

## Department Head Meeting Agenda

**Meeting Date and Time:** July 21, 2017 9:30 a.m.  
**Meeting Location:** Commissioners' Hearing Room  
**Convener:** Andrew S. Kalmar

### **Special Presentation**

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EAP Services Nancy Murphy & Marie Zanfardino, Workplace Resources

### **Announcement Items**

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Monthly Safety Subject July: Violence in the Workplace  
August: Slips, Trips, & Falls

Insurance Update Spousal/Dependent Eligibility Process  
August 15 to September 15

Wellness Update July: Money Matters!  
August: Walk it Off!  
Suggestions welcome for 2018 programs

Training Update BCC Manager Update on Precinct Manager: July 21 at 10:45 a.m.  
HR Group: July 27 @ 10 am - Hrg Rm.: Review of Employment Rights  
Employee Training: Turning Sour Situations into Sweet Success  
August 23 (JFS)/Aug. 24. Hrg Rm.  
Employee Orientation: August 31 & Nov. 30  
No Wrong Door Training: Sept. 21 - Call 419.354.9010 to register

Policy Reminder Family Medical Leave Act (FMLA) Notices

Performance Reviews

United Way Campaign ePledge

Spirit of Wood County Awards Nominations accepted through August 15

### **Discussion Item**

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Liability Insurance Carrier Dee Stewart, Fiscal Manager  
Changes/Overview

### **Two Minute Drill**

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### **Next Meeting Date**

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August 18, 2017 9:30 a.m. in the Commissioners' Hearing Room

# Board of County Commissioners

Doris I. Herringshaw, Ed.D. Craig LaHote Dr. Theodore Bowlus



## SUMMARY OF DISCUSSION

A meeting of the Department Heads was held on July 21, 2017, in the Commissioners' Hearing Room with the following persons present:

### Elected Official/Office/Department Representatives

Pam Shumaker	Jeff Orlowski	Dana Nemeth	Wade Gottschalk	Sarah Schobinger
Brad Gilbert	Michael Fuller	Andrew Snyder	Nick Foos	Dave Steiner
Ben Hendricks	Dee Stewart	Bev Wagener	Kelley Hansen	Frank McLaughlin
Katie Mahlman	Mark Meyer	Karen Young	Ron Dicus	Janese Diem
Pamela Boyer	Kelly O'Boyle	Andrew Kalmar		

### Discussion Item

**Liability Insurance Carrier Changes/Overview:** The Commissioners recently entered into a three year agreement with CORSA (County Risk Sharing Authority) for liability insurance coverage. Dee Stewart, Fiscal Manager provided a brief overview of available services noting that the current process for reporting incidents will not change. Departments are still required to notify the Commissioners of incidents. Additional services are offered through CORSA including cyber security and training. More information will be distributed in the coming months on training to reduce risk and premiums.

### Special Presentation

**EAP Services:** Nancy Murphy from Workplace Resources reviewed services available through the County's Employee Assistance Program. She noted that employees and family members are eligible for up to five, free, confidential sessions per presenting issue. Supervisory referrals to the EAP can be informal or mandatory. Commissioners' departments imposing a mandatory referral should contact the Commissioners' Office prior to completing the Employer Mandatory Referral form (available on the employee website under Forms - Employee Performance). Information pertaining to the mandatory sessions are not released to managers only that employees attended.

### Announcements

Andrew welcomed all attendees to the meeting. He acknowledged Nick Foos as the Facilities Director following Tim Hainen's retirement earlier this month and the appointment of Ron Dicus as the Chief Court Constable. He also noted that some changes will be coming for Court Security as the duties are split between security for the courts and the building. Building security will soon transition to the Sheriff's Office while Court Security will directly assist the courts. More information will be shared as the transition takes place. For now Courthouse staff can continue to contact Court Security staff.

**Monthly Safety Topics:** The July Safety Subject is Violence in the Workplace. Information to prevent slips, trips and falls will be provided in August. Department Heads were asked to review the information with staff when it is distributed.

**Insurance Update:** Pam noted that the Spousal and Dependent Eligibility Certification process will be sent by August 15. Employees have until September 15 to certify spouses seeking primary coverage for the 2018 calendar year as well as those dependents ages 20 to 23 for vision and dental coverage.

**Wellness Update:** The featured challenge for July is Money Matters. The August challenge is Walk It Off. Suggestions for 2018 wellness programs are welcome as the Wellness Subcommittee is working on plan design for 2018.

**Training Update:** A review of Precinct Manager for departments with payroll processed by the Commissioners' Office will follow the Department Head Meeting. The HR Group is set to meet on July 27 at 10 a.m. in the Commissioners' Hearing Room with a special presentation on employment rights. Employee Training on communication styles will be held on August 23 and 24 with facilitator Robin Elston. Employee Orientation is scheduled for August 31 and November 30. No Wrong Door training is being offered on September 21. To register contact the Educational Service Center at 419.354.9010.

**Policy Reminder:** Pam provided a brief overview of the notice requirements under the Family Medical Leave Act. Supervisors should be contacting HR immediately after hearing of a condition that may qualify as FMLA. The law states that employee notice must be provided an eligibility notice within five days of the request for leave or as soon as the need for leave is known. A second notice of designation is required within five days of the determination that the leave qualifies or is

designated as FMLA. If departments are not providing notices as required by the policy, it may impact insurance coverage under stop loss. To protect the employee and employer, please ensure compliance with the policy.

**Performance Reviews:** Reviews are being scheduled for Commissioners' Department Heads. As a reminder, employees' reviews must be completed prior to your review with Andrew. Also, if using a different form for performance reviews than that sent with the memo, be sure to forward a copy to the Commissioners' Office prior to using the form for your staff's reviews.

**United Way Campaign:** This year's United Way campaign will include an option to ePledge for the majority of employees. Distribution of the pledge cards will be within the next month. The 3<sup>rd</sup> annual Day of Sharing will be held in late October. Donations of raffle items will be sought from departments as part of the fund raising effort.

**Spirit of Wood County Awards:** Nominations for the seven award categories will be accepted through August 15. Department Heads were asked to help spread the word on the awards and consider nominating individuals from the community.

**Two Minute Drill** (only a few presented due to time constraints)

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**Ben Hendricks (Information Technology)** stated that updates to the phone system are planned for the evening of Monday, July 24.

**Bev Wagener (Law Library)** noted that she has a vacant position posted. If anyone knows someone looking for part time employment, encourage them to apply.

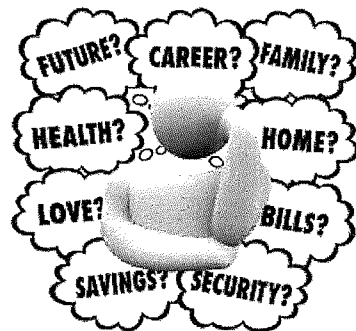
**Karen Young (Auditor's Office)** reported that travel checks are now being processed through direct deposit.

The next Department Head meeting will be held in the Commissioners' Hearing Room on **August 18, 2017, at 9:30 a.m.**

cc: BCC Elected Officials and Department Heads Steve Spirn file

# Workplace Resources

The Employee Assistance Professionals



## Sometimes life throws us more than we can handle

Our families, friends, and work can all be affected. We understand that it can help to talk to someone who is not directly involved in the situation; someone who can offer confidential guidance and help toward positive problem solving. Your employer understands this also. That is why your *Employee Assistance Program (EAP)* has been made available to you and family members (dependents) at no cost. Appointments will be offered to meet with an EAP counselor within two working days (or sooner in an emergency) at an office location near you.

Workplace Resources' EAP staff are highly skilled, licensed professionals who are able to work with you regarding many different issues including, but not limited to:

- Work-Related Concerns
- Marital and Family Relationship Issues
- Drug and Alcohol Concerns
- Depression, Anxiety and Stress
- Compulsive Behaviors
- Domestic Violence
- Grief and Loss

When these problems occur, they not only affect personal life, but can affect your work life too. Don't wait until they overwhelm you or jeopardize your work to resolve them.

### Website & On-Line Services

To confidentially access our website that has comprehensive information on mental health issues, wellness and on-line services, go to: [www.workplaceresources.info](http://www.workplaceresources.info) and enter your company's password below.

Your Company Log-in Password:

WCC

- *Prompt, personal service.* Face-to-face consultation for personal, family, and/or work concerns.
- *Short-term counseling.* Brief, solution-focused counseling.
- *Referral.* When needed, we facilitate referrals to local community resources.
- *Accessible.* Quick and easy scheduling. 24/7 toll-free EAP access.
- *Confidential.* One of the EAP's highest priorities is to protect the confidentiality of each client. Our services are completely confidential. No one knows of your involvement with us unless *you* make the choice to tell them.



There can be times when life gets a little tough. When this happens, please call the number below to schedule an appointment to meet with one of our professional counselors.

**419-539-4499**

**800-513-6733**

Main Office - 3425 Executive Pkwy, Suite 115, Toledo, Ohio 43606

# **THE REFERRAL DISCUSSION:**

## **Do's and Don'ts for Managers and Supervisors**

### **To Prepare, Do:**

- Establish and communicate standards of what is acceptable and what is unacceptable behavior on the part of employees whom you supervise. This will ensure consistency and fairness in your actions with all employees.
- Remember that it is your responsibility as a caring and professional supervisor to intervene and take supportive action when the situation indicates.
- Be sure that you have gathered all the facts surrounding the problem. Accurately document incidents that will provide clear feedback, including occurrences, dates, times, and other key information.
- Familiarize yourself with the EAP so that you can make or encourage a referral with confidence and understanding of how the program can be of assistance to employees. Call the EAP counselor if you have any questions or need further clarification about how the program works. If you have knowledge of and confidence in the program, the employee is more likely to participate.

### **During the Discussion, Do:**

- Take the attitude that you are concerned about the employee.
- Communicate to the employee that he or she is a valuable, contributing member of the organization.
- Also express your concern about what is happening.

### **Make These Key Points in the Discussion:**

- Reinforce that you personally care about the employee.
- Express your desire to help the employee succeed by offering assistance before the situation deteriorates.
- Describe specific instances of what has occurred to raise concerns.
- Communicate your sincere desire to help the employee by providing him or her with information about the EAP. Strongly encourage the employee to use the EAP as a means to help resolve any problems he or she may be having.
- Reinforce the fact that the EAP is available on a confidential, professional basis and that the employee can make the contact or you can make the contact for him or her if so desired.

### **Some "Don'ts " to Help Avoid the Most Common Mistakes:**

- Do not conduct a discussion about an employee's personal concerns or behavior unless instances have occurred on the job and/or the problems are directly impacting the employee's well-being and effectiveness at work. Remember, it is not the intent of the EAP to interfere in an employee's personal life.
- Don't try to diagnose the problem. That is the role of the EAP counselor with the employee. Limit your evaluation to determining that a declining work situation exists.
- Don't allow your own personal reactions to interfere with objectivity. This includes your own anger or sympathy for the person, or even avoidance on your part in confronting a problem.
- Avoid being misled by excuses, denial, defensiveness, or sympathy-evoking behavior on the part of the employee. Direct the discussion to specific examples of unacceptable behavior/performance.
- Avoid the temptation to "cover up" for an employee who may be a long-time employee or even a personal friend. A misguided "kindness" can lead to serious delay in real help reaching the person who needs it.

## **WHAT TO DO OR SAY THE NEXT TIME YOU NEED TO CONFRONT AN EMPLOYEE'S WORK PERFORMANCE ISSUE**

- 1. Review your company's policy and document behaviors; consult with Human Resources.** Your EAP is also available to discuss performance concerns.
- 2. Meet privately with your employee and discuss the problem.** "I value you as an employee and I am concerned about some changes I have seen in your work performance. I have observed (state specific behavior/s).
- 3. Explain how the employee's behavior affects the workplace.** "Your job is important to the jobs of other employees and to our customers. When you (state the performance issue), it (state the specific impact on others in the workplace as a whole)".
- 4. Listen to the employee's response.** "I am sorry to hear (any personal issues mentioned). The last thing you need right now is problems at work."
- 5. Strongly recommend that the employee get help from the EAP and/or other company resources.** "We have an EAP who can help with personal issues. It is a free, confidential service. I recommend you call and make an appointment."
- 6. Clearly communicate expectations for performance improvement and ask the employee to help develop a plan.** "I want to see (list specific improvements). What can you do to make this happen?"
- 7. Plan for a follow-up meeting.** "Let's meet again next week to determine if our plan is working."
- 8. Document every meeting and review company policy for next steps if performance does not improve.** Continue to monitor employee's performance.

## **THE “SOMETIMES SPEECH”**

“Sometimes job problems like these are the result of things going on outside of the workplace. Sometimes alcohol, drugs, family, or financial problems interfere with a person’s ability to do their job well. This may or may not be true in your case, and it’s really none of my business. However, because it is true sometimes, and because I am concerned about you, I suggest that you call our EAP for a free confidential consultation. If there is some kind of problem, they can help you decide what course of action would be best. Here is a card with their number if you want to give them a call.”



*The Employee Assistance Professionals*

## **EMPLOYER MANDATORY REFERRAL**

Please fax this **completed and signed** form to Workplace Resources @ 419-539-4497 as soon as possible.

Company Name: \_\_\_\_\_ Referral Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_ Position/Title: \_\_\_\_\_

\*This employee must contact Workplace Resources by: \_\_\_\_\_ (date)

\*Please describe the job performance issue that precipitated this referral:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\*Has this been a recurring problem? ( ) No ( ) Yes *If yes, please explain:* \_\_\_\_\_

\* Is this person employed in a safety sensitive position? ( ) No ( ) Yes Explain: \_\_\_\_\_

\* Are there any Federal Guidelines, such as DOT/FAA, that must be adhered to? ( ) No ( ) Yes  
*If yes, please explain:* \_\_\_\_\_

\* What are the consequences of employee not following through with job performance expectations?  
 \_\_\_\_\_

### **Authorization for Release of Confidential Information**

The above named employee authorizes Workplace Resources to disclose required and/or requested information to:

Company Contact Name and/or designee: \_\_\_\_\_ Title: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ PH: \_\_\_\_\_

**Only the following information is disclosed:** 1.) Whether employee has scheduled an appointment; 2.) Whether employee attends sessions as scheduled; and 3.) Compliance or non-compliance with any recommendations made by Workplace Resources.

*The purpose of this disclosure is to coordinate the management referral and communication between the contact person and Workplace Resources.*

- I understand that I may revoke this authorization at any time, except to the extent that action has been taken in reliance on it. If not previously revoked, this authorization terminates one (1) year from the date listed below.
- I understand that information disclosed is protected by law and may not be re-disclosed without my written authorization or as otherwise authorized by law; however I understand that the primary company or Workplace Resources cannot control the recipient's use of the information.

Employee/Client Signature \_\_\_\_\_ Date \_\_\_\_\_

Company Signature \_\_\_\_\_ Date \_\_\_\_\_

\*\*\*PLEASE PROVIDE A COPY OF THIS FORM TO THE EMPLOYEE \*\*\*

I revoke this authorization \_\_\_\_\_  
 Client Signature \_\_\_\_\_ Date \_\_\_\_\_