

Different Types of Problems Dealt with by EAP

- ? ALCOHOL
- ? MARITAL
- ? FINANCIAL
- ? LEGAL
- ? STRESS/ANXIETY
- ? WORK RELATED
- ? DEPRESSION
- ? HIV/AIDS & OTHER TERMINAL DISEASES
- ? TRAUMA/CRISIS INTERVENTION
- ? SOCIAL
- ? COMMUNICATION
- ? ETC.



We are just a call away.

EVERYBODY EXPERIENCES PERSONAL, EMOTIONAL, PSYCHOLOGICAL OR BEHAVIOURAL PROBLEMS ...

BEFORE IT GETS OUT OF HAND, CONTACT ANY ONE OF THE FOLLOWING PRACTITIONERS ...



Morgan Iyer
Extension: 7013



Zanele Ndwandwe
Extension: 7032



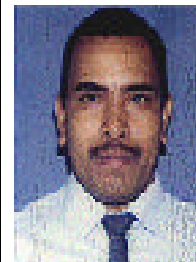
Basil Pillay
Extension: 7071



Leslie Shibe
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Zandile Ngcobo
Extension: 7002



Suresh Dhaja
Extension: 7055

EAP PRACTITIONERS

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GJ CROOKES HOSPITAL



EMPLOYEE ASSISTANCE PROGRAMME

▶ YOUR SECRET IS OUR SECRET

Tel: 039-9787000

WHAT IS EMPLOYEE ASSISTANCE PROGRAMME (EAP)

An EAP is a worksite-based program designed to assist in the identification and resolution of productivity problems which may adversely affect employee job performance.

It is a program which has the explicit aim of improving the quality of life of all its employees and their families by providing greater support and helping to alleviate the impact of every day work and personal problems.



EAP—ASSISTS IN IDENTIFYING YOUR PROBLEMS

OBJECTIVES

The objectives of EAP are as follows:

To provide a constructive counselling service.

Timely identify, assess, and refer troubled employees to internal and/or external service providers such as social workers, psychologists, financial advisors, bilateral meetings if work related, etc.

To retain valued staff and employees with skills and experience before it becomes a matter of disciplinary hearings or discharges.

To increase productivity, heighten morale and strengthens the bond between management, staff and the organisation.

Confidentiality

The EAP is a neutral, confidential and voluntary service and ALL records are the property of the practitioner and will be disclosed in the event of a specific court order, subpoena, in situations deemed potentially "life threatening," or when required by law.

Non-punitive nature of EAP

Participation in the EAP is voluntary and no employee will have his or her job security or promotional opportunity jeopardised.

The EAP is not a substitute for disciplinary action.

Employees have the right to refuse the EAP practitioners recommendations - in such cases the employee will not be guaranteed further assistance.

Time Allocation for Counseling

Employees participating in the EAP will be allowed an excused absence when they are referred to the practitioner.

Employees who voluntarily seek EAP services, but do not want their supervisors to know of

their participation, must arrange appointment

Outside of duty hours, during lunch breaks, or during periods of approved leave.



Help is a phone call away

Absence from work due to admission to a treatment facility will be deducted from the employee's sick and/or vocational leave.

Excused absence of up to one hour (plus time for travel) are considered appropriate for outside referrals.

Cost of EAP Services

Employees participating in the EAP will not be deprived of any benefits given under agreement and/or department policy.

Referrals made within the institution or department of health e.g. social workers, psychologists, etc. will be at not extra cost.

However, if external referrals to private psychologists, FAMSA, attorneys, etc. are made, such costs are to be borne by the employee.

Referral Process:

Self Referral: Staff decide on their own to call a practitioner for an appointment.

Informal Referral: Received recommendation from other people i.e. managers, colleagues, friends, family, etc.

Formal Referral: this form or referral is initiated by the manager or supervisor.



ALL INFORMATION IS CONFIDENTIAL

