

# G.J Crookes Hospital E.A.P. Newsletter



## MEET THE PRACTITIONERS



• Mr. PS Iyer (Morgan)



• Cpn. Ndwandwe



• Mr. Basil Pillay



• Mr. Shibe



• Mrs. Ngcobo



• Mr. Dhaja

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## DO YOU HAVE PERSONAL PROBLEMS?

**Are these problems affecting your work performance?**

**Are you finding it difficult to concentrate at work?**

**Don't despair E.A.P. is here to help whatever the problem may be.**

The Employee Assistant Programme is in force and is providing a service to employees at achievable levels of quality assistance.

Let us help you alleviate the massive pressure that burdens you, be it work related, personal, family or financial, you will receive our utmost confidential help with all your problems.

**E.A.P. IT'S GOOD TO KNOW THAT WE CARE**

# 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.

## 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 Counselling

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.

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.

olu uhlelo oluzinze emsebenzini olwakhelwe ukulekelela ekutholeni inkinga nesixazululo maqondana nempumelelo emsebenzini umuntu awenzayo. I zinkinga ezikhungethe izisebenzi ezinye zazo, (kodwa kungekuphela kwazo) kungaba ezempilo emzimbeni, ezasemshadweni, ezomndeni, ezezimali, ezophuzo, ezezidakamizwa, ezamacala, ezomphefumulo, ezokukhandleka nengcindezi, kanye nezinye zesi-qu sakhe umuntu, ezingaba nomthelela emfuthweni, ekuzinikeleni kanye nasemkhiqizweni wesisebenzi emsebenzini.

Kunguhlelo enjongo yalo isobala ekwenzeni ngcono ubunjalo bezimpilo zabasebenzi nemindeni yabo ngokunikeza uxhaso nosizo ekuxegiseni izidubulo ezibangwa umsebenzi wansukuzonke nezinkinga nje. Lunikeza izindlela ezintsha nezivele zikhona ukulekelela inhlalakahle yabasebenzi khona manjalo lube lwenyusa igalelo lomsebenzi kanye nomkhiqizo.

## IZINJONGO

Izinjongo zaloluhlelo zimi kanje:

- U**kunikeza usizo nezeluleko kubasebenzi nemindeni yabo, ezizogwema izinkinga ezinga khubaza umfutho nobuchule bokwenza umsebenzi okulindelwe, ngaleyondlela bese kuba sengcupheni ukuqashwa okuqhubekayo kwalabobasebenzi.
- U**kuvumbulula, ukucubungula, nokudlulisela labo basebenzi nezinkinga zabo, kochwepheshe bangaphakathi emsebenzini kumbe bangaphandle njengabeluleki kwezokusebenza komqondo womuntu, abezehlalakahle, abeluleki kwezezimali kanye nemihlangano eyingunyazana yababili njalonzalo, uma inkinga iphathelele nomsebenzi.
- U**kwefukamela abasebenzi bekhethelo abanoqeqesho nesipiliyoni ukuze singaze siphogqesise isimo ukuba bathathelwe ezokuqondiswa kwezigwegwe nokuxoshwa.
- U**kwandiswa komkhiqizo ukuqiniswa kokuzethemba nobumbano kubasebenzi nokuqedwa kwegebe phakathi kwabasebenzi nabethimba lokulawulwa kwaleyo femu.

## Ukugcinwa Kwezimfihlo

Loluhlelo aluthathi macala, luvikela imfihlo yakho futhi lunikeza usizo ngokuvolontiya.

Amafayela angawabo abasizi baloluhlelo kanti akayuvulelwa namunye ngaphandle uma itholakele imvume kuwena yokwenzanjalo.

Ukudalulwa kwemfihlo kuncikile futhi iminingwane yayo iyodalulwa uma kuyisinqumo senkantolo noma kuphathelele nesimo sokufa nokuphila nomake umthetho kahulumeni unquma kanjalo.

## Uhlobo Lwaloluhlelo Onhloso Yalo Kungekona Ukugweba

- ◆ Ukuzibandakanya Naloluhlelo kusekuthandeni kwesisebenzi kanti akuyubeka engcupheni ukuvikeleka kokuqashwa kwesisebenzi kumbe amathuba aso okukhushulelwa esikhundleni noma emkhakheni ongaphezulu.
- ◆ Lolu hlelo aluve lubambeke ukuqondiswa kwezigwegwe.
- ◆ Abasebenzi banelungelo lokwenqaba usizo lwabasebenzi baloluhlelo kumbe izincomo abazishoyo—uma umuntu enzenjalo akayuginisekiswa olunye usizo.

## Imigomo Yezikhathi Zokufuna Usizo

- ◆ Abasebenzi abazobe bethola usizo lwaloluhlelo bazokhululwa ukuba bayobonana nochwepheshe oqondene nenkinga leyo uma bethunyelwa lapho yisisebenzi saloluhlelo.
- ◆ Abasebenzi abazicelele bona ukubonana nesisenzi saloluhlelo kodwa bengafuni ukuthi umphathi wabo azi ukuthi bazibandakanye naloluhlelo kuyomele bakwenze lokhu ngesikhathi sabo uma umuntu engekho emsebenzini, eselivini noma ekhefini.
- ◆ Uma isisebenzi silalisiwe noma sivakashele isikhungo sokwelashwa kumbe ukusizwa okuyobe kungaphansi kumbe kuxhaswe yiloluhlelo ngesikhathi somsebenzi, kuyocashunwa lesosikhathi elivini yokugula kanye / kumbe elivini yaso yokuphumula.
- ◆ Uma isisebenzi sithunyelwe kumbe sihambele isikhungo sobuchwepheshe bezokulashwa kumbe bezosizo olukhethekile olungaphandle kwamagceke efemu, ngesikhathi somsebenzi siyocatshangelwa ngesikhathi esingangehora bese kuthasiselwa ngesikhathi leso esizochitheka ngebanga azolihamba ephokophele lapho kulesosikhungo.



## VISION

TO PROMOTE AN OPTIMAL LEVEL OF COMPASSIONATE QUALITY ASSISTANCE FOR ALL EMPLOYEES LINKED TO G.J.CROOKES HOSPITAL.

## MISSION

TO EMPOWER ALL EMPLOYEES BY PROMOTING E.A.P. AND PROVIDING THEM SUPPORT AND CONFIDENTIAL HELP IN ALL THEIR PROBLEMS.

## OBJECTIVE

TO ACHIEVE AND MAINTAIN IMPROVEMENT IN EMPLOYEE WORK PERFORMANCE.

## ACTIVITIES DURING THE YEAR

1. DESIGNING AND DISTRIBUTION AN EAP INTRODUCTORY BROCHURE.
  2. EDUCATION ON LOANS, ARTICLE PRINTED IN THE ASIKHULUMA NEWSLETTER.
  3. EDUCATION ON COLDS AND FLU'S CIRCULATED ON FLYERS DURING THE OUTBREAK OF FLU.
  4. INSERVICE TRAINING ON NEEDLESTICK INJURIES PRESENTED BY THE MEDICAL STUDENTS.
  5. E.A.P. PROMOTION AND DISPLAY ON OPEN DAY.
  6. REPRESENTING DISTRICT 21 BY ATTENDING THE MARCH AND PRESENTATION AT NATALIA ON ALCOHOL AND DRUG ABUSE.
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## A message to all our over-worked, stressed out nurses.

Let your title "NURSE" be your guide

**N**utrition *Eat properly. (N is also for Nurturing – hang around people who love you.)*

**U**nderstand *why you're feeling down. Get counseling.*

**R**est and relaxation *This is essential for your brain's health. Sleep is a priority.*

**S**pirituality *Cultivate a sense of peace and connection with a higher power. Find it in nature, or spiritually!*

**E**xercise *This offers crucial protection against anxiety and depression, but it must be gentle – try walking!*

By Debra Sishel

## 10 Tips to help you survive the blues

**Tell someone** Talk about it. Bring it out in the open. Share the burden.

**Get support** Join a support group. See a good therapist. Commit to this.

**Write about it** Keep a feelings journal: jotting down the bad feelings makes them more manageable. Watch the bad feelings turn to good.

**Exercise** Nothing major, just enough to redden your cheeks.

**Delegate** If you can, get people to help you, share your responsibilities.

**Visualize** See yourself beyond this time, surrounded in a healing, white light, with a happy smiling face.

**Reward yourself** Set goals and create rewards. A full body massage, a movie, a meal for two.

**Get out and connect** Don't shy away from social contact. Recover your inner party animal. Force yourself!

**Mourn your old self** you're allowed to grieve. Its perfectly normal.

Consumer Education by **EMPLOYEE ASSISTANT PRACTITIONER S.R.Dhaja** **Finance**

### Loans

80% of South Africa's adult population have had no access to retail credit within the mainstream retail financial services industry. This low to middle income group has had to borrow money from Micro Lenders as an alternative source of finance. Since there was no regulatory body in the past, Micro Lenders made their own rules for conducting business. Most borrowers suffered from the abusive lending practices in this sector.

### Who are Micro Lenders?

Cash loan outlets

Banks

Pawn Brokers

Public companies



## **CERTIFICATE OF RECOGNITION**

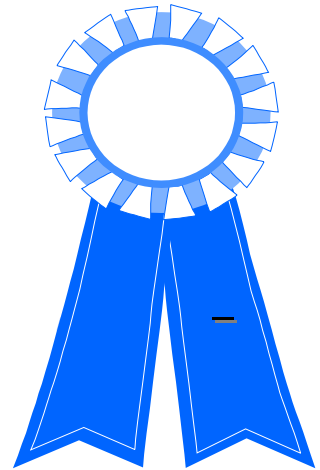
*Awarded to*

**THE EAP COMMITTEE**

For their co-ordinated effort in arranging and  
organising the GJ CROOKES OPEN DAY

Mrs S.P. Nyawo

HOSPITAL MANAGER



# COMMENTS

12 JULY 2005

Dear Mr. Dhaja

Its been said that it's good manners to say "thank you". I wake up every morning and I thank God that I'm still part of this beautiful world.

I believe that it's a blessing that I came across you, especially when I was going through hard times in my life, although its your job to help people like me, you showed me that its not about signing that paper and agreeing to do business, but it might help if you can call that person a "friend", because of you I got no worries and I can be happy.

May God bless you and give you strength to help others.

Yours faithfully

We, the final year medical students of Nelson R. Mandela School of Medicine, would like to extend our deepest gratitude to Mr S.R. Dhaja for his guidance and ongoing encouragement during our Family Medicine rotation at GJ Crookes Hospital. Specifically we would like to draw attention to his assistance and logistical skills with regards to the Quality Improvement Project we undertook to improve the knowledge and education of healthcare workers to thereby uplift the standards of health provision at this institute. In addition, Mr Dhaja's approachability and meticulous character contributed to a very memorable stay at GJ Crookes Hospital.

Yours Sincerely

Amanda Ganguloo  
Aneshree Chetty  
Nafisun Nayida  
Jayashree Moodley  
Kerusha Govender

## EAP and Psychologist Interaction

The EAP officers and the psychologist seem to overlap and intersect in their professions at times and often require each others assistance when it comes to matters of employee mental health, well being and human rights. The EAP officers and the psychologist have worked well together this year. At times the EAP officers require assistance with patients that require crisis intervention or longer term psychotherapy for personal issues. And in turn the psychologist requires assistance from EAP when it comes to staff rights within the hospital organization and to empower the staff and assist them with employee rights. I feel it is of central importance that staff are able to feel empowered and to be heard within a large organization and I feel the EAP helps staff to have a voice and to feel supported and validated. The EAP staff have been very approachable and helpful with all staff matters and seem to go out of their way to ensure the needs of the staff are met. It has been a rewarding experience working in a team with them as innovative and creative projects have been initiated such as the well committee including staff support, workshops and the fun run. I am sure future interaction will bring new initiatives and insights to further equip the team to continue to provide an efficient and supportive service to staff.

**Message from Clinical Psychologist**  
Nicky Munro

EDITORIAL, LAYOUT AND DESIGN

## MESSAGE FROM THE EDITOR

We are once again approaching the end of a year, with the festive season upon us, we have to act responsibly and take personal care, have proper management of your money as well as prepare your leisure programme so you do not have financial strains in the new year.

I would like to express my profound gratitude to the E.A.P Team, supervisors and employees and hope the bond continues to grow from strength to strength in providing our staff the best united services available.

I wish you all a joyous festive season and a healthy New Year.

S.R. Dhaja

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## DEPARTMENT OF HEALTH

PROVINCE OF KWAZULU-NATAL

EMPLOYEE ASSISTANCE PROGRAMME

Natalia, 330 Longmarket Street, Pietermaritzburg, 3201  
Private Bag 93051, Pietermaritzburg, 3200  
Tel: 033-395 2916, Fax: 033-394 5533



The Management and EAP Practitioners  
G J Crookes Hospital

It gives me immense pleasure to pen a message for your hospital brochure for 2005.

I would like to record my sincere thanks and gratitude to all the EAP Practitioners and Management of GJ Crookes Hospital for their loyal support and dedicated service to EAP – ensuring a functional worksite base. This indeed augurs well for the Employee Assistance Programme and the challenges it faces in the new year. The management and leadership style has facilitated the professional growth and development of a multifaceted team which undoubtedly renders excellent service often under severe constraints and high workload as EAP is added on to the practitioners' job descriptions.

As the festive season approaches I wish to extend all my colleagues my best wishes for a Merry Xmas and a happy, peaceful and prosperous New Year.

*A mighty thank you and well deserved rest for our hard working EA Practitioners for "touching" the many lives in your institution and making the difference to better health and wellbeing and productivity.*

MESSAGE FROM THE MANAGER EAP: DEPARTMENT OF HEALTH:  
NATALIA: PIETERMARITZBURG

MRS. K NAIDOO

Umyango Wazempilo

Departemen van Gesondheid

Aids Helpes - 1800 0123 22



**Above:** Winners of the first prize Award for a fun run/walk held on the 02 December 2005 at GJC. The walk/run was initiated as an introduction to a wellness programme.