FAQ’s for 2020 Refresh From Stress: 30 Day Inspiration

Q: What is Refresh From Stress: 30 Day Inspiration?
A:刷新从压力：30天灵感（RFS）是一个程序，它为你提供了一个机会，让你参与到有效的步骤中，来提高心理健康。活动旨在将自我关怀、正念、社交联系、感恩、韧性和其他激励你从压力中恢复的激励。通过这个为期一个月的灵感，你可以学习有用的和容易实施的策略，来增加你应对和管理压力的能力。

Q: When is Refresh From Stress: 30 Day Inspiration?
A: RFS将在十月举行（10月1日至30日，2020年）。

Q: Who can participate?
A: 所有参与RFS活动的员工和退休人员（以Emory医疗计划覆盖范围为准）都符合资格。

Q: When and how do I sign-up for Refresh From Stress?
A: 注册将于9月14日开始，持续到10月30日。要注册，请登录Healthy Emory Connect（网页或应用）并查找Refresh From Stress，点击"Challenges"。如果没有Healthy Emory Connect帐户？了解更多，请访问www.healthy.emory.edu/connect。

Q: How does it work?
A: 1) 选择"Refresh From Stress"挑战，点击"Join"按钮。程序将在10月1日开始。
2) 每天开始时，您将收到一封包含有关本周主题和活动的电子邮件。
3) 每天，您可以通过Healthy Emory Connect或通过The Virgin Pulse应用登录到日历和活动列表。此外，您还可以打印日历或活动描述。完成任何活动后，您可以在收到的单日或每天活动中重复相同的行为。
4) 完成每日任务后，去"Refresh From Stress"下挑战分类，并选择"是"或"否"来表示您是否完成了当日的活动。必须完成以获得参与积分。
5) 在月底，完成15到22个活动的参与者将获得5,000个点；完成23个或更多的活动的参与者将获得10,000个点。参与者如果报告"是"至少15个活动，还将有资格参加PulseCash抽奖。

Q: Do I have to complete each activity on the actual day listed in the calendar?
A: 不。灵活性对心理健康很重要。您可以在10月1-30日期间完成活动。

Q: I’m very busy. How much time will I need to devote to RFS?
A: Refresh From Stress以提供机会，让你投入较短的时间专注于你的健康。大多数的日常活动可以在10到15分钟内完成。

Q: What if I sign-up and complete some of the activities, but not all of them?
A: 您被鼓励完成至少15个活动，以获得奖品。但是，您也可以选择完成更多或更少的活动。如果您只完成了一些活动，您仍然可以享受您所选择的活动和积极的经历。
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’ve already earned enough points to reach Level 4 this year and the points don’t matter to me?
   A. Participants who have already reached Level 4 before the start of Refresh From Stress will be able to roll the 5,000 or 10,000 points earned from Refresh From Stress into their Healthy Emory Connect account for next year. Points will be applied to your account in early December.

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 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.