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## Survey on the Guidelines on Mental Health and Psychosocial Support

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### Survey Results



**1.** Type of organisation you work for (select one)

International NGO		14	37%
National NGO		5	13%
Red Cross Red Crescent		6	16%
United Nations/UN agency		1	3%
IOM or other International Organisation		2	5%
Government/National authority		2	5%
Donor		1	3%
Academic Institution		3	8%
Independent consultant/trainer		4	11%
Other, please specify		0	0%
Total		38	100%







**2.** Country where you currently work (select from list)







Afghanistan		1	3%
Albania		0	0%
Algeria		0	0%
American Samoa		0	0%
Andorra		0	0%
Angola		0	0%
Anguilla		0	0%
Antigua and Barbuda		0	0%
Argentina		0	0%
Armenia		0	0%
Aruba (The Netherlands)		0	0%
Australia		1	3%
Austria		1	3%
Azerbaijan		0	0%
Bahamas (the)		0	0%

Bahrain		0	0%
Bangladesh		1	3%
Barbados		0	0%
Belarus		0	0%
Belgium		0	0%
Belize		0	0%
Benin		0	0%
Bermuda		0	0%
Bhutan		0	0%
Bolivia		0	0%
Bosnia and Herzegovina		0	0%
Botswana		0	0%
Brazil		0	0%
Bulgaria		0	0%
Burkina Faso		0	0%
Burundi		0	0%
Cambodia		2	5%
Cameroon		0	0%
Canada		1	3%
Cape Verde		0	0%
Cayman Islands		0	0%
Central African Republic (the)		0	0%
Chad		0	0%
Channel Islands		0	0%
Chile		0	0%
China		0	0%
China - Hong Kong (Special Administrative Region)		0	0%
China - Macau (Special Administrative Region)		0	0%
China - Taiwan Province		0	0%
Colombia		0	0%
Comoros (the)		0	0%
Congo (the)		0	0%
Cook Islands		0	0%
Costa Rica		0	0%
Côte d'Ivoire		0	0%
Croatia		0	0%
Cuba		0	0%
Cyprus		0	0%

Czech Republic (the)		0	0%
Democratic People's Republic of Korea (the)		0	0%
Democratic Republic of the Congo (the)		0	0%
Denmark		2	5%
Djibouti		0	0%
Dominica		0	0%
Dominican Republic (the)		0	0%
Ecuador		0	0%
Egypt		0	0%
El Salvador		0	0%
Equatorial Guinea		0	0%
Eritrea		0	0%
Estonia		0	0%
Ethiopia		1	3%
Fiji		0	0%
Finland		0	0%
France		0	0%
Gabon		0	0%
Galapagos Islands (Ecuador)		0	0%
Gambia (the)		0	0%
General		0	0%
Georgia		0	0%
Germany		0	0%
Ghana		0	0%
Gibraltar		0	0%
Greece		0	0%
Greenland (Denmark)		0	0%
Grenada		0	0%
Guadeloupe (France)		0	0%
Guam		0	0%
Guatemala		0	0%
Guinea		0	0%
Guinea-Bissau		0	0%
Guya		0	0%
Haiti		0	0%
Holy See (the)		0	0%
Honduras		0	0%
Hungary		0	0%
Iceland		0	0%






India		1	3%
Indonesia		0	0%
Iran (Islamic Republic of)		0	0%
Iraq		0	0%
Ireland		0	0%
Israel		0	0%
Italy		0	0%
Jamaica		0	0%
Japan		0	0%
Jordan		1	3%
Kazakhstan		0	0%
Kenya		0	0%
Kiribati		0	0%
Kuwait		0	0%
Kyrgyzstan		0	0%
Lao People's Democratic Republic (the)		0	0%
Latvia		0	0%
Lebanon		0	0%
Lesotho		0	0%
Liberia		0	0%
Libyan Arab Jamahiriya (the)		0	0%
Liechtenstein		0	0%
Lithuania		0	0%
Luxembourg		0	0%
Madagascar		0	0%
Malawi		0	0%
Malaysia		0	0%
Maldives		0	0%
Mali		0	0%
Malta		0	0%
Marshall Islands (the)		0	0%
Martinique (France)		0	0%
Mauritania		0	0%
Mauritius		0	0%
Mayotte (France)		0	0%
Mexico		0	0%
Micronesia (Federated States of)		0	0%
Moldova		0	0%
Monaco		0	0%

Mongolia		0	0%
Montenegro		0	0%
Montserrat		0	0%
Morocco		0	0%
Mozambique		0	0%
Myanmar		1	3%
Namibia		0	0%
Nauru		0	0%
Nepal		1	3%
Netherlands (the)		1	3%
New Caledonia (France)		0	0%
New Zealand		0	0%
Nicaragua		0	0%
Niger (the)		0	0%
Nigeria		0	0%
Norway		0	0%
occupied Palestinian territory		3	8%
Oman		0	0%
Pakistan		0	0%
Palau		0	0%
Panama		0	0%
Papua New Guinea		0	0%
Paraguay		0	0%
Peru		0	0%
Philippines (the)		1	3%
Pitcairn Island		0	0%
Poland		0	0%
Portugal		0	0%
Qatar		0	0%
Republic of Korea (the)		0	0%
Réunion (France)		0	0%
Romania		0	0%
Russian Federation (the)		0	0%
Rwanda		1	3%
Saint Helena		0	0%
Saint Kitts and Nevis		0	0%
Saint Lucia		0	0%
Saint Vincent and the Grenadines		0	0%
Samoa		0	0%





San Marino		0	0%
Sao Tome and Principe		0	0%
Saudi Arabia		0	0%
Senegal		0	0%
Serbia		0	0%
Seychelles		0	0%
Sierra Leone		0	0%
Singapore		0	0%
Slovakia		0	0%
Slovenia		0	0%
Solomon Islands		0	0%
Somalia		0	0%
South Africa		2	5%
Spain		1	3%
Sri Lanka		2	5%
Sudan (the)		0	0%
Suriname		0	0%
Svalbard and Jan Mayen Islands		0	0%
Swaziland		0	0%
Sweden		0	0%
Switzerland		6	16%
Syrian Arab Republic (the)		1	3%
Tajikistan		0	0%
Thailand		0	0%
the former Yugoslav Republic of Macedonia		0	0%
Timor-Leste		0	0%
Togo		0	0%
Tokelau		0	0%
Tonga		0	0%
Trinidad and Tobago		0	0%
Tunisia		0	0%
Turkey		0	0%
Turkmenistan		0	0%
Turks and Caicos Islands		0	0%
Tuvalu		0	0%
Uganda		0	0%
Ukraine		0	0%
United Arab Emirates (the)		0	0%
United Kingdom		3	8%

United Republic of Tanzania (the)		0	0%
United States of America (the)		2	5%
United States Virgin Islands		1	3%
Uruguay		0	0%
Uzbekistan		0	0%
Vanuatu		0	0%
Venezuela (Bolivarian Republic of)		0	0%
Viet Nam		0	0%
Western Sahara		0	0%
Yemen		0	0%
Zambia		0	0%
Zimbabwe		0	0%
Total		38	100%




### 3. In which type of office do you currently work?

Headquarters		18	47%
Regional Office		3	8%
Country Office		7	18%
Field/sub office		4	11%
Other, please specify <a href="#">View Responses</a>		6	16%
Total		38	100%









### 4. Which statement best describes your familiarity with and use of this IASC product?

I have never seen it		1	3%
I have seen but not used it		4	11%
I have used it occasionally		14	37%
I use it frequently		19	50%
Total		38	100%








### 5. Do you have a copy of this product?

No		0	0%
Yes, in soft copy		4	11%
Yes, in hard copy		3	8%
Yes, both in soft and hard copy		30	81%
Total		37	100%

**6.** If Yes, how did you find / receive the document?

From a colleague in my office		2	5%
From my headquarters		8	22%
From another agency		0	0%
From an interagency meeting		4	11%
I downloaded it from the IASC site		5	14%
Found through search engine		1	3%
From an e-mail list		0	0%
From a training course		2	5%
Directly from IASC / IASC subgroup		11	30%
Can't remember		0	0%
Other, please specify <a href="#">View Responses</a>		4	11%
<b>Total</b>		<b>37</b>	<b>100%</b>

**7.** How has the product been used?

Project / programme design		27	73%
Training of partners		18	49%
Preparing country/ field level guidance		22	59%
Examples of good practice		24	65%
Advocacy		18	49%
I do not know		3	8%
Other, please specify <a href="#">View Responses</a>		3	8%

**8.** For this IASC product, how true are the following statements?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Not true	Slightly true	Quite true	Very true	Not sure
It is available in my preferred working language	2 5%	2 5%	1 3%	31 84%	1 3%
My HQ has instructed my office to use it	14 38%	2 5%	9 24%	11 30%	1 3%
My organisation is fully committed to its use	5 14%	9 24%	7 19%	16 43%	0 0%
It has been incorporated into my own organisation's policy	4 11%	9 24%	7 19%	16 43%	1 3%



In our inter-agency discussions, it is the common standard	7 19%	5 14%	9 24%	13 35%	3 8%
I know at least one organisation actively promoting the use of this product	4 11%	1 3%	10 27%	21 57%	1 3%

**9.** For this IASC product, how true are the following statements?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Not True	Slightly True	Quite True	Very True	Not sure
It is easy to get access to	0 0%	5 14%	14 38%	18 49%	0 0%
It is easy to use	3 8%	10 27%	15 41%	9 24%	0 0%
I use it in my day to day work	5 14%	11 30%	10 27%	11 30%	0 0%
It provides helpful policy guidance	0 0%	5 14%	10 27%	22 59%	0 0%
It includes practical examples relevant to my situation	2 5%	13 35%	10 27%	12 32%	0 0%
It includes good practice based on experience of what works	2 5%	3 8%	14 38%	18 49%	0 0%
It sets realistic and attainable standards	1 3%	10 27%	15 41%	11 30%	0 0%
I have been trained in its use	13 35%	8 22%	4 11%	12 32%	0 0%
It has had a positive impact on our field operations	2 5%	7 19%	14 38%	12 32%	2 5%

**10.** For this IASC product, how true are the following statements?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Not true	Slightly true	Quite true	Very true	Not sure
This product is just one of several sources of guidance on this subject	8 22%	14 38%	9 24%	4 11%	2 5%
I want to use it but don't know how to get a copy	36 97%	1 3%	0 0%	0 0%	0 0%
This product is too complicated	23 62%	8 22%	4 11%	2 5%	0 0%
This product is too long	17 46%	11 30%	6 16%	3 8%	0 0%
I follow my own organisation's procedures, rather than IASC guidance	15 41%	11 30%	7 19%	3 8%	1 3%
The product is out of date	32 86%	3 8%	0 0%	1 3%	1 3%

I have a copy but do not have time to read or use it	28 76%	7 19%	2 5%	0 0%	0 0%
I can't keep track of all the sources of guidance on this topic	20 54%	13 35%	4 11%	0 0%	0 0%

**11.** How could this IASC product be improved?

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**12.** How could this IASC product be more widely known and used?

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**13.** How familiar are you with these other IASC products?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Not seen it	Seen but not used	Occasionally Used	Often used	Not sure
Gender Handbook	11 29%	13 34%	12 32%	2 5%	0 0%
Civil Military Guidelines and Reference for Complex Emergencies	29 76%	7 18%	1 3%	1 3%	0 0%
Guidelines for HIV/AIDS interventions in Emergency Settings	14 37%	14 37%	8 21%	2 5%	0 0%
Inter-Agency Contingency Planning Guidelines for Humanitarian Assistance	21 55%	8 21%	7 18%	2 5%	0 0%
Operational Guidelines on Human Rights and Natural Disasters	22 58%	10 26%	4 11%	2 5%	0 0%
Savings Lives Together	29 76%	6 16%	1 3%	1 3%	1 3%
IASC advocacy paper on Humanitarian Action and Older Persons	27 71%	8 21%	1 3%	2 5%	0 0%

**14.** How do you prefer to access guidance materials, in general? (select one)

Email attachment		7	18%
Hard copy		12	32%
CD-ROM / memory stick		3	8%
Download from the Internet and use later		15	39%
Read on the Internet		1	3%
Other, please specify		0	0%
<b>Total</b>		<b>38</b>	<b>100%</b>

**15.** Any other comments which may assist the Review of IASC Products:

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**16.** If you would like to see the results of this and other surveys in this Review when it is complete, please provide your email address here. [Your email address will not be passed on to others]

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#	Response
11. How could this IASC product be improved?	
1	More actual guidance on implementation (how to do) rather than remaining at the level of policy (what should be done).
2	Need for research into effectiveness of suggested actions. Need for adaptation for complex emergencies.
3	Language for non-professionals; good training guidance
4	Expand past immediate response to rehabilitation and reconstruction. It should be an international standard, rather than guidelines
5	I thought the guideline checklist was a good idea. If possible, field feed-back from areas where the guidelines were used showing strengths and weakness would also be useful.
6	Perhaps updates and trainings, even if only through online forums?
7	more practical examples of actual projects/programmes and how they should be implemented
8	Add an international advocacy component for populations in protracted emergency and be serious about it.
9	Translation into local languages
10	Simplify it and make it more useable in the field. Provide better support on how to integrate it in different contexts especially to national partners at policy level
11	mention more specific psychosocial and mental health activities that could be undertaken in all phases of the emergency response...based on actual field experiences and considering cultural norms and practices.
12	If it was abridged and had some of the repetition removed. It will shortly need updating to include the latest research and best practice guidance.
13	Would have to think about it more, cant answer this in a quick survey
14	Simplification, pictorial representation and breaking down for users at different levels - National (policy and strategy); District (implementation plan)and Community (actions)
15	major dissemination
16	Better define PS terminology to help keep it consistent. Regarding the field manual case work/case management would be helpful to include and define since it is being practiced in many contexts.
17	include more practical tools to use in the field
18	It is very user friendly and comprehensive at it is now. Needs translation into more national languages so it can be fully utilized by national offices and government partners, and NGOs.
19	Reduce it to 10 pages. Emphasize how hard pressed humanitarian workers can support mental health through cultivating the right kind of relationship with beneficiaries (participatory approach, and support rebuilding of community structures. Include simple case studies of this.
20	Shorter version, also more concrete guidance and real-world examples of using it in the field.
21	Keep it up to date Incorporate with Sphere
22	ToT process at the field level
23	In updated versions, include examples of how they've been used by various actors in emergency settings.
24	The binding of the book need to be done well, very loose binding. Checklist to be developed, for making more user friendly Font size need to be bigger A short version should be developed. The section on Other sector should be more comprehensive Livelihood considerations should be developed, rather only having sporadic mention. Core mental health need to be more defined and some specific stages to be developed. The rehabilitation consideration to be added with all action sheet.

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#	Response
12.	How could this IASC product be more widely known and used?
1	It should be publicised at Conferences where people are looking for this kind of information
2	If it were made more accessible and less daunting a tool, and if it were adapted (through a consultative process) to produce a contextualized guide to implementation in given national/sub-national circumstances.
3	Better dissemination through and within member organization networks. More country-level follow-up with regards to actual use and implementation.
4	Training for Cluster leadsd
5	It is widely known in the field.
6	Send out regular info to zone offices of intervening structures ex. zone offices of the Red Cross Movement
7	Circulation to the field level, in numerous languages.
8	regular training sessions offered in various countries/regions
9	Advocacy to incorporate this in the state policies
10	See above
11	copies should be made available to all humanitarian organizations both local and international
12	Greater distribution through existing networks. More trainings made available.
13	make psychosocial support more mainstream, a core competency in more agencies
14	Better availability for downloading from the web
15	Simplification and promotion of the guidelines. Certain agencies given responsibility to provide clarification, technical support and materials to whichever agency requires. Explanation to the desiring implementing agencies on how to design programs with these guidelines incorporated in it needs to be given. This should be allocated globally for various regions such as Asia-Pasific, Africa, Americas, Europe.
16	integrated into Ministries of health response to emergencies and decentralized to field operational level.
17	Continue regional workshops inviting agencies. Have INGO signatories also help train counter parts inbetween annual meetings.
18	through trainings offered to INGOs working on psychosocial support
19	Active promotion through interagency meetings, workshops (disaster preparedness), promote better with both social welfare and health authorities at national level.
20	Give/send copies to various agencies, including those not working in mental health (since guidelines have relevance for various different fields).
21	Training and publicity
22	Same
23	The UN/OCHA should be responsible for promoting/disseminating relevant guidelines to humanitarian actors and making them part of the cluster system.
24	Advocacy to be done at different levels specifically with university departments. Giving specific projects of implementing the guidelines to Institutes of higher educations.

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15. Any other comments which may assist the Review of IASC Products:

#	Response
1	Sometimes the use of IASC guidelines (or rather their invocation in policy documents or programme proposals/documents) represents only lip-service or superficial use, and is actually quite meaningless in terms of what is actually provided to beneficiaries. This actually undermines the credibility of the product.
2	Thanks for the good work.
3	No comments
4	Samples from various levels. Specifically where it matters most i.e. at the field level with implementing agencies inclusive of the governmental agencies.
5	The views of the field users to be added more and few more refined vase stories should be added.

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