The Faculty Staff Assistance Program (FSAP) provides confidential behavioral mental health, organizational dynamics, and health promotion and wellness services. The FSAP assists all employees, their immediate family members, and organizational units through assessment, short-term counseling, consultations, interventions, and education and prevention programs. The focus is to work as a valued partner with Emory institutions to promote and facilitate individual and organizational health.

The FSAP facilitates the ability of employees to discover and manage options and resources for dealing with any situation, behavior, or concern that is affecting or may affect their ability to live or work in a healthy manner. It does this by providing professional services that address a wide range of human and organizational behaviors, issues, and needs.

Private and professional consulting, counseling, assessment, referral, development, education and wellness services are available to faculty, staff, healthcare professionals, and administrators at all levels of Emory University and Emory Healthcare. Services are also available to Emory Medical Residents and Fellows. Services are available to immediate family members or others who play a significant role in the life or issue of a covered individual.

**Consultations Available Through the FSAP**

- Behavioral Mental Health services are available to help with a variety of personal or work-related concerns. Leadership is encouraged to consult with the FSAP at any time regarding employees who may be having difficulties. The FSAP provides consultation and coaching on when and how to refer employees for services. The FSAP services may always be offered as a source for assistance anytime a supervisor is aware of a behavioral mental health issue or observes a change in productivity, attendance, or behavior. The FSAP provides confidential, professional services designed to enhance the health, performance, and well being of the employee and organization.

- Organizational Dynamics (OD) services are available to promote organizational health. These services offer a resource to leadership in sorting through organizational or performance issues and in developing ways to enhance organizational effectiveness. OD involves a systematic process of multifaceted assessment mechanisms and data based intervention strategies. Services include organizational assessments, change management, and interventions to enhance departmental communication, work relationships, and overall effectiveness. Specific organizational interventions include team building, strategic planning, effective communication skills, workplace stress reduction, and conflict negotiation and resolution. Additional OD services include executive and leadership coaching, process consultations, skills training, mediation, and retreat planning.

- Health Promotion and Wellness services available through the FSAP offer a variety of ways to improve health and quality of life where people work and live. Leadership is encouraged to consult with the FSAP for information on programs that may support employees and enhance their work performance, such as stress management, worklife resources, and customized lifestyle or nutrition programs.
Referring an Employee to the FSAP

- Leadership may determine in consultation with the FSAP that referring an individual for a consultation would be helpful. Such referrals may involve a gentle suggestion that FSAP services are available. For example, an employee may be facing a personal tragedy or unexpected crisis, and a supervisor may facilitate an informal referral to FSAP by informing the faculty or staff member of this confidential, free service. Early intervention can help to prevent a debilitating impact on one’s behavior or performance. Leadership will not be informed by the FSAP about whether the employee followed through with the referral.

- Leadership may determine in consultation with the FSAP that referring an individual for a consultation is advisable and necessary. Such referrals must be based upon a demonstrated pattern of declining productivity, erratic attendance, or atypical behavior. To make a formal referral, a supervisor must consult with Human Resources and directly with the FSAP. The confidential FSAP consultation is designed to review the facts, perceptions, observations, and circumstances to determine the type of referral that should be initiated, and the appropriate next steps. Leadership will be informed by the FSAP about whether the employee came to the FSAP as part of the formal referral process.

- Leadership may determine in consultation with the FSAP that referring an individual for a consultation is essential. Such referrals are required when there is a question about whether an employee is able to perform his/her job duties. If the employee appears unable to work, emotionally unstable, or if there is a threat of potential violence, a referral is necessary to determine whether the employee needs to be taken off duty. To make a fitness-for-duty referral, a supervisor consults with Human Resources and the FSAP to facilitate the coordination of the evaluation process.

- A referral to FSAP does not take the place of disciplinary action (i.e., a supervisor may refer an employee to FSAP, while also beginning the progressive steps of disciplinary action, as indicated). The consultations with the FSAP and the HR Employee Relations Coordinator will provide guidance on what action(s) should be taken in conjunction with the University and Healthcare policies and procedures.

- The FSAP staff respect individual privacy and dignity, and thus the nature or content of what is discussed with a client will not be disclosed to anyone unless authorized by the client. When an individual comes to the FSAP through a formal supervisory referral, the FSAP will verify to the supervisor that the person is working with the FSAP. Details or information about the type or nature of services will not be provided except as authorized by the client. (Employee Assistance Programs do have a “duty to protect and warn” under certain prescribed circumstances.)

Self-Referral

- Individuals may always be encouraged to get in touch with the FSAP themselves. The FSAP seeks to support and advance the concept of being responsible and accountable for one’s own behavior.

- Services are available to help with a variety of concerns, such as problems in personal and/or work relationships; grief issues; depression; stress and anxiety; career dissatisfaction; alcohol, drug, and other addictions; financial pressures; crisis intervention; and conflict resolution.
• Individuals seeking assistance for themselves or a family member are encouraged to contact the FSAP office directly for information or to schedule an appointment for a consultation. During the initial consultation, the limits of confidentiality will be explained to the employee/family member by the FSAP clinician. Employees/family members will be asked to sign the “Statement of Confidentiality” form to acknowledge their understanding of the limits of confidentiality. The FSAP seeks to support emotional health and well being by working with individuals to address concerns before they negatively impact the person or their workplace performance. Thus, early consultations and interventions are strongly encouraged.

**GENERAL INFORMATION**

• The main office of the FSAP is located at The Emory Wellness Center at 1762 Clifton Rd. Satellite offices are also available at Emory Crawford Long Hospital and the Grady Campus.

• The FSAP does not serve as a shelter or protection from the adverse consequences of such acts as erratic attendance, unsatisfactory productivity, or unacceptable behavior. Neither may utilization of the FSAP services be held or used against an individual. The FSAP offers an opportunity and a method for identifying and dealing with the underlying cause or causes of performance-impairing issues. Individuals who come to the FSAP may do so at no loss in pay and without using any accrued leave time.

• The FSAP is a resource for assessing whether it is appropriate for an individual to be at work. The FSAP is available to certify or coordinate a fitness for duty evaluation, to determine whether an individual needs to be put on leave from work, or the need for a disability leave of absence. The FSAP is also available to facilitate communications regarding an individual’s return to work from medical or other leave.

• Assessments by and sessions with the licensed mental health providers and professional associate staff at the FSAP are provided at no cost to employees/clients. The FSAP maintains linkages with Emory’s healthcare plans through the United Behavioral Health providers, as well as with other community resources to facilitate the most appropriate referrals, based upon a client’s clinical needs, financial circumstances, and additional services that may be indicated.

*This information has been developed as a general guide, it is not intended to be a comprehensive statement of the services provided by the Faculty Staff Assistance Program, nor is it intended to address every circumstance in which the FSAP could be used. It offers instead a broad picture of the FSAP, which is intended to facilitate leadership’s ability to encourage use of the program. Those in leadership positions are encouraged to be mindful of the FSAP’s continuing availability to provide professional consultation and assistance concerning a wide range of human and organizational behaviors.*
Before a concern becomes a crisis, before an issue becomes impairment, call for a confidential appointment. Office hours are 8:00 a.m. – 5:00 p.m., Monday-Friday. Counselors are on call 24/7 in case of an emergency. Call 404-727-4328 or 404-727-WELL for more information.