

ITEM	16
MANAGER'S REPORT NO.	37
COUNCIL MEETING	1981 08 10

RE: REHABILITATION COUNSELLING SERVICES FOR EMPLOYEES

MUNICIPAL MANAGER'S RECOMMENDATION:

1. *THAT the report of the Personnel Director be received for information purposes.*

* * * * *

TO: MUNICIPAL MANAGER DATE: 1981 JULY 30

FROM: PERSONNEL DIRECTOR

SUBJECT: REHABILITATION COUNSELLING SERVICES FOR EMPLOYEES

RECOMMENDATION:

THAT Council receive the following report for information purposes.

SUMMARY

The Directors of the Burnaby Municipal Benefit Society have asked the Personnel Director to inform Council that they are establishing an "Employee Health Counselling" service for Municipal employees which absorbs and expands the former "Employee Nursing" service; and that whereas the Society allocated the costs of the former "Nursing Service" 100% to only one of the four accounts that the Society administers, the costs of the expanded service will be charged equally among the four accounts as follows:

	<u>Cost Allocation - 1981 Rates</u>	
	<u>Former Service</u>	<u>Expanded Service</u>
Short Term Sick Leave (a)	\$22,000	\$12,000
Long Term Sick Leave (b)	-	12,000
Total & Permanent Disability (b)	-	12,000
Death Benefit (b)	-	12,000
	<u>\$22,000</u>	<u>\$48,000</u>
(a) Employee Funded		
(b) Employer Funded		

The Employee Health Counselling service relates to expenditures by the Benefit Society on behalf of the Corporation and the employees amounting to approximately \$750,000, most of which is funded by the Corporation.

In addition, if a dent can be made on the cost of loss productivity of seriously disabled or troubled employees plus related costs of replacements, work errors, wasted supplies and materials, wasted time and other indirect costs, it seems likely that the investment of an additional \$26,000. in employee health counselling should have a good chance of paying off.

From 1960 the Society administered sick leave (which included both Short Term and Long Term) and Death and Disability Benefits. The costs of those benefits and Nursing Service were shared equally between the Employer and Employees. In 1972 a change in tax rules made sick leave benefits fully taxable if the employer paid any share. Cost sharing of sick leave

was re-arranged so that employees paid 100% of Short Term Sick Leave which remained tax exempt and the employer paid 100% of Long Term Sick Leave. The Nursing Service was charged 100% to Short Term Sick Leave because that service was considered a policing effort related only to that benefit.

The Employee Health Counsellor will in future be providing a broader service focussing on rehabilitation and prevention and will relate to all of the four benefits listed above that are administered by the Society.

REPORT

A survey has been conducted by the Personnel Department in consultation with the Medical Health Officer since the Fall of 1980 to determine the need and feasibility of an expanded rehabilitation counselling service for Municipal employees. This survey arose in part from a recommendation received from the Labour Management Committee to explore the feasibility of an "Employee Assistance" program to deal with employees who had serious health, emotional, financial or alcoholism problems.

A number of supervisors were interviewed in the major departments, particularly where there was a considerable amount of time loss of employees who appeared to be "troubled" for a variety of reasons.

Results of the survey indicated that we have our share of "troubled" employees. Supervisors are generally concerned about the negative impact of severe personal problems on the productivity, performance and attendance of employees. Supervisors expressed a need to refer employees for counselling and rehabilitation so that the employee could function better on the job.

It appears we may have as many as 30 troubled employees in the Parks, Engineering and Library Services Departments. Problems which have surfaced have been very detrimental to productivity and effectiveness on the job and have been costly to the Corporation in terms of lower productivity and to the Society in terms of expenditures for sick leave and disability benefits.

Our assessment indicates that expenditures for health education, rehabilitation, and employee counselling would be an excellent investment in terms of increased effectiveness of employees as well as expressing the employer's concern for the health and welfare of the employee and his or her family.

In the past we have provided a nursing service for visiting and counselling employees and follow-up of illnesses and disability. This nursing service has been provided by the Society since its inception 25 years ago. We lost the services of Jean Worden in late 1980 and have been without even this limited counselling service for five of the past eight months.

The Personnel Director has reported to the Directors of the Society on the concerns as expressed above. The Directors of the Society approved the following changes with respect to rehabilitative health services:

1. THAT the concept of "Employee Nursing Service" provided by the Society be changed to "Employee Health Counselling" and be expanded to include counselling the troubled employee.
2. THAT a full-time position be established for this purpose.
3. THAT the position be called "Employee Health Counsellor" and that the incumbent report to the Medical Health Officer for professional direction.
4. THAT the Employee Health Counsellor report to the Directors of the Society in respect to their responsibilities, and in addition, act as a resource to supervisors and employees, including liaison with our Medical Consultants and community resources, as required.
5. THAT the functions and responsibilities of the Employee Health Counsellor include employee counselling, referrals, and health education, with particular emphasis on the "troubled employee".

ITEM 16
MANAGER'S REPORT NO. 37
COUNCIL MEETING 1981 08 10

- 6. THAT the Employee Health Counsellor develop a comprehensive health education program under the direction of the Medical Health Officer.
- 7. THAT the position of Employee Health Counsellor be allocated to the Personnel Department's staff and budget and that those costs be charged to the Burnaby Municipal Benefit Society.
- 8. THAT the Directors allocate the costs of the Employee Health Counsellor equally among the following benefit plans:

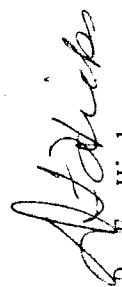
	<u>Funded 100% by:</u>	
(a) Short Term Sick Leave	<u>Employees</u>	Annual Cost
(b) Long Term Sick Leave	Corporation)	<u>Allocation</u>
(c) Total and Permanent Disability	")	\$12,000
(d) Death Benefit Plan	")	36,000
TOTAL	")	<u>\$48,000 *</u>

- 9. THAT the Personnel Director inform Municipal Council of the above plan and the change in cost allocation. (At the present the full cost of an Employee Nurse is charged to the employees via the Short Term Sick Leave fund).

* The anticipated annual costs to be charged to the Society are as follows:

Salary and Benefits	\$35,000.
Car Allowance	1,500.
Vacation Replacement	3,000.
Estimated costs of education program, including use of consultants, conduct of work shops and seminars, educational training equipment	<u>8,500.</u>
Total Estimated Annual Costs (1981 rates)	<u>\$48,000.</u>

DFH:mg


D. F. Hicks
PERSONNEL DIRECTOR

cc: Chairman, Burnaby Municipal Benefit Society

Medical Health Officer

