

HR CONNECTION

Serving Employees of the Board of Commissioners

March 17, 2015

Policy Corner: Tobacco Use Policy

In order to promote a healthy and comfortable work environment County employees are **prohibited from using tobacco throughout all County buildings and/or while performing duties related to County employment while traveling in County vehicles.** This includes, but is not limited to: buildings; offices; restrooms; hallways; common work areas; garages; County vehicles; conference rooms; stairs; cafeterias/break rooms; storage areas; and all other undesignated County property or offsite locations. Designated smoking locations are provided outside all County buildings where smoking receptacles are provided. The receptacles must be far enough away from building entrances to prevent the smell of smoke from traveling into the building.

For the purpose of this policy **tobacco is defined as all tobacco, tobacco derived and/or substances mimicking tobacco containing products, including but not limited to: cigarettes, electronic cigarettes, vapor cigarettes, any artificial/faux cigarette, cigars, cigarillos, pipes, oral tobacco, or any other manner of using or consuming tobacco, tobacco derived substances and/or substances mimicking tobacco.** It also includes any product that delivers nicotine other than for purpose of cessation.

<http://www.co.delaware.oh.us/hrdocuments/policies/manual.pdf>



Personal Appearance Policy

It is the policy of Delaware County that each employee's dress, grooming, and personal hygiene should be appropriate to the work situation. All employees are expected at all times to present a professional, business-like image to the public and co-workers. Business casual attire is appropriate in most situations. Hair should be clean, combed, and neatly trimmed or styled. Sideburns, mustaches, and beards should be neatly trimmed. Certain employees may be required to meet special dress, grooming, and/or hygiene standards depending on the nature and/or the safety requirements of their job.

Although individuality and personal expression is recognized, Delaware County's goal is efficient and courteous service to the public. Part of that service is to meet the expectations of the public and to appear professional. Excessive body piercings, tattoos, or extreme hair colors appear contrary to these objectives. For that reason, body piercings (other than minimal numbers of earrings), tattoos on the face, head, shoulders or neck or excessively covering the arms or hands; and extreme or unusual hair colorings will not be permitted to be revealed in the workplace. Employees will need to remove excessive jewelry, cover tattoos, and color their hair with a more natural coloring at work.

At the discretion of the appointing authority, supervisors may allow employees to dress in a more casual fashion than normally required. Employees in certain offices and departments may be permitted to wear denim jeans on a pre-approved workday, typically Friday's. On such occasions, employees are still expected to present a neat appearance and are not permitted to wear ripped excessively faded, tight or disorderly clothing, athletic wear (to include, but not limited to sweat pants, running shorts, spandex etc.), logo or advertisement items, or similarly inappropriate clothing.

An employee who wears the uniform of Delaware County is a representative of Delaware County government. Because Delaware County wishes to maintain a positive appearance to the public, employees provided with and required to wear uniform items shall wear the prescribed uniform while on duty and only during assigned work hours. No employee shall use his/her uniform for personal use or gain or in any manner that will bring negative appearance to Delaware County. Please refer to the Uniform Policy.

Read this and all policies at <http://www.co.delaware.oh.us/index.php/policies>.
Questions? Contact HR at 740/833-2120.

Delaware County Human Resources • 10 Court Street, 2nd Floor • Delaware, OH 43015
740/833-2120 • 740/833-2119 (Fax)

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HR CONNECTION

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Departments and Teamwork

Delaware County is comprised of many departments. Daily, we work together to achieve common goals in our everyday tasks, as well as the common goal of accomplishing Delaware County's mission.

If you were choosing team members for your department, who would the best team players be? Assuming that people have the right technical skills for the work to be done, what qualities do you want in a team member?

Good qualities of team members include being reliable, listening actively, and communicating respectfully.

Reliability

A reliable team member completes his work and does his fair share to meet commitments. He follows through on assignments. You can count on him to deliver good performance all the time, not just some of the time.

If your coworker produces excellent work, but calls off frequently, would you view him as reliable? Why is good attendance important? Poor attendance means you and your coworkers have to assume a bigger role and take on more than your fair share.

Consider this scenario: Betty, Gary, and Chelsea share the same job duties, while working independently. Betty and Gary have noticed that Chelsea is absent once a pay period or at minimum of once a month. There's always a reason of course - a sick daughter, upset stomach, congestion - all legitimate uses of sick leave - just SO many uses of sick leave! While Betty can sympathize, she isn't too happy about her coworker's reliability. Betty knows she and Gary will have to take on the additional work load today since Chelsea is out. Betty tried to recall the last day she called in sick. Betty enjoys being part of the team and wants to be someone who can be counted on.

Active Listener and Knows How to Communicate Respectfully and Professionally

Active listeners are crucial for a team to function effectively. Active listening is not only hearing the words spoken, but also making a cognizant effort to understand the complete message being sent. Would you choose someone to be on your team who becomes emotional and defensive when they do not agree with you or another coworker? Or, would you choose a coworker who expresses his thoughts clearly, respectfully, and honestly in a mature and respectful manner?



Consider this scenario: You and your coworkers are having a weekly team meeting. Everyone is brainstorming and exchanging ideas when George said he remembers an idea similar to what Stephanie shared and recalled the pros and cons.

Stephanie's response to George was instantly negative. She becomes defensive and told George that she didn't appreciate being embarrassed in front of the team and feels that her input isn't appreciated. Stephanie believed if this is how she was going to be treated then she wouldn't share anything else, ever again! So for the rest of the meeting, she did exactly that. Shared nothing... acknowledged nothing... contributed nothing!

Would you want to work with Stephanie? Or would you prefer to work with someone who will value the knowledge that George can provide, and conduct themselves in a mature, professional manner?

When others count on you to contribute through your daily work or as part of a team, you become a reliable, respected professional. You are a piece to the teamwork puzzle that ensures a well functioning department.



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Departments and Teamwork Continued

Complaining and Not Problem Solving

Do your coworkers come to you to complain about other coworkers, your supervisor, or department policies, but do not want to do anything to resolve the situation? When you allow people to complain and you sympathize, only to do it again the next day, you are *not* doing any favors for your coworker or for yourself.



Consider this scenario: Kirsten walks into your office to chat, then begins to complain about a coworker, Valerie.

You ask Kirsten if she has discussed her concerns with Valerie and she tells you she hasn't and she is only coming to you to vent. You tell Kirsten that you would be happy to meet with her and Valerie together to see if you can help work out the situation, but she refuses and isn't interested in meeting. So you try a different approach. You again suggest that she talk with Valerie and share the concern with her, but again, she says no.

Do you think Kirsten wants to resolve the problem or just complain?

So what can you do? Tell her you will be happy to talk to your supervisor about her discontent, then let her know that you cannot be her sounding board unless she wants assistance in resolving her concerns.

Complaining without the willingness to solve the problem is unproductive and creates negativity within the department. Utilize your supervisor and coworkers to brainstorm and problem solve productively. The time and effort spent toward the positive benefits everyone involved.

The Ohio Ethics Commission

E-Courses Available!

The Ohio Ethics Commission has created several e-courses to assist you in understanding the Ethics Law in a convenient and efficient manner. Thousands of state and local government officials and employees took advantage of electronic learning options last year.

The Ohio Ethics Law and Gifts (approx. 15 minutes in length)

Wondering if you can tee up with your agency's vendor? Or accept the tin of cookies from someone in the regulated community? This brief e-course will explore the Conflict of Interest provision of the Ethics Law as it relates to gifts. A helpful course for anyone in the public sector as well as private sector entities who do business with or are regulated by a state or local governmental agency. <http://dw.ohio.gov/ethics/education/elearning/Gifts/multiscreen.html>

The Ohio Ethics Law: Promoting Integrity in Public Service (approx. one hour in length)

The Commission's newest e-course! Created for 2015, this e-course challenges the learner to apply knowledge regarding the Ohio Ethics Law, including: conflicts of interest, public contracts, nepotism, post-employment and representation. <http://dw.ohio.gov/ethics/education/elearning/2015Overview/index.html>



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LEARNING AND DEVELOPMENT

How to Build Strong Team Relationships

Positive interpersonal relationships play a vital role in your individual and County success. Successful relationships between coworkers is one of the most basic rules for any workplace. Strong team relationships provides a support system of information, greater loyalty, fosters success and increases job satisfaction.

How can you benefit from positive interpersonal relationships?

- Achieve your personal goals by having the support of your coworkers.
- Improve your job performance with sharing information and ideas.
- When working together you continue to learn. Newer employees will learn procedures and organizational culture, while current employees can benefit from newer employee's experiences and outside knowledge. Together, you can achieve more in your work.
- Working together enables you to solve real issues.
- Offer or recommend reading material or training.
- Teams with diverse backgrounds will benefit from exposure to varied experiences and environments.



What can you do to develop positive relationships?

- Always do what you say. Show others you are dependable, reliable, and credible.
- Be professional and respectful. Don't insult or criticize others. Encourage communication and the experiences of what others have to offer.
- Be mindful and respond to others when they need help. **Taking time to help others is always an intrinsic reward.**
- Find ways to connect on a personal level. Invite them to share lunch with you and spend time talking about your interests outside of work.
- Don't gossip. **Gossiping prevents you from creating positive relationships.** Coworkers will avoid sharing information out of concern that they will be a target. Avoid this by being professional and trustworthy.
- Enjoy your work and be positive.
- Listen without judgment. This shows you are open to new ideas.
- Give feedback that is supportive.

Questions: Contact Dana Bushong at 740/833-2123

WE WANT TO CELEBRATE WITH YOU

Let us know when you receive a THANK YOU! Send us a copy and we will display on our new

"Wall of Gratitude"

located in the entrance of the Board of Commissioners Building.

Copies will be posted for 30 days or as space allows.

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Q. I am getting married next year. Do I have to wait for open enrollment to add my wife to my health insurance?

A. You do not have to wait for open enrollment since marriage is a qualifying event. You will need to complete the **CEBCO Change Form**. Also, be sure to complete the dental (MetLife) and vision (VSP) enrollment forms if you wish to add your wife to the vision and dental insurance. Don't forget to change your beneficiary (Lincoln Life Beneficiary Form), if necessary.

Submit the forms, along with a copy of your marriage license to Human Resources, attention Cindi Blair, within 30 days of the event. If you have any questions, please call Cindi at ext. 2124 or email a cblair@co.delaware.oh.us. All forms at located can be downloaded at <http://www.co.delaware.oh.us/index.php/hr-forms>



Q. Does the County offer bereavement leave?

A. Employees may use sick leave for death of an employee's immediate family. Please refer to your collective bargaining agreement or County Policy Manual for definition of immediate family.

Q. I work 8 am to 4:30 pm daily and I usually arrive to work early. Today, I began working 15 minutes early. My supervisor saw me working and told me I am not allowed to work earlier than 8 am without approval. She instructed me to enter my time correctly for today and to leave at 4:15 pm to avoid being paid overtime. I do not expect to be paid. Since I arrive early because I choose to, can I willingly begin work and not be paid?

A. Non-exempt employees must be paid for all time worked and cannot volunteer to work and not be paid. The Department of Labor defines work time as "all time spent by an employee performing activities which are job-related is potentially "work time." This includes the employee's regular "on the clock" work time, plus "off the clock" time spent performing job-related activities (which benefit the employer)." I encourage you to review the "Hours of Work and Overtime" policy in the Employee Manual. <http://www.co.delaware.oh.us/hrdocuments/policies/manual.pdf>. Additionally, you should read any department work rules that are applicable to your department's approval process when working outside of your assigned schedule.

Submit your questions to Mindy Owens at mowens@co.delaware.oh.us



Human Resources Staff

• Dawn Huston, Director of Administrative Services	dhuston@co.delaware.oh.us	740/833-2122
• Cindi Blair, Insurance, Risk & Wellness	cblair@co.delaware.oh.us	740/833-2124
• Brad Euans, Workers Compensation/FMLA/HR Coordinator	beuans@co.delaware.oh.us	740/833-2127
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• Mindy Owens, HR Manager	mowens@co.delaware.oh.us	740/833-2129
• Dana Bushong, HR Technician	dbushong@co.delaware.oh.us	740/833-2123
• Pam Sonagere, Sheriff's Office HR Manager/County Spec Projects	psonagere@co.delaware.oh.us	740/883-2885

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Wellness

Cindi Blair,
Insurance Risk &
Wellness

Delaware County HR
740.833.2124
Mon – Fri; 8 am – 3 pm
cblair@co.delaware.oh.us

Visit us online:

[www.co.delaware.oh.us
/index.php/wellness](http://www.co.delaware.oh.us/index.php/wellness)

Tobacco Cessation Program

Tobacco dependence is a cluster of behavioral, cognitive and physiological phenomena. Very few tobacco users can successfully quit the habit in their first attempt. But the evidence is strong that it can be done. From quit lines to counseling to prescription medicines, there are numerous effective ways to quit.

We are happy to provide you with two tobacco cessation programs available to assist you in your goal to be tobacco free.

The Quit Line

Adult members (employees, spouses, and adult dependents) on the CEBCO medical plan are eligible to use the Quit Line. Call 800-QUIT-NOW and be sure to tell them CEBCO is your healthcare plan.

StayWell Tobacco Cessation Program (employees only)

Obtain points for the StayWell Wellness program by completing a minimum of three telephonic coaching sessions specifically for quitting tobacco use and track your points under the activity *Get Support over the phone from a StayWell Coach*. So, if you are interested in completing the wellness program, and have an interest in quitting tobacco, don't miss this opportunity to participate in the StayWell's Tobacco Cessation program. (Other tobacco cessation program, including the Quit Line, will not qualify for "points" toward the wellness program.)

Enroll or obtain further information, by logging onto www.cebcowellness.staywell.com, or call the StayWell Helpline at 855-847-6814.

**See pages 10 & 11 of the HR Connection for further information.
Both programs provide telephonic coaching and Nicotine Replacement Therapy (gum, patches, or lozenges), free of charge to eligible participants.**

Good Reasons for Quitting

- You will have more energy and breathe easier.
- Your chances of getting sick will go down.
- More than 435,000 Americans die each year from smoking.
- Smoking causes illnesses such as cancer, heart disease, stroke, problems with pregnancy, and lung disease.
- You will have more money. If you smoke one pack per day, quitting smoking could save you approximately \$150 a month.

Source: www.cdc.gov

Anthem • Receive Your Monthly Fraud Detection Notification via Email

Members who have registered with Anthem to receive EOBs electronically to their e-mail address have begun receiving a **Monthly Fraud Detection Report**.

Only members who have provided their e-mail address to Anthem will receive this monthly detection report. This does not mean that members who did not provide their e-mail are not having their information monitored or protected; they will just not receive the no suspicious activity report. If suspicious activity is found, notification will be sent via USPS.

See page 8 of HR Connection for instructions to receive your Explanation of Benefits (EOB) electronically.



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HR CONNECTION

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March 17, 2015

Wellness

Cindi Blair,
Insurance Risk &
Wellness

Delaware County HR
740.833.2124
Mon – Fri; 8 am – 3 pm
cblair@co.delaware.oh.us

Visit us online:

[www.co.delaware.oh.us
/index.php/wellness](http://www.co.delaware.oh.us/index.php/wellness)

Anthem • How to Access & Sign Up For Identity Theft Repair & Credit Monitoring Services

Anthem is working with AllClear ID, a leading and trusted identity protection provider, to offer 24months of identity theft repair and credit monitoring services to current or former members of an affected Anthem plan dating back to 2004.

AllClear ID is ready and standing by to assist you if you need identity repair assistance. This service is automatically available to you with no enrollment required. If a problem arises, simply call and a dedicated investigator will do the work to recover financial losses, restore your credit, and make sure your identity is returned to its proper condition.

For additional protection, and at no cost, you may also enroll in the AllClear PRO service at any time during the 24-month coverage period. This service includes credit monitoring and an identity theft insurance policy. Please enroll at <https://anthem.allclearid.com/>. Those without Internet access can call 877-263-7995.

To access identity repair services, please call 877-263-7995

For additional information regarding your protections, please visit: <https://anthem.allclearid.com/faqs>

Identity Protection Services

Anthem has arranged to have AllClear ID protect your identity for two (2) years at no cost to you. The following identity protection services start on the date of this notice, or the date you previously enrolled in services based on information posted on AnthemFacts.com. You can use them at any time during the next two (2) years after your service begins.

AllClear SECURE: The team at AllClear ID is ready and standing by if you need identity repair assistance. **This service is automatically available to you with no enrollment required.** If a problem arises, simply call 1-877-263-7995 and a dedicated investigator will do the work to recover financial losses, restore your credit and make sure your identity is returned to its proper condition. AllClear ID maintains an A+ rating at the Better Business Bureau.

AllClear PRO: This service offers additional layers of protection including credit monitoring and a \$1 million identity theft insurance policy. For a child under 18 years old, AllClear ID ChildScan identifies acts of fraud against children by searching thousands of databases for use of your child's information. **To use the PRO service, you will need to provide your personal information to AllClear ID.** To learn more about these services, or to enroll, visit, our source of truth <http://www.AnthemFacts.com> and click on the AllClear ID link from there. Please note: Additional steps may be required by you in order to activate your phone alerts.

Read the complete protection resource at <https://www.anthemfacts.com/>

For the fastest and
easiest service,
enroll online.
[https://
anthem.allclearid.com/](https://anthem.allclearid.com/)

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Log In to www.anthem.com

If you have not created a member username and password previously, you will need to now.

OTHER ANTHEM WEBSITES:
Providers | Employers | Producers | Medicaid | Medicare | Federal Employee Programs

MEMBER LOG IN [Guided Tour](#)

Enter username

Password

Register Now **LOG IN**

Learn more about Secure Log In

Forgot username or password

USEFUL TOOLS

- FIND A DOCTOR (Dentist, Pharmacy, or Hospital)
- FIND URGENT CARE

Benefits Claims Health & Wellness Resources Customer Support

Home Profile Find / Rate a Doctor Urgent Care Estimate Your Cost Discounts

Personal Information | Login and Access | **Email Preferences** | Update Profile

Select Email Preferences

Please update your email address. We now require an email address for members registered on Anthem.com. Don't have an email address? Go to Gmail, Outlook, or Yahoo to sign up for an email address today.

We need your email address in order to set up your online profile. Also, check the boxes to get emails instead of paper mail to save you time and hassle.

Primary Email Address

From time to time we will send you email messages based on your preferences. We will not sell or share your email address.

Enter email address

Explanation of Benefits (EOBs)

We'll email you when we post a new EOB on Anthem.com if you sign up for email communications.
About Dependant EOB's

Paper via the US Postal Service Primary Email Address

Medical EOB's

Communications sent to:

Anthem Blue Cross and Blue Shield will let me know by email that an EOB is posted to my account for medical claims, claims that are applied to my deductible, and claims that can't be paid. I can always get a paper copy of an EOB by calling the phone number on the back of my member ID card.

Other reasons you might still get paper EOBs.

Click on button to receive

Be sure to Click on "Save/Update"!!!

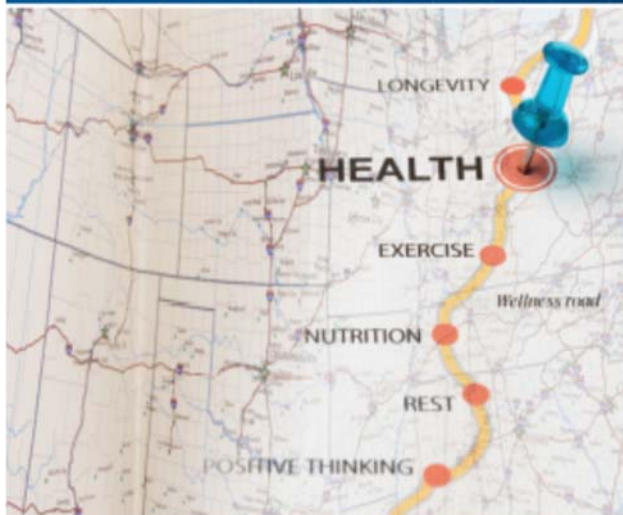
Cancel Save/Update

HR CONNECTION

Serving Employees of the Board of Commissioners

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Map out your retirement pension income and health care



Learn

Learn: Health care program changes may impact you. Know what you need to qualify for health care. OPERS provides retirement information online, in seminars and with publications—all available to members.

Plan

Plan: Make strategic choices. Use the OPERS-provided retirement planner (online), the health care calculator (online), access counseling and checklists before you make important retirement decisions.

Act

Act: Decision made? Take action. Remember, some applications for pension benefits take longer than others and you'll need specific documents.

Go online or call OPERS to LEARN what you need, PLAN to find your documents so that you can ACT on retirement when you know it's the right time for you.



www.opers.org • 1-800-222-PERS (7377)

OPERS Tidbits

Legislative Update: Bill to go into effect that will positively impact OPERS

Senate Bill 42 was signed into law by Governor John Kasich at the end of 2014, and will go into effect in March 2015. Several provisions in the bill will positively impact OPERS members, including one on joint retirement and another that will allow participation in the OPERS Medicare Connector by members who do not qualify for premium-free Medicare Part A insurance.

Joint retirement

The updates to joint retirement will provide members with service credit in OPERS and SERS or STRS, the choice to retire from each system independently or to accumulate service credit in one system and retire from that system. Previously, members were not given a choice and had to accumulate the time in one system and retire. Now members will be able to evaluate which alternative is more financially advantageous.

Independent retirement, permitted by the new law, will allow inactive members to refund their contributions from the inactive system without a reduction in service credit, as long as they're not currently employed with the same public employer under both systems.

Additionally, changes were made to the formula that prescribes the amount of funds one system will transfer to another.

Under the new statutes, the transferring system will continue to certify service credit. Members will still not be awarded service credit from more than one system for time worked concurrently. The transferring system will not certify more than one year for any "year" of service credit as determined by the transferring system.

The new law also affects restored funds, in which OPERS members may restore a refund by payroll deduction at SERS or STRS. Currently, funds paid to restore service credit are held by the other systems until retirement. The new law will require transfers of these funds at least annually.

Click to read the complete Legislative Update, additional news and information at <https://www.opers.org/pubs-archive/members/newsletters/trad/2015/TRAD%20Winter%202015.pdf>

Source: www.opers.org

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Have you been trying to quit using tobacco, but just can't kick the habit?

Take control of your health and get the resources you need to stick with quitting through CEBCO's new program.

Here's some information about our program:

- One-on-one personalized coaching.
- 8 weeks of NRT (Nicotine Replacement Therapy).
- Educational materials, including online and text messaging resources.
- Available and free of charge to employees, spouses, and adult dependents on the CEBCO Health Plan.

TRYING TO QUIT?

HELP IS A PHONE CALL AWAY

1-800-QUIT-NOW

Members should state that CEBCO is their health plan when calling.



County Employee Benefits
Consortium of Ohio

CEBCO

Counties Uniting for Affordable Health Benefits

Break The Habit

CEBCO is pleased to offer a smoking cessation program. Along with a StayWell® health coach, you will also have access to various smoking cessation therapy options that can help you through the quit process — nicotine gum, nicotine lozenges or the nicotine patch.

Additionally, your StayWell health coach will work one-on-one with you to learn about:

- Identifying your reasons for quitting.
- Your previous quit attempts.
- Family and social support.
- Your barriers to quitting.
- Setting your goals.
- How quitting can impact your health.
- Maintaining your weight.
- Additional resources for quitting.

To enroll or obtain more information, go to cebcowellness.staywell.com, or call the StayWell HelpLine at 855-847-6814.

This program is **completely confidential** and offered at **no cost** to all employees (spouses applicable by county) who are covered under the CEBCO medical plan.

