



Cape  
Peninsula  
University  
of Technology

creating futures

## Lifestyle and Wellness Programme

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# One SMART CPUT

VISION  
20  
30

## Overview of the Lifestyle and Wellness Office

The office seeks to promote health and wellness services in to support employees to function at an optimal level.

We recognize our employees as the most important asset and therefore, the University is committed to support our employees to equip them to effectively deal with personal and/ or work- related challenges.

Hybrid Operating Model:

1 internal Specialist and external Service Provider Momentum

## Overview of the services offered





# Employee wellbeing services

# CPOT

A suite of benefits providing employees and managers with support services designed to assist with day-to-day, as well as any out of the ordinary circumstances.

All EAP services are **confidential**, unless an employee gives specific written permission for information to be shared with their manager or human resources.



Psycho-social counselling



24/7 Trauma support



Medical support



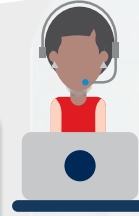
Legal advice



Financial advice



Debt restructuring support



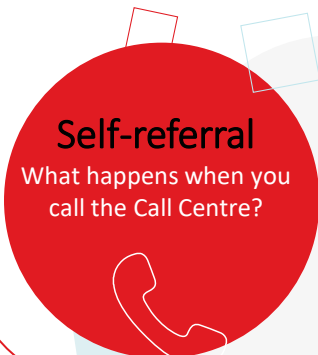


# Psycho-social counselling

This counselling model

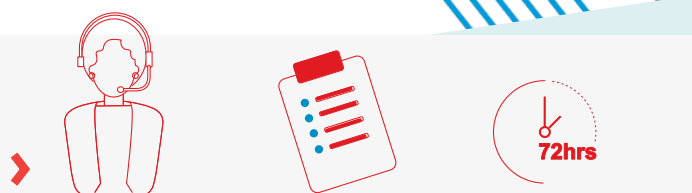
- **Non-clinical assessment and referral**
- **Short-term therapy and support**
- **Psycho-education and guidance**

**For long-term specialist interventions** members will be referred to their Medical Aid or public sector services.



**0800 111 223**

Monday-Friday | 8am - 4pm



A qualified clinician will ask you a series of questions to understand your needs and identify the most appropriate support.

Should you require formal counselling, you will be assigned a counsellor that best matches your profile

Once a counsellor is assigned, they will contact you within 72 hours to set up a virtual or face-to-face consultation when it best suits you.



Should it be deemed necessary, additional sessions will be organised with you.

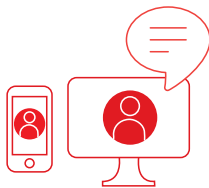
After the first session, the counsellor provides case management with an assessment report and motivation for additional sessions. These are reviewed and a treatment plan compiled.

You will then have a your consultation with the counsellor on the arranged date and time.





## Important points to remember



**Psycho-  
social  
counselling**



**24hr Trauma  
support**

The services are  
available to all CPUT  
employees

**For general enquiries call during office hours:  
8am - 4pm Monday - Friday.**

**After hours / weekends and public holidays reserved for trauma and  
counselling emergencies only**

**Training not included in the SLA will be charged at fee for service.  
Managerial coaching are not costed into the contract but can be  
requested through Human Capital Department.**



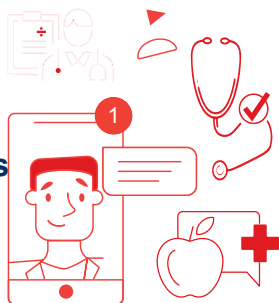
# Medical support

# CPOT

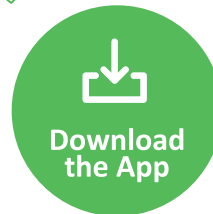


**Hello Doctor** allows you to talk to a doctor anywhere any time. Request a call, or send a question via text. A doctor will call back within an hour to provide **medical guidance and support**. Prescriptions or diagnoses will not be given.

**The Hello Doctor service is available in all official South African languages.**



You can use any of these options to access the services of a doctor:



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



**Dial \*120\*1019#**

from your phone and follow the prompts to request a call.

*Works on all phones*



## + Trauma support

24<sup>h</sup>

In order to assist with the **emotional effects of trauma** the support line is available **24 hours a day, 7 days a week**.

Trauma can have a severe impact on a person's emotional wellbeing.

## + Family care

**Support** to members to help cope with the pressures of caring for a family. Information and guidance is provided on childcare, eldercare, education, social benefits and disability etc..

**Assistance** to find locally available services such as schools, hospitals and doctors.







# Legal advice

# CPOT

Legal advisors will provide **telephonic guidance** in relation to the employee's current situation. They will not provide any legal representation.

**Telephonic support is available during office hours only:  
Monday - Friday, 8am - 4pm**

## Electronic documents

Legal contracts and documents available on the website



Last will and testament



General power of attorney



Deed of suretyship



Antenuptial contract



Loan agreement



Residential lease



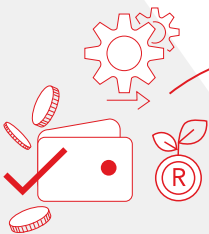
Motor vehicle sale

- Independent contractor agreement
- Domestic employment agreement
- Acknowledgment of debt

- Trust deed
- Commercial



## CPOT



Advisors provide **guidance** in relation to an employee's current situation. They do not advise on specific investment products.

### Financial tools & information

Available on the website



**Telephonic support is available during office hours only: Monday - Friday, 8am - 4pm**

'Time is money'

Debt and court cases

Financing your house and car

Retirement planning



- Financial fitness report
- Addressing extreme indebtedness
- Achieving financial goals
- What am I worth?
- Budgets and financial health
- Taking control of your debt
- Savings: Planning for the future




## Monthly Newsletters

**momentum**  
wellness

July 2023

**Health Bytes**

Looking after you... Keeping you informed... Keeping you up-to-date



**Unlock the superpower of gratitude**

**momentum**  
wellness

August 2023

**Health Bytes**

Looking after you... Keeping you informed... Keeping you up-to-date

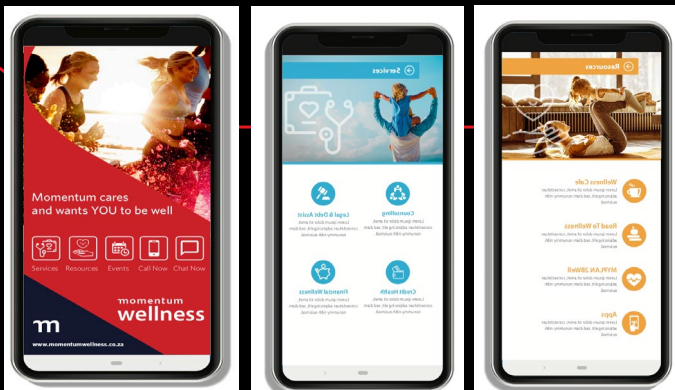


Jeanette Marais (pictured here) has been appointed as Momentum Metropolitan's new Group CEO effective 1 August 2023, making her the first female CEO of a large listed life insurance and asset management group in South Africa.

**How to embrace your feminine strengths**



# Employee EAP APP & Web Portal



Online

Please fill out the form below to start chatting with the next available agent.

” WE ARE HERE } **LET'S TALK** }



\* Name

Email

\* Department

Start Chat

All the services can be accessed through the website by just logging in.

Downloading the app is quick and super easy, have all the services at your finger tips

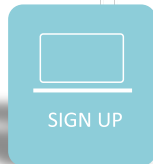
Download the App



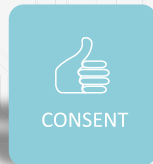
STEP 1



STEP 2



STEP 3



STEP 4





## Accessing the services

**CPOT**

- 1** Call Centre on your dedicated toll free number **0800 111 223** which is available 24 hours a day. After hours / weekends and public holidays reserved for **trauma and counselling emergencies** only.
- 2** Send a **please call me back** SMS to **083 450 0508**
- 3** Use **live chat** on the website or through the **phone app** (during office hours).
- 4** Members may send an **email** to **eap@momentum.co.za** for self-referrals.  
Managers who wish to **refer employees** can email the Managerial Referral Form during office hours) to **eap@momentum.co.za**
- 5** Log onto the Momentum website at:  
**www.momentumwellness.co.za**

**1.**  
Telephonically

**2.**  
SMS

**3.**  
Live Chat

**4.**  
Email referral

**5.**  
Website

## Additional internal services

### Targeted intervention

*Supports the line  
manager*

- Departmental issues (e.g. Substance abuse, conflict etc.)
- Targeted interventions in line with current trends
- Information sessions on various topics such as mental health, team enhancement

## Additional internal services

### Ill-health incapacity

*Supports the line manager, employee and the HCBP where an employee:*

- Has a medical condition which impacts performance
- Requests for reasonable accommodation
- Is unable to perform any duties due to medical diagnosis
- Referral for OT assessment where applicable
- Recommend temporary or permanent boarding application where applicable
- Refer to Employee Relations where applicable

# Ill-health incapacity type

## Temporary

Off for a period with a full recovery expected

Full recovery expected with or without adaption or accommodation upon return to work

## Permanent

Unable to perform duties and unable to return to work

Terminal illness or chronic conditions and employer cannot provide reasonable accommodation

## Sporadic absenteeism/incapacity

Excessive intermittent sick leave

Undermines the employee's ability to meet contractual obligations



**One  
SMART  
CPUT**

**Thank you**