1.0 REFERENCES
a. Program thrust of the BJMP Directorate for Health Service (DHS);
b. BJMP Mental Health Program Manual effective date March 16, 2019;
c. Republic Act No. 11036, otherwise known as Philippine Mental Health Act; and

2.0 INTRODUCTION/ RATIONALE
Mental Health Promotion in the Workplace under the Implementing Rules and Regulations of Republic Act No. 11036, otherwise known as the Mental Health Act, Section 26, states that “Employers shall develop appropriate policies and programs on mental health in the workplace designed to raise awareness on mental health issues, correct the stigma and discrimination associated with mental health conditions, identify and provide support for individuals at risk, and facilitate access of individuals with mental health conditions to treatment and psychosocial support.” Further, chapter VI of the BJMP Mental Health Program Manual provides other psychosocial therapies like specific counseling and psychotherapies. It is with these core provisions that the Directorate for Health Service is devising a program that will address the mental health issues of BJMP personnel. Though jail officers are often seen as strong-willed, adaptive and resilient, some of them often succumb to distress and psychological dysfunction that emanate from a stressful working environment. Instead of confronting these issues, they resort to displacement, denial, reaction formation, repression and suppression as ways of coping up.

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However, prolonged use of these defense mechanisms causes different emotional and behavioral issues that certainly affect the psychological well-being of the personnel. They need to express or air out their emotional burdens to lessen their negative feelings. At times, all they need is someone who will listen to their problems and sentiments with empathy and compassion. Some government and non-government organizations have crises hotlines or online counseling services that provide support to people suffering from different mental illness. A helpline that will accommodate the mental health issues that affect the working attitude and capabilities of jail officers will be of big help in maintaining their well-being.

3.0 OBJECTIVES
This guideline aims:
1. To provide basic mental health services to BJMP personnel undergoing psychological distress affecting work functions;
2. To help the jail officers devise healthy coping skills in stressful working environment;
3. To ensure that appropriate mental health care is made available to all jail officers; and
4. To promote mental health awareness to all BJMP personnel.

4.0 SCOPE
The BJMP Personnel Mental Health Helpline will address the psychosocial and psychological needs of all BJMP personnel and their immediate family members.

5.0 DEFINITION OF TERMS
BJMP Personnel – any active bonafide member of the Bureau of Jail Management and Penology.
Helpline – is a special phone service that any personnel can call to avail counseling services.
Mental Health – the successful performance of mental function, mood, and behavior that results in productive activities, fulfilling relationships with others, and the ability to adapt to change and to cope with adversity.

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Mental Health Practitioner — any trained personnel who provide services for the improvement of mental health or treatment of mental illness of a person.

Psychologist — a person who is duly registered and holds a valid certificate of registration and a valid professional identification card as professional psychologist, issued by the Professional Regulatory Board of Psychology and the Professional Regulation Commission. He/she either, holds a master’s degree in psychology and had passed the licensure examination for psychologists or, has at least a bachelor’s degree in psychology who had accumulated a minimum of ten (10) years of work experience in the practice of psychology as a psychologist and had been registered as a psychologist under the provisions of RA No. 10029 on registration without examination.

Psychometrician - a person who holds a valid certificate of registration and a valid professional identification card as psychometrician, issued by the Professional Regulatory Board of Psychology and the Professional Regulation Commission pursuant to RA No. 10029. He/she either, holds a bachelor’s degree in psychology and had passed the licensure examination for psychometricians or, holds at least a bachelor’s degree in psychology who had accumulated a minimum of two (2) years full time work experience in the practice of psychometrics and had been registered as a psychometrician under the provisions of RA No. 10029 on registration without examination.

6.0 PROCEDURES / DETAILS / GUIDELINES

6.1 Structure

6.1.1. The program will be spearheaded by the Chief of the Mental Health and Behavioral Sciences Division.

6.1.2 The mental health practitioners (psychologists and psychometricians) of the Directorate for Health Service are the primary personnel responsible for receiving the calls and queries of personnel who needs mental health services. All psychological interventions provided are for free.

6.1.3 The psychiatrists and other mental health professionals will extend their help once the need arises.

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6.1.4 It will be piloted at the National Headquarters and will eventually be implemented nationwide.

6.2 Methodology

- Any BJMP personnel who needs psychosocial and psychological support can text and call the helpline and will be entertained as long as the issues raised affect their work traits/variables; to include any concerns that affect them emotionally, cognitively and socially.
- Immediate family members of any BJMP personnel can likewise be referred and benefit from the helpline.
- Each call and text messages will be treated with the utmost confidentiality, and the callers/senders need not reveal their real names.
- To avail of the program, the personnel should first send a text message to set an appointment for the call. This is to ensure that there is an available mental health practitioner who will provide the needed services.
- The helpline can likewise be a medium to set an appointment for one-on-one or face-to-face counseling services.
- Cellular phone numbers for both smart and globe networks will be provided which will operate from 8:00 am to 5:00 pm only from Monday to Friday.
- Information drives through the social media and lecture in jails will be conducted before the launching of the program.
- Those who are in emergency crises may call directly the NCMH Crisis Hotline at 0917-899-8727 / 989-8727.

7.0 MONITORING

The BJMP Psychologists and Psychometricians in charge of receiving the calls/messages shall ensure that the purpose of recording is for statistical data only. All received data shall be recorded in a log book labeled with “confidential.”

8.0 FINANCIAL CLAUSE

The monthly load for both smart and globe numbers will be credited from the office monthly budget.

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9.0 SEPARABILITY CLAUSE

In the event that any provision or part of the policy be declared unauthorized or rendered invalid by a competent authority, those provisions not affected by such declaration shall remain valid and effective.

10.0 REPEALING CLAUSE

All other existing issuances which are inconsistent with this policy are hereby rendered rescinded or modified accordingly.

11.0 EFFECTIVITY

This Memorandum Circular (MC) shall take effect fifteen (15) days from filing thereof at the University of the Philippines Law Center (UPLC) in accordance with Sections 3 and 4, Chapter II, Book VII of Executive Order No. 292, otherwise known as the “Administrative Code of 1987.”

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