

# LifeLine

Employee Wellness Service



LIFELINE JOHANNESBURG

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LifeLine Corporate and Wellness Division

## ABOUT LIFELINE JOHANNESBURG

LifeLine's overall goal is to facilitate the strengthening of emotional wellness abilities of individuals and communities to such an extent that it enables them to appropriately manage strong emotions and mobilise social change. We endeavour to achieve this through sustainable community development models and in creating income revenue sources built on sound business practices.

## LIFELINE CORPORATE

In line with our overall mission and in working towards efficient sustainability, LifeLine Johannesburg created an opportunity for income generating activities through LifeLine Corporate, which it established in 1992.

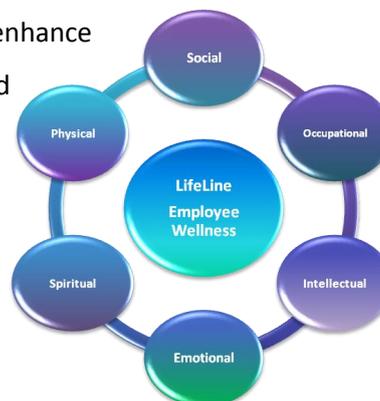
## OUR VISION

LifeLine Corporate vision is to provide professional training interventions and confidential general and specialised employee wellness services creating a profitable business unit.

The business unit will contribute to funding an effective and sustainable social enterprise that provides free, accessible and confidential specialised counselling services to people to whom traditional mental health services are usually inaccessible and unaffordable.

## OUR MISSION

LifeLine Corporate aims to provide training interventions and emotional wellness services that equips organisations, teams, as well as the individual to enhance performance through self awareness and personal growth and development.



## HOW OUR EMOTIONAL WELLNESS SERVICES LEAD TO CHANGE

### Our emotional wellness services:

- Empower employees to assume full responsibility for their own behaviour, actions and rehabilitation to improve their work-life balance;
  - Provides employers and at risk employees with a mechanism to arrange for referral to professional, confidential assistance to deal/cope with a personal crisis/trauma;
  - Assists the individual to make clear and practical decisions in order to manage their crisis and resume their place within the company in a productive manner.
  - Helps the individual re-establish confidence in the implementation and decision-making area of their lives.
  - Boosts morale and encourages loyalty and long service by employees experiencing their company as concerned and caring.
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## EMOTIONAL WELLNESS SERVICES

LifeLine Corporate emotional wellness services increase productivity, reduce absenteeism and improve employee morale by:

- Assisting the individual to make clear and practical decisions in order to manage their crisis
- Assisting the individual in re-establishing confidence in the implementation and decision-making area of their lives.
- Staff experience their employer as concerned and caring, which increases morale and loyalty to the organisation.

### • **COACHING**

In "The Manager's Pocket Guide to Emotional Intelligence" by Emily A. Sterrett, Ph.D, Emotional-Intelligence Quotient ( EQ), has been defined as "the array of personal-management and social skills that allows one to succeed in the workplace and life in general.

LifeLine Corporate approach to coaching ensures that the coachee is heard and supported, while their professional and personal goals are identified and strategies to achieve these goals are put in place and tracked throughout sessions. Emotional issues are understood and considered, skills taught and objectives set for enhanced interpersonal or personal competence. Resilience, stress and appropriate choices or actions are analysed and incorporated into working relationships.

- **COUNSELLING**

Stress and crises affect every aspect of our lives. The spill over from personal life to work life and visa versa has been recognised and proven. Employees often state that after a crisis or during an extremely stressful period in their lives, concentration and general level of functioning is impaired and they cannot operate at optimum efficiency.



LifeLine's counselling service offers a professional and confidential listening ear where individuals can express and understand their emotions and feelings, assisting them with re-establishing confidence in the implementation and decision-making area of their lives.

We offer telephone and face to face counselling in the following areas:

- Trauma management
- Rape and gender based violence
- HIV/AIDS prevention and management
- Relationship counselling / Parenting issues
- Loss and bereavement
- Work related difficulties
- Stress management
- Depression / Anxiety and Suicide ideation
- Retrenchment counselling
- Referrals are made to appropriate agencies for Addictions, Financial counselling – debt review

- **RESILIENCE BUILDING**

Debriefing may form a critical part of an organisation's Employee Wellness Programme, assisting with resilience building of the individual. Individuals may suffer emotional exhaustion and fatigue due to meeting death and misery on a daily basis or as a result of repeated traumatic incidents such as hi-jacking, armed robbery etc. During the debriefing sessions, individuals are assessed and referred into one on one counselling if needed.

- **EXIT INTERVIEWS**

It is often difficult to receive real and honest feedback from staff about your company whilst they are still employed. Therefore, it is extremely beneficial to conduct an exit interview when a staff member leaves. Staff may leave for better opportunities, relocation, personal life changes, unhappiness or performance managed out. No matter what the reason it is a great way to gain insight into the companies culture, staff belief's and feelings around management and the organisation.

## TRAUMA CONTAINMENT AND MANAGEMENT

### AWARENESS SESSIONS

These half day sessions are intended for all employees in order to communicate the organisation's policy and procedures and create an awareness of managements' commitment to providing trauma assistance, thus improving employee morale. An overview on trauma is provided together with basic guidelines as to when to seek help.

- **MANAGEMENT SENSITIZATION SESSIONS**

These sessions for management provide guidance on providing trauma assistance, thus improving employee morale. An overview on trauma is provided together with basic guidelines as to how and when to refer employees for help.

- **TRAUMA CONTAINMENT TEAM TRAINING**

It is recommended that organisations appoint a 'Trauma Containment Team' made up of volunteers.

LifeLine can provide assistance with screening these individuals in order to ensure that they are able to do the work i.e. He/she has the time and capacity, is in a sound emotional state (not overwhelmed with own personal traumatic experiences, etc).

LifeLine also provides training for the team covering the following:

- Information about trauma (Trauma Workshop)
- Intervention Strategy (practical assistance).
- How to assess persons needs.
- How to refer for Critical Incident Debriefing and/or professional assistance.



## IMMEDIATE PROFESSIONAL SUPPORT

Lifeline offers immediate professional help to trauma containment team members. This support means that if a trauma containment team member has worked with an employee who has experienced a traumatic incident, this team member could contact a LifeLine Trauma Specialist for personal support and debriefing, as well as discussion as to the way forward in relation to themselves and the trauma survivor.

## CRITICAL INCIDENT DEBRIEFING

Once an incident has taken place trauma debriefing aims to help people regain control over their lives and make sense of the affects of the trauma. It helps them regain their equilibrium and allows them to return effectively to the activities of daily living.

## IMPLEMENTING AN EMPLOYEE WELLNESS PROGRAMME

To implement an Employee Wellness Service we will need to begin by conducting a needs assessment. This will look at the actual needs of your company and employees.



## COMPANY RESPONSIBILITY

It is the company's responsibility to roll out the marketing plan. This plan will inform employee's of the Employee Wellness Service to ensure usage and uptake.

Your company needs to provide LifeLine with the following:

- Number of Staff Members;
- Name's of staff members and their immediate family members, (This will allow LifeLine to know who qualifies for usage of the Employee Wellness Service);
- Any changes in staff members;
- Ensure that all documents and payments are done in accordance with the Service level Agreement and terms and conditions;

## LIFELINE'S RESPONSIBILITY

- Answer all call's and request for access to wellbeing services/counselling that come through to the Employee Wellness Line,
- Treat Employee's with a non judgemental and empathetic manner, and help them identify core issues impacting on their performance at work and general wellbeing, and to resolve these issues as quickly as possible.
- Maintain confidentiality,
- Reporting to the organisation on Utilisation and trends quarterly or as required.
- Offer meaningful insight into themes, trends, resolutions and implementations to create a more efficient working environment.

## NEEDS ASSESSMENT

In order to create the most efficient and effective service LifeLine will need to work closely with a staff member (preferably HR) to create a needs assessment plan. This can be in the form of qualitative or quantitative questionnaires. Additional needs may be accessed through company projections and should be in line with all companies' policies, training and employee benefits.

## CONFIDENTIALITY

The EWS will maintain confidential records of an employee's contact with the EWS and the services provided to them in order to provide continuity and coordination of their care.

No one will reveal information concerning any use of the EWS to anyone outside the programme except as follows:

1. Employee's consent in writing,
2. Life or safety is seriously threatened,
3. Disclosure is required by law.

In the event of Manager Referral LifeLine will report back to the manager if the employee attended the sessions, was on time, work readiness or other information around the reason for referral and if they require more sessions. LifeLine will not disclose any personal information or details pertaining to discussions in the session nor comment on the employee's emotions or demeanour. In addition, the counsellor will disclose information and records to LifeLine as needed for coordination of EWS services, quality assurance, or payment.



report back to the manager if the employee attended the sessions, was on time, work readiness or other information around the reason for referral and if they require more sessions. LifeLine will not disclose any personal information or details pertaining to discussions in the session.

### ***IF AN EMPLOYEE HAS BEEN REFERRED TO THE PROGRAMME DUE TO A MANAGER CONCERN OR WORK PERFORMANCE PROBLEM:***

Under the employee's policy/agreement: LifeLine is expected to advise the referral source whether the employee is participating in the EWS and cooperating with the EWS plan. To permit LifeLine to do so, the employee will need to sign an authorisation permitting disclosure of that information. LifeLine will report back to the manager if the employee attended the sessions, was on time, work readiness or other information around the reason for referral and if you require more sessions. LifeLine will not disclose any personal information or details pertaining to discussions in the session.

## CONTACT

Please contact EWS staff at LifeLine JHB to discuss your Employee Wellbeing requirements.

Office: 011 728 1331 / e-mail: [EWS@lifelinejhb.org.za](mailto:EWS@lifelinejhb.org.za) / [www.lifelinejhb.org.za](http://www.lifelinejhb.org.za)