



COSH ACTION MAGAZINE

TOGETHER EVERYONE ACHIEVES MORE

Official newsletter of Church of Scotland Hospital, P.O. Box 502, Tugela Ferry, 3010

BATHO PELE AT A GLANCE

EAP CORNER WITH THOBELANI SOKHELA

**EAP LAUNCH AT
COSH**

**COLLEGE CHRISTMAS
PARTY!!!**

Editorial Team

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Picture credit: Sindi Shabalala

EDITOR'S NOTE



Andile Dladla—PR Intern

Hello readers!!!

Its time of the year where everyone is looking forward to the Christmas & New Year and let us thank that we are still together though some of us have lost their loved ones but we should be thankful that we are still here and that we are still kicking!

I must say it is an absolute pleasure for me to have such an opportunity again to produce this newsletter and let me hope that we will all enjoy each and every article inside.

The Public Relations Team would like to wish all of you a Festive Season
Always look at things with a critical eye.
Goodbye until we meet again.

The Lord's blessing is our greatest wealth. All our work adds nothing to it.

Proverbs 10:22

BATHO PELE AT A GLANCE

REDRESS

“Mechanism for recording any public dissatisfaction will be established and all staff will be trained to handle your complaint fast and effectively. You will receive your regular feedback on the outcomes” (Batho Pele Poster)

Though it is not possible to deliver on all your promises, but it important that you offer alternatives or apologies for non delivery. In the public service, your success and image is built around your ability to deliver service as per expectations of the public.

It is positive to note that complaints are not or should not be directed at an individual, but a comment on the efficiency of the service delivery system, and should be not be used as a means of identifying areas where changes need to be made to the service delivery system.

Notice

We would like to extend an invitation to staff if there are any articles that they will like published to please send them to the Public Relations Office and we would gladly put them on the newsletter but they have to be written in a professional manner and be something worthwhile to read.

EAP CORNER



MR Thobelani Khanyile
EAP Practitioner

Employee Assistance Programme (EAP) is a worksite-based programme designed to assist in the early identification and resolution of productivity problems associated with employees impaired by personal concerns including, but not limited to: health, marital, family, financial, alcohol, drugs, legal, emotional, stress, or other personal concerns which may adversely affect employee job performance.



“ A troubled employee...”

EAP focuses on the troubled employee and performance deterioration. Troubled employee means an employee suffering from any personal or work-related problem, resulting in a lack of optimal economic and social functioning. Performance deterioration refers to unsatisfactory job performance which includes such factors as documented absenteeism, tardiness, accidents, sick leave abuse, and generally lowered job efficiency, which persists over a period of time, either constantly or intermittently.

“Confidentiality”

EAP is a Confidential and Voluntary counseling/ referral service. Confidentiality is the main and most important principle of EAP, however for proper functioning of the EAP in the Department of Health the EAP practitioner must balance the employee's right to **privacy** with the management's **need to know**. EAP practitioner needs to provide a pro-

gress report to the employee's manager but such disclosure must be limited to work related details and may **not include specific information** about the nature of the problem. In most cases employees give a written consent as to whom they want their information to be disclosed to, especially if it was a self referral or informal referral.

“ The wellbeing of an employee”

EAP regards physical, psychological and emotional well being of employees as of paramount importance if the employees have to function to their expected level. However one must note that EAP is not a substitute for Disciplinary Action.

In the upcoming newsletters we are going to deal with specific topics that will include health, marital, family, financial, alcohol, drugs, legal, emotional, stress, or other personal concerns that will be suggested by employees.

For more information on EAP, watch this corner!

Quote of the Month

“Life is a series of steps. Things are done gradually once in a while there is a giant step, but most of the time we are taking small seemingly insignificant steps on the stairway of life”

- **Ralph Ranson**

For any Enquiries you can contact our EAP Practitioner Thobelani Khanyile on EXT 4132 or visit the HRD Park home near NEXT to the Human Resources Department.



COLLEGE CHRISTMAS PARTY



Labangothisha basekolishi lezitshudeni nabo babengamele lomcimbi



Zenza kanje izitshudeni zase COSH.



Siboniso Sibisi & Musa Buthelezi bejabulela ikhekehe sebhleka bodwa!!!



Lona ngumphathi wezitshudeni (Students Representative) u Mr Mzomuhle Ndamane ehamba noyedwa wesithembu sakhe



COSH EAP LAUNCH



Laba abanye babasebenzi base Church of Scotland ababethamele umcimbi wokuvula ngoku semthethweni kwe EAP



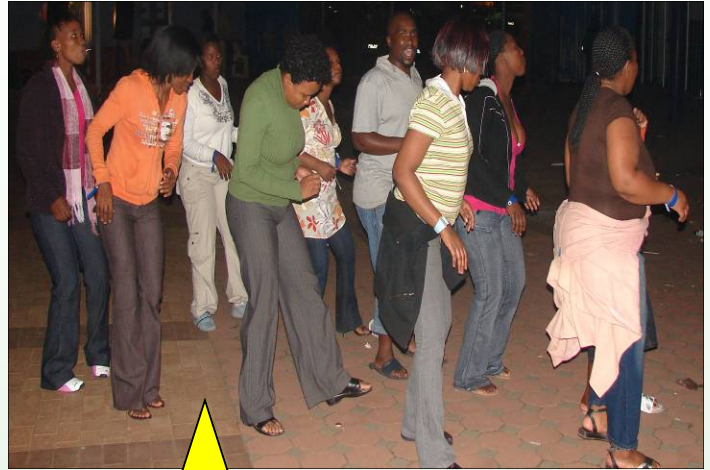
“As we are the workers of this institution we are like the keyboard of which is made up of different keys in terms of sizes, singing in different melodies but at the end our intention is to render a good service” said Mrs Zamisile Mabaso



Miss Mahlasela delivered a speech about the importance of the EAP



GOODBYE MAM'PRO



KWAKUFIWI...WA!!! & WAWUY'SHOLO YOU KUVALELISWA UMAM'PRO U SINDI SHABALALA

Pic credits: Andile Dladla and Lungile Landela