

Mpumalanga Provincial Government



Department of Public Works, Roads and Transport

POLICY ON WELLNESS MANAGEMENT

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1. ABBREVIATIONS AND DEFINITIONS


1.1 ABBREVIATIONS

COIDA	- Compensation for Occupational Injuries and Disease Act
DPSA	- Department of Public Service and Administration
EH&W	- Employee Health and Wellness
EH&WP	- Employee Health and Wellness Practitioner
HRM	- Human Resource Management
OD	- Organisational Development
LR	- Labor Relations
OHS	- Occupational Health and Safety
SACSSP	- South African Social Services Professions
EAPASA	- Employee Assistance Professional Association of South Africa
HPCSA	- Health Professions Council of South Africa
DPWRT	- Department of Public Works, Roads and Transport

1.1 DEFINITIONS

- 1.2.1 Financial Wellness** - is the ability to maintain a fully developed and well balanced plan for managing one's financial life that is integrated with personal values.
- 1.2.2 Immediate Family** - means spouse and children as determined by the DPWRT
- 1.2.3 Intellectual Wellness** - is the utilization of human and learning resources to expand knowledge and improve skills.
- 1.2.4 Physical Wellness** - promotes taking care of your body for optimal health and functioning
- 1.2.5 Psychological Wellness** - is a dynamic state that is influenced by and influences our physical, intellectual, spiritual and social lives.
- 1.2.6 Social Wellness** - emphasizes the positive and interdependent relationship with others in nature.
- 1.2.7 Spiritual Wellness** - refers to integrating our beliefs and values with our actions, it enhances the connection between mind, body and spirit.

- 1.2.8. The Designated Senior Manager** - means a member of the Senior Management Services who is tasked with championing the Wellness Management Programme within the DPWRT.
- 1.2.9 The Employee** - means a person appointed in terms of Public Service Act 1994 and working for the DPWRT.
- 1.2.10 The Head of the Department** - means the head of the Provincial DPWRT.
- 1.2.11 The Health and Wellness committee** - is a committee that is appointed by the HOD to initiate, develop, promote, maintain and review measures to ensure Wellness of the employees in the workplace. It is a multi disciplinary forum consisting of relevant representatives as determined by the DPWRT.
- 1.2.12 The Health and Wellness Coordinator** - is someone who is professionally trained and registered with a relevant statutory body such as SACSSP or HPCSA to perform therapeutic intervention.
- 1.2.13 The Peer Educator** - is an employee who is trained in working with his/her peers, sharing information and guiding discussion using his/her peer experience and knowledge.
- 1.2.14 Wellness** - is an active process through which organizations and individuals become aware of and make choices towards a more successful existence. For both the individuals and the organization, the concept of wellness is one where active steps can be taken to reduce chronic disease and mitigate its debilitating impact on personal lives and organizational productivity (World Economic Forum).
- 1.2.15 Work life balance** - the achievement of equality between time spent working and one's personal life.



2. INTRODUCTION

The DPWRT acknowledges that employees are the life-blood of the Department and major contributors to economic development. It is therefore vital that the employer should help them produce at their optimum level by promoting work life balance and providing access to employee wellness programmes. The existence of employees' personal and work related problems shall have a negative influence on service delivery. As a result, DPWRT recognizes its responsibility to create and maintain a healthy and supportive working environment through the establishment of Wellness Management Policy.

3. OBJECTIVES

The objectives of this policy are to:

- 3.1** Meet wellness needs of the DPWRT employees through preventative and curative measures.
- 3.2** To promote the physical, social, emotional, occupational, spiritual, financial, and intellectual wellness of employees.
- 3.3** Create an organizational climate and culture that is conducive to wellness and comprehensive identification of psycho-social health risks.
- 3.4** Promote work-life balance through programmes that shall assist employees in meaningful daily achievement and enjoyment in each of the four life quadrants namely: work, family, friends and self.

4. REGULATORY FRAMEWORK

- 4.1** Occupational Health and Safety Act, 1993 (Act No. 85 of 1993).
- 4.2** Labour Relations Act, 1995 (Act No. 66 of 1995).
- 4.3** Employment Equity Act, 1998 (Act No. 55 of 1998).
- 4.4** Skills Development Act, 1998 (Act No. 97 of 1998).
- 4.5** Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997).
- 4.6** Mental Health Care Act, 2002 (Act No. 17 of 2002).
- 4.7** The Promotion of Equality and the Prevention of Unfair Discrimination Act, 2000 (Act No. 4 of 2000).

- 4.8 National Sports and Recreation Act, 1998 (Act No. 110 of 1998).
- 4.9 Tobacco Products Control Amendment Act 1999 (Act NO. 12 of 1999).
- 4.10 Compensation for Occupational Diseases and Injuries Act, 1993 (Act No. 130 of 1993)
- 4.11 Employee Assistance Professional Association of South Africa (EAPA-SA) standards 2002.
- 4.12 Department of Public Service and Administration (DPSA) Policy Framework on Employee Health and Wellness of 2008.
- 4.13 The Public Service Regulations, 2001.
- 4.14 Mental Health Care Regulations 14 February 2003.
- 4.15 National Strategic Framework on Stigma and Discrimination.
- 4.16 Presidential, Provincial Pronouncements and Budget Speech.
- 4.17 United Nations Millennium Declaration and its development Goals.

5. SCOPE OF APPLICATION

Wellness Management Services shall be accessible and available to all employees and their immediate family members irrespective of position or level in the department.

6. POLICY STATEMENT

The DPWRT believes that the success of Wellness Management Services depends on the degree to which Management and Employees support the implementation and maintenance of the principles underpinning the programme.

6.1 PRINCIPLES

6.1.1 CONFIDENTIALITY

Confidentiality is the cornerstone of the programme. Any information shared during consultation or counselling shall be dealt with in a confidential manner. No information shall be divulged to any person (management included) without the employee's written consent except when disclosure is required in terms of law or court order.

The information provided by the client during consultation shall not be utilized for any purpose other than those agreed upon between the Employee

Wellness Programme practitioner and the client, except in cases of risk to self and others in terms of the legislation. All clients' records shall be kept strictly confidential. Only registered professionals shall be allowed to provide therapeutic interventions.

6.1.2. TIMELY INTERVENTION

Efforts shall be made to ensure early identification and treatment of problems, thus facilitating good prognosis. Leadership (i.e. Managers, Supervisors and Organized labour) of department shall be involved to ensure timely problem identification, referral and assessment.

6.1.3. EMPLOYEE'S PARTICIPATION IN THE PROGRAMME

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

6.1.4. EQUAL TREATMENT

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

6.1.5. PREVENTION OF ABUSE

The programme shall not be used for any other purpose than those expressed in the policy.

6.1.6. A BALANCED PROGRAMME

There shall be a balance between reactive and proactive interventions as well as the development of employees within the DPWRT.

6.1.7. RESPONDING TO THE NEEDS OF THE DESIGNATED EMPLOYEES

The needs of women and persons with disabilities shall be considered when designing wellness proactive and reactive intervention programmes. Re-integration services shall be provided to employees who were on maternity

leave and those who undergone any rehabilitation as a result of disability or substance abuse. The DPWRT shall discourage any kind of stigma directed to the employees who were referred to the Employee Wellness Programme.

6.2 POLICY PROVISIONS

- 6.2.1** Professional counseling services shall be provided free of charge to employees and their immediate families.
- 6.2.2** Time off for professional-counseling sessions shall be provided to all employees and that shall be done within the vicinity of the employee workplace so as to allow the employee to return back to work afterwards.
- 6.2.3** The DPWRT shall encourage employees with personal problems to take early advantage of the professional services provided through the Employee Health and Wellness Programme.
- 6.2.4** All employees who are voluntarily seek assistance through or accept referral to the Employee Health and Wellness Programmes, are expected to comply with the recommended action plans.
- 6.2.5** Utilization of the Employee Wellness Programmes shall be on a voluntary basis even if referred by Management.
- 6.2.6** The decision to seek or accept assistance through the Employee Wellness Programme shall rest mainly with the employee; however, participation in the Employee Wellness Programmes does no way relieve the employee of the responsibility to meet acceptable work performance and attendance standards.
- 6.2.7** Time off and the necessary treatment referrals shall be provided to eligible employees and immediate families, consistent with current policy on special leave and applicable medical aid coverage.
- 6.2.8** The Wellness Management Services shall provide assistance within the broad range of personal concerns, including:
 - 6.2.8.1** Marital, family and relationship problems.
 - 6.2.8.2** Health problems including HIV and AIDS
 - 6.2.8.3** Financial, spiritual, psychological, social, intellectual and physical management problems.
 - 6.2.8.4** Substance abuse (alcohol, drugs and prescription medication) and other addictive behaviors such as gambling; and pornography etc.
 - 6.2.8.5** Workplace violence/sexual harassment and other work related conflicts, trauma debriefing, counseling and bereavement support.

6.2.8.6 Workplace discrimination or victimization (e.g. discrimination against people with disabilities or from designated groups.)

6.2.8.7 Retirement and elder care management.

6.2.8.8 Absenteeism interventions and any other related matters.

6.2.8.9 Physical exercise, managing lifestyle diseases, promoting good nutrition and regular medical check ups.

6.3. REFERRAL OF OTHER RELATED MATTERS: INTERNAL AND EXTERNAL REFERRAL

Referral shall be done in three ways:

6.3.1 Self-referral: The employee as a person is the best position to identify personal problems and can voluntarily decide to consult the Employee Health and Wellness unit/ practitioner.

6.3.2 Informal referral: The employee may receive a recommendation from other people such as managers, friends, colleagues, union representatives, etc to consult the Employee Health and Wellness Practitioner. No documentation is necessary.

6.3.3. Formal referral: A supervisor may personally in writing refer the employee to the Employee Health Wellness Programme unit for assistance. This shall be done if the supervisor's efforts to resolve the problem have failed. The supervisor or the employee may arrange an appointment with the Employee Health and Wellness practitioner.

6.4 CONSULTATION

During initial consultation, the Employee Health and Wellness practitioner shall be responsible for assessment of the employee's problem and determination of the appropriate action plan. The action plan shall include where necessary referral to external health service provider such as psychologist, social worker, physiotherapist, psychiatrist, priest etc for further intervention.

6.4.1 Certain external service providers offer services free of charge or at a fee. Most medical aid schemes cover costs that may result from the use of external service provider. Therefore, all employees are encouraged to belong to a medical aid.

- 6.4.1** When the employee is referred to an external service provider, it is the responsibility of both the employee and the Employee Health Wellness Practitioner to inform the supervisor without compromising confidentiality of the consultation process. The employee in question shall give the dual consent to enable the Employee Wellness Practitioner to render follow up services effectively.
- 6.4.2** Record keeping is essential; as a result the Employee Health and Wellness Practitioner shall keep reports of all consultations with the client or other role players strictly confidential. Records shall be kept for a period not exceeding five years before being destroyed.
- 6.4.3** Affected employees who require specialized services/treatment shall be referred to external service providers or government rehabilitation centres/agencies. Those who require treatment at private institutions shall pay for their treatment expenses.

7. ROLES AND RESPONSIBILITIES

7.1 THE HEAD OF THE DEPARTMENT

- 7.1.1** The Head of the department shall be responsible for appointment of relevant Employee Health and Wellness structures to enhance productivity and social functioning of all employees.
- 7.1.2** Ensures the development and implementation of a written policy on managing the wellbeing of both the employees and the organization.
- 7.1.3** Ensures that the department follows the pillars outlined in the Employee Health and Wellness Programme Policy Framework developed by DPSA as guidelines in the establishment of the Programme.
- 7.1.4** Ensures provision of resources that shall make a reasonable contribution to the recovery of affected employees and also encourage all employees to belong to a medical aid scheme that will make treatment more accessible and affordable to them and their dependants.
- 7.1.5** Appoint a Wellness Management Committee that involves relevant role players such as union representatives, managers, supervisors and operational employees and ensure that it oversees the implementation of Wellness Programmes in the workplace.

7.2 SENIOR MANAGER

The senior manager shall be responsible for:

- 7.2.1** Planning, strategizing and development of a comprehensive Employee Wellness Programmes.
- 7.2.2** Managing employee wellness strategies and policies, e.g. wellness promotion and wellness facilities within the budgetary guidelines.
- 7.2.3** Planning interventions based on risk and need analysis.
- 7.2.4** Promoting capacity development initiatives for EH&W practitioners, auxiliary functions such as OD, HRM, LR, Change Management etc
- 7.2.5** Ensuring financial planning and budgeting and mobilize management support.
- 7.2.6** Ensures that Employee Health and Wellness Programme practitioners affiliate to EAPA-SA and register with a professional council such as SACSSP and HCSP.
- 7.2.7** Development and implementation of an ethical framework, performance standards, monitoring and evaluation system and impact analysis of Wellness Management.
- 7.2.8** Ensure responsiveness to Government Programme of Action and Millennium Developmental Goals by mitigating the impact of unhealthy employees.

7.3 THE EMPLOYEE HEALTH AND WELLNESS COORDINATOR.

The Employee Health and Wellness coordinator shall be appointed by the Head of the DPWRT. His/her role shall be amongst others:

- 7.3.1** Coordinate the implementation of wellness programmes and interventions.
- 7.3.2** Plans, monitors and manages Wellness programmes according to strategies, policies and budgetary guidelines.
- 7.3.3** Makes provision for counseling to individual employees and their immediate family members.
- 7.3.4** Identifies personal development needs for individual employees.
- 7.3.5** Analyze and evaluate data and communicate information, statistics and results to various stakeholders.
- 7.3.6** Coordinates activities of Peer Educators and promotes work balance for employees.



7.4 THE EMPLOYEE WELLNESS COMMITTEE

The Health and Wellness committee shall be appointed by the Head of the DPWRT and shall be well represented by all section including the Unions. Its role shall be amongst others:

- 7.4.1** Oversee the implementation of the wellness policy and programmes in the workplace.
- 7.4.2** Make recommendations to the employer regarding any policy matter and implementation procedures including any matters affecting the wellness of the employees.
- 7.4.3** Keep records of each recommendation made to the employer.
- 7.4.4** Discuss any incident or condition of the workplace which might have a negative impact on the wellbeing of employees.
- 7.4.5** Serve as a vehicle of communication to promote wellness initiatives in the workplace.

7.5 THE PEER EDUCATOR

The peer educator shall be responsible to:

- 7.5.1** Act as a focal point for the distribution of evidence based and generic health and wellness promotional material at the workplace (the functions should be included in their performance agreement).
- 7.5.2** Take initiative to implement awareness activities and to communicate health and wellness information in the workplace.
- 7.5.3** Act as a referral agent of employees to the relevant internal health support programmes.
- 7.5.4** Be involved in the identification of employee's needs and health risks at the workplace.
- 7.5.5** Initiate and arrange staff training with regard to employee's needs and health risks at the workplace.
- 7.5.6** Submit monthly reports of activities to the Wellness coordinator.

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7.6 INDIVIDUAL EMPLOYEES

All employees shall be expected to:

- 7.6.1** Apply his/her knowledge, motivation, commitment, behavior, self management, attitude and skills toward achieving personal fitness, health and organizational goals.
- 7.6.2** Look after his/her body by following a nutritionally balanced diet and maintaining his/her body mass within a healthy range.
- 7.6.3** Take an active part in improving the work environment by encouraging a healthy living environment and initiating better communication with those around him/her.
- 7.6.4** Make use of wellness facilities and services at the workplace.

8. MONITORING, EVALUATION AND REPORTING

The Employee Health and Wellness section shall monitor the implementation of the policy and shall report any deviation to the Head of the Department in writing.

9. POLICY REVIEW

The policy shall be reviewed to factor in changes that emanate from either of the following, legal framework, organizational development, political and economic trends, medium term expenditure framework and outcomes derived monitoring and evaluation of policy implementation.

10 APPROVAL

Approved



MR. KM MOHLASEDI

HEAD OF DEPARTMENT

DATE: 22/3/2012