

FFAS HANDBOOK

Worklife Programs

To access the transmittal page click on the short reference.

For All FSA, RMA, and FAS Offices
Except Overseas

SHORT REFERENCE

34-PM

UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
Washington, DC 20250


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Worklife Programs
34-PM

Amendment 1

Approved by: Deputy Administrator, Management



Amendment Transmittal

A Reason for Issuance

This handbook provides Federal regulations, policies, and procedures necessary to administer the following FFAS Worklife Programs:

- Part 2 provides information about Employee Assistance Program
- Part 3 provides information about Nursing Mothers Program
- Part 4 provides information about the Elder Care Program.

Note: Future parts will be added, as applicable.

Table of Contents

Page No.

Part 1 Worklife Programs General Information

1	Overview	1-1
2-24	(Reserved)	

Part 2 Employee Assistance Program

25	Basic Provisions of EAP	2-1
26	Responsibilities of EAP	2-3
27	Benefits of EAP	2-5
28	Participating in EAP	2-6
29	(Reserved)	
30	Special Services Through EAP	2-13
31	Additional Information Available to Employees and Supervisors.....	2-14
32	EAP Contacts.....	2-16
33-49	(Reserved)	

Part 3 Nursing Mothers Program

50	Basic Provisions of NMP	3-1
51	Responsibilities of NMP	3-2
52	Benefits of NMP	3-3
53	Participating in NMP	3-4
54	Location of Nursing Mothers Rooms.....	3-5
55	Equipment and Successful Operations	3-5
56	NMP Contacts	3-6
57	Helpful Web Sites.....	3-6
58-69	(Reserved)	

Part 4 Elder Care Program

70	Basic Provisions of Elder Care Program	4-1
71	Responsibilities of Elder Care Program.....	4-2
72	Benefits of Elder Care Program.....	4-3
73	Administering the Elder Care Program	4-4
74	Planning for the Aging Process.....	4-5
75	Caregivers Support Group.....	4-5
76	Participating in Activities and Events	4-6
77	Funding the Elder Care Program	4-7
78	Web Sites and Reference Materials.....	4-7
79	Elder Care Program Contacts	4-10

Table of Contents (Continued)

Exhibits

- 1 Reports, Forms, Abbreviations, and Redelegations of Authority
- 2 Definitions of Terms Used in This Handbook
- 3-9 (Reserved)
- 10 Example Flyer for Elder Care Fair

Part 1 Worklife Programs General Information

1 Overview

A Background

The diverse needs of the FFAS workforce require worklife programs to help employees find a balance between their work and personal lives.

Worklife programs:

- increase employee morale
- promote a family friendly workplace
- improve performance
- offer flexibility to employees allowing them less stress in carrying out work and personal tasks
- enable employees to fulfill Agency requirements without affecting productivity.

B Handbook Purpose

This handbook provides information about available worklife programs. Benefits are available to all eligible FFAS employees, except overseas.

1 Overview (Continued)

C Sources of Authority

FSA provides and/or anticipates worklife programs under the following programs and respective sources of authority:

- the following for EAP:
 - 5 U.S.C. 7361-7362
 - 5 U.S.C. 7901
 - 5 CFR Part 792
 - 7 CFR Part 2
 - 42 CFR Part 2
 - CG Decision B-187074, dated November 7, 1977
 - CG Decision B-226659, dated November 30, 1987
 - Executive Order 1254, dated September 15, 1986

- the following for NMP:
 - Presidential Memorandum dated June 21, 1996, Implementing Federal Family Work Arrangements

 - USDA Secretary's Memorandum – Supporting Nursing Mothers in the USDA Workplace dated January 21, 1998, established nursing mothers room facilities in the National Capital Region

 - Conference Report 107-253, Accompanying Pub. L. 107-67, Section 631 enacted on November 12, 2001

- Presidential Memorandum dated June 21, 1996, for the Elder Care Program.

2-24 (Reserved)

Part 2 Employee Assistance Program

25 Basic Provisions of EAP

A Background

This part provides Federal regulations, policies, and procedures in administering EAP for all FFAS employees, except offices overseas.

B Purpose

EAP helps the following:

- employees cope with and/or resolve personal or work-related problems that could affect job performance
- restore productivity, reliability, and well-being after having a problem
- managers and supervisors handle workplace issues and concerns.

C Scope of EAP

EAP provides:

- problem assessment and short-term counseling by qualified specialists and advisors
- referral for treatment or rehabilitation to a community service or professional resource
- follow-up with the employee to help achieve an effective readjustment to the job during and after treatment.

25 Basic Provisions of EAP (Continued)**D Sources of Authority**

The following are sources of authority for EAP:

- 5 U.S.C. 7361-7362
- 5 U.S.C. 7901
- 5 CFR Part 792
- 7 CFR Part 2
- 42 CFR Part 2
- CG Decision B-187074, dated November 7, 1977
- CG Decision B-226659, dated November 30, 1987
- Executive Order 1254, dated September 15, 1986.

E Relationship to Work

EAP is keyed to employee performance and concentrates on problems related to issues and concerns that may contribute to unacceptable performance or conduct.

F Types of Issues and Concerns Addressed by EAP

The following are issues and concerns that EAP counselors can help employees cope with and/or resolve:

- alcohol and drug dependency
- behavioral (gambling, smoking, spending, eating disorders)
- family/relationship (marital, elder care, child care, legal, financial)
- health (life threatening illness)
- personal/emotional (anxiety, depression, grief and loss, stress, suicidal)
- occupational adjustment (problem solving, job adjustment, career changes).

26 Responsibilities of EAP

A EAP Provider Responsibilities

EAP specialists provide the following services:

- confidential short-term counseling and problem solving
- employee referral (alcohol anonymous, mental health clinic)
- supervisory consultation (subparagraph 30 A)
- response assistance for a traumatic incident (suicide, acts of violence, threat, death) that affects the workplace (subparagraph 30 B)
- orientations and seminars (subparagraph 31 A)
- promotional items (subparagraph 31 B).

B Director, HRD Responsibilities

Director, HRD shall ensure that a nationwide EAP is in place and carried out according to Federal regulations and procedures in this handbook.

C Office Head Responsibilities

Office heads shall:

- ensure that employees are aware of EAP's purpose and services
- remind employees of EAP annually
- use EAP to obtain services described in this handbook
- contact the appropriate office in paragraph 32 to obtain EAP assistance.

26 Responsibilities of EAP (Continued)**D FFAS EAP Coordinator Responsibilities**

The HRD EAP coordinator carries out requirements necessary to implement and manage EAP ensuring that all employees are covered under EAP and receives benefits according to Federal regulations.

The KCHRO EAP coordinator carries out requirements for FSA and RMA offices located in Kansas City and St. Louis.

E Supervisor Responsibilities

Supervisors shall observe and document employee performance problems.

Note: Early detection and referral to EAP for troubled employees increase the odds for improvement and the return of a productive employee.

When a performance problem exists, supervisors shall:

- decide if supervisory consultation with EAP is necessary
- meet with the employee to discuss recognized problems (poor work quality, difficulties concentrating, problems with coworkers)

Note: Confront the employee in a caring manner. Be constructive and demonstrate support.

- remind the employee that free, confidential assistance through EAP is available to help the employee better cope with and/or resolve the problem that is affecting the employee's performance

Note: Offer the employee the telephone number to EAP.

- meet with the employee at a later date to discuss the performance and progress
- contact the appropriate Employee and Labor Relations office to discuss ways to handle the employee's issues and concerns (conduct, performance, alcohol or drug), when necessary.

Note: Supervisors shall refer employees found to be using illegal drugs to EAP for assessment, counseling, and referral for treatment or rehabilitation. Contact the appropriate Employee and Labor Relations office for further guidance.

26 Responsibilities of EAP (Continued)

F Employee Responsibilities

Employees shall:

- obtain help from EAP when faced with issues or concerns that could affect productivity, conduct, reliability, or well-being
- participate in EAP according to subparagraph 28 D
- use the table in subparagraph 32 A to contact the appropriate EAP office.

27 Benefits of EAP

A Employee Benefits

Employees receive the following benefits through EAP:

- problem assessment and identification of the nature and seriousness of a personal problem
- free short-term, professional counseling

Note: Visits are limited to specifications in the EAP Agreement and will be discussed by the EAP specialist.

- perspective on problems
- follow-up visits
- opportunities to participate in a group CISD or diffusion when traumatic incidents occur. See subparagraph 30 B.

27 Benefits of EAP (Continued)

B Supervisor Benefits

Supervisors receive the following employee benefits through EAP:

- reduced employee absenteeism
- reduced disciplinary actions
- improved productivity
- improved office morale
- compliance with the Drug-Free Workplace Act of 1988.

28 Participating in EAP

A Employee and Family Participation

Participation in EAP is:

- voluntary
- the employee's decision.

Family members:

- may use EAP to discuss issues and concerns
- are eligible to receive short-term counseling and referral assistance to other organizations.

B Obtaining Assistance Through EAP

Employees may obtain professional assistance through EAP 24 hours a day, 7 days a week by contacting the appropriate EAP office in subparagraph 32 A.

EAP offices will acknowledge calls from employees within 24 to 48 hours of the call made to the EAP office.

Note: Employees shall ensure that EAP is aware of situations that need immediate attention.

28 Participating in EAP (Continued)**C Cost to Participate in EAP**

According to the EAP Agreement, short-term counseling and participation in orientations and seminars are free.

Additional costs may apply for outside treatment (drug rehabilitation) and professional services for the employee. Some FEHB plans or private plans may cover the cost of service. Employees may check with their health insurance carrier to verify benefits covered under the plan.

Note: EAP specialists will try to find an affiliation that accepts the employee's health insurance, but **cannot** guarantee success in all cases.

D Time Away From Office to Participate in EAP

Employees who take time away from the office to participate in EAP shall:

- do so during nonwork periods (lunch, before or after work)
- request and use approved leave (annual, sick, LWOP), when necessary.

Exception: Supervisors may grant employees:

- up to 1 hour (excused absence)
- additional time to account for travel to meet with the EAP specialist during the assessment visits.

Note: See 17-PM for guidelines governing excused absences and leave.

Supervisors may request a written statement from the counselor to document the employee's absence from the office during the assessment visits. No other information is required by the supervisor.

Note: The EAP specialist determines assessment visits.

Supervisors are encouraged to allow employees use of flexible work schedules to help them meet their EAP needs.

28 Participating in EAP (Continued)

E EAP Confidentiality

Participation in EAP is confidential according to the law. Information will only be released with the permission of the employee.

Exception: According to 42 CFR Part 2, any instance of suspected child abuse and neglect must be reported to appropriate State or local authorities.

When a client commits or threatens to commit a crime that could harm someone or cause substantial damage, law enforcement personnel must be informed.

Employees' official personnel folders must **not** include information about their use of EAP.

Supervisors shall secure employee's referral notes and records in a safe or file cabinet.

29 (Reserved)

30 Special Services Through EAP

A Supervisory Consultation

EAP is available to provide supervisory consultation to office heads and supervisors.

Office heads and supervisors are encouraged to contact EAP for assistance and advice on how to:

- identify and discuss issues and concerns with troubled employees
- provide effective employee feedback
- make formal and informal referrals.

Supervisory consultation is free and confidential according to the law.

Contact the appropriate EAP office in subparagraph 32 A to obtain a supervisory consultation.

B Critical Incident Stress Debriefing

Traumatic incidents (threats, acts of violence, deaths, disasters, injuries) occasionally happen in the workplace causing employees anger, frustration, disappointment, or fear.

EAP:

- provides professionally trained CISD coordinator to assist in managing traumatic incidents through management consultation and defusing or debriefing, following a critical incident (threat, act of violence, natural disaster, death)
- will arrange CISD through the FFAS EAP coordinator, or office head, when an FFAS EAP coordinator is unavailable
- provides assistance (by means of defusing, debriefing, or stress management training) if a traumatic incident occurs that affects the workplace.

Office heads shall contact the appropriate FFAS EAP coordinator in subparagraph 32 B or EAP provider in subparagraph 32 A to schedule CISD.

31 Additional Information Available to Employees and Supervisors

A Orientations and Seminars

The EAP provider will encourage offices to hold events on how EAP can help employees and supervisors, such as:

- lunch and learn sessions
- employee orientations
- staff meetings to provide employees help in coping with life difficulties, issues, or concerns.

The following are examples of seminars offered by EAP:

- Stress Management
- Conflict Resolution
- Coping With Change
- Balancing Home and Work
- Violence in the Workplace.

Orientations and seminars are approximately 1 hour long.

Note: Orientations and seminars in Field Offices are at cost. Office heads may arrange for an orientation and seminar by contacting the appropriate EAP coordinator. Seminars related to CISD may be arranged by the FFAS EAP coordinator, when determined to be necessary.

B Promotional Material

The EAP provider distributes the following information to all offices on an FY basis:

- wallet card
- EAP pamphlet that provides information about services
- poster
- supervisor guide.

Offices may access and print helpful resource information online that may answer questions to issues and concerns that matter to them.

31 Additional Information Available to Employees and Supervisors (Continued)

B Promotional Material (Continued)

To obtain information, use this table.

IF located in...	THEN go online to...
FSA, RMA, and FAS National Offices	<ul style="list-style-type: none"> • www.foh.dhhs.gov • CLICK “Logon” and CLICK “Logon” again • follow registration screen prompts • click topic of interest.
<ul style="list-style-type: none"> • FSA Kansas City, St. Louis, and APFO offices • FSA or RMA Field Offices 	<ul style="list-style-type: none"> • www.guidanceresources.com • on the right side of the screen, follow “Log In” prompts <p>Note: Password is “FedSource”.</p> <ul style="list-style-type: none"> • click topic of interest.

C Reference Materials for Employees

The following are question and answer guides that may be obtained through OPM’s web site for Federal employees:

- Your Federal Employee Assistance Program
- Confidentiality and the Employee Assistance Program.

These guides can be obtained at

http://www.opm.gov/employment_and_benefits/worklife/officialdocuments/handbooksguides/.

D Reference Materials for Managers and Supervisors

Managers and supervisors should obtain the following handbooks for review in handling workplace issues and concerns:

- Alcoholism in the Workplace: A Handbook for Supervisors
- Handling Traumatic Events: A Manager’s Handbook.

These handbooks can be obtained at

http://www.opm.gov/employment_and_benefits/worklife/officialdocuments/handbooksguides/.

E EAP Information on Web Site

Additional EAP information may be obtained at

<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=eap>.

32 EAP Contacts

A EAP Providers

Employees and supervisors shall use this table to contact the appropriate EAP provider.

Location	EAP Provider	Telephone
FSA, RMA, and FAS National Offices	Federal Occupational Health	800-222-0364 or 888-262-7848 (TTY)
<ul style="list-style-type: none"> • FSA State and County Offices • Kansas City, APFO, and St. Louis offices 	ComPsych	888-290-4327 or 800-697-0353 (TDD)

B FFAS EAP Coordinators

Office heads shall use this table to contact the appropriate FFAS EAP coordinator.

IF located in...	AND need...	THEN contact...
<ul style="list-style-type: none"> • FSA, RMA, and FAS National Offices • FSA County Offices 	<ul style="list-style-type: none"> • CISD arranged • orientation/seminar arranged • promotional materials 	HRD, EPB at 202-401-0683 or 202-205-9057 (TTY).
<ul style="list-style-type: none"> • FSA State Offices • Kansas City, APFO, and St. Louis offices 	<ul style="list-style-type: none"> • CISD arranged • orientation/seminar arranged • promotional materials 	KCHRO at 816-926-6643.

Note: County Offices shall obtain additional information through the State Office.

33-49 (Reserved)

Part 3 Nursing Mothers Program**50 Basic Provisions of NMP****A Background**

This part provides Federal regulations, policies, and procedures in administering NMP for all FFAS employees, except offices overseas.

B Purpose

NMP provides nursing mothers the opportunity to use an established USDA facility so they can efficiently continue to provide breast milk to their child after returning to work.

In addition, mothers can store their breast milk safely while at work, and then take it home to their babies.

FFAS encourages using nursing mother's facilities to help mothers better balance work and family.

Note: USDA does **not** require agencies to establish nursing mothers rooms. Approval of a room normally is based on the availability of budget and space.

50 Basic Provisions of NMP (Continued)**C Sources of Authority**

The following are sources of authority for NMP:

- Presidential Memorandum dated June 21, 1996, Implementing Federal Family Work Arrangements
- USDA Secretary's Memorandum – Supporting Nursing Mothers in the USDA Workplace dated January 21, 1998, established nursing mothers room facilities in the National Capital Region
- Conference Report 107-253, Accompanying Pub. L. 107-67, Section 631 enacted on November 12, 2001.

D Relationship to Work

NMP provides benefits to help nursing mothers better balance both work and family responsibilities.

51 Responsibilities of NMP**A Director, HRD Responsibilities**

Director, HRD shall ensure that NMP is in place and carried out according to Federal regulations and procedures in this handbook.

B Manager and Supervisor Responsibilities

Managers and supervisors shall:

- authorize nursing mothers official time to participate in NMP

Note: See 17-PM for questions about using official time and leave.

- contact the FFAS NMP manager in subparagraph 56 B for additional information about NMP.

51 Responsibilities of NMP (Continued)

C FFAS NMP Manager Responsibilities

The FFAS NMP manager shall:

- monitor employee participation in NMP
- conduct an annual assessment of the participants' satisfaction with services provided
- respond to inquiries related to NMP facility service issues.

D Employee Responsibilities

Employees shall:

- participate in NMP according to subparagraph 53 B
- obtain supervisory approval to use the nursing mothers room.

52 Benefits of NMP

A Benefits

NMP:

- helps mothers extend their bonding period
- helps mothers to return to work sooner
- makes both the mother and employer happier when the mother can effectively balance work and family responsibilities.

53 Participating in NMP

A Eligibility

FFAS employees and contractors who have decided to nurse their infant may participate in NMP.

B Employee Responsibilities

Employees shall:

- notify the appropriate office in subparagraph 56 A of their plans to use the nursing mothers room
- obtain supervisory approval to use the nursing mothers room during work hours
- obtain access to the nursing mothers room by contacting the appropriate office in subparagraph 56 A

Notes: If located in the National Office, contact OO to obtain access to the nursing mothers room. Do **not** contact HRD.

The contacts in subparagraph 56 A, except HRD, will provide employees key card access or a code (depending upon location) to the nursing mothers room.

- use the sign-in/sign-out form in the nursing mothers room to schedule the time the room will be used
- review participating rules and information about NMP at http://www.usda.gov/da/employ/NURSING_MOTHERS_PROGRAM1.pdf
- clean their own accessory kit
- keep the nursing mothers room maintained at all times
- notify the appropriate office in subparagraph 56 A to cancel participation in NMP

Note: Employees who have a key to the nursing mothers room should return it when they stop participating in NMP.

- contact the FFAS NMP manager in subparagraph 56 B for additional information about NMP.

54 Location of Nursing Mothers Rooms

A National Office and Kansas City Locations

Currently, nursing mothers rooms are at the following locations:

- 1400 Independence Avenue SW
Room 1441-S
Washington DC 20250

- 5601 Sunnyside Avenue
Room 2-L140
Beltsville MD 20705-5000

- USDA, FSA, Kansas City
6501 Beacon Drive
Nurses Office (G-08 or G-11)
Kansas City MO 64133 6501-4675.

55 Equipment and Successful Operations

A Using Equipment

Employees may bring their own breast pump or use the electrical hospital grade pump in the room.

Notes: Employees who use the pump in the nursing mothers room must use an accessory kit to prevent cross contamination of milk.

Employees are responsible for cleaning their own accessory kit.

B Successful Operations of Nursing Mothers Room

The successful operations of the nursing mothers room depends on the voluntary efforts of the user.

56 NMP Contacts

A Nursing Mothers Contacts

Employees shall contact the following offices if they want to:

- participate in NMP
- cancel participation in NMP.

IF located in...	THEN contact...
the National Office	<ul style="list-style-type: none"> • HRD at either of the following: <ul style="list-style-type: none"> • 202-401-0683 • (TDD) 202-205-9057 • OO at 202-690-0196.
Beltsville, MD	<ul style="list-style-type: none"> • Health Unit at 301-504-2398.
Kansas City, MO	<ul style="list-style-type: none"> • Health Unit at 816-823-1011.

B FFAS NMP Manager

For additional information about NMP, contact Juliet McBride at either of the following:

- 202-401-0683
- (TDD) 202-205-9057.

57 Helpful Web Sites

A Web Sites for Nursing Mothers

The following are web sites that provide helpful information for nursing mothers.

- FSA Workplace and Services at <http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=landing>
- USDA Nursing Mothers Room at www.usda.gov/da/shmd/mothers.html
- OPM at <http://www.opm.gov>
- La Leche League at <http://www.llli.org>
- Medela at <http://www.medela.com>
- Daily Inspiration for the Nursing Mother at <http://www.lactations.com>

58-69 (Reserved)

Part 4 The Elder Care Program

70 Basic Provisions of Elder Care Program

A Background

This part provides Federal regulations, policies, and procedures in administering the Elder Care Program for all FFAS employees, except offices overseas.

B Purpose

The Elder Care Program helps employees:

- who are currently caregivers, or who will be, with family and worklife demands
- prepare for their future of aging.

C Source of Authority

The source of authority for the Elder Care Program is Presidential Memorandum dated June 21, 1996.

D Relationship to Work

The Elder Care Program helps employees balance both work and family responsibilities.

71 Responsibilities of Elder Care Program

A Director, HRD Responsibilities

HRD is responsible for providing the following:

- nationwide administrative guidance
- review and policy guidance for the Elder Care Program
- service to FFAS employees.

B Office Head Responsibilities

Office heads or designee shall:

- ensure that employees are aware of the Elder Care Program, its purpose, and services
- in Field Offices, formulate an Elder Care Program for employee use.

Note: Field Office heads shall contact the Elder Care Program manager in paragraph 79 for assistance with formulating an Elder Care Program.

C Supervisor Responsibilities

Supervisors shall allow employees time away from the office to participate in Agency-sponsored elder care activities and events.

Note: See 17-PM for questions about using official time and leave.

D FFAS Elder Care Program Manager Responsibilities

The FFAS Elder Care Program manager:

- carries out requirements necessary to implement and manage a nationwide Elder Care Program
- provides Field Offices assistance in developing an Elder Care Program
- coordinates elder care events and activities for National Office employees
- oversees the support group for National Office employees.

71 Responsibilities of Elder Care Program (Continued)

E Employee Responsibilities

Employees shall:

- use the Elder Care Program to:
 - help manage caregiving issues and concerns
 - gain knowledge on how to prepare for their future of aging
- obtain supervisory approval to participate in events during nonlunch periods.

72 Benefits of Elder Care Program

A Employee and Agency Benefits

The Elder Care Program can:

- reduce the amount of time employees need to spend away from work dealing with elder care issues
- help employees:
 - reduce stress and improve their overall well being
 - better balance work and family
 - make more informed elder care decisions through group activities, networking, materials, and the FFAS Intranet
 - prepare for their future of aging
- improve employee morale
- serve as a retention tool
- promote loyalty to the Agency.

73 Administering the Elder Care Program**A Promoting the Elder Care Program**

The following are suggestions for promoting an Elder Care Program in an effort to help caregivers and employees.

- Hold elder care events and activities.

Examples: To learn about the pros and cons of a nursing home or assisted living facility, hold a 1-hour seminar about housing options for the elder adult.

To learn how to better balance work and family, hold a 1-hour stress management seminar for the caregivers.

- Hold an elder care fair. Invite Federal and outside affiliations who can provide helpful advice and resource information to caregivers and those preparing for their future of aging. See Exhibit 10 for an example flyer for an elder care fair.

Notes: See the Guide to Planning a Dependent Care Fair (subparagraph 78 D) for assistance on planning an elder care fair.

FFAS encourages the support group leader to hold meetings and/or activities quarterly or when deemed necessary.

- Share information through newsletters, publications, electronic messages, and the Internet.
- Coordinate a support group for caregivers at locations where participation is deemed sufficient.

74 Planning for the Aging Process**A Pre-Planning for Aging**

Pre-planning for the future of aging is important. It is wise to seek professional advice to find out how to protect assets. Individuals should know whether or not they would be entitled to benefits upon experiencing a life changing event, such as to become disabled or dependent upon assistance. In addition, employees should obtain professional assistance to ensure that financial and legal matters are in place. Individual entitlement to benefits and assets could be adversely affected if they do not effectively prepare and plan for the future of aging.

Examples: Following are examples of financial and legal documents and important benefits:

- legal documents, such as a trust, living will, durable power of attorney, or medical directive
- financial documents, such as bank account, mutual funds, bonds, or stocks
- insurance, such as health, life, medical, long-term care, Medicare, or Medicaid
- eligibility requirements, such as for a nursing home, assisted living, or adult day care, if an illness or disability occurs, or upon becoming dependent upon another.

75 Caregivers Support Group**A Formulation of Caregivers Support Group**

Employees sometimes need the support of others who have experienced similar caregiving experiences. A support group provides support and opportunities for employees to learn how to prepare for the future of aging through the experiences of others.

75 Caregivers Support Group (Continued)**A Formulation of Caregivers Support Group (Continued)**

Field Offices shall:

- solicit interest of employees who want to participate in a support group
- notify employees about the formulation of a support group
- formulate a support group at locations where participation is deemed sufficient

Note: Offices may invite employees from a collocated Agency to join the group at locations where participation is sufficient.

- oversee the formulation of the support group and assist when necessary.

Notes: Volunteers may steer activities and events and keep the office head or designee abreast of support group plans, activities, and events.

All participants should work together as a group to make the support group efforts meaningful and successful.

76 Participating in Activities and Events**A Time Away From Office to Participate in Group Activities and Events**

Elder care activities and events may be held during a normal workday.

Offices are encouraged to use the following options to allow employee participation during a normal workday schedule:

- allow excused absences to participate in Agency-sponsored elder care events, such as seminars, fairs, and support group events
- approve use of flexible work schedules to allow employee participation in activities and events.

Note: See 17-PM for information about excused absences and flexible work schedules.

77 Funding the Elder Care Program**A Program Funding**

Where cost is involved, such as to obtain a speaker for a seminar, offices shall review the availability of funds and make this part of their annual budget process.

Note: Many Federal and non-Federal affiliations provide activities and events, such as a workshop, seminar, and elder care fair, at no cost or a very low cost.

78 Web Sites and Reference Materials**A FFAS Web Sites**

The following are web sites that may be helpful to caregivers and employees.

Elder Care Program at

<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=ffw-ec>

- Alternate Work Schedules, Leave, Leave Transfer, and Leave Bank at **<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=aws>**
- EAP at **<http://www.fsa.usda.gov/FSA/hrdapp?area=home&subject=wpsv&topic=eap>**

B Web Sites for Other Federal and Non-Federal Affiliations

The following are web sites that may be helpful to caregivers and employees.

- AARP National Organization at **<http://www.aarp.org>**
- Administration on Aging at **<http://www.aoa.gov>**
- Alzheimer's Association at **<http://www.alz.org>**
- American Cancer Society at **<http://www.cancer.org/docroot/home/index.asp>**
- American Diabetes Association at **<http://www.diabetes.org>**
- American Heart Association at **www.americanheart.org**
- Arthritis Foundation at **<http://www.arthritis.org>**
- Assisted Living Federation of America at **<http://www.alfa.org>**
- CancerCare at **<http://www.cancercare.org>**

78 Web Sites and Reference Materials (Continued)

B Web Sites for Other Federal and Non-Federal Affiliations (Continued)

- Centers for Medicare and Medicaid Services at <http://www.cms.hhs.gov>
- EAP (FFAS National Office use) at <http://www.foh.dhhs.gov>
- EAP (FFAS Field Office use) at <http://www.guidanceresources.com>
- Elder Care Online at <http://www.ec-online.net>
- Eldercare Locator at <http://www.eldercare.gov>
- Family Caregiver Alliance at <http://www.caregiver.org>
- Senior Citizens' Resources at <http://www.usa.gov/Topics/Seniors.shtml>
- U.S. Department of Health and Human Services at <http://www.hhs.gov>
- Healthfinder at <http://www.healthfinder.gov>.

C Other Federal and Non-Federal Web Sites

The following are web sites that may be helpful to caregivers and employees.

- National Association of Area Agencies on Aging at <http://www.n4a.org>
- National Academy of Elder Law Attorneys at <http://www.naela.com>
- National Association of Professional Geriatric Care Managers at <http://www.caremanager.org>
- National Center on Elder Abuse at <http://www.elderabusecenter.org>
- National Council on Aging at <http://www.ncoa.org>
- National Hospice Foundation at <http://www.nationalhospicefoundation.org>
- National Hospice and Palliative Care Organization at <http://www.nhpco.org>
- National Institute on Aging at <http://www.nia.nih.gov>
- National Respite Locator Service at <http://www.respitelocator.org>
- National Senior Citizens Law Center at <http://www.nsclc.org>

78 Web Sites and Reference Materials (Continued)

C Other Federal and Non-Federal Web Sites (Continued)

- Nursing Home Compare at <http://www.medicare.gov/NHCompare/home.asp>
- OPM at <http://www.opm.gov>
- SeniorLaw at <http://www.seniorlaw.com>
- Social Security Administration at <http://www.ssa.gov>
- Eldercare Locator at <http://www.eldercare.gov>
- Federal Long Term Care Insurance Program at <http://www.ltcfeds.com>
- Administration on Aging at <http://www.aoa.gov>
- USDA Safety and Worklife Programs at <http://www.usda.gov/da/employ/ffwg.htm>

D Reference Materials

The following are reference materials that may be helpful to caregivers and employees.

- The Handbook of Elder Care Resources for the Federal Workplace (OPM handbook) at http://www.opm.gov/Employment_and_Benefits/Worklife/OfficialDocuments/HandbooksGuides/ElderCareResources/index.asp
- Guide to Planning a Dependent Care Fair (OPM handbook) at https://www.opm.gov/Employment_and_Benefits/WorkLife/OfficialDocuments/handbooksguides/PlanningFair/index.asp
- USDA's Beginning Choosing a Good Nursing Home Brochure at <http://www.usda.gov/da/shmd/Eldercare.pdf>
- Fannie Mae's ElderKit at <http://www.fanniemae.com/global/pdf/aboutfm/responsibility/eldercare/elderkit.pdf>

Note: FFAS does **not** endorse these listed web sites, but provides them for informational purposes. Using the web sites is voluntary.

79 Elder Care Program Contacts

A Additional Information

If additional information is needed about the Elder Care Program:

- all National and Field Office heads shall contact HRD, EPB by 1 of the following:
 - 202-401-0683
 - (TDD) 202-205-9057
 - e-mail to **juliet.mcbride@wdc.usda.gov**
- Field Office employees shall contact their office head or designee who is responsible for coordinating the Elder Care Program.

Note: County Offices shall contact the State Office head or designee for assistance.

Reports, Forms, Abbreviations, and Redelegations of Authority

Reports

None

Forms

None

Abbreviations Not Listed in 1-CM

The following abbreviations are not listed in 1-CM.

Approved Abbreviation	Term	Reference
CISD	Critical Incident Stress Debriefing	27, 30-32
EAP	Employee Assistance Program	1, 78, Part 2
EPB	Employee Programs Branch, HRD	32, 79
FEHB	Federal Employee Health Benefits	28
KCHRO	Kansas City Human Resources Office	26, 32
NMP	Nursing Mothers Program	1, Part 3

Redelegations of Authority

None

Definitions of Terms Used in This Handbook

National Capital Region

National Capital Region per Executive Order 13150 definition, consists of the District of Columbia; Montgomery, Prince George's and Frederick Counties, in Maryland; Arlington, Fairfax, Loudoun, and Prince William Counties in Virginia; and cities now or hereafter existing in Maryland or Virginia within the geographic area bounded by the outer boundaries of the combined area of the counties listed.

Farm Service Agency

You are invited to the FSA Conference on Aging
**“Getting Older Matters:
Preparing for the Future Through
Effective Planning”**

Date: May 17, 2006

Time: 8:30 a.m. - 2:00 p.m.

Location: Rear of the USDA South Building Cafeteria

The conference agenda is listed below. To register, obtain supervisory approval and forward an e-mail to Juliet.McBride@wdc.usda.gov by **May 15**. Employees who sign up for the conference are encouraged to attend all sessions on the agenda. Employees who are not FSA, RMA, and FAS may sign up and attend the conference based on the availability of space.

Conference Agenda

- 8:30 - 9:45 a.m.** **Legal Matters, Are You Prepared?**
- The New Medicaid Law Affects You, Your Parents, Your Children
- Tips on Transferring Assets--Plan for the Future
- 10:00 - 11:15 a.m.** **Long Term Care and Long Term Financing: What It Is And How It Can Protect Your Future**
- 11:30 - 12:15 p.m.** **Consider the “What If” of Aging and Know Your Options**
- Alternative Housing and/or Care Services for Changing Health Needs
- 1:00 - 2:00 p.m.** **Alzheimers Disease: The Compassion to Care & The Leadership to Conquer!**

Vendor Expo

(Open to ALL USDA EMPLOYEES-- registration not required)

All USDA employees are invited to come down and obtain information and speak to benefit representatives about:

- AARP • Elder Law Issues • Telework (i.e. work away from the office)
Employee Assistance Program (EAP) Services • Insurance (i.e., Long Term Care, Medicare & Medicaid Benefits/new Prescription Drug Plan) • Senior Resources and Benefits

Sign language interpreters will be provided. Persons with disabilities who require special accommodations should contact Juliet McBride at (202) 401-0683 by May 12.

