



CCMA ANNUAL LABOUR CONFERENCE 2024

14 -15 MARCH 2024
ONLINE



THEME:

*THE IMPACT OF LABOUR MARKET DYNAMICS,
TECHNOLOGY AND POLICY ON SOCIAL JUSTICE*



PLENARY 3:

MENTAL HEALTH IN THE LABOUR MARKET: RECOGNITION OF MENTAL HEALTH AS A CRITICAL WORKPLACE ISSUE

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Date: 14 March 2024

MENTAL HEALTH IN THE LABOUR MARKET – Recognition of Mental Health as a Critical Workplace Issue

Presentation outline



CCMA

COMMISSION FOR CONCILIATION, MEDIATION & ARBITRATION

1. Introduction

2. Mental Health Continuum

3. Impact of Mental Health Issues on the Workplace

4. Roles & Responsibilities in Managing Mental Health

5. Managing Mental Wellbeing & Health from a Care Perspective

6. Promoting A Psychologically Healthy Workplace

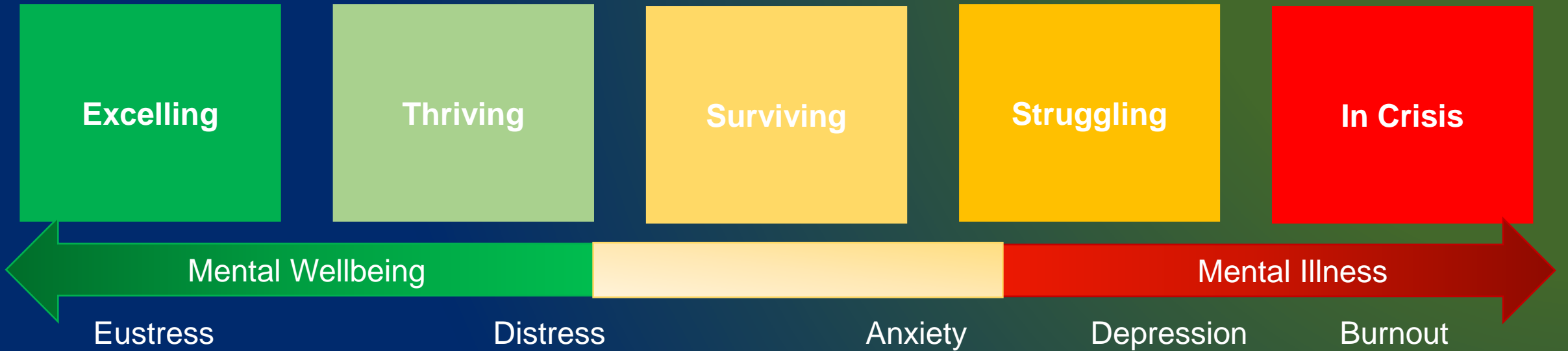
Introduction

Mental illness in the workplace leads to decreased productivity, increased sick-related absenteeism, poor work quality, wasted materials and even compromised workplace safety. Despite the significant financial loss to employers and broad economy, many mental disorders fly below the radar in the workplace. A more proactive approach for managing mental illness in the workplace is a strategic imperative for South African employers.

Good mental health should be a priority for any business, and implementing workplace programmes need to involve more than just the HR department. It's vital to get buy-in from senior leadership and make sure conversations about mental health and wellbeing happen at board level across the organisation.

Furthermore, a good understanding of the Mental Health Care Act, no. 17 of 2002 is necessary when designing and implementing solutions in dealing with mental health related matters. The intent of the Mental Health Care Act, no 17 of 2002 is to regulate mental health care so that the best possible treatment and services are made available to citizens of the RSA. The Act aims to co-ordinate access to services and to ensure that mental health care services become a part of the general healthcare system. The Act regulates access to services for voluntary, assisted and involuntary patients, state patients and mentally ill prisoners. The Act sets out the rights and duties of patients and providers and explains how the property of mentally ill persons may be dealt with in a court of law.

The Mental Health Continuum



EWP Trends: Mental Wellbeing; Couple & Family Relationships; Performance at Work

Associations: Productivity, Engagement, Disengaged, PTSD, Relationships

Global ROI: Proactive through to Reactive

Interventions: Individual, Teams, Groups, Organisational

South African statistics

- 20% of South Africans will experience a depressive disorder at least once in their lifetime.
- 16.5% suffer from common mental health conditions.
- One in 6 South Africans suffer from anxiety, depression or substance-use problems.
- 23 South Africans will commit suicide each day.
- Less than 16% of sufferers receive treatment for mental illnesses.
- In South Africa, mental illness and PTSD, is already common: the prevalence of PTSD in the general population is between 1-9%.



The impact of mental health issues on the workplace



Increased absenteeism,
late-coming & longer
breaks



Decline in
Productivity



Lowered concentration



Conflict in the workplace
& erratic behaviour



Not meeting deadlines
& targets



Workplace incidents &
accidents

Roles & Responsibilities in Managing Mental Health in the Workplace

The Manager

- The effective implementation of the Mental Health policy
- Recognise the symptoms and functional impact of Mental Health in the workplace
- Address work performance problems through normal HR policies
- Be consistent and treat all employees fairly
- Refer the employee to the appropriate resources
- Provide follow-up and support upon return to work
- Maintain a strict level of confidentiality

The Employee

- Maintain satisfactory job performance
- Obtain the necessary help

Roles in Managing Mental Health

HR / The EWP Co-ordinator

- Assist with positioning of the programme
- Develop action plans for the implementation and acceptance of the workplace programme
- Ensure continued promotion and awareness of the EWP
- Coordinate training of supervisors and managers in the identification, management and referral of employees affected by mental health conditions
- Monitor and coordinate the Mental Health Programme budget to ensure value for money

The EWP/Occ Health Service Provider

- Provide training and development
- Market the EWP services & positioning of the Mental Health programme
- Interventions to assist employees in dealing with mental health-related problems
- Occupational Health service provider will be responsible for medical interventions
- Consult with the organisation to mitigate potential risks

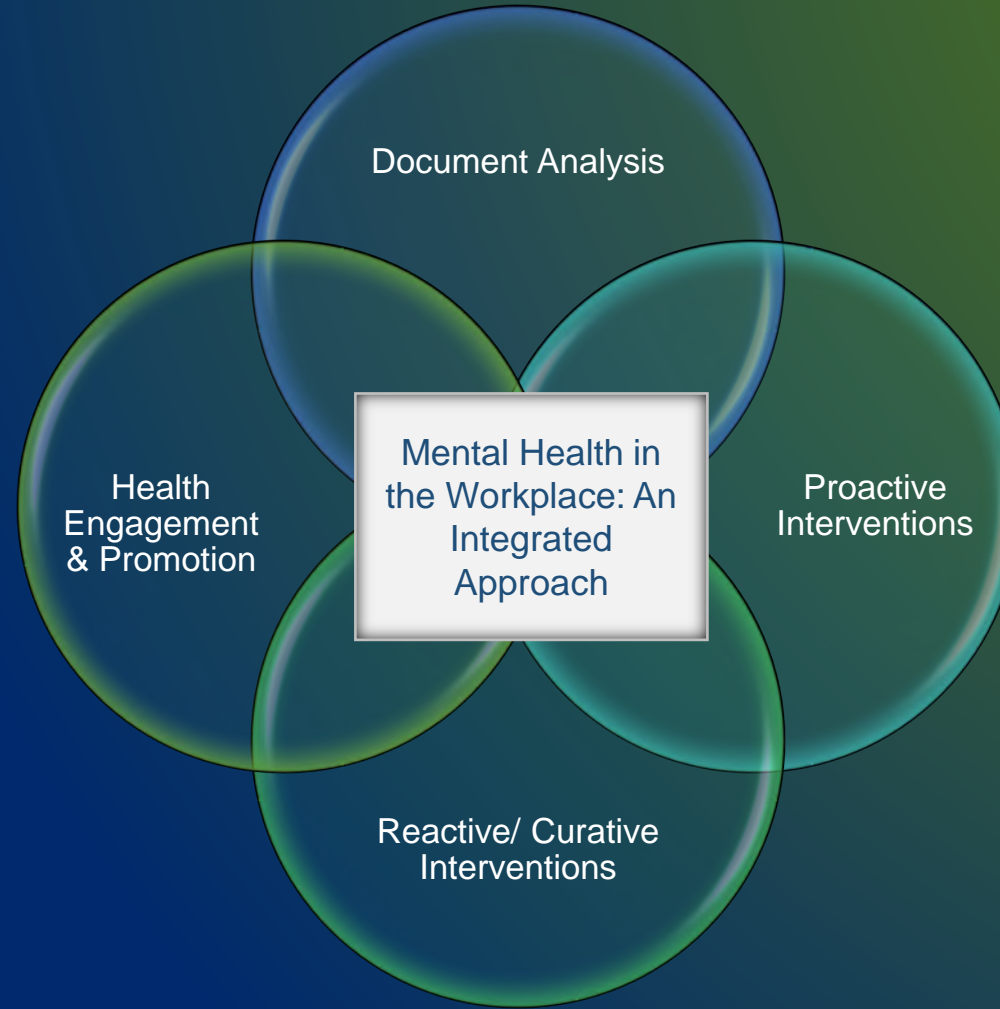
Managing Mental Wellbeing and Health from a Care Perspective

Health Engagement & Promotion:

- Health Improvement Programmes including regular testing, weigh-in and support groups for employees presenting with health related risk factors;
- @ your desk coaching for employees with a sedentary lifestyle, smokers etc.
- Whatsapp support groups
- Referral of employees with Health risk factors to the EHWP for emotional support;
- Solve training: Health promotion should complement Occupational Health & Safety measures

Reactive/ Curative interventions

- Self-referrals to EWP should be encouraged focussing on personal, financial, legal, work related drivers of mental health related matters.
- Formal & Informal Referrals to EWP.
- Professional & Cross-Referrals:
 - Medical Aid
 - Disability/ Incapacity
- Assistance with re-integration in the workplace.



Document/Data Analysis will ensure that all aspects of employee health & wellness matters related to mental health issues are understood and integrated in a strategy to address mental health. Documents/data include:

- Medical Aid
- Absenteeism
- EWP trend analysis
- Incapacity/Disability
- Mental Health Survey

Proactive Interventions should target management as well as the remainder of the employee population. The interventions should aim to educate individuals regarding mental health related matters and focus on how the EWP can be utilised to assist in the management of mental health concerns. Interventions could include:

- Training / Topical Talks
- Articles/ Desk-drops
- Online Portal

Reactive Interventions: Standards of the EWP



Ethics

Confidentiality

Record Keeping

Critical Incident Management

Crisis Intervention

Case Assessment

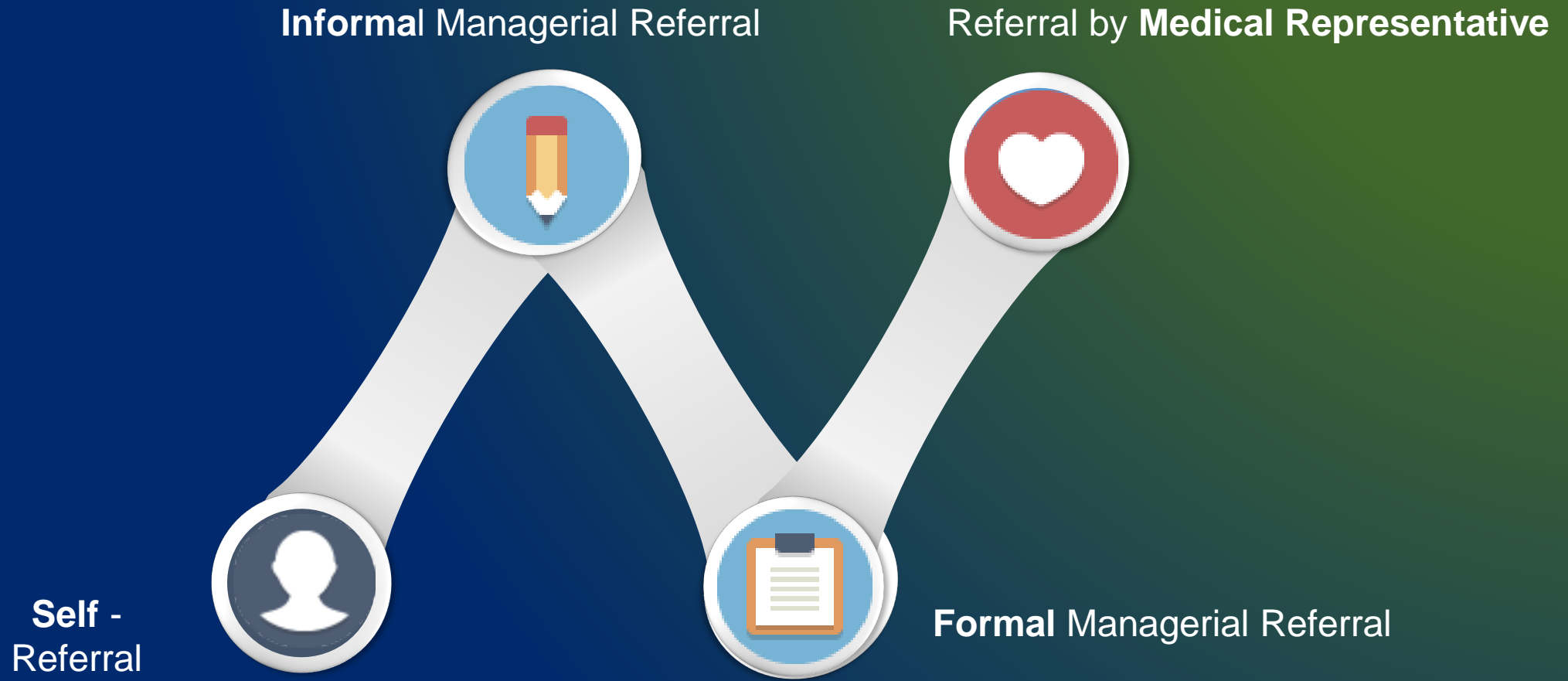
Referral

Short Term Intervention

Case Monitoring & Evaluation

Aftercare and Reintegration

Reactive Interventions offered through the EWP: Referral Methods



Mental Health & Disability

The Department of Labour's Technical Assistance Guideline (TAG) outlines three basic qualifying criteria to determine if a person has a disability – and provides guidelines to assist in the application and understanding of these criteria:

- a) There must be impairment
- b) The impairment must be long-term or recurring
- c) The impairment must be substantially limiting

Strategies for Reasonably Accommodating the Employee Presenting with Mental Health Difficulties

HR and Management might need to consider strategies in accommodating the employee presenting with mental health related challenges. A set of strategies can help address specific work-related concerns that may be experienced by an employee with a mental health related disability. Different strategies should be considered for each of the following scenarios.

- Adaptability and flexibility
- Attention to detail
- Decision making
- Degree of self-supervision
- Degree of supervisor responsibility
- Exposure to confrontational situations
- Exposure to distractions
- Exposure to emotionally stressful situations
- Overlapping tasks
- Problem solving and analysis
- Recall
- Time pressures
- Working relationships
- Addiction

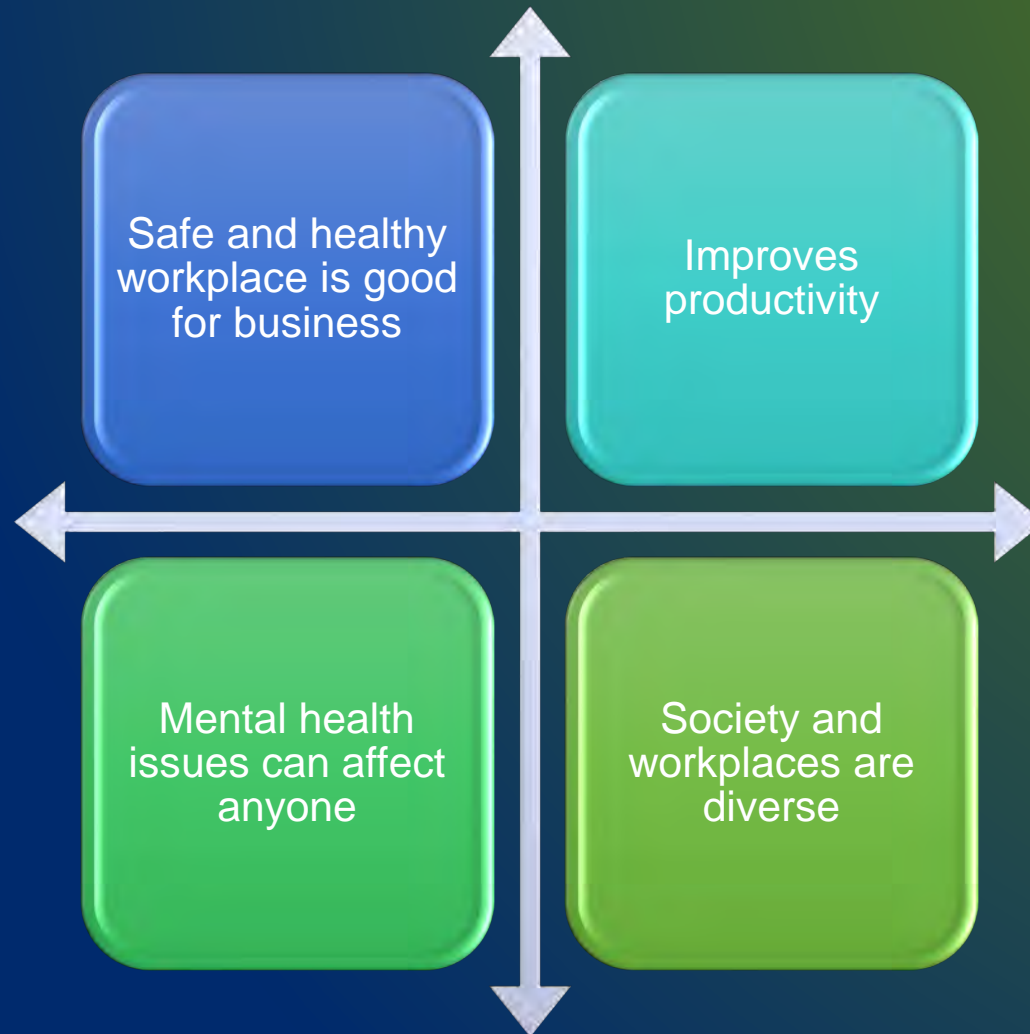


Destigmatising mental illness

One of the biggest problems surrounding mental health is its stigmatization. As a culture, we still don't know how to consistently talk about mental health in a healthy way. These are some of the ways to destigmatise mental illness:

- Acknowledge the reality of mental illness
- Be conscientious with your word choice
- Treat conversations about mental pain as you would physical pain
- Stay educated
- Understand who is most affected
- Fight self stigma
- Let people who experience mental health conditions know they aren't alone

Why promote a psychologically healthy workplace?



Remember



**THERE IS
NO HEALTH
WITHOUT
MENTAL HEALTH**

Thank you!!

ngiyathokoza!

ro livhuwa!

dankie!

ke a leboga!

enkosi!

inkomu!

thank you!

udo livhuwa!

ke a leboga!

ngiyabonga!

siyabonga!