

FAQ'S FOR 2021 REFRESH FROM STRESS: 30 DAY INSPIRATION

Q: What is Refresh From Stress: 30 Day Inspiration?

A: Refresh From Stress: 30-Day Inspiration (RFS) is a program that offers you an opportunity to engage in simple, effective ways to boost your mood and enhance your overall emotional well-being. This year's three (3) themes include self-care, mindfulness, and social connections, with activities within the themes that focus on 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, 2021).

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 16th and continues through October 30. To register, login to [Healthy Emory Connect](#) (on the web or in the app) and look for Refresh From Stress under the "Challenges" tab. Don't have a Healthy Emory Connect (HEC) 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 theme, you will receive an email with helpful information about the theme and some associated activities and resources.

3) Each day, you may find the events calendar and list of RFS activities by logging in to your Healthy Emory Connect account or in your daily cards. In addition, you may print a copy of the [calendar](#) and [activity descriptions](#) to post in any space you choose. Complete any activity each day or create your own; you may repeat the same activity 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 gift card prize drawings.

5) At the end of the month, those who report "yes" to completing:

- 10 activities will earn 5,000 points
- 20 or more will earn 10,000 points
- 30 activities will earn 15,000 points!

In addition, participants who report "yes" to completing *at least 15 activities* will be eligible to be entered into prize drawings for gift cards.

Q: Do I have to complete each activity in the order listed on the calendar or within the time period of the specific theme?

A: Flexibility is important for emotional health. You may complete activities at any time between October 1-30, 2021.

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 or less.

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 drawings for gift card prizes, and at least 10 to receive Healthy Emory Connect points. However, you may complete as many or as few of the activities as you would like. Even if you only complete a few, you can still enjoy the activities and positive experiences that come from what you've chosen to do.

Q: What incentives/rewards are being offered and how can I win?*

A: Participants who report "yes" to completing 10 activities will earn 5,000 points; those who complete 20 or more will earn 10,000 points; and participants who complete 30 activities will receive 15,000 points (500 points a day).

Participants who report "yes" to **at least 15 activities** will also be eligible for **gift card prize drawings**. Healthy Emory Connect points may be used toward your medical plan incentives.

*The gift card 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 gift card reward. Please contact FSAP at 404-727-WELL (9355) or efsap@emory.edu if you have questions.

Q. What if I've already earned enough points to reach Level 4 this year and the points don't matter to me?

A. Employees who have already reached Level 4 before the start of Refresh From Stress are still encouraged to participate. All Level 4 participants who report completing at least 15 activities will be included in separate drawings for gift card prizes!

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: 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.