

 <p>BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI</p>	<p>SUPPORTING STAFF</p>	<p>Policy 3.50.02 Protocol 7</p>
<p>STAFF MANAGEMENT PROTOCOL</p>		

STANDARD

To ensure that Bay of Plenty District Health Board (BOPDHB) staff are provided with support systems to promote a culture of prevention, pro-activity and early intervention to minimise and isolate threats to the wellness and / or work performance of staff.

STANDARDS TO BE MET

1. Initial support for staff after a critical incident

1.1 We all react differently to undesired events. If a person is clearly distressed by an event or confides they are not coping well with an event the manager and / or support person are to ensure people affected are given practical support and defusing.

1.2 The goals of defusing are to:

- a) mitigate the impact of the event
- b) accelerate the recovery process
- c) assess the need for other intervention (e.g. EAP referral)
- d) reduce cognitive, emotional and psychological symptoms.

1.3 Examples of practical support include (but are not limited to):

- a) ensure any first aid required is carried out
- b) keep on-lookers or media away
- c) obtain any information the person may want
- d) offer some time to discuss concerns and time to become calm
- e) provision of refreshments (food, tea, coffee etc)
- f) ensuring the person can get home safely,
- g) if necessary and with the person consent notifying family in advance that the person may need support when they get home
- h) look after any unfinished business
- i) if necessary make an EAP appointment or utilise the EAP 24 hour assistance 0800 327 669

2. Employee Assistance Programme (EAP)

2.1 The Employee Assistance Programme (EAP) is available. EAP can help staff deal with personal and work issues which can affect work performance, and provides the means for staff to take responsibility for their own performance.

2.2 These issues may include (but are not restricted to):

- a) Marital or family difficulties
- b) Alcohol or drugs
- c) Violence
- d) Workplace Conflicts
- e) Grief
- f) Anxiety
- g) Parenting Problems

2.3 How does it work?

- a) Via the programme, staff have access to confidential, professional counselling provided by EAP Services, an independent counselling organisation.

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<p>Protocol Steward: Manager Employee Health and Safety</p>	<p>Authorised by: GM Governance and Quality</p>	

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- b) All counsellors are qualified, registered and experienced professionals, trained to help staff recognise and overcome problems that may cause them difficulties at work.

2.4 How can I access EAP?

- a) You may contact EAP Services directly yourself.
b) Your Manager may recommend that you obtain assistance through EAP.
c) Human Resources and Employee Health & Safety staff can also recommend a staff member seek EAP. Participation is voluntary and available to all staff.

2.5 Is the Programme Confidential?

- a) All communication and discussions are treated as strictly confidential. Neither your manager nor anyone else will receive medical or personal details from EAP Services about you or your problem unless you request this.
b) If your manager refers you to the programme, he or she can be provided with only the following information:
i. That you kept the appointment
ii. That you accepted or declined the counsellor's offer of help
iii. Should there be a need for time away from work, your manager will be informed of this

2.6 What does it cost?

- a) BOPDHB will fund up to a maximum of two (2) counselling sessions for you. It is not necessary to utilise all two (2) sessions, however, these are available if you require them. If you are referred to another specialist agency, this cost may be your responsibility.
b) Additional sessions may be available if approved by the Chief Operating Officer (COO) or appropriate General Manager (GM).
c) Funding of additional sessions will be the responsibility of the employee's Service.
d) The COO or relevant GM must notify the Manager, Employee Health and Safety of any additional sessions approved.

2.7 When can I see a Counsellor?

You may choose to see a counsellor in your own time, or seek time off during work hours. In the latter case, you should arrange with your manager to take suitable time off, before visiting EAP Services. No details of your problem need be discussed with your manager. A medical certificate or EAP Services attendance record may be needed to cover absences and provide for paid leave.

2.8 Appointments

EAP services guarantee an appointment within 48 hours. Urgent appointments can be made sooner if appropriate. Should you be unable to attend your appointment please provide 24 hours' notice.

2.9 Contact Phone numbers:

National 24 hour EAP Service phone 0800 327 669

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3. Operational Debriefing

- 3.1 Operational debriefing is a separate process to defusing and may occur following a critical incident according to the related protocol. Records of operational debriefing must be forwarded to the relevant Senior Manager / Leader.
- 3.2 Sentinel events are a separate process and may or may not occur as a result of an incident through the Incident Management system.
- 3.3 A meeting is arranged by the Manager or Duty Manager within five (5) working days with those involved in the critical incident to be invited. The discussion at the meeting will include:
- a) Active questioning to elicit recall of the incident and the staff's ideas about the procedures followed.
 - b) Were adequate assessments made and documented?
 - c) Where risk was identified was there a plan in place and were staff familiar with this plan?
 - d) Were there any indications / warnings immediately prior to the incident occurring?
 - e) Could the incident have been prevented?
 - f) Was the incident handled safely and following best practice?
 - g) Can we do it better next time?
- 3.4 Outcomes / learnings from the above meeting will be forwarded to the relevant Cluster Leader(s) [Medical, Business, Nursing / Midwifery] to follow up any actions.

REFERENCES

- Privacy Act 1993
- Employment Relations Act 2000
- Human Rights Act 1993

ASSOCIATED DOCUMENTS

- [Bay of Plenty District Health Board policy 3.50.02 Staff Management](#)
- [Bay of Plenty District Health Board policy 3.50.02 protocol 6 Performance Development](#)
- [Bay of Plenty District Health Board policy 2.1.4 Incident Management](#)
- [Bay of Plenty District Health Board policy 2.1.1 Risk Management](#)
- [Bay of Plenty District Health Board policy 2.1.3 Hazard Management](#)

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