



Province of the
EASTERN CAPE
COOPERATIVE GOVERNANCE
& TRADITIONAL AFFAIRS

WELLNESS MANAGEMENT POLICY

2021

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Date Last Amended	
Date For Next Review	
Related Policies	Smoking policy

Executive Authority
Initials: AM

Head of Department
Initials: AF


SIGN OFF

I. Head of Department

This Wellness Management Policy has been recommended by Mr A.A Fani in my capacity as Head of Department for Cooperative Governance and Traditional Affairs.

I am satisfied and concur with the contents of this Policy.

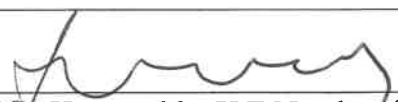
The development of the Wellness Management Policy will ensure that the department is able to exercise its powers in compliance with the law and guide decision- making in the department.

Recommended	
Designation	Head of Department
Date	30/03/2024

II. Executive Authority

The Department of Cooperative Governance and Traditional has unprecedented opportunity to improve the live hoods of the people by effectively rendering many services that it is expected to provide. We have envisaged a Department that has the required capacity to respond adequately to challenges of its people.

I therefore trust that guidance from this Policy will contribute to the effective provision of guidelines for both the employer and the employee on how to utilize the services offered by the Employee Wellness Programme.

Signed	
Designation	MEC. Honourable X.E Nqatha of Cooperative Governance and Traditional Affairs
Date	30/03/16

Executive Authority
Initials: AA

Head of Department
Initials: AF

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Head of Department
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1. PREAMBLE

The Department of Cooperative Governance and Traditional Affairs recognises that personal and work related problems often lead to poor work performance and therefore commits itself in promoting a healthy, safe, competent, motivated and productive workforce that will enhance service delivery within the department through Employee Wellness Programme.

2. PURPOSE OF THE POLICY

The purpose of this policy is to provide guidelines for both the employer and the employee on how to utilize the services offered by the Employee Wellness Programme in the Department.

3. DEFINITIONS

For the purpose of this policy terms and definitions that shall be used throughout the policy are outlined below for better clarification and include any keywords such as technical terms and abbreviations.

Word/Term	Definition (with examples if required)
Wellness	Means an active process through which organizations become aware of and make choices towards a more successful existence. The concept of wellness is one where active steps can be taken to reduce chronic disease and mitigate its impact on personal lives and organizational productivity (World Economic Forum).
Physical Wellness	Promotes taking care of your body for optimal health and functioning.
Social Wellness	Emphasizes the positive and interdependent relationship with others within their environment.

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HRM	Human Resource Management
OD	Organisational Development
OHS	Occupational Health and Safety
EAPA-SA	Employee Assistance Practitioners of South Africa
SACSSP	South African Council for Social Service Professions
HPCSA	Health Professions Council of South Africa
DCOGTA	Department of Cooperative Governance and Traditional Affairs.
GEMS	Government employees' medical scheme

4. APPLICATION & SCOPE

This policy shall be applicable to all employees of the department and their immediate family members.

5. LEGISLATIVE FRAMEWORK

- 5.1. Occupational Health and Safety Act, 85 of 1993
- 5.2. Compensation of Occupational Injuries and Diseases Act, 130 of 1993
- 5.3. Employment Equity Act, 55 of 1998 as amended
- 5.4. The Constitution of the Republic of South Africa, Act 108 of 1996
- 5.5. Labour Relations Act, 66 of 1995 (as amended)
- 5.6. Basic Conditions of Employment Act, 75 of 1997
- 5.7. Public Service Act, 103 of 1994
- 5.8. Policy on incapacity live of ill-health retirement
- 5.9. Medical Aid Schemes Act, 131 of 1998
- 5.10. National Health Bill of 2003
- 5.11. Skills Development Act, 1998 (Act No. 97 of 1998)
- 5.12. Mental Health Care Act, 2002 (Act No. 17 of 2002)
- 5.13. The Promotion of Equality and the Prevention of Unfair Discrimination Act, 2000 (Act No. 4 of 2000)
- 5.14. National Sports and Recreation Act, 1998 (Act No. 110 of 1998)
- 5.15. Tobacco Products Control Amendment Act 1999 (Act NO. 12 of 1999)
- 5.16. EAPA-SA standards 2002.
- 5.17. DPSA Policy Framework on Employee Health and Wellness of 2008
- 5.18. The Public Service Regulations, 2001 as amended

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5.19. Mental Health Care Regulations 14 February 2003

5.20. National Strategic Framework on Stigma and Discrimination

5.21. Presidential, Provincial Pronouncements and Budget Speech, United Nations Millennium Declaration and its development Goals

6. POLICY PRINCIPLES

This policy shall be guided by the following main principles:

6.1 Confidentiality

6.1.1. 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 a law or court order.

6.1.2. The information provided by the client to Wellness Programme office during consultation shall not be utilized for any purpose other than those agreed upon between the Employee Wellness Programme professional and the client, except in cases of risk to self and others according to legislation. All clients' records shall be kept strictly confidential. Only registered professionals will be allowed to provide therapeutic intervention.

6.2 Timely Intervention

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

6.3 Impartiality

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

6.4 Equal Treatment

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

6.5 Prevention of Abuse

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

6.6 A Balanced Programme

There shall be a balance between reactive interventions, proactive interventions and development of employees within the department.

6.7 Neutrality

The EWP shall be implemented with objectivity to management and employees.

6.8 Accessibility

The EWP services shall be available to all employees and members of their immediate families. This implies that the services will be available to all employees irrespective of their position.

6.9 Voluntarism

Participation in the programme shall be voluntary without, denying management the prerogative of recommending affected employees for assistance. When employees have been identified with deteriorating performance, and refuse to be given assistance, such employees are opening themselves to serious disciplinary action.

6.10 Non-discrimination

Employees using EWP shall not be discriminated against based on their health, education, language and race.

6.11 Responding to the needs of the designated employees (Re-integration services)

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- 6.11.1 The needs of women and persons with disabilities will be considered when designing Wellness Intervention Programmes. Re-integration services shall be provided to employees who have been on maternity leave and those who have undergone any rehabilitation because of disability, substance abuse, stress etc.
- 6.11.2 The Department shall discourage any kind of stigma directed to the employees because of their illness and those from designated groups.

7. POLICY STATEMENT

The Department of Cooperative Governance and Traditional Affairs acknowledges that employees are the lifeblood of the Department and major contributors to economic development of the country. 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 impact on service delivery. As a result, DCOGTA recognizes its responsibility to create and maintain a healthy and supportive working environment through the establishment of Wellness Management Policy.

8. ROLES AND RESPONSIBILITIES

8.1. The Head of the Department

- 8.1.1. Shall establish Employee Health and Wellness structures to enhance productivity and social functioning of their employees.
- 8.1.2. Must ensure the development and implementation of a written policy on managing the wellbeing of both all employees.
- 8.1.3. Must ensure that the department follows the pillars of Employee Health and Wellness Programme policy framework developed by Department of Public Service and Administration (DPSA), as a guideline to establish the programme.
- 8.1.4. Must ensure the provision of resources that will assist sick employees to recover, by providing a subsidy towards the medical aid scheme for the employees in the event of the employee uses GEMS which can make treatment more accessible and affordable to them and their dependants.
- 8.1.5. Must establish a Wellness Management Committee that involves relevant role players such as union representatives, managers, supervisors at operational level to ensure that they oversee the implementation of Wellness Programmes at the workplace.

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- 8.1.6.** Must ensure that Employee Health and Wellness Programme professionals affiliates to EAPA-SA and register with a professional council such as SACSSP or HCSP.

8.2 Senior Management

- 8.2.1 Structures, strategize, plan and develops holistic employee wellness programmes.
- 8.2.2 Manages employee wellness strategies and policies, e.g., wellness promotion and wellness facilities within the budgetary guidelines.
- 8.2.3 Plan interventions based on risk and need analysis.
- 8.2.4 Promotes capacity development initiatives for EW practitioners, auxiliary functions such as OD, HR, LR, Change Management etc.
- 8.2.5 Establish organizational support by ensuring that an appropriate organizational structure for Wellness Management is established.
- 8.2.6 Ensures financial planning and budgeting and mobilize management support.
- 8.2.7 Develops and implement an ethical framework, standards and a system for monitoring, evaluation and impact analysis for Wellness Management.
- 8.2.8 Ensures responsiveness to Government Programme of Action, Millennium Developmental Goals by mitigating the impact of unhealthy employees on the economy.

8.3 The Employee Health and Wellness Professional

- 8.3.1 Must coordinate the implementation of wellness programmes and interventions.
- 8.3.2 Must plans, monitors, and manages Wellness programmes according to strategies, policies, and budgetary guidelines.
- 8.3.3 Must make provision for counselling to individual employees and their immediate family members.
- 8.3.4 Must identify personal development needs for individual employees.

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- 8.3.5 Must analyse and evaluates data and communicate information, statistics and results to various stake holders.
- 8.3.6 Must coordinate activities of Peer Educators and promotes work life balance for employees.
- 8.3.7 Must maintain and manage the safe-keeping and disposal of official documents in accordance with the relevant archiving legislation.

8.2. The Employee Wellness Committee

- 8.2.1. Must oversee the implementation of the wellness policy and programmes in the workplace.
- 8.2.2. Must make recommendations to the employer regarding any policy matter and implementation procedures including any matters affecting the wellness of the employees.
- 8.2.3. Shall keep records of each recommendation made to the employer
- 8.2.4. Must discuss any incident or condition of the workplace which might have a negative impact on the wellbeing of employee.
- 8.2.5. Shall serve as a vehicle of communication to promote wellness initiatives in the workplace.

8.3. The Peer Educator

- 8.5.1. Must 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).
- 8.5.2 Must take initiative to implement awareness activities, or to communicate health and wellness information in the workplace.
- 8.5.3 May act as a referral agent of employees to the relevant external health support programmes.
- 8.5.4 Must be involved in the identification of employee's needs and health risks at the workplace.
- 8.5.5 May initiate and arrange staff training regarding employees needs a health risks at the workplace.

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8.5.6 Must submit monthly reports of activities to the Wellness coordinator.

8.6. Individual employee

- 8.6.1 May apply his/her knowledge, motivation, commitment, behaviour, self-management, attitude, and skills toward achieving personal fitness, health and organizational goals.
- 8.6.2 May look after his/her body by following a nutritionally balanced diet and maintaining his/her body mass within a healthy range.
- 8.6.3 May take an active part in improving the world of work by encouraging a healthy living environment and initiating better communication with those around him/her.
- 8.6.4 May make use of wellness facilities and services at the workplace.

9. POLICY PROVISIONS

9.1 Procedures for accessing the EWP services

- 9.1.1. Self-referral:** The employee as a person shall identify problems experienced and consult the Employee Wellness Professional voluntarily.
- 9.1.2. Informal referral:** The employee may receive an advice from friends, colleagues, union representatives to consult the Employee Wellness Practitioner. No documentation is required.
- 9.1.3. Formal referral:** The supervisor may refer the affected employee in writing to Employee Wellness Programme unit for assistance when observing signs of underperformance. The referral should be done if the problem cannot be resolved internally and if the employee consents to such referral. The supervisor or the employee may arrange an appointment with the Employee Wellness Professional. The formal referral form is available at the EWP unit.

9.2. Core Activities and Services Provided

- 9.2.1 Consultation and Advisory Services:** consult and educate managers, supervisors, and appropriate persons when challenges relating to productivity that have been

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identified and development of communication pathways for reporting dysfunctional behaviour. After assessment, referral processes and communication pathways to be undertaken.

- 9.2.2 Organisational Climate Survey:** consult with executive management, branch and sub-branch managers to provide scientific inquiry into the systems, functions and human inter-relatedness resulting into an unhappy environment and the non-optimal functioning of teams or individuals.
- 9.2.3 Counselling:** rendering both face-to-face and telephonic counselling to employees.
- 9.2.4 Trauma Debriefing:** offers 24-hour critical incident response services to employees in the face of traumatic encounters.
- 9.2.5 Referral:** making appropriate and relevant referrals for proper diagnosis, treatment and support (including rehabilitation services).
- 9.2.6 Follow-up services:** ensuring follow-up in all EWP cases that are not finalized.
- 9.2.7 Recommendation:** recommended placement in the alternative work environment.

9.3 EWP Model

- 9.3.1** The department shall use a combination of both internal (in-house) and external (outsourced) models of EWP programmes.
- 9.3.2** The internal staff mainly focuses on behavioural problems that relate to job performance.
- 9.3.3** Outsourcing of the programme for Executive Management shall be considered if there is sufficient budget allocated to the unit.
- 9.3.4** Employees may only be referred to external EWP service providers for medical conditions such as diabetes, hypertension and other psychological conditions that require medical attention such as depression, schizophrenia and anxiety disorder.
- 9.3.5** The EWP shall provide a quick and immediate solution to employees' problems restoring their health. It is for this reason that the EWP will only cover for a minimum of six sessions per employee per problem.

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10. FINANCIAL IMPLICATIONS

- 10.1.** The Department shall provide the necessary financial support only to the EWP cases referred to the external service providers upon the formal referral initiated by the EWP office.
- 10.2.** Funds must be made available through the budget system and under no circumstances will the employees be given financial support without the recommendation based upon the EWP assessment. Only employees who do not belong to any medical aid scheme and fall within the lower salary brackets can be given financial support depending on the circumstances of their individual cases.
- 10.3.** Employee shall only be entitled to one rehabilitation service upon which improvement of health and well-being is expected. Expulsion from the rehabilitation service centre before the treatment programme is completed shall be regarded as misconduct and such employee will refund the money paid thereof but the EWP will make its own discretion when disciplinary procedures will be instituted. The special leave for rehabilitation shall be granted in line with the departmental policy on special leave.

11. COMMUNICATION / EDUCATION OF THE POLICY

- 11.1.** The Employee Wellness Policy will be communicated throughout the department to all its employees using workshops, intranet and workgroups.
- 11.2.** A copy of the policy shall be uploaded on the website of the Department.

12. DISPUTE RESOLUTION MECHANISM

In the event of disputes arising out of the interpretation of this policy, such disputes will be dealt with in terms of the labour legislation applicable in the Public Service

13. APPROVAL OF THE POLICY

The policy will be recommended by the Head of Department (HoD) and be approved by the Member of Executive Council (MEC) as per the updated departmental Delegations and the policy will become official on the date it is signed by the Executing Authority (i.e. the MEC for Cooperative Governance and Traditional Affairs).

Executive Authority
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14. REVIEW OF THE POLICY

The policy will be reviewed and amended in line with future legislative promulgations and collective agreements. The development of this Policy is a dynamic process and that it may require revision from time to time.

Executive Authority
Initials: SW

Head of Department
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15. VERSION CONTROL AND CHANGE HISTORY

Version Control	Date Effective	Approved By	Amendment
Start from	YYMMDD (the date the policy takes effect)	Contact person – full name & title.	Include any superseded procedures and what the amendment is to the document.
2011	22 March 2011		
2012			The contents of this policy are all new as the old one was revamped and this one is in line with Integrated Wellness Policy.
2021		Honourable X.E Nqatha (MEC)	

Executive Authority
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Head of Department
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