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Factsheet for case **CY-2020-14/455**

## Telecare psychological services

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Country	Cyprus, applies nationwide
Time period	Temporary, 30 March 2020 - 30 April 2020
Type	Legislation or other statutory regulation
Category	Protection of workers at the workplace – Well-being of workers
Case created	10 April 2020 (updated 06 May 2020)

### Background information

The service for telecare psychological support is issued by the Deputy Ministry of Research, Innovation and Digital Policy and the Mental Health Services with the announcement 15 of the Ministry of Interior of the 30 March 2020.

The aim is to provide psychological support primarily to persons infected by the COVID 19, their relatives and any other person in need.

The services is staffed by Clinical Psychologists of the Department of Special Psychology of the Mental Health Services of Cyprus.

### Content of measure

The Telecare Psychological Service primarily serves the needs of the persons infected by COVID 19 having a mental medical history with the aim of the regular evaluation of the psychological well being of the patient, the prevention and the handling of relapses in time, support and guidance.

Additionally, the Services addresses the need of the relatives of the infected by the COVID 19 as well as other psychologically vulnerable groups of the general public and self-isolated persons.

The Services provides appointments through audiovisual means with the beneficiaries, 7 days a week, 12 hours daily from 7:30 am - 7:30 pm. The initial contact is performed by phone and after the evaluation and

definition of the needs on online appointment is scheduled. Two particular phone lines are available by the infected persons and two other for the relatives, the self-isolated and the general public.

## Use of measure

No information is currently available.

## Actors, target groups and funding

Actors	Target groups	Funding
National government	Employees The COVID-19 risk group Other workers & citizens	No special funding required

## Social partners

Role of social partners	Informed
Form of involvement	No involvement

The establishment of the Services was a decision of the government and no prior consultation emerged.

## Sectors and occupations

This case is not sector-specific.

This case is not occupation-specific.

## Sources

- 30 March 2020: Λειτουργία υπηρεσίας ψυχολογικής τηλεφροντίδας ([www.pio.gov.cy](http://www.pio.gov.cy))