### Status: Active

**Entity:** Emory Healthcare  
**Policy Section:** Wellness

**Policy Statement:**
### OVERVIEW & ELIGIBILITY
The Faculty/Staff Assistance and Wellness Program (FSAP) provides professional services designed to enhance the health, performance and well-being of individuals and organizational units while fostering a greater sense of community.

In this capacity, it functions as a resource for faculty, staff, physicians and administrators, and as a management support system for leadership.

Services are provided in a place and manner which respect individual privacy and dignity.

The program is available to the faculty, staff, physicians and administrators of Emory Healthcare.

Services are also available to family members and those who play a significant role in the life or issue of a covered individual. Family and others may utilize the program when accompanied by a program client and following the client's initial assessment.

### COMPONENTS
The FSAP facilitates the ability of clients to discover and manage options and resources for dealing with any situation, behavior or concern which is affecting or may affect their ability to live or work in a healthy manner.

Services include professional consulting and intervention for a wide range of human and organizational behaviors, issues and needs, and are provided in three general areas:

a. mental and behavioral health and wellness

b. organizational dynamics, transition and intervention

c. general health and wellness

### MENTAL & BEHAVIORAL HEALTH & WELLNESS SERVICES
The FSAP offers confidential and professional consulting, counseling, education and referral services which cover areas such as marital, family, relationship, parenting and aging parent(s) issues; the abusive effects of alcohol and other drugs; the abusive effects of other addictions; financial pressures; legal issues; depression; psychological matters; stress; conflict; and work dynamics.

Clients are encouraged to call the FSAP before a concern becomes a crisis. Any change, however subtle, in productivity, competency, attendance or behavior is often the first indicator that help may be needed.

### ORGANIZATIONAL DYNAMICS, TRANSITION & INTERVENTION
The FSAP provides organizational development and intervention services to enhance and facilitate management and departmental communications and effectiveness, while addressing the human and emotional impact of changes and transition. These process consulting services are custom-designed following an assessment of need(s).

### HEALTH & WELLNESS
The FSAP also provides services to enhance individual and organizational health and wellness. A comprehensive program designed to deliver health education and wellness services to multiple Emory locations complements the many services available through Emory Healthcare. Further information about wellness is available by calling 727-WELL.
ACCESSING THE FSAP

FSAP services may be accessed directly by individuals or through supervisory recommendations or referrals.

Individuals are encouraged to call the FSAP directly for information or to schedule a private appointment or consultation.

The FSAP seeks to maintain health and productivity by working with individuals prior to an issue's impact on the person or in the classroom, the lab, the hospital, the clinic, the office or the workplace. While the FSAP does offer crisis intervention and debriefing services for individuals and groups, it encourages utilization of its services early and often, before a crisis develops or before a change in productivity, attendance or behavior becomes a debilitating pattern.

LEADERSHIP & THE FSAP

The FSAP is a resource whenever an individual indicates to leadership that a personal concern or problem exists, even though there may be no immediate or discernible impact on work performance. Leadership also is encouraged to recommend that an individual visit or consult with the FSAP at the first indication of a change or difference - however, subtle or slight - in productivity, competency, attendance or behavior.

The FSAP provides consultative services about the behavior and dynamics of Emory's organizational units and the people who work in them. As such, it serves as a resource of education and information for administrators, managers, supervisors and others in sorting through organizational or performance issues; identifying alternatives; or providing consultation in when and how to recommend the FSAP or refer someone to the FSAP.

REFERRAL

In certain instances, leadership may determine in consultation with the FSAP that referring an individual to the FSAP is advisable and necessary. Such referral is generally based upon a demonstrated pattern of declining productivity, erratic attendance or atypical behavior. To make a referral, a supervisor must first consult directly with the FSAP. The private consultation is designed to review facts and circumstances in order to determine the most appropriate way of proceeding.

Services are confidential. Clients generally control what they want to share about their situation and with whom they want to share information. (Employee assistance programs do have a "duty to protect and warn" under certain prescribed circumstances.)

When an individual comes to the FSAP through a supervisory referral, the FSAP will verify to the referring supervisor that the person is working with the FSAP. While the FSAP will provide ongoing consultation with the supervisor, details or information about the type or nature of services will not be provided except as authorized by the client.

GENERAL INFORMATION

The FSAP does not provide a shelter or protection from adverse consequences of such acts as erratic attendance, unsatisfactory productivity or unacceptable behavior. Neither may utilization of FSAP services be held or used against an individual. The program offers an opportunity and a method for identifying and dealing with the underlying causes(s) of performance-impairing issues.

Individuals who utilize FSAP services may do so at no loss in pay and without using any accrued leave time. Where a clinical assessment indicates that time away from work is warranted, it may be necessary for an individual to request and use appropriate leave.
The FSAP is a pivotal and important resource of assessing whether it is appropriate for an individual to be at work. The FSAP is available to certify, based on clinical review, an individual's need to be absent from work or the need for a disability leave of absence. The FSAP also is available to facilitate communications regarding an individual's return to work from disability leave.

Assessments by and short-term sessions with the FSAP’s licensed counselors and professional associates are provided at no cost to employees’ clients. Most clients complete their work within the FSAP itself. The FSAP maintains program and referral linkages with EmoryCare, Health Choice and EmoryChoice providers as well as with other community resources to effect appropriate referrals, based upon a client’s clinical needs and financial resources, when additional services are indicated.

LOCATION

The FSAP is located on Emory's main campus at 1762 Clifton Road NE, Suite P 1100, Atlanta, GA 30322. Hours of Operation: Monday - Friday; 8:30 a.m. to 5:30 p.m. The FSAP also maintains an office at Emory University Hospital Midtown in the Orr Building, 550 Peachtree Street, by appointment only.

For further information or to schedule an appointment, call 727-WELL(4328).

Contact for Help: See your department director
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