

**REPORT TO: THE EXECUTIVE MAYOR AND MEMBERS OF THE MAYORAL COMMITTEE  
AND THE RELEVANT SECTION 79 OR 80 COMMITTEE**

LC 21667

**1. ITEM NUMBER**

**2. SUBJECT**

**FEEDBACK ON THE INTERNATIONAL/OUTSIDE THE BORDERS OF THE  
RSA TRIP UNDERTAKEN FROM 5 OCTOBER 2018 TO 15 OCTOBER 2018  
TO ATTEND EAPA BOARD MEETING AND WORLD EAP CONFERENCE  
IN MINNEAPOLIS, USA.**

**TERUGVOERING OOR DIE BUITELANDSE REIS/BUITE DIE GRENSE VAN  
DIE RSA ONDERNEEM VAN 5 OKTOBER 2018 TOT 15 OKTOBER 2018  
OM DIE EAPA-DIREKSIEVERGADERING EN EAP-  
WÊRLDKONFERENSIE IN MINNEAPOLIS, VSA, BY TE WOON.**

**INGXELO EMALUNGA NEHAMBO KUMAZWE  
APHESHEYA/NGAPHANDLE KWEMIDA YASEMZANTSI AFRIKA  
EQHUTYWE UKUSUSELA NGOWE-5 UKUYA KOWE-15 KWEYEDWARHA  
2018 UKUZIMASA INTLANGANISO YEBHODI YE- EAP NENKOMFA  
YEHLABATHI YE-EAP ESE- MINNEAPOLIS E-USA**

**3. EVENT SUMMARY**

EVENT DETAILS	
CONFERENCE/SEMINAR	World EAP Conference
OTHER	Attendance of EAPA Board meetings and EAPA-SA Branch Award ceremony
DATE	05 October 2018 – 15 October 2018
VENUE	Hilton Hotel
CITY	<b>Minnneapolis</b>
COUNTRY	<b>MINNESOTA, USA</b>

ATTENDEE DETAILS	
NAME AND SURNAME	DESIGNATION
Tshifhiwa Mamaila	EAP & WELLNESS MANAGER
PROVIDE SUMMARY OF HOST ORGANISATION / CITY	
<p>The Employee Assistance Professionals Association (EAPA), is the world's largest, oldest, and most respected membership organization for employee assistance professionals. With nearly 5,000 members in over 30 countries around the globe, EAPA is the world's most relied upon source of information and support for and about the employee assistance profession and its host annual conferences throughout the different states / cities in the US.</p>	

#### 4. OBJECTIVE

The three main objectives for undertaking this international trip were as follows:

- a) Attendance of an international board meeting
- b) Attendance of World EAP conference
- c) Receiving the Branch of the year award for EAPA-SA

#### 5. OUTCOMES

The employee has been appointed to serve in the EAPA International board for the 2016 – 2018 term of office. This is a voluntary service to the EAP profession and each board member was expected to provide feedback report on 2017/2018. The employee gave feedback on the role that he played in advancing EAP in Africa, including the hosting of a Pan African Conference by EAPA-SA in Port Elizabeth in September 2018 with the highest number of delegates ever recorded in the history of the association.

The conference provided a forum for the discussion of pertinent issues pertaining to the EAP industry, the review of both the national and international EAP trends and possible interventions within the workplace.

It also provided a valuable opportunity for networking within the employee assistance profession at a global space with the sharing of best practices and opportunities for benchmarking.

EAPA-SA was also recognised as the best Branch globally for recording EAP history in Africa, the project initiated by the EAP & Wellness manager; and for hosting the Pan African Conference with a record number of delegates at 391.

- ☐ - Partnership Agreement
- ☐ - Membership Agreement
- ☐ - Grants Agreement
- ☐ - Memorandum of Understanding

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- ☐ - Statement of Intent
- ☒ - Other. Learning opportunities to share with the EAP & Wellness Branch and program development for City employees

## 6. ACTIONS REQUIRED

The following actions have been identified for implementation:

- a) The trip report to be shared with the City Manager
- b) To share with the Director: HR possible programme development for implementation within the City of Cape Town
- c) Apply the best practices and benchmark within the EAP & Wellness Branch as highlighted under item 9

## 7. IMPLICATIONS

7.1	Constitutional and Policy Implications	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>
7.2	Environmental implications	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>
7.3	Financial Implications	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>
7.4	Legal Implications	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>
7.5	Staff Implications	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>
7.6	Risk Implications	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>

## 8. RECOMMENDATIONS

It is recommended that:

- a) The feedback report on the World EAP Conference trip undertaken by Tshifhiwa Mamaila on the 5 October 2018 **be noted**.
- a) Daar **kennis geneem word** van die reis na die EAP-wêreldkonferensie wat op 5 Oktober 2018 deur Tshifhiwa Mamaila onderneem is.
- a) **Makuqwalaselwe** ingxelo emalunga nehambo ejoliswe kwiNkomfa yeHlabathi enge-EAP eqhutywe ngu-Tshifhiwa Mamaila ngomhla we-5 kweyeDewarha 2018.

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## 9. GENERAL DISCUSSION

The attendance of this international trip was a great experience at both professional and personal level. Through the networking this trip provided, the employee made contacts with subject experts at international level who were willing to share their knowledge and expertise on EAP and wellness. One such network provides an EAP & wellness Application that employees could use to access useful and relevant information on branch's service offerings including an interactive platform.

These were some of the useful trends discussed at the conference which the City of Cape Town needs to consider as recommendations for best practice:

### 9.1. Role of EAP in risk management

- EAP should be involved in the proactive and reactive management of risks in the workplace
- Provision of counselling, support and training interventions in mitigating risks
- Health screenings in determining employees at risk of behavioural illnesses for both the management of those illnesses and succession planning
  - ✓ The biggest challenge facing the City of Cape Town is the lack of support for employees at risk after working hours
  - ✓ Affected directorates are: Safety and Security / Emergency services; Social Services / City health / Parks; Electricity and Water & Sanitation
  - ✓ The burning of a public building in Johannesburg raised serious concerns regarding the availability of 24/7 trauma debriefing and counselling interventions, which the City of Cape Town does not currently have
  - ✓ Online support services for employees who are at risk / vulnerable by using an EAP App.

### 9.2. Building resilience in employees to deal with stress and trauma

- The recent water crisis put a lot of strain on employees who interface with the public (Area based)
- The City Manager has also been encouraging employees to be resilient as we built a resilient City
- A number of our directorates are affected by gang violence, trauma and stress which is inherent in their work
  - ✓ The City of Cape Town should provide 24/7 counselling and support services to cater for employees working in these difficult and trying circumstances
  - ✓ The ED:CS has already approved the implementation of a Hybrid model which provides trauma debriefing and counselling to employees 24/7, minimizing IOD claims as a result of Post-Traumatic Stress Disorder (PTSD)

  
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**DIRECTOR**

NAME LELE SITHOLE

DATE 12.12.2018

COMMENT:  
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**EXECUTIVE DIRECTOR**

NAME CRAIG KESSON

DATE 14/12/18.

COMMENT:  
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**MANAGER: INTERNATIONAL RELATIONS**

DR. DENVER VAN SCHALKWYK

DATE 12/12/2018

COMMENT:  
  
NOTED



**LEGAL COMPLIANCE**

☐ REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.

☐ NON-COMPLIANT

NAME

Jean-Mari Holt

TEL

021 400 2753

DATE

27/12/2018

COMMENT:

For information. JMH



**CITY MANAGER**

LUNGELO MBANDAZAYO

☒ SUPPORTED FOR ONWARD SUBMISSION TO:

MAYCO ☒

RELEVANT SECTION 79 OR 80 COMMITTEE ☒

☐ NOT SUPPORTED

☐ REFERRED BACK

COMMENT:

DATE

20/10/18