

ITEM A-CORP (07-2021) CSSOC CM 25/03/2021	CORPORATE & SHARED SERVICES OVERSIGHT COMMITTEE REPORT ON HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT DEPARTMENT: REQUEST FOR COUNCIL APPROVAL OF THE EMPLOYEE ASSISTANCE PROGRAMME POLICY
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RESOLVED

1. **That** the Corporate & Shared Services Oversight Committee Report on Human Resources Management and Development Department: Request for Council Approval of the Employee Assistance Programme (EAP) Policy BE **NOTED**.
2. **That** the Human Resources Management and Development Department request for Council Approval of the Employee Assistance Programme (EAP) Policy attached as annexure “a” **BE APPROVED**.

HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT

HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT									
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1. PURPOSE

- 1.1 The purpose of this policy is to provide all stakeholders with a comprehensive management system through which to address personal and work-related problems affecting work productivity within the framework of the Conditions of Service and the *Code of Good Practice on the Integration of Employment Equity into HR Policies and Practices*.

2. SCOPE OF APPLICATION

- 2.1 This policy shall apply to all employees of the City of Ekurhuleni. Assistance is rendered to immediate family members in instances where their problem has a bearing on the employee's work productivity.

- 2.2 The following policies must be read together with this policy on Employee Assistance Programme:

2.2.1 Substance Abuse Policy

2.2.2 Incapacity Policy

2.2.3 Occupational Health and Safety Policy

2.2.4 HIV and AIDS in the workplace Policy

2.2.5 Disability Policy

2.2.6 Memorial service and assistance in attending the funeral of a co-worker

2.2.7 Non-Smoking Policy

2.2.8 Labour Relations Policy Framework

2.2.9 Leave policy

2.2.10 Employment Equity Policy

3. PREAMBLE

- 3.1 The establishment of the Employee Well-Being Division demonstrates the concern of the City of Ekurhuleni (CoE) for the well-being of its employees. A mentally and physically healthy employee is viewed as an organisational asset.
- 3.2 The Employee Assistance Programme (EAP) provides the CoE with a comprehensive management system through which to address work productivity issues, while at the same time providing employees with a practical, professional and effective way to resolve personal and work related problems.
- 3.3 By creating a safe, healthy, caring and supportive working environment, the CoE's objectives will be enhanced through its human resources. This is achieved by reducing the negative effects of personal problems, mental health problems, work related problems and occupational health and safety challenges on work productivity.
- 3.4 The CoE is also aware of the fact that a significant proportion of the workforce cannot afford high cost of medical care and that services rendered through the Employee Assistance Programme is both expensive and inaccessible to source externally.
- 3.5 By establishing the Employee Well-Being Division, the City of Ekurhuleni has committed itself to best practice and leadership in providing personal and organisational wellness opportunities for both the CoE and its employees. This commitment further facilitates a workplace that is non-discriminatory with regard to mental health issues, disabilities, psychosocial problems, life threatening diseases and reasonable accommodation of employees experiencing these challenges.
- 3.6 The Division: Employee Well-being will be responsible for the maintenance of this Policy.

4. OBJECTIVES AND FOUNDATIONAL PRINCIPLES

4.1 SPECIFIC OBJECTIVES

- 4.1.1 Education and awareness of employees and qualifying family members on services rendered by EAP and how to utilise those.
- 4.1.2 Referral for diagnosis, treatment and assistance of employees as and when required. This could involve the following:
 - 4.1.2.1 Assessment and development of a plan of action concerning treatment.
 - 4.1.2.2 Short-term counselling by an EAP Practitioner.
 - 4.1.2.3 Rehabilitation and aftercare.
 - 4.1.2.4 Monitoring and follow-up
 - 4.1.2.5 Practical assistance to immediate family members as required.
 - 4.1.2.6 Encourage employees to join medical aid so that they have access to comprehensive medical care.
- 4.1.3 Organisational consultation with City of Ekurhuleni Leadership concerning events impacting on employee well-being and/or work productivity.
- 4.1.4 Continuous evaluation of EAP services to ensure relevance to the well-being needs of the employees and CoE.
- 4.1.5 Initiate programmes such as absenteeism management and crisis intervention to address well-being challenges.

4.2 FOUNDATIONAL PRINCIPLES

- 4.2.1 Productivity forms the basis of employee and organisational well-being programmes. The focus is not only on clinical issues but also on workplace productivity. Therefore, the ultimate aim is not only to render clinical services, but also to focus on employee empowerment and workplace problems impacting on work productivity.
- 4.2.2 The provision of EAP services is aimed at realising the following organisational benefits:
 - 4.2.2.1. Increased productivity through healthy (mentally, emotionally and physically) employees. By providing convenient access to confidential

counselling and therapy, an EAP assists employees in constructively resolving problems that otherwise might impair work productivity.

- 4.2.2.2. Early treatment can reduce absenteeism and tardiness, limit long-term loss in productivity and lower health care costs.
- 4.2.2.3. EAP helps fill the gap left by existing health care systems, which have neither the range nor the flexibility to respond as quickly as required to personal issues that can affect work productivity.
- 4.2.2.4. An EAP is a relatively inexpensive way to demonstrate to employees that the organisation cares about their well-being.
- 4.2.2.5. An effective EAP can improve morale and lower employee turnover, thus increasing organisational effectiveness.
- 4.2.2.6. An EAP provides support to all levels of supervision and management in dealing with difficult employees' issues and relieves them of the responsibility of counselling employees on personal matters.
- 4.2.2.7. EAP also provides a consulting service to supervisors and management.

5. DEFINITION OF TERMS

In this policy, unless the context indicates otherwise:

[Any expression or word used in this document which is defined in relevant legislation or the CoE Conditions of Service shall have the same meaning as in the particular legislation or Conditions of Service unless the context indicates otherwise, and as defined otherwise herein.]

“Consultation” means on-going interaction between all relevant stakeholders, i.e., employees, supervisors, managers, union representatives, etc., to discuss employee well-being issues.

“Employee” means any person, excluding an independent contractor, who works for the City of Ekurhuleni and who receives, or is entitled to receive any remuneration.

“Employee Assistance Programme (EAP)” means a programme designed to assist employees through the identification and resolution of personal and work related concerns that may adversely affect their work productivity. Examples of such problems and concerns include, but are not limited to: health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal or work-related concerns.

“EAP Practitioner” means the EAP staff in the employ of the CoE, rendering professional EAP services.

“Employer” means the City of Ekurhuleni.

“Immediate family member” means spouse or life partner, children or any legal dependent of the employee. Any family dependent other than a spouse or life partner, children or legal dependent should reside in the same household with an employee to qualify for the service.

“Labour Organisations” means CoE’s recognised Unions.

“People with disabilities” means people who have a long-term or recurring physical or mental impairment which substantially limits their prospects of entry into, or advancement in, employment.

“External service provider” means a person or organisation that would have entered into a working agreement with the CoE to assist with the resolution of employees’ personal, work and health problems for an agreed fee.

“Troubled employee” means an individual whose problems, such as alcoholism, drug addiction, marital difficulties, emotional distress, preoccupy them to the extent that in either their own or their Supervisor’s judgement, work performance is disrupted.

“Workplace” refers to the place of work as contemplated in the Labour Relations Act 1995 (Act No. 66 of 1995).

6. LEGAL FRAMEWORK

This policy and its application must be in accordance with the following legislative prescripts:

- 6.1. The Constitution of the Republic of South Africa (Act No 108 of 1996)
- 6.2. Occupational Health and Safety Act (Act No 85 of 1993)
- 6.3. Labour Relations Act (Act No. 66 of 1995)
- 6.4. Employment Equity Act (Act No. 55 of 1998)
- 6.5. Compensation for Occupational Injuries and Diseases Act (Act No 130 of 1993)
- 6.6. Basic Conditions of Employment Act (Act No. 75 of 1997)
- 6.7. Health Professions Act (Act No. 56 of 1974)
- 6.8. Drugs and Drug Trafficking Act, 1992 (Act No140 of 1992)
- 6.9. Medical Schemes Act (Act No 131 of 1998)
- 6.10. Promotion of Equality and Prevention of Unfair Discrimination Act (Act No 4 of 2000)
- 6.11. Domestic Violence Act (Act No 116 of 1998)
- 6.12. Any Other Applicable Legislation

7. CONTENTS

7.1 CORE FUNCTIONS OF THE EMPLOYEE ASSISTANCE PROGRAMME

The essential components of the EAP combine to create a unique approach to addressing workplace productivity issues and employees' concerns affecting their work productivity. The specific core activities of the EAP include the following:

- 7.1.1 Consultation with, training of, and assistance to Managers, Supervisors, and shop stewards seeking to manage the negative effect of stress on employees, enhance the work environment, and improve work productivity.
- 7.1.2 Outreach to and education of employees and their family members about the availability of EAP services.
- 7.1.3 Confidential, appropriate, and timely problem identification and assessment services for employees' personal concerns that may affect work productivity.
- 7.1.4 Use of constructive confrontation, motivation, and short-term intervention with employee clients to address problems that affect work productivity.
- 7.1.5 Appropriate referrals of employee clients for diagnosis, treatment, case monitoring and follow-up services.
- 7.1.6 Formation of linkages between the work-site EAP, community resources, and individual practitioners who provide appropriate EAP related services.
- 7.1.7 To encourage availability of, and employee access to health benefits covering medical and behavioural problems, including, but not limited to alcoholism, drug dependency, mental disorders, and emotional problems.
- 7.1.8 Follow-up services for employees who utilise the EAP.

7.2 PRESENTING PROBLEMS DEALT WITH BY THE EAP

7.2.1 The EAP provides assistance with a broad range of presenting problems, including, but not limited to the following:

- 7.2.1.1 Addictions (alcohol, drugs, gambling, etc.);
- 7.2.1.2 Bereavement and trauma;
- 7.2.1.3 Psychological effects of terminal diseases (e.g. cancer);

- 7.2.1.4 HIV and AIDS;
 - 7.2.1.5 Work-related and personal stress;
 - 7.2.1.6 Disability;
 - 7.2.1.7 Mood and personality disorders (depression, anxiety, schizophrenia, etc.);
 - 7.2.1.8 Emotional problems;
 - 7.2.1.9 Problems related to work adjustment and incapacity;
 - 7.2.1.10 Problems related to uncertainty and transformation;
 - 7.2.1.11 Burnout;
 - 7.2.1.12 Interpersonal relationship problems (personal and work- related);
 - 7.2.1.13 Social problems;
 - 7.2.1.14 Behavioural problems;
 - 7.2.1.15 Marital problems;
 - 7.2.1.16 Problems related to poor financial management;
 - 7.2.1.17 Legal problems;
 - 7.2.1.18 Problems relating to harassment;
- 7.2.2 The above presenting problems are normally indicated through the following signs and symptoms:
- 7.2.2.1 Excessive absenteeism;
 - 7.2.2.2 Frequent sick leave/abuse of sick leave;
 - 7.2.2.3 Work quality and quantity deterioration;
 - 7.2.2.4 Tardiness;
 - 7.2.2.5 Accidents;
 - 7.2.2.6 Conflict between employees;
 - 7.2.2.7 Physical and/or appearance deterioration;
 - 7.2.2.8 Behavioural changes;

- 7.2.2.9 Disruptive work behaviour;
- 7.2.2.10 Frequent mood swings;
- 7.2.2.11 Disregard for procedures; and
- 7.2.2.12 High incidents of disciplinary action.

7.3 PRINCIPLES UNDERLYING THE OPERATION OF THE EAP

The operation of the EAP is underpinned by the following principles:

7.3.1 CONFIDENTIALITY

- 7.3.1.1 In line with the constitutional rights of individuals and provisions of the relevant professional bodies, all client records will be kept strictly to the EAP and may be released only with the written permission of the employee, or in response to a court of law order, or where the safety of the employee and/or others is at risk.
- 7.3.1.2 Data used for research and reporting purposes will only reflect trends and statistics.

7.3.2 ETHICS

- 7.3.2.1 In order to ensure professional services and behaviour, and to provide protection to clients of the EAP, EAP Practitioners will be bound by COE's code of conduct, the Employee Assistance Professionals Association of South Africa (EAPA- SA) code of ethics and standards as well as the code of ethics of their professional bodies.

7.3.3 EQUAL AND DIGNIFIED TREATMENT

- 7.3.3.1 The EAP promotes equality and non-discrimination between individuals with psychosocial problems and those without.

7.3.3.2 Employees participating in the programme will receive the same consideration as those with medical problems.

7.3.3.3 The EAP recognises the need for granting of leave for the purpose of counselling and /or treatment. Therefore, the existing leave and incapacity policies and procedures will be applicable.

7.3.4 JOB SECURITY

7.3.4.1 Making use of the services rendered by the EAP will not prejudice an employee's job security or chances of promotion. CoE's work productivity requirements will, however, still apply.

7.3.5 SUPPORTIVE ENVIRONMENT

7.3.5.1 The EAP promotes the creation of a supportive environment (reasonable accommodation) so that affected employees are able to continue working under normal conditions in their current employment for as long as they are fit to do so.

7.3.6 VOLUNTARISM

7.3.6.1 Making use of the services rendered by the EAP is voluntary, without, however denying management the prerogative of recommending and referring employees for assistance.

7.3.7 PROMPT INTERVENTION

7.3.7.1 Every request for service will be met in a prompt and respectful manner. All efforts will be made to ensure early identification and treatment of problems, thus facilitating a good prognosis.

7.3.8 DISCIPLINARY ACTION

7.3.8.1 The EAP service is not aimed at replacing or bypassing any disciplinary procedures. Information provided by employees during consultations will also not be used in a disciplinary hearing against an employee.

7.3.9 ACCESSIBILITY

7.3.9.1 All levels of employees and qualifying family members will have access to the services rendered by the EAP.

7.3.10 PREVENTATIVE

7.3.10.1 Preventative measures will take a high priority and will be achieved by timeous intervention, education and training, and the creation of awareness on EAP services and programmes.

7.3.11 CURATIVE

7.3.11.1 Curative measures will be implemented to assist troubled employees to overcome specific problems through counselling, referral to relevant treatment centres (e.g. addiction treatment centres/clinics, community based facilities, etc.)

7.3.12 REHABILITATIVE

7.3.12.1 Ongoing targeted attempts will be engaged in by the EAP to facilitate the recovery process. As a result of the universal problem of relapse in case of addictions, emphasis is on rehabilitation rather than punishment.

7.3.13 RE-INTEGRATIVE

7.3.13.1 Structured interventions to re-introduce and support the troubled employee back in the workplace, in order to adjust and become

productive as soon as possible will be implemented.

7.3.14 NEUTRALITY

- 7.3.14.1 The services rendered through the EAP will not become enmeshed in the interface between management and labour and should not clash with the existing administrative procedures and contractual agreements.
- 7.3.14.2 The status of the EAP staff is that of advisors, concerned primarily with safeguarding and improving the well-being of employees, while enhancing organisational effectiveness.

7.4 ROLES AND RESPONSIBILITIES

7.4.1 Managers

- 7.4.1.1 Managers are the primary users of the programme in as far as referral of employees is concerned. Managers must inform employees about the availability of the EAP, and where a need has been identified, motivate employees for self-referral.
- 7.4.1.2 Managers must address work productivity problems through normal supervisory procedures, and where necessary, refer to the EAP and maintain fairness and consistency in the treatment of employees referred to the programme.
- 7.4.1.3 Recognition and identification of various problems, signs and symptoms in order to ensure early referral to the EAP and document work productivity and attendance.
- 7.4.1.4 After work-related problems have been eradicated, managers must consider that the employee's productivity could be affected by

personal/ social factors, and make a referral to the EAP when necessary.

- 7.4.1.5 Make follow-ups and require feedback from the EAP in the case of a formal referral, without a breach in confidentiality.
- 7.4.1.6 Assist the EAP with reintegration of employees into the workplace, by monitoring work productivity and attendance.
- 7.4.1.7 Approve staff participation in the EAP and in educational initiatives organised for employees.

7.4.2 EAP Practitioners

- 7.4.2.1. Effective and consistent application of the EAP Policy and procedures.
- 7.4.2.2. Ongoing promotion of the EAP
- 7.4.2.3. Maintain the integrity of the systems, programmes and procedures through ethical conduct.
- 7.4.2.4. Ensure employees' access to relevant and appropriate level of care.
- 7.4.2.5. Liaise with EAP external service providers to ensure that services rendered are acceptable and meet the requirements of the EAP clients.
- 7.4.2.6. Provide support to employees upon return to work, following rehabilitation or treatment interventions.
- 7.4.2.7. Implement relevant training, prevention, and educational programmes addressing employee needs.
- 7.4.2.8. Train Managers, Supervisors, and employee representatives to fulfil their role in the EAP.

- 7.4.2.9. Provide organisational consultation in areas where the working environment affects work productivity.
- 7.4.2.10. Maintain all information of the EAP in a confidential and secure manner.
- 7.4.2.11. Provide feedback to management in areas where special attention or training is required.
- 7.4.2.12. Monitor and evaluate the EAP to ensure that the programme meets the needs of the CoE and its employees.

7.4.3. Employees

- 7.4.3.1. An individual employee is normally in the best position to identify when he/she is experiencing difficulties, which impact on work productivity or effective functioning. Employees have the responsibility to seek assistance from the EAP.
- 7.4.3.2. Employees have a responsibility to give their full cooperation when assistance is provided to them.

7.4.4. Advisory Committee

- 7.4.4.1. Best practice in the EAP field requires that all relevant stakeholders contribute to the effective design and operation of the EAP through the establishment of an advisory committee with clear terms of reference.
- 7.4.4.2. Advisory committee will consist of the following stakeholders:
- Senior Manager (EAP Professional Services)
 - EAP Practitioner
 - Occupational Health Nurse
 - Senior Specialist (Incapacity)
 - Wellness Champion
- 7.4.4.3. The advisory committee will contribute towards a highly effective and relevant programme.

- 7.4.4.4. The Committee will contribute to the formulation of policies and programmes of the EAP.
- 7.4.4.5. The Committee will render an advisory role in the implementation process.
- 7.4.4.6. Strengthen the co-ordination and delivery of the services provided by the EAP.
- 7.4.4.7. Play an active role in creating awareness of EAP, wellness issues and services within CoE, including contributions to suitable marketing techniques.
- 7.4.4.8. Enhance relevant internal CoE partnerships. This will include strengthening of partnerships with key CoE Departments, individuals and Departments with specific wellness expertise as well as the development of new partnerships. The creation of improved synergy between internal service providers is critical.
- 7.4.4.9. Facilitate the integration of the EAP services into everyday business practices in Departments.
- 7.4.4.10. Ensure buy-in and support from all levels of management.
- 7.4.6.10. Contribute to the evaluation of the programme.

7.5 OPERATION OF THE EAP

- 7.5.1. Employees shall not be deprived of any services provided in accordance with the EAP Policy.
- 7.5.2. The EAP shall act as an intake, assessment, counselling and support system, and where necessary referral for appropriate interventions to the external service providers, contracted by the Employee Well-being Division, will be made.

- 7.5.3. The Employee Well-being Division will only pay for the contracted services rendered by an external service provider.
- 7.5.4. The Employee Well-being Division will not cover the cost for medical and specialist treatment. Any prescribed medication will be covered by the employee or the employee's medical aid.
- 7.5.5. In the case of substance dependency, where an employee is required to undergo treatment at an appropriate institution, the Employee Well-being Division will be responsible for the payment of the first completed treatment only. If an employee experiences a relapse, an assessment will be conducted in line with the Substance Abuse Policy, to determine further referral.
- 7.5.6. Should employees choose to use services other than those provided by the EAP, they will be required to meet the cost themselves, and cannot claim the cost from the programme.
- 7.5.7. Employees utilising the EAP will be allowed an appropriate time of absence from the office when they are participating in the programme.
- 7.5.8. Employees shall be responsible for obtaining approval from their supervisors for any required time off associated with the use of the EAP, in case of self-referral.
- 7.5.9. Leave provision will be made for employees undergoing treatment and rehabilitation in line with the leave Policy.
- 7.5.10. Training workshops will be arranged with managers and supervisors in the implementation of the EAP checklist and toolkit. Manager's and Supervisor's continuous support services are also available both by internal EAP staff and external service provider with an objective to support supervisors in the implementation of the toolkit.

7.6 ACCESS TO EAP SERVICES

- 7.6.1 Access to the EAP can either be self-initiated through self-referral or employer initiated.

7.6.2 Self-referral

- 7.6.2.1 Self-referral occurs in an instance where an employee recognises that a problem exists as a result of self-realisation or from a family member, friend, co-worker or Supervisor sharing concern for the employee, and informally suggests that the employee use the EAP services.
- 7.6.2.2 The employee shall take the initiative to seek assistance by contacting the EAP. The referral shall be treated with strict confidentiality. The employee's Supervisor will not be informed of participation of the employee in the programme.
- 7.6.2.3 The employee shall be responsible for obtaining approval for any required time off associated with the use of the programme.

7.6.3. Informal referral

- 7.6.3.1. Where an employee has previously shown capacity for satisfactory work productivity, and his/her productivity is declining, the Supervisor shall refer the employee to the EAP, in addition to any action deemed necessary that may be taken.
- 7.6.3.2. The employee is responsible for taking the initiative to contact the EAP Practitioner directly for an appointment, as in the case with self-referral.

7.6.4. Formal referral

- 7.6.4.1. A supervisor must make a formal referral to the EAP if the issue is related to an infringement of an organisational policy, for example, safety procedure or is drug/ alcohol related, and where a personal or work related problem has affected work productivity.
- 7.6.4.2. After monitoring the employee work performance over a reasonable period of time, the Supervisor shall refer the employee to the EAP.

7.6.4.3. No information regarding the precise nature of the employee's personal problems will be revealed to Supervisors without the employee's informed and written consent.

7.6.4.4. Information reported back to the supervisor will not contain details of the employees' condition but only information about how that condition affects his/her ability to work, information on employee attendance and cooperation regarding the treatment plan.

7.6.5. To ensure that all CoE departments buy in to the EAP programme and implement it, EAP professionals will conduct Roadshows Campaigns and Awareness workshops and use internal communication platforms to market the service.

7.7 ABUSE OF THE PROGRAMME

7.7.1. Employees and participating parties as well as management shall not abuse the programme.

7.7.2. No employee shall manipulate the EAP services to avoid disciplinary actions, use the EAP as an excuse to attend to personal matters during working hours or by justifying inappropriate work conduct or insubordination.

7.7.3. No Supervisor or Manager shall use the EAP to discipline employees.

7.7.4. Supervisors and Managers shall not under any circumstances prevent employees from utilising the services of the EAP.

7.7.5. The EAP is not intended to replace or bypass any disciplinary procedures. Also, the programme will not alter or substitute procedures for correcting unsatisfactory work productivity.

8. RECOURSE ON APPLICATION

- 8.1. Any dispute that may arise with regard to the application of this policy shall be handled in terms of the grievance procedure of the SALGBC Main Collective Agreement.

9. POLICY AMENDMENTS

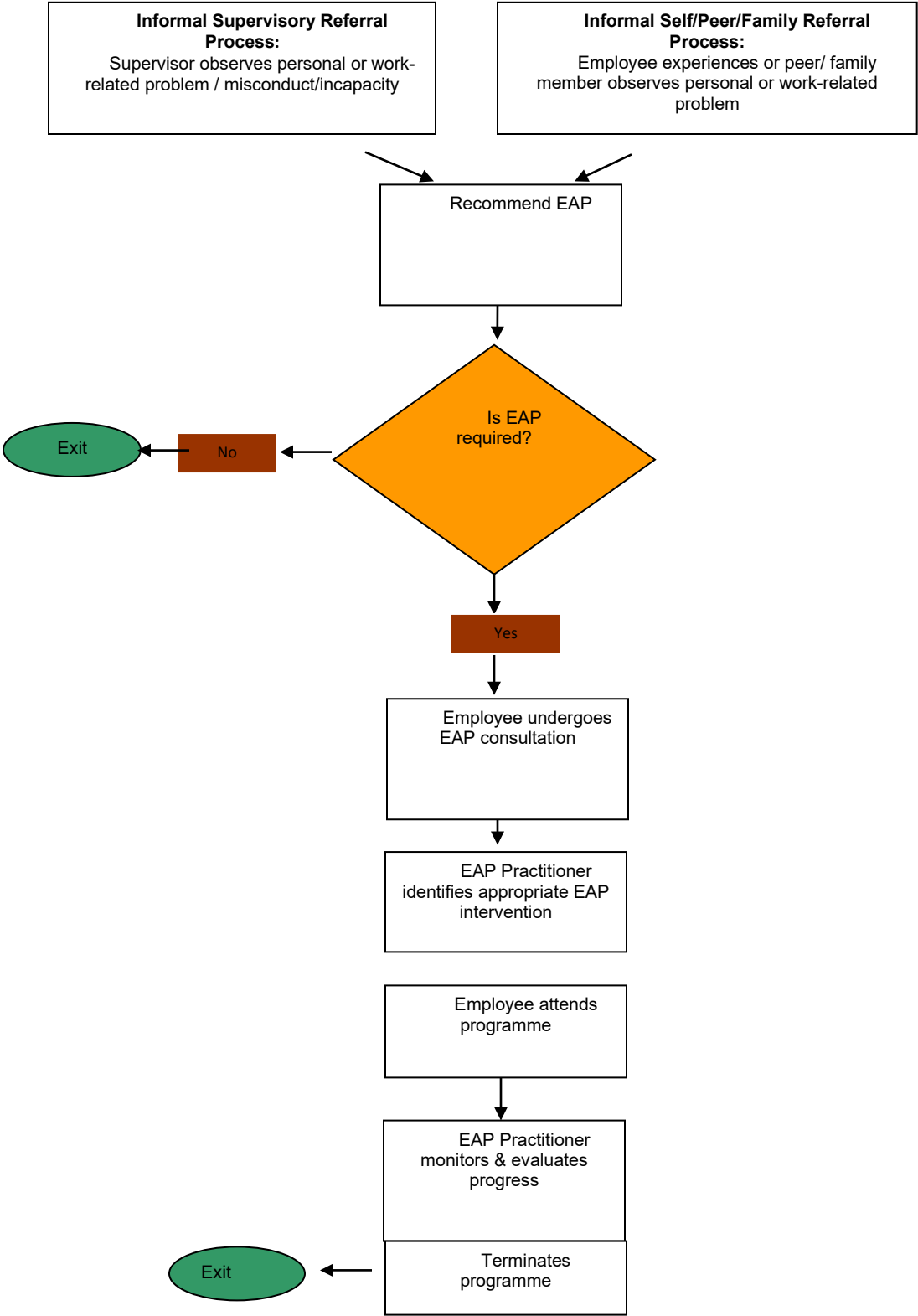
9.1.1. Should there be any legislative amendment in the field of EAP that require the amendment and or change of the EAP policy, Head of Department: Human Resources (HoD: HR) will approve such changes/amendments.

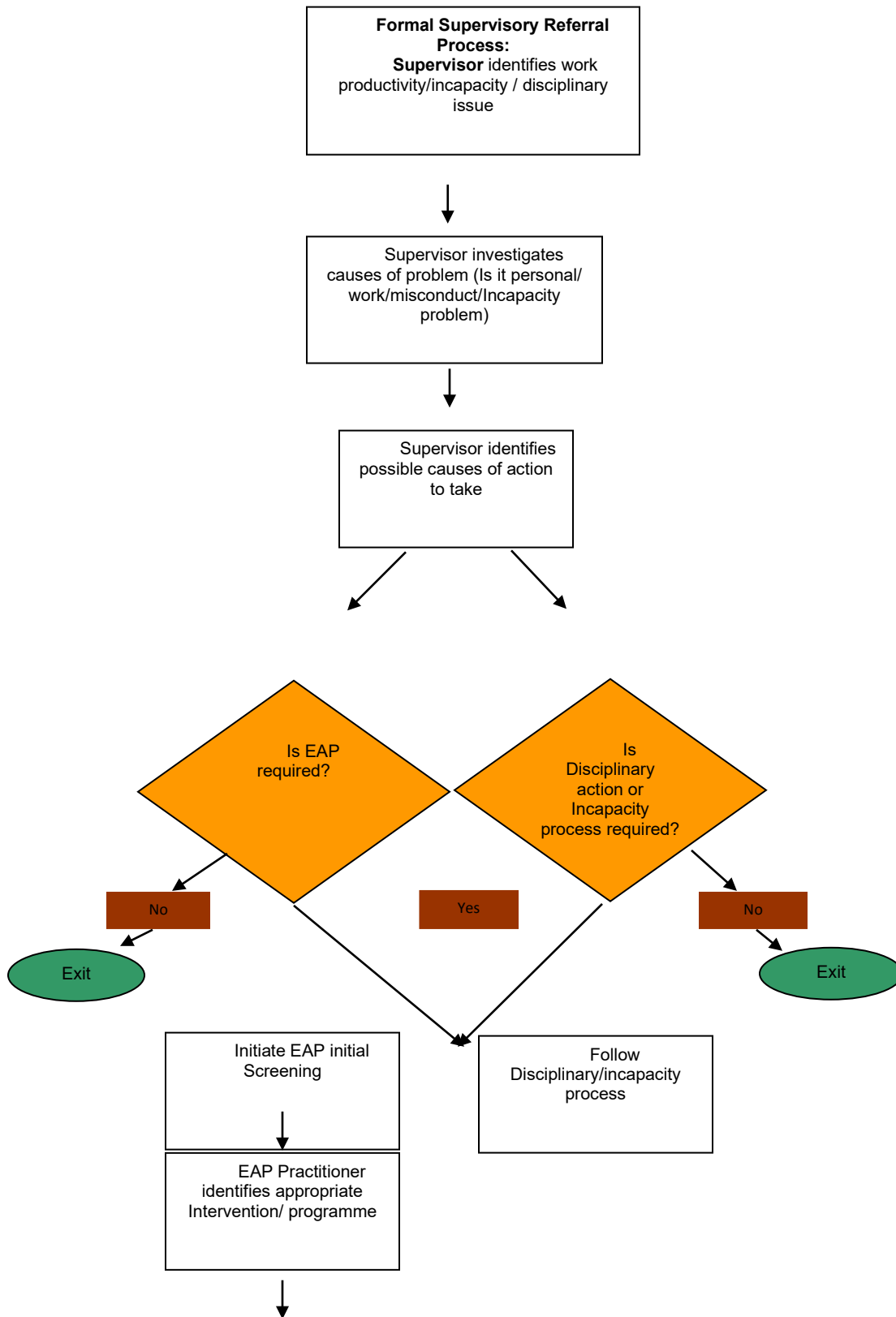
9.1.2. Policy will be reviewed annually.

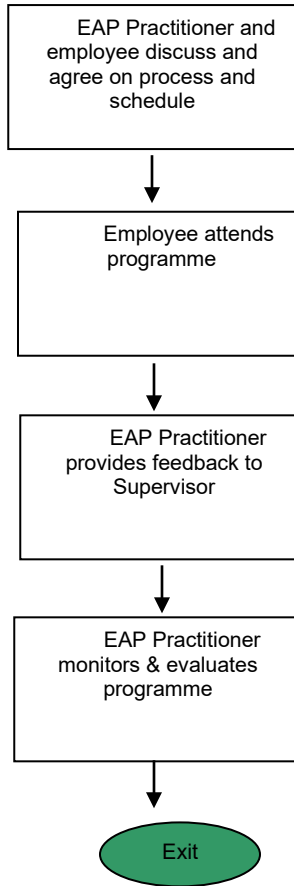
10. PRECEDING POLICIES RESCINDED

- 10.1. All previous guidelines in respect of the Employee Assistance Programme are **RESCINDED.**

EAP REFERRAL PROCESS







**HUMAN RESOURCES MANAGEMENT
AND DEVELOPMENT DEPARTMENT**

EMPLOYEE WELL-BEING DIVISION

EAP FORMAL REFERRAL FORM (FORM A)

1. Name of referring Manager / Supervisor: _____

2. Position _____

3. Department _____

4. Division: _____

5. Area/Depot: _____

6. Contact Details:

Tel.: _____ Cell No : _____ E-mail: _____

7. Date of referral: _____ Notification: Telephonic Yes Faxed/Emailed Yes

8. Name & Surname of Employee: _____

9. Employee Number: _____

10. Position of employee _____

11. Contact Details of the Employee:

Tel.: _____ Cell No: _____ Email: _____

12. Reason for referral: _____

13. Nature of the problem: _____

13.1. Is the employee aware of the problem? Yes No

13.2. What steps have you taken to address the problem? _____

14. Is the referral part of a disciplinary action? Yes No

If yes, please give brief details:

Signature of Manager / Supervisor: _____ Date _____

ANNEXURE 3**HUMAN RESOURCES MANAGEMENT****EMPLOYEE WELL-BEING DIVISION****EAP FORMAL REFERRAL CONSENT FORM (FORM B)****COMPULSORY EMPLOYEE CONSENT FORM**

I, _____, hereby agree to attend counselling through the CoE EAP services. I hereby state that it has been explained to me that a confidential report recording my attendance and progress, with recommendations, will be forwarded to the referring manager by my counsellor. I understand that no content of the counselling session will be discussed with the CoE /My Manager without my prior consent.

I hereby give my consent to attend EAP services and for the report to be submitted to my Manager/CoE.

Employee Signature _____ Date _____

SUBMISSION OF FORMAL REFERRAL FORMS

1. On completion of the form, the referring manager must contact the EAP telephonically, by email or through a consultation meeting to give notification of the formal referral. The completed Formal Referral forms must be emailed to the EAP Manager: Mulalo.nengovhela@ekurhuleni.gov.za or Keyosha.johnson@ekurhuleni.gov.za
2. Both Form A & B must be sent through in order for the referral to be deemed legitimate.
3. The EAP will contact the employee and the referring manager within a reasonable time (within 48 hrs) to set up the first counselling appointment.
4. On completion of counselling, a confidential employee progress report and recommendations will be provided to the referring manager.

