

MBHASHE LOCAL MUNICIPALITY

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HUMAN RESOURCE POLICY

COUNCILLOR & EMPLOYEE ASSISTANCE PROGRAM POLICY

MBHASHE LOCAL MUNICIPALITY

COUNCILLOR & EMPLOYEE ASSISTANCE PROGRAM POLICY

CORE BUSINESS AREA	CORPORATE SERVICES DEPARTMENT
OPERATIONAL AREA	ALL DEPARTMENTS
VERSION	
DATE	
FILE NAME	COUNCILLOR & EMPLOYEE ASSISTANCE PROGRAM POLICY
FILE NUMBER	
BUSINESS OWNER	MBHASHE LOCAL MUNICIPALITY

OWNER: CORPORATE SERVICES

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COUNCILLOR AND EMPLOYEE ASSISTANCE PROGRAMME POLICY

1. BACKGROUND

MBHASHE LOCAL MUNICIPALITY recognises that its employees are its most important and valuable resource and holds the view that this resource should be well cared for and well developed.

Municipality accepts that as individuals, employees may experience personal or social problems, which may result in impaired job performance. A Councillor and Employee Assistance Programme (CEAP) will enable the Mbhashe Local Municipality to provide a professional helping service to those employees who have, or may develop social or psychological problems for whatever reason. The Programme will address social and psychological problems of the employee only from both a curative and/or educative level on an individual and/or collective basis within the Municipality. By means of this assistance offered by this programme, a constructive attempt is made by Municipality to restore improve the well-being, work performance and quality of life of all its employees.

2. BENEFITS OF THE COUNCILLOR AND EMPLOYEE ASSISTANCE PROGRAMME

- 2.1 Improve productivity in order to reduce absenteeism, sick leave, accidents and improve the morale of the employee;
- 2.2 Focussed interventions builds the employee's capacity to deal with problems and allow employees to take responsibility for their own mental health;
- 2.3 Provide a system to enable employees to address their psycho-social lifestyle;
- 2.4 Assist line managers to deal with work performance issues;
- 2.5 Enhance the organisations image within the community as an organisation, which cares for its employees.

3. POLICY PRINCIPLES OF EAP INTERVENTION

In terms of its commitment to the MBHASHE LOCAL MUNICIPALITY's CEAP initiative, Municipality accepts the basic principles which are generally internationally accepted in the support of successful CEAP intervention:

- 3.1 The broad-brush principle, which refers to ALL problems which could affect job performance;

- 3.2 The accessibility principle, committing the employer to make the service available to all employees including the contractual employees employed by the Municipality;
- 3.3 The principle of confidentiality, which safeguards the details that troubled employees reveal, and includes the safekeeping of all records, the non-sharing of any information other than with the employee's written consent and that interviews be conducted in a place which is considered private;
- 3.4 The principle of voluntarism, which acknowledges that the most effective form of referral is self-referral;
- 3.5 The principle of neutrality that the role and function of the CEAP should not be affected by collective bargaining issues pursued by management and the workforce. That the CEAP thus maintain a state of neutrality as defined by Section 16(5)(c) of the Labour Relations Act, 1995;
- 3.6 The principle of constructive action, that management should suggest to, motivate or give employees the option to make use of CEAP services in conjunction with job action;
- 3.7 The principle of permanency, by means of a mutually agreed policy statement, which guarantees the survival of the programme.

4. THE MUNICIPALITY'S POLICY COMMITMENT

- 4.1 The Municipality undertakes through its Employee Assistance Programme (EAP) to offer employees short term diagnostic, curative and referral services for all psychosocial problems experienced by its employees and guarantees the survival of this programme.
- 4.2 The Municipality warrants that the assistance and services offered by the Employee position.
- 4.3 The Municipality encourages voluntary employee participation in this programme.
- 4.4 The Municipality recommends union participation in promotion of this programme through its involvement.
- 4.5 The Municipality will undertake supervisory, managerial and union representative training in respect of the objectives, benefits and procedures involved in this programme.
- 4.6 The Municipality ensures that employees participating in the programme will not be discriminated against. A request for EAP intervention shall not jeopardise an employee's position, benefits or promotional opportunities.
- 4.7 The Municipality accepts that alcoholism / drug dependency are treatable conditions.
- 4.8 Participation in the Employee Assistance Programme does not replace standard disciplinary procedure, nor does it constitute a **de facto** exemption from such procedure, but

assists by providing professional assistance in the management of impaired job performance, where personal or social factors are the causal factors.

5. CONFIDENTIALITY

The Municipality declares that all CEAP Counselling information concerning employees will be kept confidential. Records will not be kept in the employee personal file, except to document a mandatory referral, to indicate that a referral has been made.

6. TIME-OFF FOR CEAP SESSIONS

Time-off from work to attend CEAP Counselling sessions is treated the same as other absences due to illnesses or medical appointments. Arrangements should be made with the employee's supervisor in advance to schedule time away from work or make up any lost time.

7. PROCEDURES FOR THE REFERRAL AND TREATMENT OF TROUBLED COUNCILLORS AND EMPLOYEES BY THE COUNCILLOR AND EMPLOYEE ASSISTANCE PROGRAMME (EAP)

These procedures serve to explain the processes for the referral and treatment of employees making use of CEAP services.

7.1 REFERRAL

7.1.1 VOLUNTARY OR SELF REFERRAL

Through marketing and promotion of the programme, 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 the employee require proof of attendance for his/her employer, a certificate of attendance of the CEAP will be supplied.

7.1.2 PEER REFERRAL

Any person within the workplace (excluding direct supervisors) who is of the opinion that an employee could benefit from the services offered by the CEAP, can effect a referral with the employee's consent. This category of persons refers to peers, union representatives, or 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.

7.1.3 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 to consult the CEAP. The focus of the manager or supervisor is on the employee's work performance and NOT the personal problem, which may be the cause of poor work performance. Job action is validated by keeping a record of the employee's job performance, which will also serve as the only 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.

8. TREATMENT PROCESS

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

8.2 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.

8.3 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.

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

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

9. CEAP EDUCATION

The Municipality recognises that CEAP education is an important component of successful CEAP intervention.

9.1 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. 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.

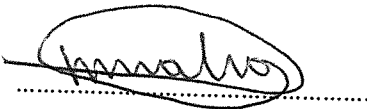
The CEAP shall be responsible for on-going education and personal development of individual employees and shall be responsible for on-going preventative and educative mental health education programmes in Municipality.

10. AUTHORISATION

The Senior Manager Corporate Services will be authorised to recommend referrals to CEAP Program after advising the Municipal Manager and a nominated councillor will be authorised to recommend referrals of councillors after advising the Council Speaker.

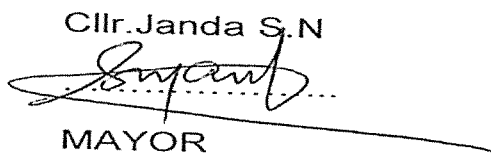
AUTHORITY

Approved by Council and Signed by:


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M Nako

Acting Municipal Manager

Cllr. Janda S.N

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MAYOR

03/07/17
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Date

03/07/17
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Date