



Dr. Beyers Naudé
MUNICIPALITY | MUNISIPALITEIT | UMASIPALA

EMPLOYEE WELLNESS PROGRAMME POLICY

<p>DEVELOPED FEBRUARY 2020 ADOPTED : EXCO – 076.2/20 COUN-011.2/2020 12 NOVEMBER 2020</p>	<p>TO BE REVISED : JULY 2021</p>	<p>RESPONSIBLE ADMINISTRATION UNIT HUMAN RESOURCES SERVICES</p>
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EMPLOYEE WELLNESS POLICY

1. BACKGROUND

- 1.1 Dr Beyers Naudé Local Municipality [DBNLM] supports and is committed to the overall health and well-being of its employees. In order to recognize the importance of employee wellness in the workplace DBNLM undertook to establish a framework for promoting wellness for the benefit of employees by identifying the mechanisms and resources that will be used to promote and encourage wellness among employees.
- 1.2 The Employee Wellness Policy will play a pivotal role in conducting health promotion activities, early identification of wellness problems, referral to inside or outside wellness services, support to employees affected by ill-health, facilitating adherence to protocols, and liaison within the department to ease the employer and employees rehabilitation.
- 1.3 The Employee wellness policy aims to distinguish between the different spheres of employee wellness.
- 1.4 The Employee Wellness Policy recognises that short-term personal and psychological related problems may adversely affect an employee's wellbeing and their ability to function on the job.

2. PURPOSE

- 2.1 To create a holistically healthy workforce resulting in a more productive workforce with less absenteeism by promoting co-operation, motivation and improve employees morale.
- 2.2 To promote a culture of a healthy lifestyle by creating increased awareness of the impact of lifestyle choices.
- 2.3 To promote a concept of financial wellness.
- 2.4 To promote social coherence through interest groups.
- 2.5 To encourage employees to participate in education classes and disease screenings that help identify and reduce health risks before serious health problems occur and/or allow better management of existing conditions.

- 2.6 To promote health promotion and wellness programs for staff to encourage all adults in the municipality to pursue healthy lifestyles. A healthy lifestyle includes physical, social, emotional and mental health.
- 2.7 Assist managers and supervisors to deal appropriately with the difficulties/challenges that confront employees in the workplace.
- 2.8 Assist employees to seek professional help for the challenges that impact on their work and interpersonal relationships at work.
- 2.9 Provide appropriate mechanisms of intervention and confidential counselling for employees who seek to address challenges that they face in the workplace.
- 2.10 Provide employees with life skills, awareness and educational programmes.

3. LEGAL/STATUTARY FRAMEWORK

The following pieces of legislation have been consulted where any referrals to legislation would be the following:

- 3.1 Basic Conditions of Employment Act, No. 75 of 1997 as amended
- 3.2 Constitution of South Africa (Act, No 108 of 1996)
- 3.3 Occupational Health and Safety Act (No 85 of 1993)
- 3.4 South African Local Government Bargaining Council Main Collective Agreement
- 3.5 Consolidated Conditions of Service for the Eastern Cape Division
- 3.6 Labour Relations Act 66 of 1995 as Amended

4. DEFINITIONS CLAUSE

- 4.1 For purposes of this policy, wellness is defined as those activities that contribute to the physical, emotional and psychological well-being of employees, including educational awareness, behavioural and lifestyle changes and supportive environments.
- 4.2 Disease management is a system of coordinated health care interventions and communications for identified patients with conditions where self-care efforts should be implemented. Disease management empowers individuals, working with other health care providers to manage their disease and prevent complications.
- 4.3 Disability management is used by employers to assist employees who are unable to work due to injury or illness.

- 4.4 Health screening provides opportunities for staff members to improve their health status through health assessments, health education and health-related fitness activities.
- 4.5 Employee Assistance Programme (EAP) An employee assistance program (EAP) is an arrangement between the employer and an external/internal service provider and its employees that provides confidential individual assistance and support service designed to help employees to cope with personal problems that adversely affect their lives, behavior, and/or performance.
- 4.6 Social Club meaning/referring to a group of people forming a club sharing a common interest or activity (e.g. running, hiking, choir).
- 4.7 Confidentiality refers to the obligation to refrain from willingly disclosing information that has been received in confidence and not to situations in which a court or statute compels a person to disclose information.
- 4.8 Employee Wellness Programme Coordinator is regarded as the Human Resources component that is responsible to ensure the effective coordination of the employee wellness programme and driver of the employee wellness policy and its provisions.

5. POLICY PROVISIONS

Key provisions within the DBNLM employee wellness programme are detailed below and will comprise of the following functional areas and components:

5.1 HEALTH SCREENING

The provision of on-site health screening facility once per annum through an occupational healthcare practitioner providing physical medical examinations for all employees. The primary purpose of the annual screening tests is to detect early any disease or risk factors and direct the employee towards actively manage and mitigating the identified factor. The medical screening will include the following:

- Audiometric screening
- Lung function testing
- Flu vaccinations
- Blood pressure
- Cholesterol checks
- Diabetes test

- Mammograms and pap smears
- Prostate cancer screening

5.2 EAP/WELLNESS PROGRAMME

The Employee Assistance Programme will offer confidential assistance to employees and their immediate families who are affected or who have the potential to be adversely affected in the performance of their functions.

The Programme will incorporate assistance to employees and their immediate families with professional assistance in dealing with a broad range of human relations problems.

This is done by identifying and resolving productivity problems associated with employees who are impaired by personal concerns, including but not limited to:

- Abusive relationships
- Childcare and eldercare issues
- Emotional or behavioural disorders
- Family and marital discord
- Family violence
- HIV and AIDS
- Legal problems
- Marital, family and relationship problems
- Personal debt and financial management problems
- Psychological problems
- Stress (family, social, job)
- Substance abuse (alcohol, drugs, prescription medication) and other addictive behaviour such as gambling
- Work-related problems such as job burnout, poor relationships and poor work performance

5.3 Disease and Disability Management

Chronic Disease management such as diabetes and hypertension which impacts on the overall work performance of employees. Employees will receive coordinated healthcare interventions and communications to assist employees with the management of diagnosed chronic conditions. Any progressive diseases identified during health screening will be actively managed through the disease management programme.

The disability management program will be used to assist employees who are unable to work due to injury or illness to assist reintegration into the workplace or aid incapacity assistance.

5.4 Employee Training

The employee training encompasses soft skills employee wellness training including but not limited to the following:

- HIV/Aid training/counselling
- Financial wellness training
- Conflict management and motivational training
- Stress Management and Depression
- Alcohol and Drug abuse control

5.5 Primary Health Care

On site primary health care facility assisting employees with minor ailments and localised health education sessions such as weight management and healthy eating habits.

The primary healthcare facility would be available to assist during certain agreed time frames per week on the following matters:

- IOD cases
- Coordination of quarterly wellness days
- Commemoration of pre-identified days such as world aids day
- Mobile employee clinic
- Employee referrals

5.6 Social Clubs

- The establishment of social clubs is encouraged as it will ensure cohesion and improve physical health and mental well-being of staff members interested in partaking in a commonly shared interest.
- Such a group must however serve a common interest and must be registered with the Human Resources Division. Social clubs within DBNLM will be limited to three only depending on the interest and amount of members.

- The **Social Club** shall be duly constituted with its own terms of reference where operating procedures will be determined, including the content and frequency of meetings, its decision-making process and member rules.
- **Social Supporters Club** since not all employees are able to actively participate by means of registration and sporting activities the supporters club will assist as a “cheerleading squad” and will be governed in the same way as the parent Social Club. The services and assistance of the supporters club is not only limited to supporters gear and transportation.

5.7 Occupational Health and Safety

Occupational Health and Safety includes but is not limited to the following:

Factors of Occupational health and safety will be regulated by the Councils Occupational health and Safety Committee already in place.

5.7.1 Occupational Safety:

Protection of the workforce from occupational injury, diseases, stressors, and hazards through proactive measures of risk reduction.

5.7.2 Occupational Hygiene:

Involves the recognition, evaluation, and control of physical, ergonomic, psychological, and biological factors in the workplace which may affect the wellness of employees.

6. STAKEHOLDER RIGHTS AND RESPONSIBILITIES

6.1 The Employer

With respect to the provisions of Employee Wellness, the employer has the responsibility of ensuring that:

- There is a creation of a healthy and safe environment that is conducive for optimum productivity;
- To ensure that employees' rights to confidentiality, autonomy, sensitivity, timeous intervention, equality, openness and transparency and confidentiality are protected;
- To ensure employees are informed of conditions in the workplace that may be harmful to their health and wellness;
- Employees are not arbitrarily and unfairly discriminated against;

- Assist managers and supervisors to deal appropriately with the difficulties/challenges that confront employees in the workplace;
- Assist employees to seek professional help for the challenges that impact on their work and interpersonal relationships at work;
- Provide appropriate mechanisms of intervention and confidential counselling; for employees who seek to address challenges that they face in the workplace;
- Promote co-operation, motivation and improve employee morale in order to improve productivity and workplace efficiency;
- Reduce absenteeism, staff turnover, interpersonal conflicts, grievances and work related accidents;
- Provide employees with life skills, awareness and educational programmes that promote healthy lifestyles and coping skills;

6.2 The Employees

Employees have the right to expect that:

- The environment in which they work is healthy and safe;
- That basic wellness services will be made accessible to them, conducted in an ethical manner;
- their working environment and working conditions will be conducive to wellness;
- Their rights to confidentiality, autonomy, sensitivity, timeous intervention, equality, openness and transparency will be protected;
- they will not be arbitrarily and unfairly discriminated against their privacy is maintained and respected;
- Conduct their work in a manner that advances sustainable, high-quality service delivery, and that protects their health and wellness;
- Report and/or take action to correct conditions in the workplace that may be harmful to their own health and wellness and that of other employees;
- Inform themselves of ways in which they can protect their health and wellness, both within and outside the workplace; and take initiative to seek professional intervention;
- To timeously inform their supervisor or human resources should there be a matter that requires intervention as provided for within the ambits of this policy;

6.3 The Supervisor

- Implement the employee wellness policy and strategy in their department;
- Communicate and maintain links with the Human Resources division wherever there is wellness requirements;
- Provide feedback to employees about wellness status of the department
- Ensure that staff is sufficiently trained in order to be able to discharge their duties;
- Create meaningful developmental opportunities for staff;
- Manage job demands (monitor workloads) in order to prevent work overload;
- Create an environment that is conducive to the referral of employees, namely, that referral is a corrective measure and not a punitive measure;
- Encourage employee participation in employee wellness programme;
- Support employees in times of need;
- Provide necessary support to all employee wellness initiatives;
- Early identification of the following symptoms by the manager/supervisor can be of importance. These symptoms normally are the distinct indicators of an employee/co-worker requiring assistance. Such symptoms might be:
 - Absenteeism: Mondays and Fridays, poor timekeeping, unplanned leave, long tea and lunch breaks;
 - Frequent sick leave with no sick note;
 - Irregular work performance, carelessness, forgetfulness;
 - Emotional outbursts, aggression, over reaction to criticism;
 - Social withdrawal;
 - Missing deadlines and appointments;
 - Frequent accident or injury reports;
 - Rigid resistance to change;

6.4 Human Resources

Provide for a human resource strategy and operational plan that includes employee health and wellness:

- Ensure appropriate reporting on the employee health and wellness policy;
- Facilitate appropriate training requirements and programmes;

- Provide continuous support in aspects of employees;
- Monitor the effectiveness of employee wellness interventions;
- Act as the only referring agent for any employee referral matters;
- Ensure anonymity and confidentiality with all referred matters;
- Act as the custodian for all employee wellness matters;
- Register and monitor the activities of the social clubs within the parameters of its established rules and constitutions.
- Facilitate continuous support to managers and employees in aspects of employee and wellness;
- Promote the employee wellness programme.

7. CONFIDENTIALITY & BREACH THERE-OF

7.1 Confidentiality

- Confidential information generally pertains to private personal information and may include an employee's financial and marital circumstances, criminal record or health status, but not to the exclusion of other types of information.
- The constitution of the Republic guarantees every person's right to privacy. Its application in the workplace therefore determines that an employer may not disclose an employee's confidential information to the requesting party.
- This right, however, may be limited by legislation (e.g. section 16 of the Labour Relations Act, No 66 of 1995 and Promotion of Access to Information Act, 2000) and or court orders that warrant the disclosure of information.
- The collection and maintenance of confidential information should be kept securely and only those entitled to officially engage therewith may be allowed controlled access.
- An employee should be afforded an opportunity of verifying the accuracy, to rectify and to update confidential information, particularly in circumstances of employee wellness. Breach of the code of Confidentiality is a dismissible offence.
- A primary principle of the Employee Wellness Programme is to maintain confidentiality throughout every level of the Programme.
- An employee accessing the Employee Wellness Programme needs confidence in the privacy of this relationship.
- The Employee Wellness Programme recognizes the employee's right to privacy.
- Whereas a manager and/or supervisor has a right to know where his/her subordinate is, he or he/she does not have the right to know what the problem is, or which EAP support service the employee is attending and/or receiving.

- Breach of confidentiality is regarded in a serious light. Disciplinary action will be taken against an employee who breaches confidentiality.

7.2 Protection

- Any employee who seeks assistance will not jeopardise his or her job security, compensation, promotional opportunities and/or reputation. No information obtained from, or about an employee as a result of his/her participation in the Employee Wellness Programme shall be made available to be used for any purpose. To this end the employee's right to privacy and confidentiality shall be strictly protected.
- All records and discussions regarding an employee's work or personal problems will be handled in a confidential manner. General feedback reports are to be kept by the Human Resource Manager.
- An Employee Wellness Programme Manager/Coordinator may be required to divulge information under the following conditions, for example:
- Where public life and the safety of other employees and/or individuals are endangered (obligation to warn the intended victims);
- Fraud and Child abuse
- Written consent from the employee concerned is required in situations other than those mentioned above, where confidentiality needs to be breached.
- An Employee Wellness Programme Manager/Coordinator who is subpoenaed to surrender records, reports or to testify in a court is not in breach of his or her confidentiality obligations.
- All persons involved with the Employee Wellness Programme (e.g. Human Resources, Co-ordinator, Managers, Supervisors, employees) are bound by conditions of strict confidentiality.

8. COSTING

All the man provisions within this policy stated above and listed below are costed and funded by the Council In the following ratios:

EAP	70 %
HEALTH SCREENING	10 %
DISABILITY AND DISEASE MANAGEMENT	10 %
EMPLOYEE TRAINING	From skills training budget
PRIMARY HEALTH	6 %
OCCUPATIONAL HEALTH	3 %
SOCIAL CLUBS	1 %

TOTAL BUDGETED FUNDING	100 %
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9. General EAP/ Employee Wellness programme guidelines

- 9.1 Employees or their immediate families are encouraged to approach the Human Resources if they realise that they have personal problems that could be addressed through the assistance of the Employee Wellness Programme;
- 9.2 Managers, supervisors, co-workers and family members are urged to encourage others to use the Programme, but an individual's participation is voluntary;
- 9.3 The Employee Wellness Programme is a Council benefit. There is no charge to employees for making use of the Programme;
- 9.4 The EAP/Wellness benefit is aimed to assist employees with the initial cost of assessments and identification of problems or illness matters;
- 9.5 Treatment cost is confined to the above stated and employees will be entitled to six (6) counselling sessions per employee/family;
- 9.6 Should the six (6) sessions not be required it may be pooled for future use by any other employee requiring assistance;
- 9.7 Any treatment envisaged beyond the initial six (6) sessions will be for the cost of the employee/family should further treatment be required and if costs are to be incurred for long term rehabilitation; these costs will be the responsibility of the employee;
- 9.8 The Employee Wellness Programme Coordinator will notify the employee or immediate family member in advance if it is Anticipated that the referrals will incur additional costs;
- 9.9 The Council through assistance of the Human Resources division will make every effort to assist those needing help;
- 9.10 Disease management will be subjected to primary health care Interventions as detailed within the ratio identified above;
- 9.11 An employee who has sustained an injury on duty or who has endured a life altering event such as a motor vehicle accident where such an event has severely impacted on the employee's ability to fulfil their contractual employment obligations will be entitled to 2 occupational therapist referrals which will assist the employer and the employee with the rehabilitation process or management of the disability; It should be noted that this assistance is in addition to any IOD assistance
- 9.12 Information of these interventions will be made available to the fund managers (Pension Funds) for further actions if necessary;

10. IMPLEMENTATION AND MONITORING

This policy will be implemented and effective once approved by Council.

11. COMMUNICATION

This policy will be communicated to all Municipal employees using the full range of communication methods available to the municipality.

12. POLICY REVIEW

This policy will be reviewed biannually and revised as necessary.

13. PENALTIES AND DISPUTE RESOLUTION

Non-compliance with any of the stipulations contained in the Policy will be viewed as misconduct and will be dealt with in terms of the Municipality's Disciplinary Code.

Any dispute arising from this policy must be referred to the Accounting Officer and will be dealt with in terms of the Councils internal Dispute Resolution procedures.

Approved by:



DR E M RANKWANA
MUNICIPAL MANAGER

13 November 2020
DATE

