

CIRCULAR NO H 224 /2020

TO: ALL HEADS OF DIVISIONS / DIRECTORATES / CHIEF DIRECTORATES / HEADS OF INSTITUTIONS / REGIONS / DISTRICTS / SUB-STRUCTURES

LOOKING AFTER THE EMOTIONAL WELLBEING AND SUPPORTING OUR HEALTH CARE WORKERS DURING THE COVID-19 PANDEMIC RESURGENCE

1. PURPOSE

The purpose of this document is to pro-actively remind employees of the Employee Health and Wellness Programme (EHWP) services available to them.

2. BACKGROUND

The department is seeing a rise in the number of COVID-19 infections which will undoubtedly place a strain on services once more. The rise in COVID-19 infections places unprecedented pressure on the physical, mental and spiritual wellbeing on all employees within the department.

We wish to pro-actively remind all staff on all the service offerings they can access through the Employee Health & Wellness programme (EHWP) with the Covid-19 resurgence. The services are freely available to all employees and their household members (any person who lives in the same household as the employees). The EHWP can be contacted on the following toll-free number **0800 611 093**.

This document is premised on Circular H-92: Employee Health and Wellness Care and Support for Western Cape Government Health Employees during Covid-19, which was distributed on the 20th May 2020.

3. AVAILABLE SERVICES

COVID -19 psycho-social counselling - telephone counselling and face-face counselling can be obtained by contacting the toll-free number.

Managers can arrange **onsite** counselling for employees in either a group or individual setting to manage anxiety and distress of employees. Please contact Janice.Andrews@westerncape.gov.za to arrange this.

Managers can arrange via Janice.Andrews@westerncape.gov.za for an employee to be contacted for psycho-social support when the employee has tested positive. It is essential to first obtain consent from the employee for the EHWP to contact them.

Please provide a cell number and convenient date and time when the employee would like to be contacted.

Psycho-social interventions can be arranged for a group of employees (Face-to-Face/Virtually) via Janice.Andrews@westerncape.gov.za (See Product Guide of available topics that can be accessed)

Managers that are having managerial difficulties can use the managerial consultancy services. Toll-free number 0800 611 093 (Option 3)

Legal Services and Financial Support Services. Toll-free number 0800 611 093 (Option 2)

4. EMPLOYEES ARE REMINDED TO AVOID THE THREE C'S TO MANAGE THE SPREAD OF COVID-19 WHICH ARE:

1. Crowded Places
2. Close contact Settings
3. Confined and Enclosed Spaces

5. RESOURCES TO PRACTICE HEALTH CARE SAFETY

The below-mentioned site is a useful site for resources to practice health care safely during the COVID-19 pandemic [COVID-19: Practise Healthcare Safety | Western Cape Government](#)

6. CONTACT DETAILS

EMPLOYEE HEALTH & WELLNESS TOLL-FREE:

0800 611 093 or SEND A USSD TO: *134*664*39#

EMAIL: wcgh@mhg.co.za

For further enquiries, please contact Michelle.Buis@westerncape.gov.za or Janice.Andrews@westerncape.gov.za



Mrs B Arries

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