Agenda

11:30 AM Welcome and Introductions
11:35 AM LifeScope Presentation
12:15 PM HRWellness@Amherst
12:25 PM Employment Law Update
12:45 PM Upcoming Writing Courses
12:55 PM New Employee Orientation Webpage
12:40 PM JCCR Update
12:50 PM Announcements/Reminders
1:00 PM Adjourn
LifeScope
EAP Utilization

- July 2013 – March 2014
  - 26 contacts
    » 23 for employee assistance
    » 2 for legal
    » 1 for work life
- 66% learned about this program from HR
- Predominant age is 18-50
LIFESCOPE
where there's more to life

MANAGER ORIENTATION
PRESENTED TO Amherst College
LifeScope Philosophy
Eligibility

- All Faculty and Staff
- All Household Members of Faculty and Staff
- Immediate family members who have a direct impact on faculty and staff
Life Services for Everyday Living

- Prenatal/Fertility/Adoption
- Childcare
- Adult/Elder Care: Entitlement, Housing & Hospice
- Educational Services
- Parenting

- Legal Consultations & Referrals
- On-line Will Prep
- Identity Theft
- Financial Consultations & Referrals
- Convenience Services

- **Counseling Services**
  - Face-to-Face
  - Telephonic
- Grief/Loss
- Dependent Coverage
- Robust Network:

- Nutrition/Weight Management
- Smoking Cessation Programs
- Stress Management
- Support Groups
- Gyms/Health Clubs
Family and Caregiving

Common Concerns:
- Prenatal/Fertility/Adoption
- Childcare: in-home, centers, nannies, etc.
- Gifted children/Special needs
- Adult and Eldercare: entitlement, housing, hospice
- Pet care
- Academic guidance: pre-school through continuing education
- Parenting

Solutions:
- In-depth consultations
- Information about government, community-based and private resources
- Referrals to child care centers, nursing homes, nanny services, emergency back-up providers, summer camps, public and private schools, lactation support, adoption assistance and much more
- Materials & Resources: tip-sheets, check-lists, handbooks, electronic media and other educational materials
Eldercare tools (i.e. wills, health care proxies, and powers of attorney)

Adoption

Divorce/custody (Mediators and Lawyers)

Landlord/tenant

Contracts

Criminal

Up to 30 minutes free telephonic legal consultation

25% discount if participating lawyer is retained

*Employment issues not covered
Mortgages
Estate planning
Identity theft recovery
Debt management
Financial management skills
Up to 30 minutes free initial phone consultation with a financial educator
Referrals to certified financial professionals
Daily Living Convenience Services

Assistance with everyday tasks:
✓ Recreation and leisure
✓ Major purchasing decisions
✓ Moving and relocation
✓ Household maintenance
✓ Events
✓ Community and civic involvement

Resources and referrals:
✓ Chore services/house cleaners
✓ Consumer comparisons
✓ Real estate brokers and rental agents
✓ Contractors, electricians and plumbers
✓ Event and party planners
✓ Volunteer opportunities
LifeScope

More to Life

EAP

- 24 hour telephonic access to Master’s-level clinicians, including crisis counseling
- 1-3 free face to face counseling sessions near work or home
- Multi-cultural/multi-lingual counselors; TTY/TDD capability for hearing impaired
- Convenient referrals for ongoing needs
- Confidential
Emotional Well Being

- Relationship difficulties
- Family
- Mental health concerns
- Life cycle events
- Grief and loss
- Alcohol/substance misuse
- Workplace challenges
- Stress
Referrals to:
✓ Gyms & health clubs
✓ Nutrition & weight management programs
✓ Smoking cessation programs
✓ Stress management
✓ Traditional & alternative medical resources
✓ Support groups
Confidentiality

- Adherence to federal and state confidentiality requirements
- Professional code of ethics and guidelines
- Release of information only with written consent
- Confidentiality revoked only in the event of imminent harm to self or others, as required by law
• Lawyers and Financial Counselors are available by phone

• Work/Life Consultants are available by phone

• Master’s level Mental Health Counselors available by phone 24/7

• Call 1-800- 828-6025
www.lifescopeeap.com
User Name: Amherst College
Password: guest
Member Website Features

✓ Relocation Center – Information on US communities
✓ Savings Center – on-line discounts on hundreds of name-brand goods, travel, restaurants, and more
✓ Skill Builders – 65 interactive e-learning sessions on management, workplace & interpersonal topics
✓ Health Tools – interactive health resources
✓ MEDLINEplus – Online access to the National Library of Medicine
✓ Legal Forms
Manager ~ LifeScope (EAP) Partnership
• Management consultation: high-risk situations, critical incidents, conflict resolution, performance issues, etc.
• Management referrals: formal and informal
MANAGEMENT SUPPORTS

Management consultation

• Discuss challenging workplace and employee situation
• Obtain professional guidance and support
• Consider multiple layers of impact (productivity, morale, legal, employee relations, compliance, union contract issues, policy, and human decency)
• Develop a carefully conceived plan
• Review interventions including Formal Referral
• Prepare for a constructive meeting with employee
CRISIS SERVICES

Crisis Response: Critical Incident Response (CIR)

- Traumatic incidents
- Violence in the workplace
- Death of an employee
- Natural disaster
- Catastrophic events
- Other critical incidents
YOUR SUPERVISORY ROLE AS A MANAGER

• Oversee work process and product
• Model and enforce appropriate workplace behaviors
• Observe and monitor employee well-being
• Provide mentorship, feedback and guidance
• Address problems proactively, professionally and sensitively
IDENTIFYING THE EMPLOYEE IN NEED

- Employee self-disclosure
- Co-workers report concerns
- Job performance declining (missed deadlines, mistakes)
- Accidents
- Absenteeism/presenteeism/tardiness
- Change in physical appearance/grooming
- Excessive emotionality/apathy/withdrawal
- Interpersonal conflict
WHAT NOT TO DO

• Ignore it - it affects the work
• Discuss it carelessly – it disrespects the employees privacy
• Diagnose or be a therapist - it could create a liability
WHAT TO DO

Early intervention is in everyone’s best interest
  • Document and keep record of specific incidents
  • Discuss your concerns with appropriate personnel
  • Address the employee before problems escalate
    • Express concern
    • Specify work impact
    • Communicate expectations
  • Offer supportive resources, such as the EAP
EAP REFERRALS WHEN PERFORMANCE IS A CONCERN

“Informal” Suggested Referral
- Supervisor/manager encourages employee to call for personal or potential performance issues
- All contact remains completely confidential

“Formal” Management Referral
- Referral made by supervisor/manager/HR to address performance concerns
- Feedback on compliance with referral/recommendations provided with written consent
Formal Referrals (10 Steps)

1. **Call the MRC line (1-877-267-1585)**

2. **Provide the Clinical Consultant with:**
   - Your contact information
   - Name of employee who will be calling
   - Reasons for referral (work performance)
   - Actions taken to date

3. **Clinical Consultant will send you a Release for Information (ROI)**
4. Meeting with the employee
   • Clearly state performance concerns
   • Clearly explain expectations and timelines
   • Describe LifeScope referral as a supportive resource
   • Assurance of confidentiality
   • Feedback limited to cooperation, attendance and compliance provided to HR/manager and requires signed release forms
5. Employee to sign Release of Information to allow for feedback between Consultant and designated personnel within organization; feedback limited to compliance with referral

6. Employee will call Life Scope 1-800-828-6025 and be connected with a Clinical Consultant (primary point of contact) for intake and ongoing case management

7. Consultant will facilitate a referral with an EAP counselor, qualified to address specific areas of concern
Formal Referral (cont’d)

What kind of feedback can HR/Management expect?

8. Consultant will notify HR/Manager of contact made with EAP

9. Consultant will monitor employee’s progress/compliance with recommendations, which may extend beyond company session model, if indicated

10. Consultant will inform HR/Manager of program participation and compliance
ACCESSING LIFESCOPE

1-800-828-6025

www.LifeScopeEAP.com

Username: Amherst College; Password: guest
HRWellness@Amherst
HRWellness@Amherst

The Office of Human Resources is offering a range of wellness programs and workshops throughout the year through our new HRWellness@Amherst initiative.

https://www.amherst.edu/offices/human_resources/hrwellnessamherst
Employment Law Update
Employment Law Update

• Minimum Wage Increase
  – $9.00/hr on January 1, 2015
  – $10.00/hr on January 1, 2016
  – $11.00/hr on January 1, 2017
  – Tipped employees:
    • $3.00/hr on January 1, 2015
    • $3.75/hr on January 1, 2017
Employment Law Update

• Earned Sick Time
  – Employees who work for employers having eleven or more employees could earn and use up to 40 hours of paid sick time per calendar year.
  – Employees working for smaller employers could earn and use up to 40 hours of unpaid sick time per calendar year.
Employment Law Update

• Earned Sick Time
  – An employee could use earned sick time if required to miss work in order
    • (1) to care for a physical or mental illness, injury or medical condition affecting the employee or the employee’s child, spouse, parent, or parent of a spouse;
    • (2) to attend routine medical appointments of the employee or the employee’s child, spouse, parent, or parent of a spouse; or
    • (3) to address the effects of domestic violence on the employee or the employee’s dependent child.
Employment Law Update

• Earned Sick Time
  – Employees would earn one hour of sick time for every 30 hours worked, and would begin accruing those hours on the date of hire or on July 1, 2015, whichever is later.
  – Employees could begin to use earned sick time on the 90th day after hire.

• [http://www.sec.state.ma.us/ele/ele14/pip144.htm](http://www.sec.state.ma.us/ele/ele14/pip144.htm)
Employment Law Update

• Domestic Violence Leave
  – An employee may take up to a maximum of 15 days of time off in a 12 month period, if either the employee or their family member as described below is:
    • the victim of abusive behavior (such as domestic violence, stalking, sexual assault, or kidnapping);
    • seeking medical attention, counseling, legal or other victim services directly related to the abusive behavior against the employee or family member of the employee.
Employment Law Update

• Domestic Violence Leave
  – For purposes of this policy, a family member includes not only legally married spouses but also:
    • Persons "in a substantive dating or engagement relationship" AND who reside together;
    • Persons having a child in common regardless of whether they have ever married or resided together;
    • A parent, step-parent, child, step-child, sibling, grandparent or grandchild; or
    • Persons in a guardianship relationship.
Employment Law Update

• Domestic Violence Leave
  – Employees may use accrued vacation, family/medical and excused time to remain in paid status during a covered leave under this policy, and use of such leave will run concurrently with leave under this policy. If no accrued time is available, leave under this policy will be unpaid.
  – We request that you provide appropriate advance notice of this leave (as required by the current leave policy), unless there is an imminent danger to your immediate health and safety (in which case - we must receive notification within 3 workdays that the leave was taken or is being taken for reasons covered by this policy).
Employment Law Update

• Domestic Violence Leave
  – In the event that you take this leave, please provide documentation evidencing that you or your family member has been a victim of domestic violence or abusive behavior within 30 days (reasonable amount of time) of the leave request. Such forms of documentation may include:
    • A court issued protective order
    • An official document from a court, provider or public agency
    • A police report or statement of a victim or witness provided to the police
    • Official legal documentation attesting to perpetrator’s guilt
    • Medical documentation of treatment for the abusive behavior
    • A sworn statement, from the employee attesting to being a victim of abusive behavior
    • A sworn statement from a professional who has assisted the employee or the employee’s family, for example, counselor, social worker, member of the clergy
Employment Law Update

• Domestic Violence Leave
  – Alleged perpetrators of domestic violence are not entitled to leave under the statute.
  – Provided you have submitted proper documentation, your employment is protected for leave taken under this policy.
Workplace Fundamentals
Writing Courses
Writing Courses

• Class will meet once a week for two hours

• Class will run for 4-6 weeks depending on the learner’s needs

• Learners will meet before the class with the instructor to assess their needs

• Class content will focus on general learning and on work specific tasks and projects

• Class will be taught by UMASS Workplace Education (same group that teaches our ESL Class)

• First class could start in early February 2015

  ➢ Contact Stephen Butler or Maria-Judith Rodriguez to express your interest
New Employee Orientation
New Employee Orientation

• The Office of Human Resources have created a New Employee Orientation webpage, designed to provide new employees with relevant information and help them get started in their positions.

   – https://www.amherst.edu/offices/human_resources/orientation-new-hires
Job Classification and Compensation Review Update
JCCR Update

• Market analysis complete.
• Preliminary job families were created by the Sullivan Cotter and revised by the Advisory Team.
• Draft progression guides have been created by Sullivan Cotter.
• Amherst College to test job families and share with senior managers.

Visit the JCCR Project webpage:

• [https://www.amherst.edu/offices/human_resources/JCCRProject1](https://www.amherst.edu/offices/human_resources/JCCRProject1)
Announcements/Reminders
Announcements/Reminders

- HR Open Positions Searches
- Winter Celebration – Friday, December 19, 2014
- Next Supervisory Forum – Thursday, February 26th
Future Meetings

Let us know what you want to know!
Questions?
Thank you for your participation!