



# WAKE™

## Your Social and Medical Employee Assistance Programme

We believe that a company's biggest asset is its people. If you have a happy and healthy workforce your business will flourish. We assist your business to create a healthy work environment and provide support for employees to develop a healthy body, mind and soul.

Our philosophy is about enhancing workplace vitality. We aim to keep your employees at work, as healthy and productive as possible.

**WAKE™ is a unique Employee Assistance Programme that focuses on Social issues and Disease and Disability Management.**

### Why should you offer WAKE™ to your employees?

First, it's smart business. If your employees' day-to-day problems and health conditions are not a distraction, they will be likely to be more alert, motivated and able to concentrate on their job. This means you have a more productive organisation.

Second, it costs more to hire and train a new employee than it does to help and keep a current employee.

And thirdly, employers should care about their employees. It's that simple.

### What is WAKE™ Disease & Disability Management?

Our aim is to get an affected employee **back to work** as soon as possible, **retain** the employee for as long as possible and **assist** in cases where a person is **unable to work**.

**Disability** *A physical or mental infirmity/condition/sickness/injury that makes a person incapable of performing his or her own occupation or similar occupation.*

**Disease** *An abnormal condition of the body or mind that causes discomfort or disfunction.*

### The Process - a telephonic program

1. Referral of client from HR / Clinic Sister / Employee / Employer
2. Assess all available information and identify health problem
3. Develop an Intervention Plan
4. Disability Management
5. Feedback & finalization of outcomes
6. Employer Assistance with regards to Legal Requirements and Code of Good Practice

### What We Offer

- Disease Management
- HIV Management
- Health EAP
- Pro-active Incapacity Management
- Disability Management

BENEFITS TO THE EMPLOYER	BENEFITS TO THE EMPLOYEE
<ul style="list-style-type: none"> <li>• Retention of employees</li> <li>• Reduce absenteeism</li> <li>• Increased productivity</li> <li>• Reduce costs associated with sick leave</li> <li>• Reduce number of applications for disability through early intervention plan</li> <li>• Provide support in terms of legal aspects relating to incapacity / disability</li> <li>• Referral network</li> </ul>	<ul style="list-style-type: none"> <li>• Individual intervention programme</li> <li>• Assist employee to stay financially active</li> <li>• Reduce unpaid leave</li> <li>• Increase productivity</li> <li>• Professional advice</li> <li>• Provide assistance with disability application / process</li> <li>• Access to referral network</li> <li>• Confidentiality</li> <li>• Emotional Support</li> <li>• Education and life skills development</li> </ul>

## What is Social WAKE™ / EAP?

Our employee assistance programme offers a counselling service for employees that may be experiencing personal or work related problems.

### Services:

- On site service of a social worker / Counsellor of specific hours per week.
- Social worker / Counsellor available on mobile phone during working hours.
- On site visit in “crisis” situations at extra cost.

### What we offer:

1. Needs assessment to establish client requirements
2. Counseling (personal / direct and telephonic / indirect)
3. Trauma debriefing
4. Life skills development (e.g. Stress Management, Alcohol abuse etc)
5. Formal training (e.g. Peer Educator / Counsellor etc)
6. Rehabilitation after care and follow up
7. Access to referral network
8. Measurement of action plan based on needs assessment
9. Feedback to management

BENEFITS TO THE EMPLOYER	BENEFITS TO THE EMPLOYEE
<ul style="list-style-type: none"> <li>• Choice of delivery (direct / indirect)</li> <li>• Action plan to address / manage any identified issues</li> <li>• Qualified EAP Practitioners</li> <li>• Productivity and time management</li> <li>• Maintain and improve employee wellness</li> <li>• Proactive identification of potential issues</li> <li>• Ongoing monitoring and evaluation of employee wellness</li> <li>• Hands on approach</li> </ul>	<ul style="list-style-type: none"> <li>• FREE to all employees</li> <li>• Confidentiality</li> <li>• Easy access to qualified social workers / counsellors</li> <li>• Referral network if necessary</li> <li>• Ongoing support and follow up</li> <li>• Coping / problem solving skills</li> </ul>

## Delivery Of EAP Service

### FACE TO FACE

- Ad hoc basis as needed
- Hours on site
- Cost per head

### HELPLINE

- On client's site - Client to provide office space, computer and telephone line – Incon Health will manage it.

### GROUP TRAUMA DEBRIEFING (after a traumatic incident)

- Sites within catchment area will be serviced by Incon Health staff members.
- Alternatively arrangements will be made with suitable suppliers for areas outside of Incon Health's catchment area.

## EAP Training Products

- **Alcohol Awareness**  
In-depth look at the dangers, signs and stages of alcohol abuse and steps how to get help.
- **Communication**  
Focus on the types of communication, how to communicate properly and how to overcome communication barriers in the workplace.
- **Drug Awareness**  
Overview on main types of drugs with specific focus on TIK. Information regarding the signs of drug abuse, effects on the body and how to get help.
- **Finances**  
Basic look at budgeting and the process of debt counselling.
- **Depression**  
Focus on what depression is, signs and symptoms of depression and how and when to get help.
- **Stress Management**  
Looks at symptoms and causes of stress and practical everyday life stress management skills.
- **Burnout Control**  
Focus on the dangerous of burnout in the work place, early warning signs and what can be done to prevent burn out and where to seek help.
- **HIV and AIDS Awareness**  
An in depth look at the disease, the symptoms and how the illness can be contracted. A look at prevention, how and where to get tested and an explanation of treatment if needed will be covered.

### For further information please contact:

#### INCON HEALTH

Cape Town Tel: 021 975 2694

Gauteng Tel: 012 667 5475

[www.inconhealth.co.za](http://www.inconhealth.co.za)

Confidentiality is an ethical obligation and no personal information will be revealed unless consent is given.

*Enhancing Workplace Vitality*



**INCON**  
HEALTH