FAQ’s for 2019 Refresh From Stress: 30 Day Inspiration

Q: What is Refresh From Stress: 30 Day Inspiration?
A: Refresh From Stress: 30-Day Inspiration is a program that offers you an opportunity to engage in effective steps to enhance emotional well-being. Activities focus on self-care, mindfulness, social connections, gratitude, resilience and other inspirations to help you refresh from stress. Through this month-long Inspiration, you can learn useful and easily implemented strategies to increase your capacity to respond to and manage stress.

Q: When is Refresh From Stress: 30 Day Inspiration?
A: RFS will be held during the month of October (October 1 -30, 2019).

Q: Who can participate?
A: All benefits eligible Emory employees and pre-65 retirees (with Emory medical plan coverage) are eligible to participate.

Q: When and how do I sign-up for Refresh From Stress?
A: Registration opens September 17 and continues through October 30. To register, login to Healthy Emory Connect and look for Refresh From Stress under the “Challenges” tab. Don’t have a Healthy Emory Connect account? Learn more at www.healthy.emory.edu/connect.

Q: How does it work?
A: 1) Join the “Refresh from Stress” challenge in Healthy Emory Connect by selecting “Challenges,” then click on the “Join” button. The program will begin on October 1.

2) At the start of each week, you will receive an email with information about that week’s theme and activities.

3) Each day, login to your Healthy Emory Connect account (on a computer or via the Virgin Pulse app) and find the events calendar for a list of activity options for each week. Or access these options in your daily cards. Complete any activity each day or create your own; you may repeat the same activity for several days or choose a different one each day.

4) After you complete your daily activity, go to “Refresh From Stress” under the challenges tab and select “yes” or “no” to indicate if you have completed an activity for that day. This must be done to earn your participation points and to be eligible for prize drawings.

5) At the end of the month, those who report “yes” to completing 15 of 30 activities will earn 5,000 points and those who complete 23 or more will earn 10,000 points. Participants who report “yes” to at least 15 activities will also be eligible for prize drawings for PulseCash, which may be used for various gift cards.

Q: Do I have to complete each activity on the actual day listed in the calendar?
A: No. Flexibility is important for emotional health. You may complete activities at any time between October 1-30, 2019.

Q: I’m very busy. How much time will I need to devote to RFS?
A: Refresh From Stress provides opportunities to take short periods of time to focus on your well-being. Most of the daily activities can be completed in 10 to 15 minutes.
Q: What incentives/rewards are being offered and how can I win?*
A. Participants who report “yes” to completing between 15 and 22 activities:
   • 5,000 Healthy Emory Connect points to be used toward your medical plan incentives
   • Entry into drawings for prizes for PulseCash which may be used for various gift cards, such as Amazon.

   Participants who report “yes” to completing 23+ activities:
   • 10,000 Healthy Emory Connect points to be used toward your medical plan incentives
   • Entry into drawings for prizes for PulseCash which may be used for various gift cards, such as Amazon.

   *The rewards are considered taxable income; therefore we must provide employee ID numbers for all participants who earn a reward to the Payroll Department for tax purposes.

Q: If my name is drawn, how will I receive my reward?
A: You will receive e-mail notification with instructions on how to claim your reward via PulseCash in Healthy Emory Connect. Please contact FSAP at 404-727-WELL (9355) or efsap@emory.edu if you have questions.

Q: What if I sign-up and complete some of the activities, but not all of them?
A: You are encouraged to complete at least 15 activities to be eligible for prizes, however, you may complete as many or as few of the activities as you would like. Even if you only do a few, you can still enjoy the activities and positive experiences that come from what you’ve chosen to do.

Q: If I don’t complete enough activities to be entered into drawings for a prize, can I still be eligible for a prize?
A: If you do not achieve the minimum number of activities required for a prize and wish to be included in the drawing, please mail a 4” x 6” postcard, containing your name, email address and telephone number to Faculty Staff Assistance Program, 1762 Clifton Rd, NE, Suite 1100, Atlanta, GA, 30322.

Q: What if I decide not to sign-up?
A: Participation is voluntary. There are no penalties for not participating in Refresh From Stress.

Q: Once I register, what type of data is seen by Emory about my participation?
A: Only the coordinators of Refresh From Stress will have access to participation information (your registration and number of activities completed). If you win a prize, your name will be listed as a winner.

Q: What type of data is contained in Healthy Emory Connect?
A: Healthy Emory Connect will contain individual-level registration data (name, employee number, email and work location), information collected through connected apps & devices (step counts, distance, active minutes), record of your participation in activities and challenges, and your rewards. Aggregate (group-level) data will be used for program evaluation. You are under no obligation to provide any personal information at any time. However, if you should choose to withhold specific information, you may be unable to utilize certain services.

Q: Who can view the individual-level data contained in Healthy Emory Connect?
A: Access to individual-level data is restricted to Virgin Pulse employees on a need-to-know basis and is used primarily for customer service and for incentive administration purposes.

Q: Is there a Mobile App?
A: Yes. To download the free mobile app, visit the iTunes store (Apple product users) or Google Play (Android product users) and search for “Virgin Pulse.”

Q: My question is not on this list. How can I get it answered?
A: You may contact FSAP at 404-727-WELL (9355) or efsap@emory.edu for questions about Refresh From Stress. If you have questions about medical plan incentives, contact Health & Wellness at 404-712-3775 or healthyemory@emory.edu.