

2021



What is Kaelo Lifestyle I Africa?

Kaelo Lifestyle I Africa, provides valuable support to Members and their families to protect both their physical and psychological wellbeing and assists them to cope with problems they may encounter at work and at home.

Benefits:

Counselling

Coaching

Care

Support



Confidentiality
Guaranteed

We are continuously improving our communications and content. The latest version of this document is available on www.kaelo.co.za. Any material changes once your Rules Document has been issued will be communicated.

Access your Kaelo Lifestyle App today.



This brochure should be read together with your Rules document as it forms part of your agreement with Kaelo Simply Healthcare (Pty) Ltd. Please ensure that you familiarise yourself with all the terms and conditions contained in all the documents you have received.



Kaelo undertakes to provide the following services for the duration of the agreement period. All services extend to dependants.

Counselling

| Service | Benefit Summary |
|---|---|
| Counselling | <p>Unlimited Telephonic and approved Face-to-Face Counselling is available to assist with issues such as stress, anxiety, depression, addictions, relationship and marriage problems, parenting, abuse, rape and trauma.</p> <p>Kaelo Lifestyle Africa Members and their families are guaranteed privacy and confidentiality, enabling them to deal openly with problems affecting their home and work lives. The Kaelo Lifestyle Programme is a trusted and independent health provider.</p> |
| Telephonic Counselling | <p>Our Counselling Benefit provides unlimited telephonic access to Counselling, health information and education from registered health professionals. This psycho-social service is available 24 hours per day, seven days a week, 365 days a year and in 11 official languages.</p> <p>The Kaelo Lifestyle Africa Counsellor will treat and keep all information confidential and will not, without the disclosing party's written consent, directly or indirectly communicate or disclose (whether in writing or orally or in any other manner) confidential information to any other person other than in accordance with the terms of this Agreement or the spirit thereof. Confidentiality is never breached through the Kaelo Lifestyle Africa Programme unless there is reasonable evidence of:</p> <ul style="list-style-type: none"> • Risk to self (suicide) • Risk to others (homicide) • Risk to the health and safety of a Child • Damage to property. <p>A release of information without the consent of the Member is typically permitted in these instances, provided it is reasonable in the circumstances.</p> |
| Virtual Face-to-Face Counselling | <p>Members have access to unlimited Virtual Counselling. Appointments for Virtual Counselling are available Monday - Friday from 08:00 - 19:00. Virtual Counselling is managed by appointment only. Fee for service.</p> |
| Off-site Face-to-Face Counselling | <p>Appointments for approved Off-site Face-to-Face Counselling will take place at the Treatment Professional's premises (the cost and logistics of getting to the premises will be for the Members' account).</p> <p>The support line Counsellor will follow up on all Members/dependants referred to Treatment Professionals in order to support on-going wellness.</p> <p>The Member/dependant will have access to Off-site Face-to-Face Counselling should this be deemed necessary through an assessment conducted by a Kaelo Lifestyle Professional.</p> <p>Fee for service.</p> |
| Virtual On-site Face-to-Face Counselling | <p>Virtual On-site Face-to-Face Counselling can be arranged by your Employer in certain instances.</p> <p>Fee for service.</p> |

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Counselling

Service

Benefit Summary

Children and Teenagers Support

Today's hectic pace of life often leaves Children and Teenagers without the support they need to cope with their own challenges. The Kaelo Lifestyle Programme deals with the issues of bullying, peer pressure, exposure to drugs, depression, performance anxiety and self-image. Kaelo Lifestyle provides support on a number of issues including:

- Parenting issues
- Fears and phobias
- Emotionality and associated problems
- Separation anxiety
- Boundaries
- Children dealing with divorce and parent separation
- Bed wetting
- Self confidence
- Bullying
- Transitions
- School-related problems.

For Children aged between four and 12 years old, we use a variety of therapeutic methods, for example play therapy, painting etc, to engage and assist the Child. This is because at these ages, Children are often unable to identify and express their emotions. Due to these reasons, Children will be referred for Face-to-Face Counselling with the parents / guardians involved throughout the sessions. As Teenagers, Children between the ages of 13 - 18 years old, are able to understand and express their emotions, they will go through the regular telephonic assessment which will guide the treatment plan thereafter. Confidentiality is upheld for Children and Teenagers engaging in the service.

Children and Teenagers can make contact with Kaelo Lifestyle (where they are able to do so) directly. Interaction with Kaelo Lifestyle will be kept completely confidential unless there is evidence of:

- Risk to self (suicide)
- Risk to others (homicide)
- Risk to the health and safety of a Child
- Damage to property.

A release of information without the consent of the minor is typically permitted in these instances, provided it is reasonable in the circumstances.

Fee for service.

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Coaching

| Service | Benefit Summary |
|---|---|
| Managerial and Leadership Support Services | <p>The Manager and Leadership Support Benefit includes; exclusive Coaching, orientation sessions and support for Managers, to assist them to cope with stressful situations, to help them manage employees and to equip them with more effective interpersonal skills.</p> <p>Managers are encouraged to refer employees to the Kaelo Lifestyle Programme when the issue:</p> <ul style="list-style-type: none"> • Is not within the Manager's skills and competencies • Undermines Managerial authority • Results in substantial time commitments • Creates perception of favouritism. <p>In such instances, support is available for Managers regarding Employee Assistance Programme related issues. This includes:</p> <ul style="list-style-type: none"> • Support with formal referrals • Personal psychosocial issues related to one's role as a Manager (e.g. stress, isolation, Managerial skills) • Helping manage staff issues through informal referrals (e.g. a problem employee). <p>Booked call-backs to Managers seeking assistance will take place within 48 hours of the call being made by the Manager.</p> |
| Manager Support Orientation Sessions | <p>Manager Support Orientation Sessions are provided to explain the Kaelo Lifestyle product offering and the referral process.</p> <p>This may include either interactive webinar or pre-recorded videos.</p> <p>Face-to-Face sessions can be procured on a fee-for-service basis and will be quoted on request.</p> |
| Soft Skills Knowledge | <p>This Benefit provides Soft-Skills Coaching and Knowledge for Managers to manage interpersonal work conflict, Career goals and work/life balance.</p> <p>This will include a pre-recorded online video.</p> <p>Face-to-Face sessions can be procured on a fee-for-service basis and will be quoted on request.</p> |
| Life Coaching | <p>Life Coaching helps Members and dependants to identify goals and develop an actionable plan to achieve them. Life Coaching is provided by professionally trained individuals to help people maximise their full potential and reach desired results. Life Coaching is provided telephonically or virtually by qualified Life Coaches in the Clinical Consultant team, no Off-site referrals will be facilitated for any Coaching elements of the programme.</p> |
| Parent Coaching | <p>Confidential support to help parents navigate the challenges of successful parenting. Parent Coaching is provided telephonically or virtually by qualified Life Coaches in the Clinical Consultant team, no Off-site referrals will be facilitated for any Coaching elements of the programme.</p> |

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Coaching

| Service | Benefit Summary |
|----------------------------|--|
| Career Guidance | Guidance to individuals to help them acquire the knowledge, information, skills and experience necessary to identify Career options, and narrow them down to make a Career decision. Career Guidance is provided telephonically or virtually by qualified Coaches in the Clinical Consultant team, no Off-site referrals will be facilitated for any Coaching elements of the programme. |
| Leadership Coaching | Developmental Coaching personalised to help Leaders achieve their goals as an effective Leader. Building high-performance teams and personalised with a specific purpose. Leadership Coaching is provided telephonically or virtually by qualified Coaches in the Clinical Consultant team, no Off-site referrals will be facilitated for any Coaching elements of the programme. |

Care

| Service | Benefit Summary |
|---|--|
| Workplace Trauma Intervention - Groups | <p>The Trauma Intervention Benefit provides support to Members in the event of a work-related trauma incident such as injury on duty, death, assault, suicide, armed robbery etc.</p> <p>Members will receive the following support as part of this Benefit:</p> <ul style="list-style-type: none"> • Trauma containment immediately up-to 24 hours after the incident. Containment will be managed either telephonically, virtually or face-to-face (for AskNelson only) dependent on which will be most suitable from a clinical and safety perspective. • Formal trauma intervention 48 - 72 hours after the traumatic incident. The formal intervention will be managed either telephonically, virtually or face-to-face dependent on which will be the most suitable form from a clinical and safety perspective. <p>Counselling may take the form of either group or individual sessions (or both).</p> <p><i>Fee for service.</i></p> |

Support - Fee-for-Service Offerings

| Service | Benefit Summary |
|-----------------------------|--|
| Retrenchment Support | Group Interventions supporting those impacted by retrenchment and those left behind after retrenchments. |
| Training | Selection of workshops aimed at supporting Members emotional well-being, including trauma management workshops, dealing with grief workshops and retrenchment workshops. |
| Master Classes | Interactive webinars with professional Social Workers, Psychologists, Registered Counsellors and Life Coaches. |

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