



EAP PRACTITIONERS



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Mrs. F.T. Zulu



Mrs. B.D. Makhoba



Mrs. N.C. Zungu



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NKONJENIHOSPITAL

EAP TEAM



HEALTH
KwaZulu-Natal

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“Your emotional, total health & wellbeing is my concern”

BACKGROUND

The Employee Assistant Program demonstrates its concern on the emotional and social well - being of all employees. It is being rendered by trained Employee Assistance. Practitioners who work within the Nkonjeni Hospital.

MISSION

The Employee Assistance Program "Aims at assisting in the early identification and resolution of productivity problems associated with employees, impaired by person's concern including but not limited to health, marital, financial, alcohol, drug, emotional, stress or other concerns which may adversely affect employee job performance"

OBJECTIVES

- ◆ To recognize and identify troubled employees through in adequate job performance.
- ◆ To regard the EAP as a resource which is available to help the Practitioners deal with troubled employees.
- ◆ To establish guidelines on how to approach troubled employees.
- ◆ To make managers/ supervisors aware of their limitations and expertise on what to do and what not to do.
- ◆ To provide clarity to referring supervisors about their roles in the assessments of poor performance and the referral process.
- ◆ To increase awareness of the EAP service by enabling supervisors to inform employees on the availability of the service.

THE ROLE OF THE EAP PRACTITIONER

- ◆ To sensitive all levels of staff on EAP Services.
- ◆ To establish effective referral system with both internal and external providers.
- ◆ To play a consultative and advisory role on EAP related issues within the hospital.
- ◆ To provide assessment referral, counseling and intervention support services to staff.
- ◆ To maintain confidential records of all staff that uses the EAP services in the hospital.

ROLE OF THE SUPERVISOR IN EAP

- ◆ Be supportive of EAP
- ◆ Inform employees about the availability of the EAP
- ◆ Make sure that they are aware of and understand the provision of the EAP.
- ◆ Encourage a troubled employee to access EAP (through informal referral).
- ◆ Maintain objectivity.
- ◆ Seek consultation where necessary.

HOW TO CONTACT EAP

When the supervisor has observed any decline on the Job Performance of an employee i.e. absenteeism, decrease on performance, aggressive behaviour etc. He may then advise of the service (EAP).

Referral may either be formal (referral done by the supervisor)

A referral form must be completed and forwarded to EAP Practitioner.

It may also be informal (self referral of the Employee) using her own spare time not during working hours.

THE FOLLOWING OFFICES CAN BE CONTACTED

* **Social worker's office - Mrs. F.T. Zulu**
Nkonjeni Hospital ext. 2286

* **Occupational Health & Safety Office**
CPN B.D. Makhoba
Nkonjeni Hospital ext. 2301

***Infection Control Office - CPN N.C. Zungu**
Nkonjeni Hospital ext. 2295

***H.R. Manager's office -Mr. E.S. Mazibuko**
Nkonjeni Hospital ext. 2228

Nonjei Hospital

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