

Workplace Health Passport – Manager Guidance

What is it?

The health passport is designed for colleagues who have a physical or mental health condition, neurodiversity, disability or other difficulty, to help them access the support they may need in the workplace.

It aims to support colleagues to manage their health at work and remove obstacles in communicating their condition during their career with you.

This is a best practice document and should not be considered rigid or exhaustive.

How should it be used?

For any new colleagues, this passport should be discussed during their induction. It is important that the passport is used positively, and that the individual understands its purpose is to support them at work. The passport will have been provided to them as part of their onboarding and it is their responsibility to complete it. During their induction with the line manager, the question should be asked whether there is any support that is required in the workplace which should prompt whether a workplace passport has been completed or should be completed.

It can also be used as a tool to have ongoing conversations around an individual's support needs in the workplace.

When scheduling a meeting with new or existing colleagues to discuss workplace support, you should: -

- Assure the colleague that the meeting and anything included in the passport will be held confidentially
- Make clear that the focus is on supporting the colleague to thrive at work
- Confirm that any actions you take as a manager are recorded and timeframes agreed
- Encourage the colleague to share their thoughts throughout the meeting
- Ensure that any actions agreed are reasonable for the business and the team also

Suggestions to start open communication

- "I would really like to use this time today to understand more about you and how I can support you at work"
- "Can you explain what helps you to bring your best self to work and feel your best"
- "I would like to discuss the information in your Workplace Health Passport so that we can look at providing the right space and equipment for you to excel in your role"

Suggested areas to consider as part of the conversation

- Do you have a health condition or condition that affects your day to day life? (e.g. also think about...
 - Communication/Interaction with people
 - How tasks are organised
 - Sensory issues/Sight or hearing loss
 - How people get around
 - How people deal with unexpected change
 - How they access services



- Does the condition vary depending on the time of day, environment or situation a colleague is in? How often does this happen and what help or extra help is needed
- Does the colleague already have support available, what is that and from whom?
- Did the colleague have support in a previous role, what was that and who provided it? Was it helpful?
- Is support needed to get to work or access the building (lifts, ramps, wheelchair, widened doors, parking, signage)
- Are any specialist IT programs used or needed, if so, is training needed?
- Is any specialist equipment needed (mouse, keyboard, chair, desk, braille reader, headphones etc)
- Is a change to work environment needed? (lighting, quiet space?)
- Is support needed from an internal or external source to help with workplace coping strategies, e.g. understanding expectations, following instructions, extra processing time, explaining unwritten rules?
- Has the colleague ever engaged with Access to Work (speak to HR Rep)

Where do we keep the information?

Any information provided by a colleague either online or in paper form is sensitive data and must be kept securely. A colleague may choose to keep their own paper copy and it is their responsibility to look after their own copy of the passport. Managers must ensure that their most up to date copy is stored electronically on BreatheHR, no additional copies should be retained anywhere.

Can the passport be updated?

Yes, the passport should be used as a live document and can be revisited as the conditions or needs of the colleague change.

Any changes should be recorded, signed and dated by the colleague and line manager on each review/change. A new version should be saved to BreatheHR.

Confidentiality

The passport can be used to help other colleagues understand the passport owner's needs, but it is crucial that the colleague owning the passport gives their express consent for the information to be shared wider than their immediate manager. This should be indicated on the passport itself.

