

COUNCILLOR AND EMPLOYEE ASSISTANCE PROGRAMME POLICY



APPROVED BY:

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DATE: 17/06/22

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DATE: 17/06/22

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1. PURPOSE OF POLICY

- 1.1 The Municipality is concerned with the health, safety, welfare and job satisfaction of employees.
- 1.2 It is recognized that most human problems can be treated or resolved provided that each is identified in its early stages. This is true whether the problem is one of physical illness, mental or emotional stress, marital or family conflicts, chemical dependency, financial problems or other concerns. These are serious problems, which may have a profound impact upon the lives of those employees affected, their families, fellow employees and their job performance.
- 1.3 The intent of the EAP is therefore to ensure the well-being of the employee and appropriate job performance, not the termination of employment.

2. OBJECTIVE OF POLICY

1. To encourage and maintain the well-being and productivity of employees by
2. providing confidential assistance or short term counselling to those who are
3. experiencing personal or work-related problems.

3. SCOPE

This policy shall apply to all employees of the Mbhashe Local Municipality.

4. POLICY DEFINITION

Employee wellness means the employee state of optimized social, physical and mental health and well-being.

CEAP means Councillor Employee Assistance

5. LEGISLATIVE FRAMEWORK

- 5.1 Employee Assistance Programme Association of South Africa
- 5.2 Basic Conditions of Employment Act
- 5.3 Occupational Health and Safety Act, 1993
- 5.4 Employment Equity Act, 1998

6. POLICY PROCEDURE

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Procedure for the referral and treatment of troubled councillors and employees.

6.1 Referral

6.1.1 Voluntary or Self-Referral

Through marketing and promotion of the program, self-referral which is the ideal will be encouraged. This implies that any employee who wishes to seek professional help for a personal problem will have the right to contact the CEAP programme directly for an appointment. Should employee require proof of attendance for his/her employer, a certificate of attendance will be supplied.

6.1.2 Peer Referral

Any person within the workplace (excluding direct supervisor) who is of the opinion that an employee could benefit from the services offered by the CEAP, can effect a referral with employee consent. This category of persons refers to peers, union representatives, any staff member who by virtue of specific and specialist contact in the course of duty with the employee is of the opinion that referral to CEAP will be beneficial to the employee.

6.1.3 Mandatory Referral

Managers and supervisors who become aware that an employee's work performance is sub-standard or impaired, can through a process of job action encourage or suggest to the employee's work performance and NOT the personal problem, which may be the cause of poor work performance. Job action validated by keeping a record of the employee's job performance which also serve as the basis whereby the employee can be counselled by his/her management. If the employee at the time of counselling acknowledges experiencing a personal problem and accepts the suggestion that the CEAP be consulted, the referral agent should arrange for an interview. If the person does not wish to participate in the CEAP, his job performance should be continued to be monitored and the normal procedure followed.

6.2 Treatment Process

6.2.1 A professional assessment of the employee's problem is done by the CEAP Practitioner.

6.2.2 If the employee does not agree with the assessment, or feels that she/he not wish to participate in the treatment, she/he is referred back to the referral agent by means of a feedback report from the CEAP Practitioner.

6.2.3 Depending on the nature and complexity of the problem, the employee may also be referred to specific community resources for assistance. All such referrals will be at the employee's own expense.

6.2.4 If services provided by the CEAP result in a positive outcome, services will be terminated and the referral agent (where applicable) informed accordingly.

6.2.5 Should the employee not co-operate with the services offered by the CEAP or should the treatment not result in a positive outcome,

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the employee will be referred back to the referral agent(where applicable). In such cases job performance must continue to be monitored and normal disciplinary procedures followed.

6.3 CEAP Education

- 6.3.1 The municipality recognises that CEAP education is an important component of successful CEAP intervention.
- 6.3.2 The education and orientation of key persons (who will act as referral agents) to the nature and function of the CEAP is paramount to the ultimate effectiveness of the programme.
- 6.3.3 The correct identification of the troubled employee and the steps that have to be taken to encourage the employee to seek professional help will be the primary focus of this education.
- 6.3.4 The CEAP shall be responsible for on-going education and personal development of individual employees and shall be responsible for on-going preventative and educative mental health education programmes in Municipality.

6.4 Authorisation

6.4.1 The Senior Manager:Corporate Services will be authorised to recommend referral to CEA Program after advising the Municipal Manager and nominated Councillor will be authorised to recommend referrals of councillors after advising the Council Speaker.

7. GENERAL POLICY PROVISIONS

Policy applies to all employees of Mbhashe Local Municipality

8. PROCEDURES FOR IMPLEMENTING POLICY

The Municipality will monitor employee attendance, performance, conduct and apply remedial actions in line with the outlined processes

9. POLICY GOVERNANCE

Policy Governance

Policy Title	

Mbhashe Local Municipality Councillor and Employee Assistance Program POLICY

		COUNCILLOR AND EMPLOYEE ASSISTANCE PROGRAMME POLICY	
Policy Version			
<u>Role & Process</u>	<u>Responsible Individual Name and/or Date</u>	<u>Responsibility Accepted Signature</u>	
Senior Manager Corporate Services	N.NKUHLU		
Policy Custodian	N.NKUHLU		
Policy Author	N.NKUHLU		
LLF Consultation Date			
LLF Consultation Reference			
Council Approval Date			
Council Approval Reference			
(UNIT) eg. Manager Human Resources	N. Hanise		
Policy Approved			
Policy Inception Date			
Review Start Date			
Review Completion Date			
Legislative References			
Policy Review "Triggers"			
Comments			

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2022/2023