

NDLAMBE MUNICIPALITY

CORPORATE SERVICES



EMPLOYEE WELLNESS POLICY

1.	PREAMBLE.....	3
2.	PURPOSE.....	3
3.	SCOPE	3
4.	LEGISLATIVE AND POLICY FRAMEWORK	3
5.	DEFINITIONS	4
6.	PROBLEM STATEMENT	4
7.	POLICY PROVISIONS	4
	7.1 Interventions and timing.....	4
	7.2 Confidentiality	5
	7.3 Eligibility and accessibility	5
	7.4 Neutrality	5
	7.5 Impartiality	5
	7.6 Equal treatment	5
	7.7 Voluntarism	6
	7.8 Prevention of abuse	6
	7.9 EWP services and method of provision.....	6
	7.10 Institutional arrangements	8
	7.11 Roles and responsibilities	8
8.	POLICY MONITORING AND EVALUATION	9
9.	POLICY APPROVAL.....	9

1. PREAMBLE

The Municipality acknowledges the existence of employees' personal and work-related problems that may have a negative influence on work performance. As a result, it recognises its responsibility through the establishment of the Employee Wellness Programme (EWP) aimed at enhancing the performance and quality of work life of all employees. The EWP works closely with other wellness policies such as HIV/AIDS, Harassment, Occupational Health and Safety, and Intoxicating Substances Abuse.

2. PURPOSE

To provide guidance and a standard framework for establishing and managing an Employee Wellness Programme (EWP).

3. SCOPE

This policy applies to all employees of the Municipality.

4. LEGISLATIVE AND POLICY FRAMEWORK

- Constitution of the Republic of South Africa Act 108 of 1996
- Municipal Systems Act 32 of 2000
- Municipal Structures Act 117 of 1998
- Municipal Finance Management Act 56 of 2003
- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Local Government: Regulations on appointment and conditions of employment of senior managers, dated 17 January 2014
- Local Government: Municipal Staff Regulations, 2016 (issued in terms of Section 72, read with Section 120 of the Municipal Systems Act 32 of 2000)
- Local Government: Guidelines for the Implementation of the Municipal Staff Regulations, 2016 (issued in terms of Section 72, read with Section 120 of the Municipal Systems Act 32 of 2000)
- Basic Conditions of Employment Act 75 of 1997
- South African Local Government Bargaining Council: Collective Agreements
- Occupational Health and Safety Act 85 of 1993
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Medical Schemes Act 131 of 1998

- Medical, Dental and Supplementary Health Service Professions Act.56 of 1974
- South African Nursing Council as referred to in the Nursing Act 50 of 1978
- Skills Development Act 97 of 1998
- EPA-SA Standards of 2002
- Mental Health Care Act 17 of 2002

5. DEFINITIONS

All terminology used in this policy shall bear the same meaning as in the applicable legislation, or as defined and/or explained in the Glossary of the Human Resources Policies Manual.

6. PROBLEM STATEMENT

Employers have a duty to intervene in the wellness of the employees however employees have a reciprocal duty to avail themselves of such activities

7. POLICY PROVISIONS

7.1 Interventions and timing

- 7.1.1** There shall be a balance between reactive interventions, proactive interventions and the development of employees. Intervention shall be done at three levels, namely:

7.1.1.1 The primary intervention focuses on prevention, health promotion, education and risk assessment.

7.1.1.2 The secondary intervention focuses on early identification and management and/or resolution of problems or concerns.

7.1.1.3 The tertiary intervention focuses on the treatment, rehabilitation, care and support of employees experiencing personal or work-related problems.

- 7.1.2** Efforts shall be made to ensure early identification and treatment of employee problems. Managers shall be involved to ensure timely problem identification, referral and assessment.

7.2 Confidentiality

- 7.2.1** Any information shared during consultation or counselling shall not be disclosed to anyone, including management, without the employee's written consent except when disclosure is required in terms of a law or court order.
- 7.2.2** The information provided by the employee during consultation shall not be utilised for any purpose other than those agreed upon between the counsellor and the employee.
- 7.2.3** All employee records in this regard shall be kept strictly confidential and not in the employee's personnel files or any official record of the Municipality.

7.3 Eligibility and accessibility

The EWP shall be accessible and available to all employees irrespective of position or level in the Municipality, and their immediate family members where appropriate in the opinion of the counsellor.

7.4 Neutrality

The EWP shall not be frustrated in the traditional interface between management and employees; and shall not clash with existing administrative procedures. For instance, EWP is not a replacement for the disciplinary procedure.

7.5 Impartiality

Participation in the programme shall not jeopardise the employee's job security or chances for promotion or other related benefits.

7.6 Equal treatment

Employees who use EWP services shall receive the same consideration as those with medical problems. No employee shall receive preferential or adverse treatment due to his / her participation in the programme.

7.7 Voluntarism

Participation in the programme shall be voluntary. However, management shall have the prerogative to recommend assistance for seemingly troubled employees. Refusal by an employee recommended for assistance due to poor performance could result in disciplinary action when poor performance persists.

7.8 Prevention of abuse

The programme shall be used solely for its purpose, and not as a pretext to engage in activities aimed at unfairly treating the employee or abusing the generosity of the Municipality.

7.9 EWP services and method of provision

The Municipality shall, at the discretion of the Municipal Manager in consultation with the HRM Department, provide all or part of the EWP services utilising an internal staff of the Municipality, or opt to outsource the provision of the EWP services in part, or as a whole, covering the following:

- 7.9.1** Full service for employees, and focus on sports, education and social benefits.
- 7.9.2** Training supervisors and managers and equipping them with the skill to identify negative job performance issues related to either work or personal life, and the knowledge to refer them to relevant wellness practitioners.
- 7.9.3** A direct, multilingual, confidential, limited access and 5 days a week clinical and life management services through professional, qualified, registered clinicians and specialists.
- 7.9.4** Provision of wellness clinic services on an agreed-upon basis.
- 7.9.5** A 48 to 72 hours response turnaround to offer individual and group trauma debriefing for critical incidents.
- 7.9.6** An education legal wellbeing service to assist employees with consumer affairs, social benefits and legal matters.

- 7.9.7** A financial well-being service focussing mainly on financial literacy and debt management while maintaining sound mental and social health
- 7.9.8** Managed sessions, creating awareness and education about the EWP service, as an introduction to employees, and promotion of EWP at various work sites through employee forums.
- 7.9.9** Development and implementation of a health calendar, with wellness days and events incorporated into it and must be financially funded subject to the availability of budget
- 7.9.10** Development of a comprehensive EWP and its successful implementation, supported by ongoing marketing and periodic reporting to the management of the Municipality.
- 7.9.11** Advice on recreational and sporting activities, incorporating physical fitness, and work gyms, if required.
- 7.9.12** Support employees battling substance abuse through counselling on willing employees.
- 7.9.13** Provision of services to manage absenteeism, incapacity, and proactive alerting of observed risks/threats following professional employee assessments.
- 7.9.14** Continuous assessment and analysis of statistical data, ongoing feedback of themes and trends, as well as communication of all developments, issues, concerns, compliments and other information to the Municipality.
- 7.9.15** Facilitation of annual voluntary counselling and testing (VCT) campaigns for HIV/AIDS, as well as referrals, peer educator support and training.
- 7.9.16** Annual review report to provide an overall review of the service utilisation data and to discuss organisational trends
- 7.9.17** Facilitation of Council-approved involvement of the Municipality's management and employees upon the death of a fellow employee and/or Councillor, through measures not limited to:
- 7.9.17.1** Arrangement of workplace memorial service, where applicable
- 7.9.17.2** Participation in bereaved family memorials, where

applicable

7.9.17.3 Arrangement of Municipal transport for employees and Councillors to attend the funeral, where applicable

7.9.17.4 The offering of condolences on behalf of the Municipality provision of counselling services to the bereaved employee, where required

7.10 Institutional arrangements

7.10.1 The Municipal Manager may ensure that EWP is a key performance area of all managers, and shall furthermore appoint the HRM Department as the nodal point for managing EWP across the Municipality.

7.10.2 The HRM Department shall, from time to time and based on case-by-case experience, provide guidelines to both line managers and appointed EWP professionals on referral procedures for each type of case requiring assistance.

7.10.3 The HRM Department shall, in consultation with the CFO, ensure there are financial resources for the implementation of EWP across the Municipality in particular, utilisation of external counselling services, paying or subsidising sporting activities in a form of affiliation fees, hosting of wellness day and partnerships with other Municipalities and Government Department

7.10.4 The HRM Department shall, from time to time, advise line managers and employees on the integration of the EWP with other Municipality programmes.

7.11 Roles and responsibilities

7.11.1 The Municipal Manager or his / her delegated assignee(s) accept overall responsibility for the implementation and monitoring of the policy.

7.11.2 The financial implications related to implementing this policy shall be qualified and quantified by Human Resource Management in consultation with the Chief Financial Officer.

8 POLICY MONITORING AND EVALUATION

8.1 The Head of Corporate Services shall carry out the monitoring and evaluation of the policy's implementation.

9 POLICY REVIEWAL

The policy shall be reviewed annually.