overlap alone.

Confidentiality and non-retaliation

What you disclose about your mental health is shared only with the people needed to arrange support or accommodations, and only with your knowledge. Managers who receive a disclosure do not pass it

around the leadership team, mention it in references, or let it color assignments — a breach of this rule is a conduct matter.

Retaliation for raising a mental health concern, using the EAP, requesting an accommodation, or taking protected leave is prohibited. Anyone who believes it has happened reports it to [name/role or escalation route] and it is investigated under the [grievance/conduct procedure].

Records and review

Accommodation records and any medical information are kept confidentially, separate from personnel files, at [system/location], per [retention period]. Aggregate, anonymized indicators — EAP utilization, absence patterns, exit interview themes, survey results — go to [name/role] to show whether this policy is working.

This policy is reviewed [frequency, e.g. annually], after any serious incident, and when benefits, law, or the organization change. Owner: [name/role]. Next review due: [date].

How to use this template

1. Fill in the real support routes first — EAP details, benefits contacts, crisis lines — and verify each one by using it; a dead phone number in this policy is worse than no policy.
2. Brief every manager on the first conversation before launching: listen, thank them, ask what would help, agree next steps, and keep it confidential — that script is the policy.
3. Align the accommodation section with your existing ADA procedure and take advice on it — this template commits to the process, and your counsel should confirm the wording for your state.
4. Check your state and local layer: sick leave that covers mental health, disability protections broader than the ADA, and workers' compensation rules all vary.
5. Launch it out loud — a leader saying "this is how it works here" moves usage more than the document does — and re-signpost the EAP at [frequency].
6. Watch the aggregate signals yearly: if the EAP is never used and nobody ever asks for an adjustment, the policy is being read as decoration.

Official guidance

- › [OSHA — Workplace stress](#)
- › [DOL — Mental health at work](#)
- › [CDC NIOSH — Workplace safety and health](#)

This template is provided in good faith and for general information — it is not legal advice. Adapt it to your organisation and, where your sector carries specific legal requirements, have the finished document reviewed by a qualified adviser. The live version at <https://trainedteam.com/templates/workplace-mental-health-policy-us> is kept current; this file is a snapshot.