

## Minutes

Provost Level Employee Communication Council meeting – May 10, 2005

Present: Jo Ann Addison, Brian Bader, E. Howard Booker, Brenda Boyd, Heather Cullop, Vickie Faulconer, Iva Gillet, Brad Holland, Carole Lohman, Chris Loss, Becky Marshall, Kent Merritt, Rebecca Peters, Rob Schuett, Jean Varner, Jeff Overweg/Owen McKenzie/Mark Fletcher/Kathryn Thornton (guest speakers)

Council Chair Jo Ann Addison called the meeting to order and the attendees introduced themselves.

Owen McKenzie of the UVA Faculty and Employee Assistance Program (FEAP) spoke first. His office is on the 7th floor of Blake Hall at the corner of JPA and West Main Street. He noted a lot of new faces in the Council and appreciates its help in getting information to employees about FEAP's benefits to staff and their families. Alan Cohn, his predecessor at FEAP, is back and is helping Mr. McKenzie.

Mr. McKenzie noted that the "207" (academic) side at UVA is FEAP's largest customer; heretofore it was the UVA medical center. Employee assistance has been provided to UVA since 1991 and is a benefit that most people are glad to have but hope they don't need to use it. Every once in a while, however, an employee in crisis might find they need to give FEAP a phone call.

The greatest sources of referrals to FEAP are 1) self-referrals (from a person who has used FEAP before) and 2) talking with a colleague at work who has used FEAP before.

Flyers passed out to the Council by Mr. McKenzie included:

- Faculty and Employee Assistance Program: Helping the Pieces Fit Together.
- Domestic Violence: A Workplace Issue.
- Elder Care Consultation Through FEAP.

Highlighted dead center in the "Fit Together" flyer is a paragraph on confidentiality which is a cornerstone of FEAP assistance and policy. FEAP

is only required to report threats made to self and others. Personal information is not commingled with personnel files.

An important issue addressed by FEAP is domestic violence which can affect people across all strata of employment: faculty as well as housekeeping. Another issue covered by FEAP is elder care. Most of us have elderly parents and assisting them can be challenging if they are in Florida or Arizona.

FEAP is beefing up its website (at [www.healthsystem.virginia.edu/internet/feap/](http://www.healthsystem.virginia.edu/internet/feap/)). This is the third or fourth greatest "avenue" used to access FEAP. Connecting to it can be circuitous but it is linked under E (Employee Assistance Program) and F (Faculty and Employee Assistance Program) in the alphabetical listing of administrative offices at the main UVA webpage. There are several "self-assessment" surveys available through the FEAP website, including assessments on depression, anxiety, and substance abuse. There are also links to additional internet websites on mental health, general health, and related topics.

FEAP sends out surveys to FEAP users 8-12 weeks after they use FEAP services. The survey is the same instrument used by seven other universities (including Duke and Minnesota) which helps to benchmark customer satisfaction. FEAP is co-ranked first with another university at 96 percent customer satisfaction.

FEAP services are free, but the policy of no health insurance co-payment for the first five referred mental health services visits went away in January 2005. FEAP tries to keep services in-house if deemed appropriate and keeps cognizant of local short-term providers who can address problems in a timely fashion, keeping people out of long-term therapy. FEAP also does workshops on grounds and around town.

A question and answer and comments period followed Mr. McKenzie's presentation.

- Q. What about FEAP hours (are they flexible to allow a staffer to meet with FEAP on non-work hours, possibly important for confidentiality issues)?

- A. FEAP typically does not work weekends but some FEAP staff will be on the job past 5:00 PM. FEAP does have an 800 number for after hours contact.

- Q. What is CEAP?

- A. Certified Employee Assistance Professional. All members of FEAP staff are CEAPs, and have education and experience, a minimum of five years of the latter.

- Q. What kind of leave should be used for a day meeting with FEAP?

- A. Supervisors are generally flexible [about leave used for FEAP] but this could require supervisors to know about a personal situation. One possibility would be to change/use time from one's lunch hour.

- Q. Is there a time limit on services?

- A. FEAP cannot fix some problems (such as a chronic marital problem). Some situations may require medication and long term treatment: bi-polar disorder, depression. Typically FEAP does not treat child/adolescent problems; there are plenty of local providers who understand ADD/ADHD cases.

- Q. Is FEAP ever given a referral by ITC, which can monitor email any time? A Council member remembers a situation several years ago in which ITC notified a supervisor, who interceded, about an employee with a very serious problem. (The outcome in this case was very positive.)

- A. Mr. McKenzie is not aware of any such referral. Confidentiality would be violated in such a situation. Mr. McKenzie does ask people if email contact is okay and does not identify himself on the telephone if he does not reach someone but instead calls back.

- Q. What about manager referrals?

- A. FEAP does supervisor training (Mr. McKenzie had a handout about this.) There are two kinds of supervisor referrals: 1) for employees with very evident problems, i.e., people not communicating, a person throwing things, banging doors, etc. and 2) a discipline process. For formal referrals, FEAP tells supervisors to notify FEAP ahead of time so FEAP will not be blindsided when a referred staff member shows up at FEAP. If a referred employee refuses to participate (won't sign attendance and release form), FEAP terminates the session.

- Q. (Comment). A Council member recommended more publicity for FEAP. A lot of people don't know about it and the member observed that people who have been helped by it are thankful.

Mark Fletcher of UVA Intramural-Recreational Sports spoke next.

UVA has a unique collegiate recreational program open to the entire University (most programs focus on undergraduates). UVA's is offered to the entire University community but not to community members. Not intending to bash Virginia Tech, Mr. Fletcher noted that a brand new athletics facility at Tech is for students only. The IR Sports program is part of the UVA lifestyle. 94 percent of undergrads, and a percentage just as high for graduate students, as well as 4,000 faculty/staff/spouses are in the program. One facility is open 362 days per year. The four IR Sports facilities have different "personalities." The average age is 19 at Slaughter and 29 at North Grounds. At Memorial Gym, 1st, 2nd, 3rd, and 4th years, and graduates each number about 20 percent of the total number of users.

High school programs typically focus on classroom activities all day with a workout after school. This is not the case in colleges where mind/body activities are interrelated. The Aquatic & Fitness Center next month will have the first year anniversary of its addition. Are there times when it is standing room only? Yes, some 6,500 people per day use it on peak days. The assumption that IR Sports shuts down after exams is not the case in the IR Sports world. During the summer there are youth-oriented programs with a different group every week, athletics camps, and conferences, all of which are not routine like during the school year. There is a learn-to-swim program for kids; Cavalier Day camp with 140 kids is a long-standing program.

IR Sports employs 600 students, the largest employer of students on grounds. The funding model for IR Sports is evidenced by the Aquatic Fitness Center which is an auxiliary building which pays for its light bill, grass cutting, snow removal, etc., with student fees and faculty/staff memberships.

Mr. Fletcher described three experiences he has noted involving faculty. The first had an international symposium (with people from as far away as Australia) meeting at the Aquatic Fitness Center, not just for workouts but to actually meet at the Center. The second is his contact with working out at the

various IR Sports facilities. The third involved a diabetic faculty member who has helped his personal health by using IR Sports and is off medication.

IR Sports facilities are used as rain locations for outdoor events in bad weather and are involved in lots of different things with UVA Facilities Management.

Mr. Fletcher discussed a recent proposal put forth by all UVA employee councils to Leonard Sandridge and the UVA administration to increase the University subsidy for faculty and staff annual memberships. Mr. Fletcher has been a long-time advocate for employee usage of IR Sports facilities and he hopes to hear that Mr. Sandridge and the administration will move forward on the proposal. Council Chair Jo Ann Addison mentioned that there should be a positive answer by the next Executive Council meeting.

Mr. Fletcher asked for the names of Council members and will have a four-visit pass issued to each member to try all four of the IR Sports facilities.

Mr. Fletcher advised not using the IR Sports facilities at 11:00 PM since they are very busy with students who get in before they close at midnight. The facilities are very busy at the beginning of the semester, during cold weather, at the beginning of the new year (New Years' resolutions), and before spring break. A faculty/staff ID is required for admission and the magnetic strip is turned on when it is first used at an IR Sports center. Handouts distributed by Mr. Fletcher included:

- Intramural-Recreational Sports: Spring 2005 Program Schedule
- UVA Summer Tennis: Summer 2005
- Cavalier Day Camp: June 13-August 5, 2005
- Massage Therapy at Intramural-Recreational Sports

A question and answer and comments period followed Mr. Fletcher's presentation.

- Q. Which facility is used the least?
- A. Possibly North Grounds, which Mr. Fletcher uses to get out of his office at the Aquatic Fitness Center. North Grounds is the smallest and packed however. The Aquatic Fitness Center has lots of equipment, an indoor track, air conditioning, and is a safe place for women at night. Mr. Fletcher noted that North Grounds is converting a racquet ball court into expanded fitness

room space (putting in exercise equipment), and the field across from the tennis courts (in the northeast corner of the Alderman Road/Emmett Street intersection) is getting artificial turf and is already booked.

- Q. Are there conflicts at the Aquatic Fitness Center due to meets and practices?

- A. Somewhat. A Jefferson Swim Meet will have 1,700 swimmers in July and there have been basketball tournaments, but these events serve as informal UVA recruitment opportunities since high schoolers get to see UVA's athletic facilities. Check the IR Sports website about schedules; if you have a membership, a monthly email with schedules is sent to you. Mr. Fletcher encourages department heads to offer flextime (not work time) for staff to work out in athletic facilities, a positive policy which could be better put forth.

- Q. Charlottesville has improved the crosswalks for Emmett Street near Memorial Gym with neon-lime strips and signs to drivers that it is state law to stop when pedestrians are in crosswalks. Are the crosswalks near the tennis courts and University Avenue going to be improved also?

- A. [Mr. Fletcher is also chair of the UVA Safety and Security Committee.] He has observed crosswalks and sees scary pedestrian and driver behavior. He has to work with the city to have crosswalks changed, such as those mentioned in the question and the one over JPA outside New Cabell Hall. Meeting with the city he has heard there are too many crosswalks and has been trying to channel people to fewer crossings. When Emmett was repaved, new ones went in. Now they are focusing on lighting improvements (with "Edgewater" fixtures) to address visibility problems caused by unbalanced street lighting. Reviews about the newer crosswalks are positive but [additional ones] might not happen until the long term. The ones across Emmett Street near Mem Gym were only recently installed during the spring 2005 semester and there is ongoing evaluative process to assess their effectiveness.

- Q. What about reduced/pro-rated membership fees for summertime only?

- A. The summer membership fee (same cost as a semester membership fee) covers a 13-1/2 week period beginning on May 23. The fall semester membership period (late August until December) is longer in duration (for the same cost), but IR Sports keeps its facilities open past exam time in early December (a policy not used at other universities). On related topics, Mr. Fletcher remarked that there is a one-semester grace period/extension for all

people graduating and that, for people arriving in early summer but not officially beginning until the end of summer, it helps in getting their memberships started at the beginning of summer if departments for which these people work notify IR Sports about their early arrivals.

- Q. (Comment) Students still use the old JPA crosswalks creating a dangerous situation.

- A. Some changes take a long time. There was thought about putting a rail over the old crosswalk but people would probably just jump over it. On a related development, steps from the Engineering School area down to the street were removed. Mr. Fletcher advises pedestrians and motorists to make eye contact and don't assume that a car will stop or a pedestrian will not jump out in front of a car.

Kathryn Thornton, Associate Dean of the Science, Technology, and Society Department of the Engineering School, was a special guest (in place of UVA Architect David Newman who was unable to attend the Council meeting). Professor Thornton discussed her space shuttle experiences and global and space exploration and gave a slide show on these topics. She has been on four shuttle missions, in 1989, 1992, 1993, and 1995.

Jeff Overweg of UVA Human Resources (HR) spoke next. He reminded the Council that staff service awards are fast approaching and will be held on May 24 at 1:15 PM in Old Cabell Hall. Mr. Overweg then discussed a new UVA initiative (described on p. 12 of the May 6, 2005, issue of Inside UVA) aimed at faculty and staff workforce development. The initiative has an executive/steering committee chaired by UVA Vice President for Finance Yoke San Reynolds and an advisory committee chaired by UVA Chief HR Officer Tom Gausvik. Classified staff, medical center personnel, and faculty will be represented on the advisory committee. It is a major strategic workforce development initiative that encompasses all aspects of learning, development and training and will be grounded in feedback from participants to help it develop and progress. There will be three series of instructional "tracks." 1) Addressing the need to learn management/supervisory roles, including HR policies and management transitions. 2) Achieving management competencies such as building effective relationships and team-guiding. 3) A self-paced track for participants working one-on-one with the HR office.

The Council next discussed old business.

Elections need to be held for Council seats in a number of departments/areas including: Arts and Sciences, the Curry School, Engineering, the Library, the Law School, Environmental Health and Safety, and the Provost Office. New Council members should be elected/appointed/chosen by the June 14 meeting. The new members will attend the July Council meeting.

Current Council Vice Chair Becky Marshall will not be able to move up to the Chair position, which is Council protocol, so the Council needs to think about new people for both the Chair and Vice Chair positions. Secretary Brian Bader will continue in the secretary position. There will be elections for the Chair/Vice Chair positions at the June 14 meeting.

Also to be discussed at the June meeting is the Council webmaster position. A decision concerning the all-council website and its maintenance is still pending (there may be a retreat held for involved parties to discuss the website as well as all council roles in presentations at the new employee fair). One Council member noted that links to other websites (such as FEAP's) need to be enhanced on the Provost Employee Communications Council webpage.

The next Council meeting is June 14, 2005, in Room 200 of Ruffner Hall.

Submitted by Brian Bader