



## Human Resources - FAQ and Hot Topics For Administrator/Manager/Supervisor 2023-2024

*Human Resources is dedicated to helping provide a positive climate and culture for all staff. To do so, we work to support all managers, supervisors and administrators in their work with employees and staffing. It is imperative for you to see HR as a partner both when things are going well and when things get bumpy. Don't be afraid to ask for help or admit that an error has been made. HR would rather learn about issues from supervisors than from employees or our unions. We wish to thank you in advance for all the work you will do this year to ensure our staff feel safe, welcome and successful.*

*Recently, your Human Resources colleagues brainstormed questions and hot topics that have been a focus over the last year. The below list is not exhaustive and is not in order of importance. We hope these are helpful. If we forgot something, let us know and we will add it to the list!!*

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### General Information

**If I am looking for information from Human Resources related to recruitment, staffing or any number of other topics, where can I find support?**

*Human Resources has created a Shared Google Drive that all managers, supervisors and administrators can access. It is a "one stop shopping" center for essential HR information. As resources are revised or updated, the document within the shared drive is updated. We highly recommend that you download the resource each time you need it rather than downloading a copy to your computer. This will ensure you always have access to the latest version. You can find the Shared Google Drive at: [HR Shared Google Drive](#)*

**If I need an employee to work additional hours in their contracted position (classified or licensed) what do I need to know and do to ensure they are compensated appropriately?**

*When possible, additional hours, comp time and/or overtime for classified staff and/or extended contract for licensed staff should have prior approval from a supervisor before the work commences. When engaging in conversation with staff about working additional hours, be clear about the form of compensation associated with the work and ensure there is agreement between you and the employee.*

*Any additional time worked by an employee should be documented on the appropriate form. See links below.*

*[Trade time- Classified](#) - Allows classified employees to trade hours worked in a single week.*

*[CompTime- Classified](#) - Earned at a 1.5 rate for hours worked in excess of 8 hours per day.*

*[Additional Hours- Classified](#) - Time worked in excess of daily contracted hours.*

*[Extended Contract- Licensed](#) - For approved work outside of contracted time, Professional Development, work during protected prep time, etc.*

*Activity supervision compensation for licensed and classified groups is \$16.00. Contact HR with questions.*

**What is the importance and process associated with the “Back to School Memo” we receive from the Superintendent's office?**

*Chief of Staff will be responsible for the Back to School Memo. As soon as it is out, please review, as it contains critical information and policy, including many legally-required annual reminders. Therefore, it is expected that each building/department principal/supervisor will ensure each employee under your supervision will receive and review the information provided in the memo. As the supervisor, you need to allow staff time to review this information. More information will be provided with specifics from COS but it is important to have this information.*

**What is the “best tool” in the toolbox for any supervisor? Documentation, Documentation, and more Documentation :-)**

*Good documentation shows employees are treated fairly and consistently.*

*Documentation should be factual, not judgmental; describe the actions that were taken in notable instances such as providing formal employee recognition or corrective feedback.*

*Documentation should be created as close to when the incident occurs as possible so that records are timely, detailed, and accurate. If your documentation is handwritten, make sure there is a date and your initials/name on the document.*

*Documentation provides clear, concise statements about employee performance and evidence that supports decisions related to discipline or termination.*

*If you provide feedback to an employee without documenting the conversation, it's as if it didn't happen.*

**Is there a policy regarding email signatures and if so, what are the key points?**

*Email guidelines are intended to promote a professional, businesslike image in all Eugene School District 4J employee email communications.*

*Email signatures should include the employee's name, the school or department assigned, the name of the school district, email address and telephone number and preferred pronouns (optional).*

*They may also include job classification/title as reflected in official district records. To use a working title instead of the official job title, you must obtain written permission from a Human Resources administrator.*

*Email signatures should be in black text in an easily accessible font. Email signatures should not include colored text, complicated fonts, images, clip art, background, any personal quotes, slogans, legal disclaimers, or a job title other than the official job title.*

*Format Order:*

*Your name*

*Your official title (optional) | School or Department*

*Eugene School District 4J*

*Email address | Office Phone*

**Can I request for an employee to get email and badge access prior to starting their position or maintain it after their departure from the school district?**

*Over the last few years, we have increased security and consistency with regards to access to our buildings and systems to people who are not active employees. This means that unfortunately we are not able to grant early access to badge access, email or other electronic platforms. At the start of each school year, HR will work with technology to offer onboarding licensed staff access slightly early to ensure they are ready for induction.*

*When employees separate from 4J, there may be situations in which employees are granted additional time to transfer files from their Google account or Zimbra. However, this exception needs to be requested by HR in collaboration with the employees supervisor.*

**In advocating for employees, or making an “out of the box” request with HR or any other supervisor/department, DO NOT cc the employee on the email.**

*Sometimes employees come up with original thinking around a hurdle that stands in the way of their progress. These solutions, while they may feel like they have little consequence outside of helping an employee, may actually have a greater impact than one may think.*

*The school world is controlled by state and federal laws as well as collective bargaining agreements. The decisions that are made need to keep this in mind. Decisions that are made in one building can have adverse effects in other buildings, as collective bargaining agreements require us to treat employees the same way in similar circumstances.*

*When considering an outside the box solution, one should involve their department or level director. Let the employee know there is a need to consult with the appropriate colleague. When you reach out to the department/level director the employee should **not** be included (CCed) in that email.*

*Sometimes it is important to say “no” to an employee. A supervisor’s ability to answer the request in a way the employee can understand while feeling they were heard can be difficult in some situations. The ability to gracefully work through a situation where there may be an answer the employee does not like is a skill that is worth cultivating.*

**What is the process when staff within our school/program plan a field trip experience for students?**

*There is significant risk and liability when taking students off 4J property. A number of years ago, circumstances created the need to provide a more formalized and structured process. All field trips, no matter how big or small, must document their trip.*

*This process has moved from Human Resources to the Instruction Department.*

**Currently Title IX is in Instruction but HR felt it was important to have so we included it. The link below includes resources for supporting supervisors in addressing situations of sexual misconduct, Title IX violations and Oregon Sexual Harassment. Doug Gouge is the Title IX Coordinator for our district and can be reached at 541-790-7671 ([gouge\\_d@4j.lane.edu](mailto:gouge_d@4j.lane.edu)).**

Link for FAQ:

<https://docs.google.com/document/d/12bgZk31DKGULymWYm25W2NNxvIq5R4mlalmK5IF653U/edit?usp=sharing>

**A staff member submitted the form documenting an incident with a physically aggressive student. What are the expectations and process when I receive one of these forms?**

*A new process is under way from Risk and Instruction. More information will be provided once it is available.*

**Can I have classified staff fill extra duty roles defined in the licensed CBA, for example the School Assessment Coordinator duties?**

*It is important to understand that we are obligated by the collective bargaining agreement with EEA to make efforts to find licensed bargaining unit members to fill extra duty roles. We also understand that at times, administrators may not be able to find a licensed staff member to step up for a needed role. **When that happens, we need you to contact HR.***

*Do not make deals with employees that circumvent either CBA.*

**Who in HR do I contact to support volunteers and the background check process?**

*This process has moved to **Risk Management and School Safety**. The process has not changed. More information will be forthcoming from Risk Management and School Safety.*

**Information regarding University Placements**

*4J partners with many universities to provide support with placements for university students. All university placements must run through the designated 4J process outlined [here](#). If you have questions please contact [hr\\_student\\_teacher@4j.lane.edu](mailto:hr_student_teacher@4j.lane.edu).*

## Recruitment

**What are the guidelines for conducting reference checks that will support a strong hire?**

*[HR shared drive](#) has process outlined. Remember, within our agency wide questions, candidates give you permission to contact all references. This approval does mean only the names they provide. It is critical you get a reference from their latest supervisor. Within the application, if the candidate responds with a “no” to our question, “May we contact this employer” you just need to take an extra step. Contact the candidate to share that they are a finalist for the position and you need to speak with their supervisor. This provides the candidate the opportunity to tell their employer they have applied for your vacancy. If the candidate still says you cannot contact their supervisor, you need to move on from the candidate (this is a red flag)!*

*Remember to listen to what the reference is not saying as much as what they are saying. Slow down and speak to references when at all possible. The electronic reference form is good support for a strong reference from their current supervisor.*

*Finally, if your candidate works in 4J, you should ALWAYS contact their current supervisor, your colleague. Do not assume that since they work for us there aren't issues you should be aware of when making the hiring decision. Do not just trust colleagues or staff to share what they know about the candidate.*

**I believe I may have a Veteran in my candidate pool. What is the district's obligation related to Veteran's Preference?**

*When conducting a recruitment, we are required by law to provide Veteran's Preference throughout the entire process. You need to remember to apply Veteran's Preference when screening applicants as well as when you interview them.*

*When screening your candidate pool, reference the two questions on our employment application intended to identify applicants who are veterans or disabled veterans. To qualify for the additional preference, applicants **must** attach the required documentation to each application. They must submit: (a) a copy of their Certificate of Release or Discharge from Active Duty (DD214 or 215); or (b) a letter from the U.S. Department of Veterans Affairs indicating they received a non-service connected pension. Without documentation attached, we are not required to apply Veteran's Preference.*

Remember Veteran's Preference requires public employers to interview each and every veteran covered by the law who submits application materials that the employer determines show sufficient evidence that the veteran meets the minimum qualifications and all posted/ advertised special qualifications of the position, including all specified skills or attributes that are either requested or required by the employer.

## **Leaves of Absence**

### **What should I do if an employee asks about Paid Leave Oregon?**

*The District is contracted with a third party vendor, The Hartford, to administer Paid Leave Oregon benefits. If an employee approaches you with a question, please encourage them to contact HR at 541-790-7670.*

*Generally, employees interested in accessing the Paid Leave Oregon (PLO) benefit will start an application by contacting The Hartford via phone at 888-301-5615. When initiating an application over the phone, employees will speak directly to The Hartford's nurse intake team, who will gather necessary information, answer questions, and help them through the process.*

*The Hartford has supplied an FAQ document that can be given to the employee. The document includes instructions on how to apply for PLO through The Hartford, including what information the employee will need to be ready to provide: [Link to Q&A document](#)*

### **If an employee requests unpaid leave days, what do I need to know in order to respond?**

*Unpaid leave is not a right of an employee to take at their discretion. There are limited times, based on the Collective Bargaining Agreements, that an employee can be approved for unpaid leave. Employees must request this time in advance from their supervisor. Supervisors will work with their Directors to gain approval. HR may contact Directors to discuss any potential hardship on the program, before final approval of the leave. To request unpaid leave, the employee should be directed to our leave webpage: <https://www.4j.lane.edu/hr/loa/>*

### **Does signing an employee's Leave of Absence Request Form mean that I approve of the leave?**

*Whether or not you approve or do not approve of a requested Leave of Absence, you still need to sign the request acknowledging that you have spoken with the employee about the*

request. Signing an employee's Leave of Absence Request Form does not mean that you approve of or wish to deny the requested leave, only that you are aware of the request and have spoken with your employee about their leave of absence.

There is a section on the Leave Request for Unpaid Days form for you to indicate whether you approve or do not approve of an unpaid day(s) request, but is separate from your signature, which only acknowledges that you are aware of the request.

### **Who enters the leave used by an employee during a Leave of Absence?**

For a full-time leave of absence, meaning the employee is not currently working, then Human Resources will enter all leaves used by the employee for the duration of the leave of absence. If an employee is on a full-time leave of absence, please do not enter the leave used or have office staff enter the leave used, as that may result in a doubled leave deduction to the employee's available leave, or a doubled pay deduction if the employee does not have any paid leave available.

For an intermittent or reduced-schedule leave of absence, the leave used needs to be entered as per the standard for your school or department, and will not be entered by HR. If an employee is on a reduced-schedule leave of absence, but has no remaining paid leave available, HR will adjust their pay assignment accordingly in Business Plus, and inform you once you no longer need to enter leave for that employee.

### **When should I direct my employee to the Leaves of Absence webpage on the 4J website to apply for a Leave of Absence?**

If the employee is going to be fully off work for more than 5 consecutive days, they are required to request a Leave of Absence through Human Resources. Please direct them to the Leaves of Absence webpage at <https://www.4j.lane.edu/hr/loa/>.

Because different types of leave require different leave request packets, HR recommends against giving the employee a pre-printed Leave of Absence packet. If the employee fills out the incorrect packet for their Leave of Absence, it can cause their leave analysis to be delayed. It is better instead to direct them to the [Leaves of Absence webpage](#) or have them reach out to the Leaves team at HR at [hr\\_leaves@4j.lane.edu](mailto:hr_leaves@4j.lane.edu).

### **When should I talk to my employee about an intermittent Leave of Absence?**

If an employee is frequently absent from work, but never for more than 5 days consecutively, you will need to have a conversation with them about their attendance. If during that conversation it becomes clear that they are dealing with an illness, or assisting a family member through an illness, they may be entitled to an intermittent Leave of Absence. At that time, you should direct them to the Leaves team and the [Leaves of Absence webpage](#).

### **When does an employee need to provide a doctor's note to return to work?**

If the employee has been granted a full-time medical Leave of Absence for their own medical condition, before they can return to work they must provide to HR medical documentation from a healthcare provider certifying that they are medically cleared to return to work. HR will then inform the employee and you that they are cleared to return to work.

If the employee returns to work, but you have not yet heard from HR that they can return to work, please reach out to HR immediately to confirm that they are clear to return to work. Do

*not let the employee return to work without hearing from HR that they have been cleared to return.*

*An employee does not need a return to work release to return from any type of leave other than a medical leave for their own medical condition. However, they should contact you at least two days before they intend to return from their leave of absence.*

## **Performance Management**

**If I have concerns about an employee's performance, what are the steps I should follow?**

*Step one, slow down and reflect. How would you like your supervisor to connect with you when you need coaching or correcting?*

*Depending upon the concern, the next step is to consider the appropriate time and strategy to provide the employee feedback. The severity of the concern and history with the employee should help guide you on how to proceed. We strongly recommend that ALL coaching and/or corrective feedback be provided in a face-to-face conversation. Then you must follow up the conversation with an email to document both the concern, coaching provided and any required actions. Remember, you can give directives in an email. Be sure to share this information with HR so directives can be added to the employee relations file.*

*For repeat offenses, serious concerns, if you are unsure how to proceed, or if you just want confirmation of your actions, contact the appropriate HR administrator for their support. We can provide a sounding board, template documentation, or if needed support you with our presence during an investigative meeting.*

*Supervising staff and supporting their performance IS your most important responsibility. Students deserve the best of staff under your supervision. Human Resources wants to be your partner in creating the ideal environment for students to thrive.*

*[HR DRIVE has performance management folder](#) with detailed information about the use of TalentEd.*

**What is the length of the probationary period for classified employees and what is my role in supporting them during this time?**

*[Article 9 in 4J/OSEA CBA](#)*

*New Classified employees hired into a regular position will serve a seven (7) month probationary period.*

*Please keep in mind, the probationary period is intended for both the employee and the supervisor to gain familiarity with the role, expectations and the culture in your building. During the probationary period it is just as important to provide positive feedback as it is to provide corrective feedback.*

*HR recommends proactively calendaring a check in period with your probationary employees to provide feedback and answer questions. You must provide written documentation to your probationary employee. Subsequently, written feedback can be used for an annual performance evaluation or if necessary and appropriate for a recommendation for termination during the probationary period for just cause reasons.*

## **When an employee doesn't show up for work and fails to notify the supervisor (No Show/No Call) what should I do?**

*Employees are expected to adhere to attendance reporting expectations established by their supervisor.*

*Failing to provide advanced notice of an absence constitutes a no call/no show and is a violation of the district's attendance rule. In the absence of unforeseen circumstances a no call/no show may result in disciplinary action (contact the appropriate HR administrator).*

*In the event an employee fails to report to work without notice, you should call them. If there is no response, you need to follow up and may need to contact an emergency contact. If you are unable to make contact with an employee, you may need to contact the non-emergency line of the appropriate agency to request a well check.*

*If you need to request a well check, please notify HR then contact the appropriate agency*

- *Eugene Police Department- Non-Emergency- 541-682-5111*
- *Springfield Police Department - Non- Emergency- 541-726-3714*
- *Lane County Sheriff's Department- Non- Emergency 541-682-4150*

## **Benefits**

### **Employee Assistance Program (EAP)**

*All staff are eligible to use the EAP program. The District offers EAP benefits through Uprise Health. EAP is a free and confidential service to our employees and their dependents and provides a wide variety of benefits. To access services call 866-750-1327 or go online to [uprisehealth.com](http://uprisehealth.com) and use the access code: OEGB.*

*Employee Assistance Program Services include the following:*

*Counseling Services - 1 to 6 Visits per incident (ends 09/30/2023)*

*Counseling Services as of 10/01/2023 - 1 to 8 Visits per incident*

- *Face-to-face counseling*
- *Counseling by phone*
- *No copays*
- *24-hour crisis assistance*

*Work-Life Balance Resources*

- *Legal & Mediation*
- *Childcare, Adult & Eldercare Services*
- *Online Will Preparation*
- *Mediation Services*



- Identity Theft
- Financial
- Home Ownership Program
- College Planning Program
- Free Resilience Webinars

### Benefits Open Enrollment

OEBB Open enrollment for employee health insurance is mandatory, which means that you must log into your MyOEBB account between August 15th and September 15th at 11:59 p.m. to make NEW elections for the 2023-24 benefits (effective October 1, 2023 to September 30, 2024). Failure to make new elections for the 2023-24 plan year will result in loss of health insurance benefits beginning October 1, 2023. Got to <https://myoebb.org/oebb!/pb.main>

The District offers our Flexible Spending Accounts through PacificSource Administrators. Flexible Spending Account Open enrollment is from August 15th to September 15th at 8:59 p.m. with the NEW elections for the 2023-24 benefits year becoming effective as of October 1, 2023. To make your new flexible spending account elections go to: <https://psa.consumer.pacificsource.com/Login.aspx?ReturnUrl=%2f>

## Grow your Own



Eugene School District 4J Grow Your Own Program mission is aligned to Oregon Department of Education (ODE) Goal; ORS 342.437 to **diversify the educator workforce**. The program is designed to support educators throughout the educator continuum from application to licensure by focusing on recruitment, preparation and retention strategies.

**Eligibility according to ORS 342.433 to 342.449 and 350.100**

“Diverse” means culturally or linguistically diverse characteristics of a person, including:

- Origins in any of the black racial groups of Africa but is not Hispanic;
- Hispanic culture or origin, regardless of race;
- Origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent or the Pacific Islands;
- Origins in any of the original peoples of North America, including American Indians or Alaskan Natives; or
- A first language that is not English. Heritage Speaker

For more information contact:

Chemika Bolden

## **Absence management**