



FEAP is also a direct resource for managers. Specifically, the FEAP counselors can assist in:

- Organizing thoughts and observations regarding an employee's performance problems
- Recognizing and clarifying feelings about an employee's problems and behavior
- Providing a neutral intermediary in an effort to improve communication with or among employees

The FEAP counselor should be contacted PRIOR to an employee being formally referred. Naturally, you as an individual will enjoy the same right of personal access to the FEAP and confidentiality as any other employee.

The FEAP is easy to reach. During regular business hours, call (434) 243-2643 or (800) 847-9355 for answers to general questions.

ON-LINE RESOURCES

To download the manual "Supervisor's Resource for Change", visit the supervisor services section of our website: <http://www.uvafeap.com>



Rebecca Mason
RN, CNS, CEAP
(434) 924-0048
Addictions, crisis/trauma, stress management



Ida Perea, MSW, LCSW
(434) 982-1764
Disability, finances, grief and loss, eldercare



Mary Sherman, LCSW, CEAP
(434) 924-1727
Coaching, balancing work and home, domestic violence



Brenda Wilson, LCSW, CEAP
(434) 924-5483
Eldercare, work/life, parenting

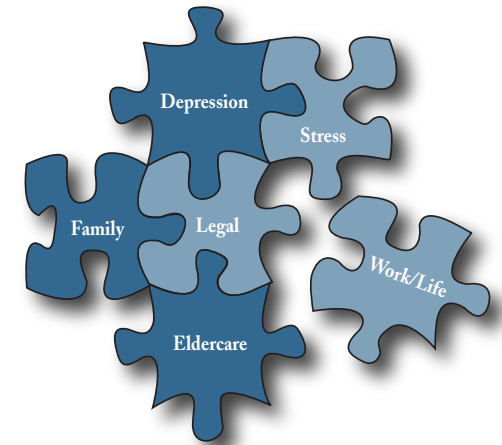


Director
Owen McKenzie, ACSW, CEAP
(434) 924-8140
Couples, substance abuse, grief and loss, life adjustments, and management

HOW DO I CONTACT FEAP?

FEAP can be reached by calling:
telephone: 434-243-2643
toll free: 800-847-9355
<http://www.uvafeap.com>

MANAGERS GUIDE TO FEAP



FACULTY *and* EMPLOYEE ASSISTANCE PROGRAM

The University of Virginia
The University of Virginia Health System



MANAGERS GUIDE TO FEAP

The Faculty and Employee Assistance Program (FEAP) is a versatile resource for managers and supervisors when employees' personal problems affect their job performance.

Sometimes improvement of job performance depends on a change in behavior or attitude, requiring professional help. The FEAP provides employees with an evaluation and treatment/referral process that is easy to access and use. You can encourage the use of the FEAP and promote its benefits by being aware of the following:

Confidentiality

Employees should be secure in the understanding that the use of FEAP will in no way jeopardize employment and that disclosures are assured the same privacy as with any other professional service.

Disciplinary Actions and The Feap

Personnel policies on disciplinary actions are entirely separate from the FEAP counseling process. Hopefully, use of the latter will make disciplinary steps unnecessary. This is one of the program's goals. *Emphasis on work performance, however, must remain consistent.*

Supervisor — Not Consultant

Poor job performance may be the result of personal problems. When usual efforts to encourage improvement do not succeed, it is time to suggest FEAP. Rather than attempting to diagnose, managers and supervisors should point out that needed change is not happening and that there is a sponsored resource available...the FEAP.

Formal vs. Informal FEAP Referral to FEAP

An *informal* referral is made when you, the employee's manager, become aware that the employee has a personal problem but the problem is not actively affecting performance. A manager can remind the employee about FEAP, provide the phone number or brochure, and encourage him/her to take advantage of the program as a supportive measure. Please remember that the employee may choose not to use FEAP and their contact with FEAP is confidential.

A *formal* referral to FEAP should be considered when there *are* performance problems. The manager would first contact FEAP to discuss the employee and the performance problems, and explore whether a formal referral is appropriate. During a corrective interview with the employee, the manager can tell the employee of the formal referral to the FEAP and ask him/her to use the program. The advantage of the formal referral is that the FEAP consultant will let you know whether or not the employee follows through with an appointment (with the proper release of information).

Use of FEAP is not mandatory and participation in FEAP should not be incorporated into any performance evaluations or disciplinary actions. The manager should continue to address the behaviors needed to improve performance whether an employee attends a FEAP appointment or not.

FEAP – Not Critical Care

While the FEAP service is always available for emergencies, the best and normal use is aimed at coping with the problems of daily living that impede an employee's ability to function at an acceptable level.

Referral to the FEAP is not a drastic measure, nor does it imply that someone is "disturbed".

FEAP provides employees with an evaluation and treatment/referral process that is easy to access and use.

