Western Cape Government
Health

CHIEF DIRECTORATE: PEOPLE MANAGEMENT
WELLNESS, DIVERSITY & DISABILITY COMPONENT
REFERENCE: 4/16/R
ENQUIRIES: Ms Michelle Buis
Ms Janice Andrews

**SUMMARY OF PROACTIVE SUPPORT FOR COVID-19 FOR WESTERN CAPE GOVERNMENT HEALTH EMPLOYEES.**

The Department of Health aims to promote health and safety of its employees and recognises that COVID-19 poses a huge threat to the health and wellbeing of our employees. The threat impacts on both the physical and mental health of employees. This requires strengthening and changing of our current protocols in place pertaining to health and wellbeing.

The Employee Health and Wellness Programme (EHWP) provides support services that can be accessed telephonically or face-to-face. The services are available to all employees and their household members, 24 hours a day, 7 days a week and 365 days a year. Our Employee Health and Wellness Programme is a completely **confidential service** administered by Metropolitan Health PTY.

The aim of the service is to support the optimal performance of all employees through the provision of professionally managed psychological, social and health advice and counselling.

## COVID-19 RESPONSE

We are aware that most of our employees are experiencing a lot of fear, anxiety, paranoia and stress during this COVID-19 pandemic. We acknowledge the efforts of management and internal wellness support teams that have been supporting these employees. We as the Employee Health and Wellness Programme would like to alleviate this pressure and help in this mammoth task. By providing psychological/emotional support to *all our categories of employees*, especially our clinical frontline employees who deals directly with COVID-19 patients.

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## WHAT IS CURRENTLY IN PLACE

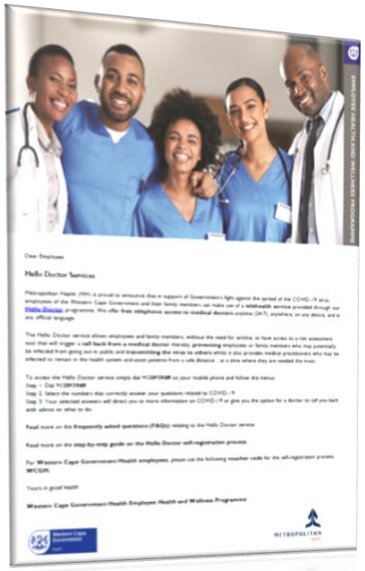
1. We can assist with running onsite counselling on a one-one basis and pro-active group debriefing at your facility.
2. Our face to face counselling has also been running through Microsoft Team, Zoom and WhatsApp.
3. Critical Incident Stress Diffusion (CISD) can be arranged if there has been a traumatic incident in the workplace via 0800 611 093
4. Support for Managers via the Managerial Consultancy
5. Coaching Support for Senior Managers and CEO's

## CALLING ALL PEOPLE MANAGEMENT MANAGERS, FACILITY MANAGERS AND WELLNESS COORDINATORS

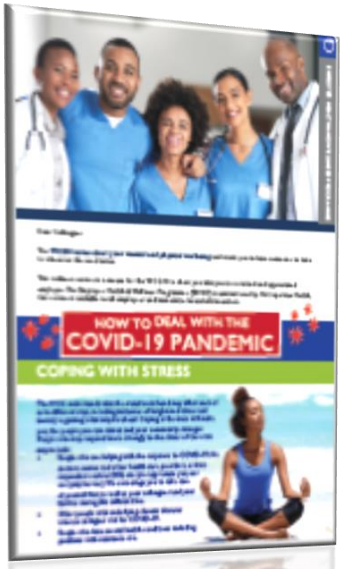
We would like to embark on a partnership with all our relevant stakeholders, so we can have a proactive approach. Demonstrating care and modelling compassion and support.

## AWARENESS & INFORMATION

We encourage open communication with employees, so they feel supported and are acknowledged for their bravery. Communication is especially vital before testing while waiting for the results, and support when the results are communicated. Communication has been sent to employees on how they can be supported and how to access the EHWP we encourage facilities to print these and showcase it, in the various workspaces.

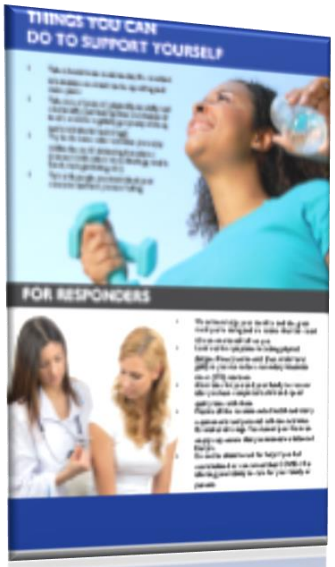


Hello Doctor Services



HOW TO DEAL WITH THE COVID-19 PANDEMIC

COPING WITH STRESS



THINGS YOU CAN DO TO SUPPORT YOURSELF

FOR RESPONDERS

FOR PEOPLE WHO HAVE BEEN RELEASED FROM ISOLATION

WHAT NOT TO DO

## WHEN AND WHERE TO ACESS HELP

**Figure 1**

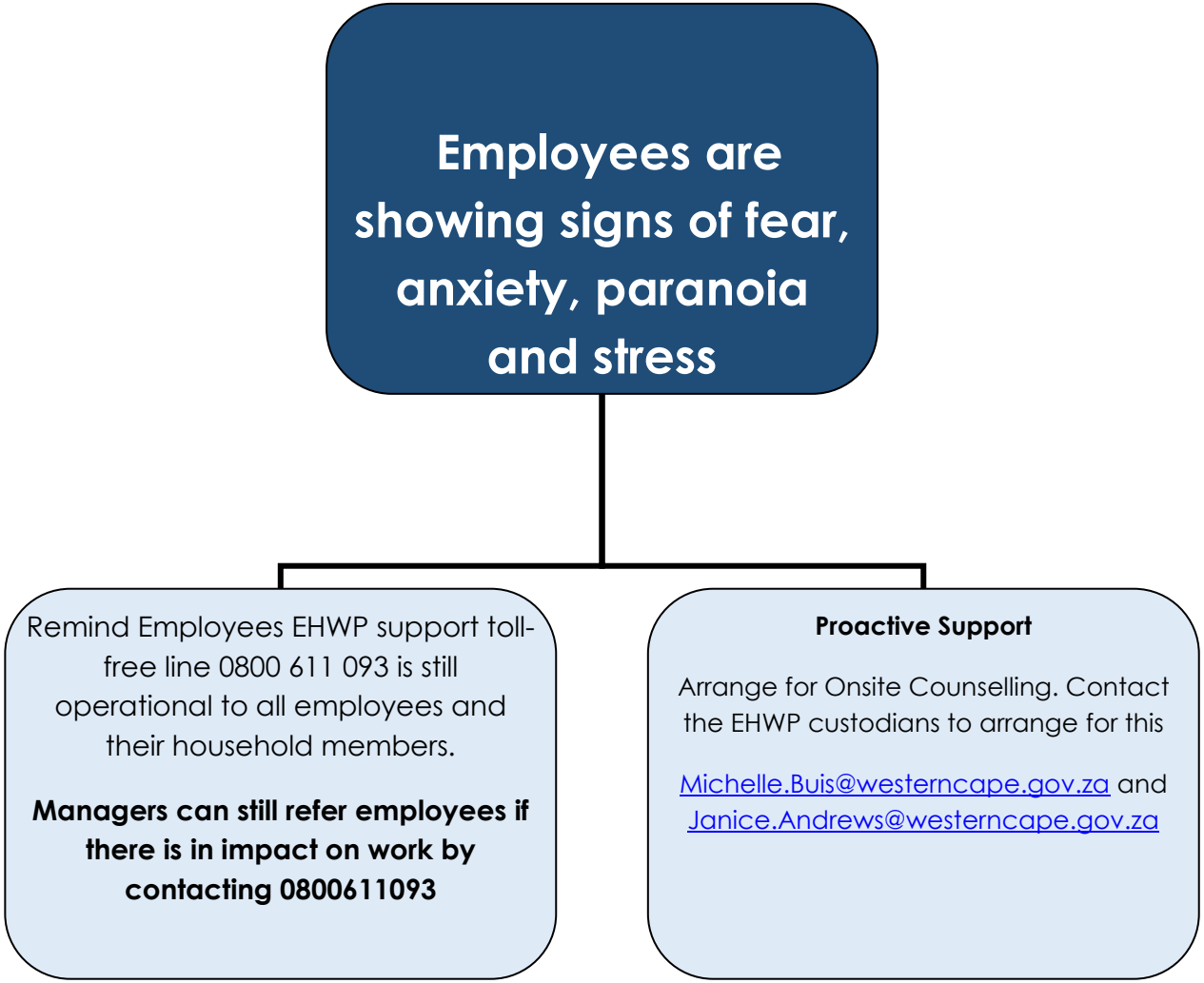



**Figure 2**

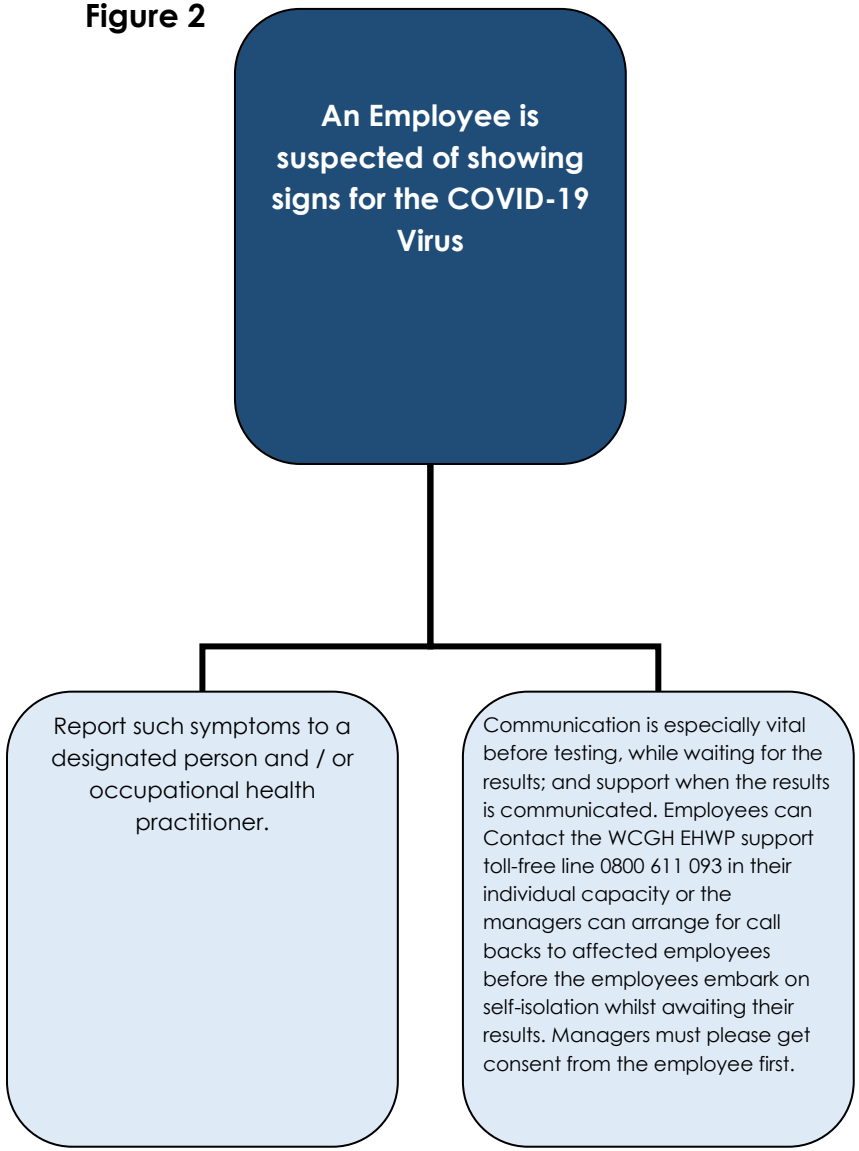


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**Figure 3**

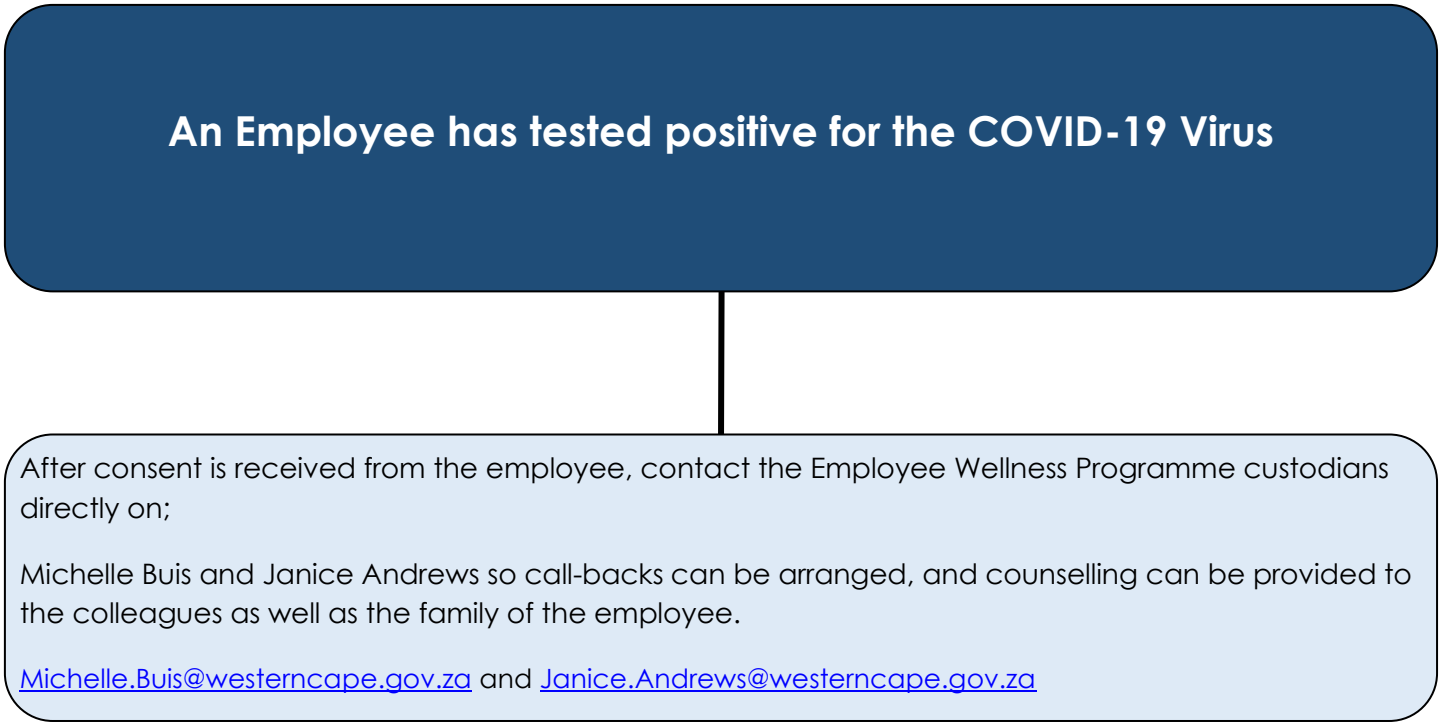

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**Figure 4**

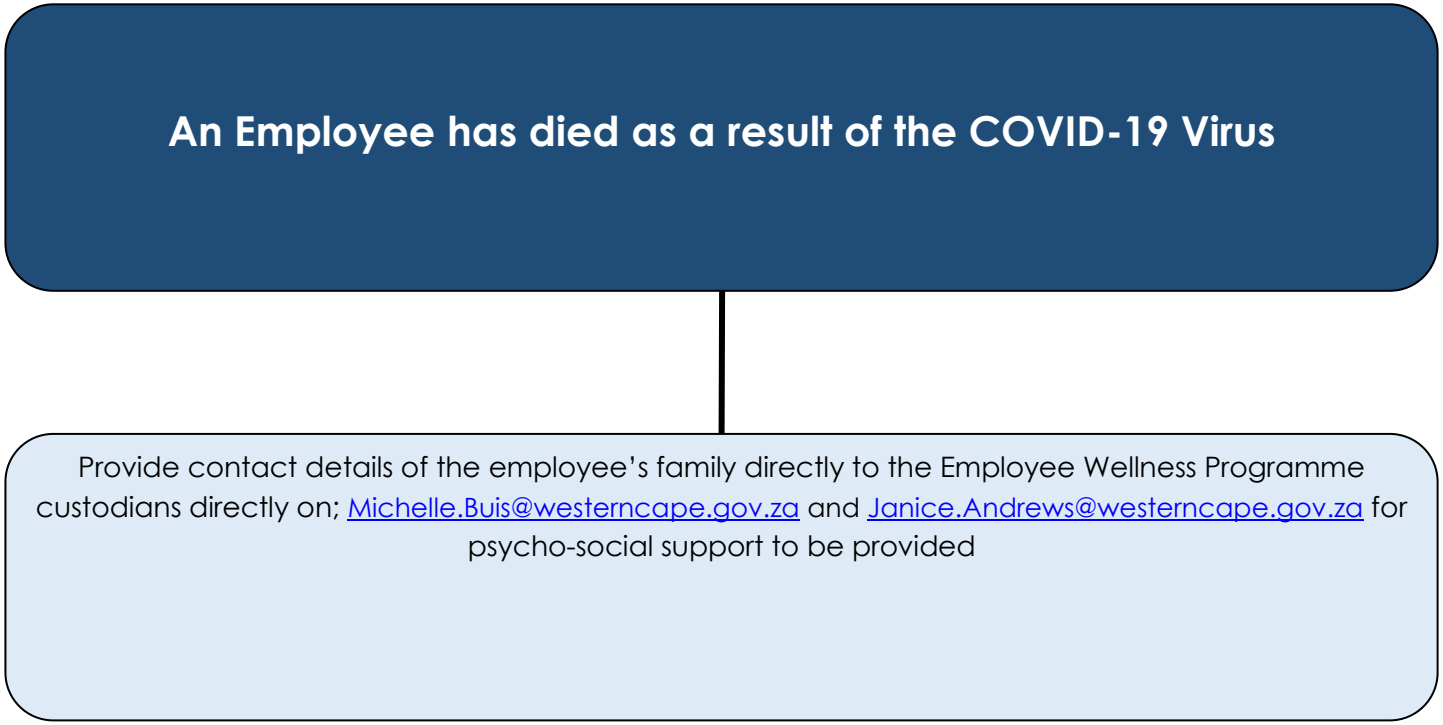

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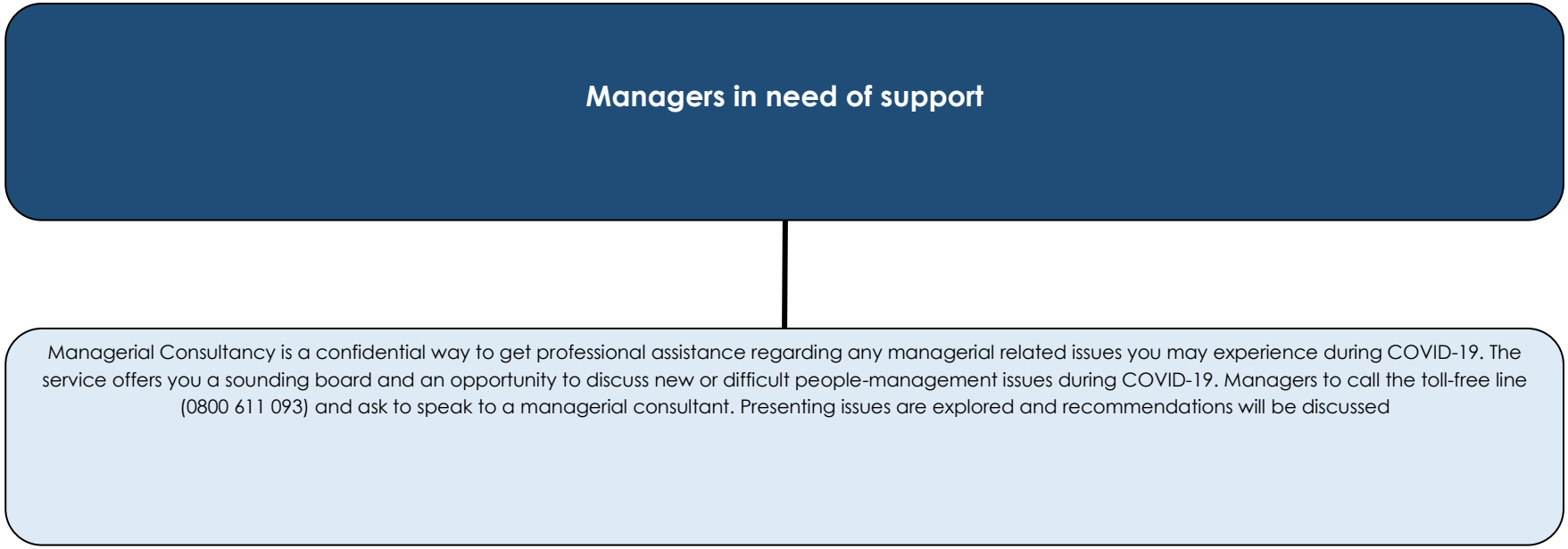
**Figure 5**



## WHEN AND WHERE TO ACESS HELP

**Figure 6**

**Support for all Senior Managers and your CEO's during COVID 19**

The Department recognizes that leaders will be faced with times of high stress, making difficult choices and learning new ways to navigate during COVID-19. Focused leadership support for all Senior Managers and CEO's are available through the EHWP. Leaders will have access to individual professional coaching during this team using Microsoft Teams and Zoom.

Please contact the Employee Wellness Programme custodian directly on;

Janice.Andrews@westerncape.gov.za to arrange for this support. Head office will cover the cost of your sessions.