BMC
Batterjee Medical College

Employee Mental Health Support

POLICY AND PROCEDURES

Batterjee Medical College	Policy & Procedures
Division: Human Resources	**Policy Code:** HR-POL-21-1
Issue Date: 15/09/2025	**Revision No.:** 2
Effective date: 15/09/2025	**Replaces:** Nil
Next Revision Date: September 2027	**Attachments:** None

Employee Mental Health Support Policy

1. Purpose & Strategic Alignment:

Batterjee Medical College (BMC) recognizes that a psychologically safe, healthy, and resilient workforce is the foundational pillar of academic excellence, institutional sustainability, and community impact. Aligning with the United Nations Sustainable Development Goals, this policy transcends basic mental health provision by fostering a holistic ecosystem where occupational well-being is actively promoted, confidential counseling is freely accessible, and specialized psychiatric care is structurally guaranteed for all employees.

2. Access to Free and Confidential Occupational Counseling

- **Capacity Building and Occupational Therapy:** BMC guarantees the provision of periodic therapeutic workshops (e.g., Experiential Therapy sessions, Time Management & Mental Well-Being) to equip staff with evidence-based tools for emotional resilience, digital fatigue reduction, and sustainable work-life balance.
- **External & Virtual Counseling:** To ensure the highest levels of privacy and avoid workplace conflicts of interest, BMC provides staff with access to confidential counseling through off-campus partnered clinics and authorized tele-counseling platforms. This ensures employees can seek support for occupational stress or emotional regulation with complete anonymity.
- **Strict Confidentiality:** All interactions between employees and BMC's counselors or external psychologists are bound by strict medical confidentiality. No diagnostic or attendance information is shared with BMC Human Resources, supervisors, or the college administration under any circumstances.

3. Active Promotion of Occupational Well-being

- **Psychologically Supportive Environments:** BMC positions its staff at the forefront of mental health discourse by organizing institutional forums focused on occupational resilience and digital interventions for healthcare workers.
- **Inclusive Wellness Integration:** The college breaks down hierarchical silos by continuously integrating staff into campus-wide stress-reduction events (e.g.,

The Mind & Wellness Fair, Sports Day, Creative Expression activities, Pet Therapy) to foster community spirit and combat professional isolation.

- **Leadership Mandates:** BMC senior leadership formally commits to funding, approving, and overseeing staff well-being events, ensuring a top-down mandate for a supportive organizational culture.

4. Comprehensive Medical Insurance & Specialized Support

- **Formal Healthcare Guarantee:** BMC structurally guarantees specialized mental health care for its workforce through a comprehensive institutional Medical Insurance Policy covering all employees and eligible dependents.
- **Psychiatric and Behavioral Coverage:** Medical Insurance Policy explicitly mandates financial coverage for "Visits, check-ups, and medicines," ensuring seamless access to outpatient psychotherapy and psychiatric medications. It further guarantees coverage for "Hospital Charges for Medical operations and hospital stay," safeguarding staff requiring inpatient psychiatric care.
- **Formalized Institutional Partnerships:** Staff utilizing their medical insurance are directed to vetted, high-quality care through formalized Memorandums of Understanding (MOUs) with top-tier providers, including the Mutma'inah Clinic, Etizan Psychological Center, the ACT Clinic, Quweem Centers, and Roshd Rehabilitation Center.

Attachments: None

Synopsis

- Document Title: Employee Mental Health Support Policy
- Document Status: Issue Number 02
- Document Effective Date: September 2025
- Document Next Revision Date: September 2027

Approval Authority:

Reviewed by:

Dr. Maher Alandiyjany, Chief Quality Officer,

Signature:



Approved by:

Dr. Osama Kensara, Chief Executive Officer,

Signature:

