



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
CITY SCHOOLS DIVISION OF THE CITY OF TAYABAS

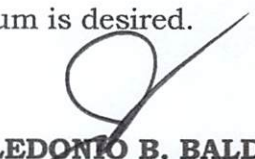
21 May 2024

DIVISION MEMORANDUM
No. 367 s. 2024

**GUIDELINES ON GENERAL PRINCIPLES OF ESSENTIAL CARE AND PRACTICE
IN ADDRESSING THE MENTAL HEALTH GAP ACTION PROGRAMME (MHGAP)**

To: Assistant Schools Division Superintendent
Chief Education Supervisors
Heads, Public Elementary and Secondary Schools
Heads, Units/Sections
All Others Concerned

1. Pursuant to **Republic Act 11036 or the Mental Health Act**, the Department of Education is mandated to strengthen the mental health and well-being of learners through the implementation of the School Mental Health Program (SMHP). In line with this, the School Health and Nutrition Unit is committed in promoting mental health and well-being among learners, teaching and non-teaching personnel through implementation of the Essential Care Practice to address the Mental Health Gap Action Programme (mhGAP) in our schools and offices.
2. The primary objective of the mhGAP is to reduce the gap in mental health services and reduce the stigma on mental health concerns through the integration of mental health care into general health and social care settings through awareness and education about mental health issues. The General Principles of Essential Care and Practice of mhGAP included in this issuance will serve as a guide for school authorities and will focus on effective communication skills which can be facilitated by any concerned personnel.
3. The School Health and Nutrition Unit firmly believes that the implementation of the mhGAP will significantly benefit our school community through promoting mental well-being and providing necessary support to those in need. Together, we can create a healthier and more supportive environment for our learners and personnel.
4. Please see enclosure for the detailed guidelines on the General Principles of Essential Care and Practice of Mental Health Gap Action Programme (mhGAP).
5. Immediate dissemination of this memorandum is desired.


CELEDONIO B. BALDERAS JR.
Schools Division Superintendent



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Encl.: As stated

Reference: mhGAP Intervention Guide Version 2.0

REPUBLIC ACT 11036 MENTAL HEALTH ACT

To be indicated in the Perpetual Index
under the following subjects:

MENTAL HEALTH GAP ACTION PROGRAMME

SGOD – guidelines on general principles of essential care and practice in addressing the mental health gap action programme (mhgap)
SCH3QPRS-000170 / May 21, 2024

Enclosure 1:

GENERAL PRINCIPLES ON EFFECTIVE COMMUNICATION

Create an environment that facilitates open communication	<ul style="list-style-type: none"> • Meet the person in a private space, if possible • Be welcoming and conduct introductions in a culturally appropriate manner • Maintain eye contact and use body language and facial expressions that facilitate trust. • Explain that information discussed during the visit will be kept confidential and will not be shared without prior permission. • If carers are present, suggest to speak with the person alone (except for young children) and obtain consent to share clinical information. • When interviewing a young woman, consider having another female staff member or carer present.
Involve the person	<ul style="list-style-type: none"> • Include the person (and with their consent, their carers and family) in all aspects of assessment and management as much as possible. This includes children, adolescents and older adults.
Start by listening	<ul style="list-style-type: none"> • Actively listen. Be empathic and sensitive. • Allow the person to speak without interruption. • If the history is unclear, be patient and ask for clarification • For children, use language that they can understand. For example, ask about their interests (toys, friends, school, etc.). • For adolescents, convey that you understand their feelings and situation
Be friendly, respectful, and non-judgmental at all times	<ul style="list-style-type: none"> • Always be respectful. • Don't judge people by their behaviors and appearance. • Stay calm and patient.
Use good verbal communication skills	<ul style="list-style-type: none"> • Use simple language. Be clear and concise. • Use open-ended questions, summarizing and clarifying statements. • Summarize and repeat key points. • Allow the person to ask questions about the information provided.

Respond with sensitivity when people disclose experiences (sexual assault, violence, or self-harm

- Show extra sensitivity with difficult topics.
- Remind the person that what they tell you will remain confidential.
- Acknowledge that it may have been difficult for the person to disclose the information.