



# 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

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[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