



THE APPOINTMENT OF A SERVICE PROVIDER TO MANAGE AN
EMPLOYEE HEALTH AND WELLNESS PROGRAMME
FOR A PERIOD OF THIRTY SIX (36) MONTHS

NKANGALA DISTRICT MUNICIPALITY



THE APPOINTMENT OF A SERVICE PROVIDER TO MANAGE AN EMPLOYEE HEALTH AND WELLNESS PROGRAMME FOR A PERIOD OF 36 MONTHS

SCOPE OF WORK

Part C3: Scope of Work

C3 Scope of Work



NKANGALA DISTRICT MUNICIPALITY



APPOINTMENT OF A PROFESSIONAL SERVICE PROVIDER TO MANAGE EMPLOYEE HEALTH AND WELLNESS PROGRAMME FOR A PERIOD OF 36 MONTHS

1. Introduction

The Nkangala District Municipality (NDM) intends procuring the services of a reputable and registered service provider to render Employee Health and Wellness services to its employees and their immediate family members.

2. Objectives

- To increase productivity, heighten morale and teamwork; and strengthen the bonds between management, employees and the organization by providing a sustainable and confidential employee health and wellness service to all NDM employees.
- To establish and maintain a holistic approach to support employees in managing their personal and social challenges.
- To provide employees and their immediate family members with a comprehensive resource to help them address personal challenges.
- To provide management with a practical resource to aid in the supporting of employees with personal and work-related problems when they impact on an employee's performance.
- To establish and maintain a system through which employees at risk can be identified, motivated and referred for assistance.
- To develop and improve the life skills and promote self-empowerment.
- To promote and encourage employee healthy lifestyles.
- To promote work-life balance and maintain a healthy workforce within a supportive environment.
- Assist on implementation of an occupational health and safety programme

3. Scope of Services

3.1. 24/7 Toll-free line, direct unlimited multilingual telephone counselling services

- Provide a dedicated 24 hours, 7 days a week, and 365 days a year call centre (Professional Support Line Service) counselling line for employees and their dependants covering information, therapeutic assistance and support on extensive range of psychological, social and wellbeing related issues.



3.2. Face to face counselling and advisory service

- Counselling must be provided by clinicians (Psychologists, Psychiatrist, Social Workers, etc.) who are registered with applicable statutory professional institutions.
- Individuals requiring face-to-face counselling must be contacted by the service provider's professionals within 24 hours of referral, and the first consultation should take place within one week of the referral.
- Face-to-face sessions must be available by appointment during week days, evenings and Saturdays at the offices of the service provider and or affiliates.
- The face -to-face sessions with employees should be conducted within reasonable jurisdiction of the employee concerned.

3.3. Critical Incidence Service

The service provider shall provide trauma diffusion/debriefing services to NDM employees and their immediate family members within 24 hours of the incidence. The service provider shall provide reports for each diffusion / debriefing session within 7 days after the debriefing/diffusion session.

3.4. Comprehensive online health services

The service provider shall provide NDM employees and their dependents 24 hours' access to online health information services through web-based interactive health portal. The programme must include a selection of health and wellness information, employee/family member profiling, interactive platform, medical information and a whole range of printable health information.

3.5. Managerial Consultancy and Referral Services

This is a flexible response service to provide in-depth support to NDM managers' existing relationships with employees. The service provider shall provide telephonic managerial consultation and referral service including group and team interventions to support managers in their existing relationships with employees, creating partnerships and monitoring processes with managers in dealing with poor performance and providing them with professional help in effectively handling challenging and difficult managerial issues.

3.6. Programme Awareness Services

The service provider shall conduct information sessions on Employee Wellness related issues as and when requested by the NDM. The sessions shall be aimed at creating program awareness and promotion and to ensure maximum utilization of the services.

- a) Employee Health and Wellness Induction Sessions for employees
 - Service offerings/referrals, eligibility, accessibility, confidentiality, programme contact information, e.g. dedicated toll free number, dedicated SMS number, dedicated email and access to e-care
- b) Line Managers Information Sessions/Training
 - Identifying and referring employees to the EHWP
 - The Line manager programme should teach managers and supervisors how to address concerns they have with those who report to them. Line managers should learn how to use the EHWP as a resource when addressing an employee with job performance concerns.



3.7. Health Risk Assessments

The service provider shall conduct the following Health Risk Assessments onsite once annually during the NDM's Health and Wellness Day and compile report with risks identified and how to mitigate them:

- Blood Pressure/ Hypertension Monitoring and other Cardiac related illness
- Glucose/Diabetes Screening
- Administration of TB Clinical Screening Questionnaire
- Administration of Sexual Transmitted Infections questionnaire
- HIV Counseling & Testing(HCT)
- Referral for Treatment
- Full cholesterol
- Diet & Nutritional Advise
- Body Mass Index/Obesity Screening
- Stress tests
- Cancer
- Hepatitis (A, B, C)
- Employee Behavior Risk Assessment (EBRA) focusing on personal financial, legal, occupational and emotional wellbeing

3.8. Life Management Services

- a) Information resources
The service provider shall provide information (via telephone, email or fax) to employees and immediate family members on Child rearing practices, children with special needs, Teenage issues and elderly care Childcare resources
Family Care resources
- b) Financial Planning and Support
The service provider shall provide employees with telephonic, face to face financial advice, counselling and coaching including but not limited to debt management, garnishee order validity, financial planning, referral to debt counsellors, personal financial management and budgeting. Financial planning service should be rendered by financial planners and or advisors registered with the Financial Services Board.
- c) Telephonic Legal Wellbeing counselling and support

The service provider shall provide employees with telephonic legal advice, information on legal matters including, divorce, insurance disputes, wills, property, pension, taxation, civil matters etc. to NDM employees and their immediate family members. Employees and their immediate family should have access to telephonic support, from Monday to Friday, during office hours. The employee and his/her immediate family should be entitled to utilize the advice service as frequently as required provided that the assistance shall be furnished to the employee directly and only on legal matters pertaining to the member and in his or her personal capacity. The legal services to employees should consist of a general telephonic assistance which covers any legal matter and assistance and advice is for example offered on criminal offences, fines, debt, contracts, divorce, maintenance and any other legal query.



Labour law matters are excluded from this service and no such advice should be given to any employee for themselves or for other 3rd parties they are phoning on behalf of since it will constitute a conflict of interest if the service provider provide advice to employees against their employee.

d) Family Support services

Provision of information and guidance on a broad range of family related issues such as parental guidance, child support, dependent care, vocational guidance, residential facilities, etc.

3.9. Programme Marketing and Communication

The service provider shall render the following services to NDM in respect of programme promotion:

- Develop strategy for employees, management, supervisors and unions.
- Conduct education, awareness and training sessions focusing on key areas of EHWP on and as when required basis.
- Consultancy to design appropriate communication materials and provide Materials related to key EHWP areas.

The following media should be considered in regards to marketing and communications:

- EHWP wallet card/information card to all employees once a year, including those for new employees.
- Leaflets during onsite health promotion initiatives.
- Monthly electronic posters aligned to the National Health Observance Calendar
- Website (E-care online health portal), i.e. ongoing employee health promotion and information.
- EHWP brochures.
- NDM internal Wellness Days-health promotion sessions per invitation/Annual Implementation Plan.
- Email drops related to various wellness areas.
- All programme promotional materials shall use NDM and Service Provider co-branding and the service provider shall be responsible for developing content, printing and distribution to the employees at NDM workstations.

3.10. Occupational Health and Services

The service provider shall be required to render the following health and safety related services

- a) Conduct Hazard Identification and Risk Assessment (HIRA) at the NDM Office Building (Head office in Middleburg), Kwamhlanga Fire Station building (Kwamhlanga), DR JS Moroka Fire Station building (DR. JS Moroka) and all EHP's Park Homes in the various areas

An effective Occupational Health and Safety risk management process is an integral part of a healthy Occupational Health and Safety Management System.

The service provider shall identify risks, assess them and compile a HIRA report containing recommendations on how the risks can be mitigated, controlled or eliminated.

b) Medical Surveillance Programme



The purpose of medical surveillance is for the early identification of conditions, if any, that could present an increased risk of adverse health effects related to the task being performed by employees at NDM. Based on the type of work being performed, including consideration of factors such as the duration of the task, the materials being used, and the potential for exposure, medical surveillance is either recommended or required for the job.

Contents of the baseline Medical Surveillance Programme shall include (EHP's Fire Fighters, Environmentalist, Technicians, Engineers and OHS Officers)

- A general medical questionnaire.
- An occupational history questionnaire.
- A hazard-specific questionnaire.
- A physical examination
- Special tests: Vision Screening (eyesight, night sight and color), Audiometry, lung function test, urine dipsticks

3.11. Programme Management and Administration

a) Project Account Management, Case Management, Reporting and Monitoring

The service provider shall assign a dedicated Account/Client Relations Manager who works closely with the NDM representatives to plan, implement and monitor health and wellness initiatives. The Account Manager shall manage the NDM account centrally. The Account Manager shall meet regularly with NDM providing feedback, identifying trends and proposing tailored solutions to address key issues in the workplace and dealing with Programme complaints, reporting and quality assurance.

b) EHWP Reporting and Regular Review, evaluation and change control Procedures

The EHWP reports shall provide accurate, holistic analysis and interpretation of trends and problem profiles and possible recommended interventions within the agreed-upon timelines from the end of each reporting period or any other period agreed to between the Service Provider and NDM. The format of the report shall be agreed upon by NDM and the service provider and shall meet all the specified requirements. The reporting data provided shall include:

- Programme uptake and utilization proportion
- Statistics and Calculations
- Data Analysis
- Themes and Trends
- Value for money
- Benchmarking
- Conclusion and recommendations
- Skills Transfer (an indication of how the service provider has transferred skills to the NDM's internal health and wellness coordinator)
- An annual review to provide an overall review of EHWP services and discussions on organizational trends

a) Reporting requirements and Frequency

- Monthly reports on all programmes
- Quarterly reports on all programmes
- Annual report on all programmes