

# MATJHABENG

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## **Draft EAP - Employee Assistance Programme Policy**

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## **DRAFT MATJHABENG MUNICIPALITY EAP (EMPLOYEE ASSISTANCE PROGRAMME POLICY)**

### **STATEMENT OF THE POLICY**

The Council has acknowledged the importance of maintaining productive employees/councillors through Employee Assistance Programme (EAP). Employee Assistance Programme is a coordinated and comprehensive set of financial/health promotion that seek to achieve the following benefits:

- Lower health care costs,
- Increase productivity,
- Decrease absenteeism,
- Reduce work related ill-health and injuries,
- Raise employee's morale.

The Employee Wellness Programme is available to all employees of Council and employees experiencing problems are encouraged to seek advice from their Employee Wellness Programme Practitioner. The programme is further aimed at assisting Management to improve or restore impaired job performance. **NB:** CONFIDENTIALITY of all records will be strictly preserved.

Participation in this Programme is voluntary and utilization of the Programme will not jeopardize employee 'promotional opportunities, job security or disciplinary process. Diagnosis of an employee's personal problem(s) is not part of Supervisor's or Manager's job function. Therefore referral for diagnosis and treatment will be based only on job performance/behavior. **NB:** The employee has the right to refuse referral to EAP. However, such cases can be referred to Director Corporate Support Services to arrange a focus discussion.

### **1. PREAMBLE**

The Matjhabeng Local Municipality cares about the health and social wellbeing of its employees and do recognize the number of personal problems which impact negatively to its employees.

The Council realizes that an Employee Wellness Programme is not simply a humanitarian way of resolving personal problems so that they do not impede job performance, but it's a coordinated and comprehensive programme which seek to reduce absenteeism; Sick leaves; Reduce Injuries on duty; control retirements; limit disciplinary hearings; promote productivity in general.

This is done online with the Council commitment of rendering better services with productive councillors/employees strategy of Batho-Pele Principle.

The role and responsibility of Employee Wellness Department is to keep the Matjhabeng Local Municipality as an area of "work by choice", ensuring the commitment made by Council on EAP program.

## **2. OBJECTIVES**

- To provide assistance in the form of confidential counselling and referral, to every employee who experiences personal as well as work related problems.
- To ensure productivity and quality of life to its employees while taking into consideration the employees families and relatives.
- To provide employees with preventative education and skills training.
- Council to take care of its employees by providing after care and follow-ups.

## **3. DEFINITION OF TERMS**

### **EAP CO-ORDINATOR**

- A person skilled to render the necessary intervention to an affected employee.

### **AFFECTED EMPLOYEE**

- An employee whose job performance /behavior is not up to required standard.

### **REFERRAL**

- Directing an affected employee to the EAP Practitioner /institution for assistance.

### **INTERVENTION**

- Treatment or counseling by EAP Practitioner, Psychiatrist, Psychologist, Social worker, Doctor etc.

### **DEFAULT**

- Failure to act, honor an appointment or take prescribed treatment.

### **RELAPSE**

- Deterioration in client's condition after partial recovery.

### **NEUTRALITY**

- Maintaining impartial state.

### **VOLUNTARISM**

- Self -initiated referral.

### **PERMANANCY**

- Long lasting.

## **CONSTRUCTIVE COESION**

- Persuasion of an affected employee by supervisor to consult EAP.

## **PROGNOSIS**

- Forecast of course of illness.

## **4. LEGAL FRAMEWORK**

- Labour Relation Act 1995 (Act No. 66 of 1995)
- Basic Conditions of Employment Act 1997 (Act No. 75 of 1997)
- Occupational Health and Safety Act 55 of 1998.
- Compensation for Occupational Diseases Act 30 of 1993.
- Medical Schemes Act.
- Promotion of Equality of Prevention of Unfair Discrimination Act 4 of 2000.

## **5. SCOPE OF AVAILABILITY**

Provision of this policy shall apply to all employees, contracts and Councillors of the Matjhabeng Local Municipality.

## **6. PRINCIPLES**

### **6.1. Accessibility**

- Council shall ensure that the Programme is accessible to all its employees regardless of their positions.
- Council commits itself to developing a system of resources relevant and accessible to employee and their families (counseling).

### **6.2. Confidentiality Consultation**

- Council shall ensure confidentiality of information/details revealed by employees during consultation.
- Neither victimize nor dismiss an employee on the basis of information revealed during consultation or while receiving treatment.

### **6.3. Neutrality**

- Council shall ensure that EAP information remains outside of traditional conflict areas between Management and Employee Organization e.g. not to testify in any Labour Disciplinary Proceedings.

- EAP will be acknowledged as highlighting common interest between Management and Labour.
- EAP shall not be used as a disciplinary tool for management.

#### **6.4. Voluntarism**

- Council acknowledges that most effective referral to the programme is self-referral since it achieves the earliest intervention possible.
- At no stage can an affected employee be forced to use the programme.
- The EAP does not exist to moralize the employee co-operation, but to assist employees to fulfill contractual obligations.

#### **6.5. Constructive Coercion**

- After all interventions have been executed i.e training and development, the Manager/ Supervisor can persuade the affected employee to seek assistance from EAP.

#### **6.6. Permanency**

- Council shall ensure that the survival and sustainability of the EAP by providing visible support.
- Council shall ensure through advocacy through consultation with all stakeholders including Labour Organizations.

#### **6.7. Guarantees**

This policy guarantees that:

- An employee identified as having personal problems shall not be discriminated against in respect of benefits such as promotions, training, and others.
- Confidentiality will be respected in terms of giving feedback to referring supervisors.
- EAP does not replace disciplinary procedures but provides an alternative method of managing poor performance.
- Counselling is an in-house service rendered by qualified EAP Practitioners.
- Supervisors may only obtain progress prognosis report.

### **7. TYPES OF REFERRAL**

#### **7.1. Self-Referral**

- An employee through process of self-realization recognizes that a problem exists, may seek assistance by consulting an EAP Practitioner directly or through Supervisor/Manager.
- A self-referral EAP consent form will be available for an individual to sign.
- Self-referrals will be treated with strict confidentiality.

- Employees, who voluntarily seek assistance but do not want their supervisors to know of their participation, can arrange an appointment with the EAP Practitioner privately.

## **7.2. FORMAL REFERRALS**

- A supervisor who is concerned about the decline in an employee's performance, attitude or behavior may refer that employee, with the employee's consent, to an EAP Practitioner for assistance.
- The supervisor is required to complete the referral form and submit it to the EAP Practitioner at least 3 days prior to interview.
- The Supervisor/ Manager will not require the employee to divulge the nature of the problem but will merely offer assistance in arranging an appointment at a time convenient to all parties.

## **7.3. INFORMAL REFERRAL**

- This is when an employee experiences personal or social problems and on advice of other people e.g. supervisor, a colleague, union representative, friend, or family may seek assistance from the EAP Practitioner.
- Self-referral form will be available for an individual to sign.
- The Supervisor/Manager will not require the employee to divulge the nature of the problem but will merely offer assistance in arranging an appointment at a time convenient to all parties.
- The EAP Practitioner will be responsible for:
  - Informing the supervisor/manager of the progress on counselling.
  - Informing the supervisor/ of the time an employee will be required to be released from normal duty in order to receive assistance.
  - For ensuring the employee that no information regarding the precise nature of the problem(s) will be revealed to supervisor/ manager without the employee's informed agreement.
  - EAP clients absent from work due to EAP related procedures will be allowed special leave.

## **8. DEFAULT IN TREATMENT**

- Should the helping agency suspend or expel the employee from its treatment or counseling programme, he or she must inform the EAP Practitioner.

## **9. PAYMENT**

- 9.1.** In case of substance abuse, should an employee who is not a member of the Medical Aid Scheme be required to undergo treatment at an appropriate institution /organization, the Council will be responsible for payment subject to approval by the Municipal Manager.
- 9.2.** In all other instances, where a Medical Aid Scheme covers illnesses or conditions the employee be required to submit claims in the normal way. Should the Medical Aid Scheme fail to cover treatment cost then the Council will be responsible for the short fall in respect of the first complete treatment.

## **10. RELAPSE**

- 10.1** Council will provide opportunities for all employees to be educated and informed of the hazard of alcohol and substance abuse.

## **11. MONITORING AND EVALUATION**

- The Employee Assistance Programme shall be monitored continuously.
- It shall be evaluated annually if necessary by Senior Manager Human Resources, Manager Wellness and EAP Practitioners and the report be submitted to Director Corporate Support Services.

## **12. POLICY REVIEW**

Policy to be reviewed every five year of approval by Council.

## **13. RESPONSIBILITY**

- All employees shall be held responsible and accountable for complying with this policy.
- All supervisors/managers must ensure that all members of staff are aware of and understand the content of the EAP policy.
- All supervisors/managers must ensure that each employee receives this policy.
- All managers are responsible for implementing this policy.
- The management in Corporate Services is responsible for ensuring that this policy is properly distributed to all departments and that every employee has personally received a copy







## MATJHABENG MUNICIPALITY

### STRICTLY CONFIDENTIAL

### EMPLOYEE ASSISTANCE PROGRAMME: REFERRAL FORM

NAME OF EMPLOYEE: \_\_\_\_\_

DATE: \_\_\_\_\_

<b>REGARDING ATTENDANCE AT WORK</b>	<input type="checkbox"/> Excessive absences. <input type="checkbox"/> Temporary disappearance during working hours. <input type="checkbox"/> Long lunch breaks <input type="checkbox"/> Often early departures	<input type="checkbox"/> Long and regular visit to the toilet. <input type="checkbox"/> Excessive use of holiday/sick leave. <input type="checkbox"/> Late coming.
	<input type="checkbox"/> Other (specify) _____ <b>COMMENTS:</b> _____ _____ _____ _____	
<b>REGARDING PRODUCTION</b>	<input type="checkbox"/> Decrease in amount of work. <input type="checkbox"/> Decrease in quality of work. <input type="checkbox"/> Forgetfulness – don't understand simple instructions	<input type="checkbox"/> Regular postpone carrying-out instructions. <input type="checkbox"/> Regular mistakes of Negligence.
	<input type="checkbox"/> Other (specify). _____ <b>COMMENTS:</b> _____ _____ _____ _____	

GENERAL BEHAVIOUR, ATTITUTES, SOCIAL ADJUSTMENT AT WORK	<input type="checkbox"/> Avoid supervisor or co-workers. <input type="checkbox"/> Less communication. <input type="checkbox"/> Unusually sensitive to advice or constructive criticism. <input type="checkbox"/> Unusually critical of supervisor, co-workers, organization.	<input type="checkbox"/> Loss of job interest or enthusiasm in job. <input type="checkbox"/> Frequent mood swings. <input type="checkbox"/> Disregard for safety on the job. <input type="checkbox"/> Relevant social/medical Details.
	<input type="checkbox"/> Other (specify) _____ COMMENTS: _____ _____ _____	
PHYSICAL APPEARANCE	<input type="checkbox"/> Physical symptoms of drinking, eg. drunk on job, tremor of hands, bloodshot eyes, etc. COMMENTS: _____ _____ _____	
GENERAL	<input type="checkbox"/> Financial constraints. <input type="checkbox"/> Regular clashes with authority. <input type="checkbox"/> Regular borrowing of money.	<input type="checkbox"/> Any marital problems. <input type="checkbox"/> Excessive visits to lawyers.
	<input type="checkbox"/> Other (specify) _____ COMMENTS: _____ _____ _____	
ADDITIONAL COMMENTS : _____ _____ _____		

 .....  
 INITIAL & SURNAME (SUPERVISOR)

 .....  
 SIGNATURE (SUPERVISOR)



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**MATJHABENG MUNICIPALITY**

**EMPLOYEE ASSISTANCE PROGRAMME: COUNSELLING PROGRESS NOTES**

**Date** : \_\_\_\_\_ **Time** : \_\_\_\_\_

**Individual** : ☐

**Family**: ☐

**Client Name:** \_\_\_\_\_

**Pay Number:** \_\_\_\_\_

**Department:** \_\_\_\_\_

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**Session Summary:**

☐ (D) Data

☐ (A) Assessment

**Date of Next Session:** \_\_\_\_\_

☐ (P) Plan

**Recommendation:**

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**EAP Officer Signature:**

**Recommendation from Wellness Manager/Supervisor:**

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**SIGNATURE**  
**WELLNESS MANAGER/SUPERVISOR**