

FSAP - Leader Fact Sheet

Faculty and Staff Assistance Program

[The Faculty and Staff Assistance Program](#) (FSAP) is a worksite-based program designed to assist the University in addressing productivity issues and helping employees in identifying and resolving personal concerns. The FSAP will offer University of Miami leaders (Officers, Deans, Chairpersons, Directors, Administrators, Supervisors and Managers) the following services tailored to support their specific strategic goals.

- A) [One-to-one confidential consultation](#) and [referral services](#), by [Florida licensed mental health professionals](#), provided free of charge, to all UM faculty and staff as well as their dependents. These services include exploration of options for problem(s) resolution, support, development of plan(s) for helping distressed colleagues, or subordinates, and assistance in accessing other University of Miami and/or community-based resources for resolving concerns.
- B) [Assisting leaders/managers with guidance](#) on ways they may reach out to distressed faculty or staff members. The FSAP is poised to offer needed assistance and prevent an employee's further decline. Solutions explored early, can limit the possibility of personal problems developing into performance issues or health concerns. Supervisors are always free to make employees aware of FSAP services or make recommended referrals to the FSAP.
- C) [Formal Supervisory Referrals](#) – When faculty or staff are formally referred by supervisors to the FSAP, the following information may be disclosed with employee written consent: 1) confirmation of whether the employee was seen for an initial assessment, 2) whether recommendations were given, 3) whether the employee is taking steps to follow through on those recommendations, and 4) when the employee has completed his/her/their involvement with the FSAP. Employee engagement with FSAP services is voluntary and not a disciplinary process. An employee's involvement with the FSAP can be viewed as a sign that the employee is willing to address their concerns proactively. The FSAP offers [departmental seminars/webinars to help managers](#) understand how these referrals are made to maximize the potential for employee compliance and follow-through.
- D) [Critical Incident Stress Management / Psychological First Aid](#): When teams, or workgroups, encounter events which impact employees' emotional well-being such as layoffs, restructuring, loss of a co-worker, unexpected deaths, traumatic events, etc., the FSAP is available to meet with any affected team member(s) as part of a coordinated response of support. The FSAP will meet with affected teams to allow their members time to place these events into some context, normalize common personal reactions that may result from extreme events, and stress the importance of taking care of themselves during these transitions. The FSAP reminds participants to keep a watchful eye over their coworkers, who may be struggling, and offers ways in which they may be directed to the FSAP for supportive services.



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- E) [Delivery of strategic/targeted seminar/webinar](#) offerings catered to meet the department's behavioral and mental health needs. These offerings can help administrators develop their team's capacity to manage troubled workers, learn how to facilitate formal supervisory referrals to the FSAP and develop awareness of the availability of FSAP services. These seminars/webinars can also be offered to compliment faculty or staff retreat programming.
- a. Common of Seminar/Webinar Topics:
- i. Civility in the Workplace
 - ii. Coping with Change / Transitions
 - iii. Coping with Loss
 - iv. Developing Emotional Intelligence
 - v. Developing Resilience
 - vi. Energy Management – The Path to Optimal Performance
 - vii. FSAP Basics – What all employees should know about their FSAP
 - viii. How to Engage Employees in Recommended Referral to the FSAP
 - ix. How to Make Formal Supervisory Referrals to the FSAP
 - x. Impact of Depression on the Workplace
 - xi. Managing Mental Health Issues in the Workplace
 - xii. Managing Stress in the Workplace
 - xiii. Mindful Living
 - xiv. Relationship Building
 - xv. Relaxation Training
 - xvi. Stress Management for Managers
 - xvii. Supporting Faculty and Staff Mental Health During Times of Uncertainty
 - xviii. The Value of Compassionate Workplaces
- F) [Group “Check-In” Meetings](#): “Check-In” meetings offer emotional and mental health support to UM teams during times of heightened stress. These meetings aim to position teams to better manage the effects of stress, highlight the importance of self-care and understand how best each may support their team members. “Check-In” meetings are voluntary, stand-alone meetings conducted by UM FSAP licensed behavioral health professionals at the request of team leaders who wish to extend this type of support to their staff.

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