



## Faculty Staff Assistance Program Emory University and EMORY HEALTHCARE

### Guidelines for Using Behavioral Mental Health Services

The Faculty Staff Assistance Program (FSAP) provides professional counseling and consultative services designed to enhance work performance as well as the health and well-being of individuals and organizational units, while also fostering a greater sense of community.

Through the FSAP, Emory faculty and staff have access to:

- Confidential and professional consulting for personal, work-related and wellness issues;
- Brief counseling for individuals, couples and groups;
- Educational workshops and programs; and
- Referral services for family and spousal/partner relationships, parenting and eldercare concerns; alcohol and substance abuse, as well as other addictive behaviors; financial pressures; legal issues; psychological issues (e.g., depression, anxiety), stress and conflict; and, when appropriate, work-related matters<sup>1</sup>

#### Accessing FSAP Services

**When:** Faculty, staff and other Emory employees are encouraged to call 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.

**How:** FSAP services may be accessed directly through self referrals or through leadership-facilitated recommendations or referrals.

**Allotting time:** Individuals who use FSAP services (which includes up to six counseling sessions) may do so without loss in pay and without using any accrued leave time. When a clinical assessment indicates that time away from work (e.g., for appointments with professionals outside of FSAP, leave of absence, etc.) is warranted, an individual will need to request and use comprehensive and/or extended illness leave balances.

#### Leaders Responsibilities

- **Recognize the need:** Recognize when an employee or the organizational unit may benefit from FSAP services. Become familiar with FSAP services, including behavioral mental health, organizational dynamics<sup>2</sup>, and health promotion and wellness.
- **Confidentiality:** Maintain an employees right to confidentiality. When an individual decides to seek a consultation with FSAP, handle this information in a confidential manner. Issues may be discussed only with appropriate leadership and HR personnel.
- **Leadership referrals:** When referring a faculty, physician or staff member to FSAP, consultation must take place with Human Resources and FSAP to ensure this is the proper course of action.
- **Continued performance management:** Continue to manage performance of an employee s job duties as usual. FSAP does not provide protection from adverse consequences such as erratic

---

<sup>1</sup> FSAP handles work-related matters that directly correlate to personal and professional well-being, such as time management, co-worker/peer relations, effective communication with supervisors, customer service strategies, job stress and organizational change. Matters that are related to performance management and employee relations should be directed to the appropriate HR manager.

<sup>2</sup> FSAP will use a triage approach to these services, which may be multifaceted and include HR, EOP, ODS and EHC Organizational Development and Learning Services.

attendance, unsatisfactory productivity or unacceptable behavior, or any other disciplinary actions. Use of FSAP services may not be held or used against an individual.

- **Attendance verification:** If needed, request FSAP verification of attendance from the employee. This form does not reveal the content of the discussion with an FSAP counselor; however, it does verify the time and date that an employee was seen at FSAP.

### **Employees Responsibilities**

- **Recognizing the need:** Identify the need to seek FSAP services as soon as possible. Become familiar with FSAPs services, including behavioral mental health and health promotion and wellness.
- **Communicate with leaders:** Discuss the need for a medical leave, an appointment at FSAP or other items that affect scheduling and productivity. Employees do not need to reveal the content of discussions with FSAP; however, they do need to ensure that their leader can manage their time away from work without major disruptions.
- **Appointments:** Schedule appointments with FSAP at the least disruptive times for the work unit, such as early morning, lunch or late afternoon appointments.
- **Attendance verification:** Provide your direct supervisor (if requested) with an FSAP attendance verification form to verify the time and date of an appointment.

### **FSAP Responsibilities**

- **Services:** Provide confidential counseling and consulting services to employees through comprehensive assessment, brief counseling and (where appropriate) referral to quality external providers.
- **Confidentiality:** Maintain and explain the nature and limits of confidentiality regarding client information. Review the policy that information can be shared only with a supervisor, family member or others when the employee has completed a release of information form.
- **Scheduling:** During the initial assessment, provide assistance to clients in identifying the best times during the workday to schedule appointments to minimize the impact on the work environment. Identify ways to communicate with leaders the need for appointments at FSAP, and offer the option of completing a verification of attendance form.
- **Assessing the need for off-duty status:** Evaluate situations when employees may be unable to perform their duties in the workplace, especially when those duties are part of safety-sensitive positions. In these instances, the staff, faculty or physician will be placed off-duty to ensure appropriate safety in the workplace, following the appropriate steps<sup>3</sup>. There are situations when FSAP may recommend a fitness-for-duty evaluation before an employee is able to return to work.

---

<sup>3</sup> A recommendation for medical leave or family medical leave is made based upon clinical need when an individual is diagnosed with a serious health condition. FSAP clinician provides FMLA forms and instructions to client and notifies the supervisor and Nancy Clift (EHC) or Randall Cumbaa/Michael Tucker (EU) that the employee is being placed on medical leave. Client completes and submits the Leave of Absence Request Form to the supervisor. Client is referred to the most appropriate level of treatment in the continuum of care to support timely return to work and is instructed to contact Nancy Clift or Randall Cumbaa/Michael Tucker with any questions related to FMLA. Once the Certification of Health Care Provider form is completed by an appropriate medical provider, the client faxes this form to Nancy Clift or Randall Cumbaa/Michael Tucker. If clients are out on medical leave for an extended period of time (i.e., more than three weeks), a return-to-work conference can be scheduled with the client and supervisor to ensure a positive transition back to the work environment.