



Faculty & Staff Assistance Program

for



impact



- *Confidential* Assistance
 - For you and your household when you want it!
- **No one knows when you use the program**
 - **By agreement** with your employer
 - **By law** the information you share is treated as medically privileged
 - **By our policy**
 - All we need to know to help you is your employer's name

Is impact Confidential?

- *Yes!*



- Except under certain unusual conditions
 - Danger to self or others
 - Volatile work environment
 - Information disclosed only on a need to know basis

Who is Eligible for impact's Services?

- All employees
- All household members
 - Dependents and non-dependents
- Dependents away from home
- The employee's parents and parents-in-law



How Do I Use impact?

You can reach an *impact* counselor by calling:

1-800-227-6007

or

Visit our website

www.UniversityAssistanceProgram.com

- 24 hours, 7 days a week
- Free unlimited use
- Immediate response
- Help available in the US & Canada



impact Website

www.UniversityAssistanceProgram.com

Account Login: **wsu fsap**

features:

- *impact Work/Life resource*
- Customized document library for employees, managers and HR
- “Ask your Account Manager” feature
- Newsletters
- And more.....

Work/Life Home

The Resource Center

Family and Caregiving

- Adoption
- Parenting
- Child Care
- Education
- Older Adults

Emotional Well-Being

- Personal Growth
- Relationships
- Grief and Loss
- Child Mental Health
- Mental Health
- Addiction

Health and Wellness

- Health Tools
- Live Healthy
- Infant/Toddler Health
- Children's Health
- Adolescent's Health
- Adult's Health
- Health Challenges

Working Smarter

- Accomplished Employee
- Effective Manager
- Career Development
- Career Transitions
- Training Development
- Workplace Diversity
- Workplace Productivity
- Workplace Safety
- Workplace Stress

Daily Living

- Automotive
- Home Improvement
- Moving
- Financial
- Legal
- Concierge Desk
- Safety
- Pets
- Travel/Recreation
- Volunteers
- Government
- Consumer Tips
- Fraud/Theft

Recursos En Español

This Month's Special Feature!







Learning To Relax

We gauge how much stress we're under by the amount of physical and emotional tension we feel. Too much tension can be unhealthy as well as uncomfortable, which is why relaxation is so important. Relaxation provides a way for us to reduce some of the tensions we develop from stress - which in turn helps us to function more efficiently.

One of the ways our bodies cope with the... [More](#)

Featured Items

-  [We All Look Forward to a Good Night's Sleep](#)
-  [Laughter Is Really Good Medicine](#)
-  [Think Positively](#)
-  [How to Plan Your Dream Vacation without Ignoring Your Financial Goals](#)

News For You

Terrorist Bomb Threat Thwarted in London

This morning (Thursday, August 10, 2006) authorities at the Heathrow Airport in London thwarted a terrorist plot to blow up several airplanes heading to the U.S. using explosives smuggled in carry-on luggage. As a result, the Department of Homeland Security has raised the threat level to its highest designation of red for flights arriving to the U.S. from the United Kingdom, and orange overall. Airport security has been heightened and strict carry-on guidelines prohibit bringing liquids of any kind through security. This is causing widespread travel delays and flight cancellations.

For the most up-to-date developments, check with any of these fine news and government organizations:

- <http://www.cnn.com/>
- <http://www.msnbc.msn.com/>
- <http://www.tsa.gov/>

In addition, read these useful tips for stranded travelers on the University of Kentucky Alumni Association's website: http://www.ukalumni.net/pages.php?page_id=28#disaster.

For information on how to talk with you children about terrorism or manage your own emotions, see the articles and resources under the section "Disaster and Terrorism" by selecting "Safety" in the QuickJump feature of this website.

Give Us Your Thoughts

How important is "alone time" for you?

- I need lots of "alone time." I take care of myself so I can give to others.
- It's important that I have time to recharge, but it's not my top priority.
- I like occasional solitude, but prefer to be around others.
- I feel restless or bored when I'm alone.

Archived Polls

- 1/2006 New Year's Resolution
- 2/2006 Keeping Resolutions
- 3/2006 Responsibility
- 4/2006 Financial Readiness
- 5/2006 Child's Education
- 6/2006 Meet Next Date
- 7/2006 Helping Care For Elders

Helpful Hints



Making Time For Yourself

A Guide for Older People

Making time for yourself is probably the last thing on your list, and probably one that you rarely ever get to. There's always someone or something that needs your attention, and taking care of others is more important than taking care of yourself, right? You might feel like it's hard enough to get everything done as is and that you'll never find the time. But there are some very compelling, and important... [More](#)

Quick Jump

Adv. Directives

Locate Providers

LIVE Connect

Click here to "instant message" our work-life Consultants with questions.

Live Connect
ONLINE

Savings Center

A free program for savings of up to 25% on name-brand, everyday and luxury items. Your company code is: ADVANTAGE Click here...

Well Coach



Wellness Coaching
Find easy-to-read fact sheets and a health information library, have a one-on-one private consultation with a health expert or WellLocate can help you find qualified practitioners, programs, spas and facilities near you. Click here...

Learning Center

Life Lessons to improve your mental and physical health; and relationships at work and at home. Listen, read, assess and make plans using the information and interactive tools here. Click here...

Relocation Center

Get inside information on a community. Lists the schools, hospitals and places of worship near you. Provides statistics on crime rates, cost and types of housing, age, income and more. Click here...

Wellness Center



Do you want to lose weight? Sign up for your personalized online diet and fitness program which includes: a personalized nutrition plan, a personalized fitness plan, meal plans and shopping lists, and expert support and motivation. Click here...

Events

Online Seminar
 08/15/2006 - Making Time, Taking Time for You

Online Seminar
 09/19/2006 - The Retirement Revolution

Online Seminar
 10/17/2006 - Making a Life While Making a Living

[View All Seminars](#)

impact is Your Personal Guide to Work/Life Matters:

- Child Care & Elder Care Assistance
- Family Issues
- Parenting Issues
- Health & Wellness Issues
- Emotional Well-being Issues
- Work Issues
- Daily Life



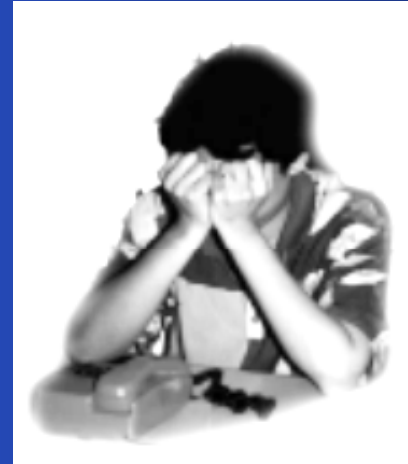
impact Provides Professional Guidance & Assistance For:

- Stress & Anxiety
- Job Concerns
- Depression
- Marital & Family Problems
- Divorce
- Alcohol & Drug Abuse



impact Responds Immediately to Emergencies Such as:

- Workplace Crises
- Domestic Violence
- Suicide Threats



impact Services

- 24/7 live phone communication with a qualified mental health professional
- Up to **six (6)** pre-paid counseling sessions per person per problem occurrence
- Priority and emergency appointment scheduling



impact Services

Web-based Work/Life Resources

- Self-search referral locators for child and elder care
- Health risk assessment tools
- Child care discounts
- Savings center – discounts on name brand items
- Web MD
- On-line seminars
- Numerous financial calculators
- And much more.....

impact Services

Unlimited financial assistance provided
by qualified financial counselors

- Debt management assistance
- Bankruptcy prevention
- Credit report review
- Housing education
- Long-term financial planning services
- Educational materials

impact Services

Legal assistance with private practice attorneys in your state

- Legal assistance pertaining to family law, power of attorney, living wills, real estate etc.
- Complimentary half-hour consultation
- 25% discount on fees if additional services are needed

impact Services

Identity Theft Recovery Program

- Complimentary professional assistance to guide you through the recovery process

or

- ID theft recovery services provided by a specialist



**Faculty & Staff Assistance
Program Management Referral
Procedures & Guidelines**

When to consider a “management referral”

- Evidence of a technical or behavioral performance problem such as: quality of work, attendance, conduct, attitude and demeanor etc...
- Attempts at normal corrective action have not produced desired outcome

Two types of “management referral” strategies

- Informal Management Referrals
- Formal Management Referrals

A supervisory referral to *impact* will often coincide with normal disciplinary procedures

Informal Voluntary Management Referrals

- Evidence of a performance problem must exist
- **Informal referrals** typically coincide with early stages of disciplinary action
- No communication takes place between *impact* and the organization during an **Informal referral**
- No release forms or referral notices are necessary at the **Informal level**
- Follow up between supervisor and employee is strongly encouraged to determine if a **Formal referral** is necessary

Formal Voluntary Management Referrals

- **Continued evidence** and documentation of a performance problem must exist
- Employee is **strongly advised** to contact *impact*
- Further disciplinary action is based solely on job performance not EAP participation
- **Feedback regarding program compliance and attendance is reported to HR or designated representative**
- **Release forms and referral notices** must be in place
- *impact* typically achieves 80% success rate in job performance improvement as the result of the informal and formal management referral strategies

Questions

For additional information please call

1-800-227-6007

Or visit our web-site

www.UniversityAssistanceProgram.com