

# HR CONNECTION

Serving Employees of the Board of Commissioners

November 19, 2015

## Policy Corner: Hours of Work and Overtime

The County will establish the hours of work for all employees. Staff may be required to work days, evenings, nights and/or weekends due to operational needs. Additionally, the County may alter schedules, days off and shifts based upon operational needs. Unless prohibited due to operational needs, the County will meet in advance with employees and give at least two weeks advance notice for significant shift and schedule changes.



Due to federal regulations, employees who are not exempt from the overtime provisions of the Fair Labor Standards Act ("FLSA") are prohibited from signing in or beginning work before their scheduled starting time, or signing out/stopping work past their scheduled quitting time except with supervisory approval or in emergency situations. Additionally, non-exempt employees who receive an unpaid lunch period are prohibited from working during their lunch period except with supervisory approval or in emergency situations. Non-exempt employees who work outside their regularly scheduled hours in contravention of this rule shall be paid for all hours actually worked, but may be disciplined accordingly.

Failure to properly sign in or out as required, misrepresenting time worked, altering any time record, or allowing a time record to be altered by others will result in disciplinary action.

Generally, employees not exempt from the overtime provisions of the FLSA shall be compensated for overtime for all hours actually worked in excess of forty in any one work week, regardless of the employee's regularly scheduled work day. Sick leave, vacation leave, personal days, compensatory time, and unpaid leaves shall not be considered hours worked for purposes of overtime compensation. Holiday hours shall be considered as hours worked towards the forty hours required for overtime calculations for non-exempt employees, only if the employee works on the holiday. Overtime shall be compensated at a rate of one and one-half times the employee's regular rate of pay for actual overtime worked.

The County may mandate overtime as a condition of continued employment. Supervisors shall attempt to distribute overtime as equally as practicable among qualified employees within those classifications in which overtime is required. An employee who refuses to work a mandatory overtime assignment may be considered insubordinate and disciplined accordingly. Additionally, the County may authorize or require employees to work a flexible schedule in a work week. For overtime eligible employees, a flexible schedule must occur within a single forty-hour work week.

A partial overtime exemption, or differing work schedule, may apply to certain employees, such as safety forces.

### Improper Deductions

The County intends to comply with all FLSA provisions. Improper deductions that are not in accordance with the FLSA are prohibited. Additionally, improperly classifying individuals as "exempt" from overtime is prohibited. Any deduction that is subsequently determined to be improper, or any exemption status later found to be improper, shall be reimbursed. Any employee who believes that he has had an improper deduction from his salary, or who believes he has been improperly classified under the FLSA, shall submit a complaint in writing to their appointing authority or designee who will investigate and see that a written response is provided in a timely manner to ensure a good faith effort to comply with the FLSA.

Read the policy in its entirety at <http://www.co.delaware.oh.us/index.php/policies>.

Questions? Contact HR at 740/833-2120.

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Visit us on the web at <http://www.co.delaware.oh.us/index.php/human-resources>

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## LEARNING AND DEVELOPMENT

### Understanding Your Communication Style

When you understand your style of communication, you can better communicate with others by adapting to their style of communicating. This will better increase the chance of your message being received. We all exhibit varying communication styles, however once you have identified the dominant communication style of the other person, begin thinking of ways to flex your own style to better communicate.

- 1) **Passive communicators** avoid expressing their opinions. Those with this communication style may have poor eye contact and poor body posture, while speaking softly.

Flex your communication style by patiently pulling out his personal views and be responsive to this person's needs. Present your opinion in a nonthreatening, non-forceful way. Work on building the relationship.

- 2) **Aggressive communicators** express their needs and do not take in to account the opinion of others. Those who communicate in an aggressive manner are generally perceived as selfish. Aggressive individuals display a low tolerance for frustration and interrupt conversations frequently. They use intense eye contact and are not good listeners.

Flex your communication style by being specific and to the point in conversation. Present any facts logically and systematically. Be prepared to answer questions. Project an image of confidence.

- 3) **Passive-Aggressive communicators** appear passive but actually act out anger in a subtle, indirect way. They are incapable of dealing directly with their resentment and complain about the situation to someone else. Passive-Aggressive communicators are known to use facial expressions that don't match how they feel when they are angry and deny if there is a problem. They are passive when a problem arises, but aggressive when they vent their disapproval. Passive-aggressive people prefer to be viewed as forgetful rather than disagreeable. In an effort to look agreeable, they will say yes when they have no intention of following through.

Flex your communication style to be more formal and communicate in writing as much as possible. Passive-Aggressive communicators do not feel heard so encourage their input and ideas for problem solving.

- 4) **Assertive communicators** feel connected to other people and they state their needs and feelings clearly, appropriately, and respectfully. They clearly state their opinions, firmly advocate for their needs without violating the rights of others and address issues as they arise. They tend to have high self-esteem, therefore are strong advocates for themselves, while being respectful of the rights of others.

Flex your communication style by showing an interest in their ideas. Take time to build a social relationship, as well as a professional relationship.

Take the quiz to discover your communication style: <http://www.newlineideas.com/communication-style-quiz.html>



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## IRS-IMPERSONATION TELEPHONE SCAM

An aggressive and sophisticated phone scam targeting taxpayers, including recent immigrants, has been making the rounds throughout the country. Callers claim to be employees of the IRS, but are not. These con artists can sound convincing when they call. They use fake names and bogus IRS identification badge numbers. They may know a lot about their targets, and they usually alter the caller ID to make it look like the IRS is calling.

Victims are told they owe money to the IRS and it must be paid promptly through a pre-loaded debit card or wire transfer. If the victim refuses to cooperate, they are then threatened with arrest, deportation or suspension of a business or driver's license. In many cases, the caller becomes hostile and insulting.

Or, victims may be told they have a refund due to try to trick them into sharing private information.

If the phone isn't answered, the scammers often leave an "urgent" callback request.

Note that the IRS will never: 1) call to demand immediate payment, nor will the agency call about taxes owed without first having mailed you a bill; 2) demand that you pay taxes without giving you the opportunity to question or appeal the amount they say you owe; 3) require you to use a specific payment method for your taxes, such as a prepaid debit card; 4) ask for credit or debit card numbers over the phone; or 5) threaten to bring in local police or other law-enforcement groups to have you arrested for not paying.

Source: <https://www.irs.gov/uac/Tax-Scams-Consumer-Alerts>

## FBI SAFE SHOPPING TIPS

In advance of the holiday season, the FBI's Internet Crime Complaint Center reminds shoppers to beware of cyber criminals and their aggressive and creative ways to steal money and personal information.

Scammers use many techniques to fool potential victims including fraudulent auction sales, reshipping merchandise purchased with a stolen credit card, sale of fraudulent or stolen gift cards through auction sites at discounted prices, and phishing e-mails advertising brand name merchandise for bargain prices or e-mails promoting the sale of merchandise that ends up being a counterfeit product. Here are some tips you can use to avoid becoming a victim of cyber fraud:

- Do not respond to unsolicited (spam) e-mail.
- Do not click on links contained within an unsolicited e-mail.
- Be cautious of e-mail claiming to contain pictures in attached files, as the files may contain viruses. Only open attachments from known senders. Always run a virus scan on attachment before opening.
- Avoid filling out forms contained in e-mail messages that ask for personal information.
- Always compare the link in the e-mail to the web address link you are directed to and determine if they match.
- Log on directly to the official Web site for the business identified in the e-mail, instead of "linking" to it from an unsolicited e-mail. If the e-mail appears to be from your bank, credit card issuer, or other company you deal with frequently, your statements or official correspondence from the business will provide the proper contact information.
- Contact the actual business that supposedly sent the e-mail to verify that the e-mail is genuine.
- If you are requested to act quickly or there is an emergency, it may be a scam. Fraudsters create a sense of urgency to get you to act impulsively.

Sources: [https://www.fbi.gov/news/news\\_blog/holiday-shopping-tips](https://www.fbi.gov/news/news_blog/holiday-shopping-tips)

<http://www.ic3.gov/media/2011/111121.aspx>

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## PUBLIC SERVICE IS A WONDERFULLY FULFILLING CAREER

### Meaningful, Challenging Work

Local government service is meaningful because our work is related to building and improving our community. Our employees make a positive impact on children and families; we keep our community safe; we build and re-build the physical infrastructure. Our Commissioners and leaders take the aspirations of residents and the policy goals and puts those aspirations and goals into action.

Public service at the local level is also challenging work. The efforts of local government workers happens in the context of local government where everyone gets to participate; everyone has a say.

Our work is meaningful and challenging. We have the opportunity to help to make people's day-to-day lives better.



**Every human has four endowments - self awareness, conscience, independent will and creative imagination. These give us the ultimate human freedom... The power to choose, to respond, to change.**

~Stephen Covey

### Sometimes changing your perspective can make all the difference.

Choosing a positive outlook can be the most effective way to impact having a good day. Once our day begins, the events of the day tend to take its path. It's easy to get caught up in negativity and let the bad attitude take over. Although we cannot do a lot about the when unforeseen situations arise, how we choose to deal with the unexpected will decide what kind of a day we have. We spend many hours at work so we owe it to ourselves to have the best day we can. The best way to have a better day is to make the choice have a better day.

- Find things to be thankful for
- Smile
- Don't sweat the small stuff
- Instead of being a pessimist and focusing on the bad, start looking for the good in you day



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## THE OHIO ETHICS COMMISSION

### Representation: What is it? & Is it Good or Bad?

The Ohio Ethics Commission is often asked if public officials and employees can own outside businesses or have private employment. In general, the answer is yes, provided that no conflict of interest exists between the public position and private interests or the person is able to withdraw from consideration of matters that affect their private business or employment.

Further, there must be no misuse of the public office or employment. For example, the public official or employee cannot:

- use public time, facilities, personnel, or resources in conducting private business;
- use an official title on private business cards or other written materials;
- use relationships with other public servants to secure a favorable decision or action regarding private interests;
- discuss, deliberate, or vote on any matter involving private businesses; or
- use a public position or authority in any other way to secure a benefit for an outside employer or private business.



### Ohio Ethics Law Webinars

The Ohio Ethics Commission presents monthly one-hour webinars to provide convenient and helpful training opportunities.

#### OHIO ETHICS LAW FOR COUNTIES

**December 14, 2015**  
**10:00 AM - 11:00 AM**

**We encourage supervisors to watch with their staff.**

Click here to register:

<https://attendee.gotowebinar.com/register/2541804071002373889>

However, there is an additional, very important prohibition known as Representation. Public officials and employees may not receive compensation from anyone – including clients – to represent or perform services on any matter that is before their own public agencies.

For example, a member of a city board of building appeals may also own and operate a private architectural or engineering business. It may seem clear that the board member would be prohibited from authorizing, voting for, or otherwise using the authority of his office to secure a public contract for his own business with the city. What may not be as commonly known, though, is that the board member also may not represent anyone before the city he serves.

Even if plans, drawings or applications would be submitted to a different division within the city, the public employee or official cannot be paid by a client to perform any services on a matter that is being reviewed or decided by any city department or office. Again, this is true even if he or she will not personally appear before the city department.

State officials or employees are equally prohibited from representing someone before their own public agency. If a state official or employee wishes to represent a client before a state agency other than the agency he or she serves, a document known as a 102.04 (D) statement must be completed in advance.

For more information regarding representation restrictions, please contact the Ohio Ethics Commission at (614) 466 – 7090.

Source: <http://www.ethics.ohio.gov/education/newsletters/15-02.pdf>

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## Q. My department's work rules for requesting vacation is different than the County policy. Does the County Policy Manual apply to me?

A. Bargaining unit employees must follow their union contract. If the contract is silent on a topic, then the County Policy Manual applies. Additionally, employees must follow department work rules as outlined by the Director.

## Q. How do I receive my OPERS login information? My coworker can view her statement online, however, I've never received access.

A. Login information is employee driven. From OPERS website ([www.opers.org](http://www.opers.org)), click the 'MEMBER LOGIN' button. You will be able to create a user ID and password. In addition to having the ability to view your statement, you can update personal information and add /edit your beneficiary.



## Q. My ID card is broken. How can I receive a new ID?

A. Contact Dana Bushong at ext. 2123 or Jenny Downey at ext. 2125. A new ID card can be sent interoffice mail or you may pick up at our office.

## Q. I attended the Policy Training on November 9. If policy doesn't change, why do we have to do this every year?

A. Delaware County is committed to promoting a strong compliance culture that encourages all employees to conduct themselves with the highest legal and ethical standards. To that end, it is every employee's responsibility to be aware of policies that impact their jobs daily. As such, annual training is provided to educate employees on all policies to encourage appropriate behavior as well as address employee questions.

Submit your questions to Mindy Owens at [mowens@co.delaware.oh.us](mailto:mowens@co.delaware.oh.us)



## Human Resources Staff

• Dawn Huston, Director of Administrative Services	<a href="mailto:dhuston@co.delaware.oh.us">dhuston@co.delaware.oh.us</a>	740/833-2122
• Cindi Blair, Insurance, Risk & Wellness Coordinator	<a href="mailto:cblair@co.delaware.oh.us">cblair@co.delaware.oh.us</a>	740/833-2124
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• Amanda Kreft, Insurance and Risk Assistant	<a href="mailto:akreft@co.delaware.oh.us">akreft@co.delaware.oh.us</a>	740/833-2126
• Jenny Downey, HR Technician	<a href="mailto:jdowney@co.delaware.oh.us">jdowney@co.delaware.oh.us</a>	740/833-2125
• Mindy Owens, HR Manager	<a href="mailto:mowens@co.delaware.oh.us">mowens@co.delaware.oh.us</a>	740/833-2129
• Dana Bushong, HR Technician	<a href="mailto:dbushong@co.delaware.oh.us">dbushong@co.delaware.oh.us</a>	740/833-2123
• Pam Sonagere, Sheriff's Office HR Manager/County Spec Projects	<a href="mailto:psonagere@co.delaware.oh.us">psonagere@co.delaware.oh.us</a>	740/833-2885

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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)

## What are some healthy holiday eating tips?

During the holidays, there are so many tempting foods in so many locations, it seems almost impossible to maintain healthy eating habits. Use these tips to guide you.

- Go skinless: When dining on turkey, choose a four-ounce portion (about the size of your fist) without the skin. This helps cut out some fat and cholesterol.
- Eat slowly: Plan what to have for a holiday dinner before sitting down. Then, eat slowly and resist any temptation for a second helping.
- Do not eat what you do not like: If you do not like cranberries or Aunt Ethel's famous holiday casserole, do not put it on your plate. Consuming those calories out of obligation unnecessarily increase your total intake.
- Eat before the party: Do not go to a party hungry. When people forego breakfast or lunch in order to fill up at a party, they tend to eat more food and faster. This leads to overeating. Make sure to have a healthy meal before party time.
- Pay attention to portions: It is possible to treat yourself, but choose smaller portions. Have "tastes" of items instead of filling up.
- Eat mindfully: Take the time to taste the food and listen to your body when you have had enough. After eating for a while, food loses some of its taste appeal. If you are not aware of how good something tastes, you have probably gone beyond having enough.
- Limit high fat: Avoid fried foods, cheese-covered or filled vegetable dishes, processed meats, cream-based soups, pies and baked goods. Drink a low-fat substitute instead of traditional egg nog (with thick cream and egg yolks).
- Remember there are calories in drinks: Limit the intake of alcohol, especially beer, cider and cream drinks. Fill up on water or have drinks with water or diet mixers.



Know your triggers: If it is not possible to have just one piece of something without eating all of it, do not start sampling.

Source: ©2014 ComPsych® Corporation. All rights reserved. This information is for educational purposes only. It is always important to consult with the appropriate professional on financial, medical, legal, behavioral or other issues. As you read this information, it is your responsibility to make sure that the facts and ideas apply to your situation.

## 10 Tips to Cope with Holiday Stress

1. Take care of yourself.
2. Eat healthy, well-balanced meals
3. Exercise on a regular basis
4. Get plenty of sleep
5. Give yourself a break
6. Schedule time with family and friends
7. Ask others for assistance
8. Shop early to ensure a better selection
9. Volunteer your time to help others
10. Make a list and stick to a budget

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## Safety and Risk Management

The Safety and Risk Management Office, part of the Human Resources Department, ensures that all County employees are provided a safe and healthful work environment as stated in the Public Employment Risk Reduction Program Act (PERRP).

Brad Euans, Workers Compensation/FMLA/HR Coordinator

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Mon – Fri; 8 am – 5 pm  
beuans@co.delaware.oh.us

### Safety is everyone's responsibility!

#### As an employee, you should:

- Learn to work safely and take all rules seriously.
- Recognize hazards and avoid them.
- Report accidents, injuries and illness to your supervisor immediately.
- Inspect tools before use to avoid injury.
- Wear all assigned personal protective equipment.
- Make sure all walkways are free of clutter or tripping hazards such as wires and extension cords.
- Know where the fire extinguishers and full first aid kits are at all times.
- In the case of an emergency, know where the stairwells and fire exits are located.
- Make managers aware of unsafe areas or practices you observe.



#### On the other hand, it is management's responsibility to:

- Provide a safe and healthy workplace.
- Provide personal protective equipment.
- Train employees in safe procedures and in how to identify hazards.

#### Everyone must be aware of potential hazards on the job:

- Poor housekeeping results in slips, trips and falls. If you see a spill, never just walk by it. Always clean it up or call someone to clean it up.
- Electricity can cause shocks, burns or fire if not handled properly.
- Poor material handling may cause back problems or other injuries.
- Learn how to properly work any equipment before you even turn it on. If you are not sure how it works find someone who does and ask them to help you.

#### Always use the protections that are provided on the job:

- Guards on machines and tools keep body parts from contacting moving equipment.
- Insulation on electrical equipment prevents burns, shock and fire.
- Lockout/tagout assures equipment is de-energized before it is repaired.
- Personal protective equipment shields your body from hazards you may face on the job.

#### In case of emergency:

- Understand alarms and evacuation routes.
- Know how to notify emergency response personnel.
- Implement a procedure for leaving the scene safely so emergency personnel can do their job.
- Wipe up spills promptly and correctly.

Safety benefits everyone. By incorporating safety rules, employees avoid injury as well as illness from exposure to hazardous substances.

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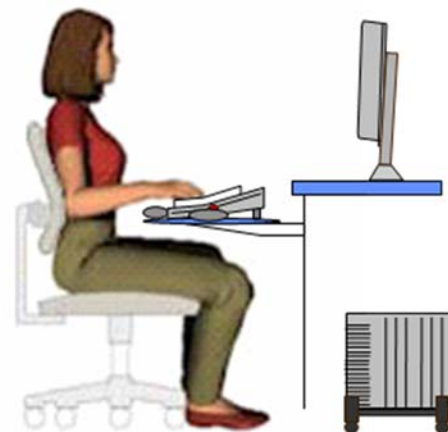
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## Division of Safety & Hygiene Properly Positioning Yourself to Work on the Computer

### Basic Positioning “Tips” to follow:

- Monitor and keyboard should be directly in front of you.
- Input device should be next to the keyboard, so it can be used without reaching.
- Monitor should be set at your best focus distance to avoid both eye strain and forward leaning. This is typically at least 20 inches away, but varies based on specific vision correction.
- The top of the monitor (e.g. menu bar) should be at or slightly below eye level.
- Your head and neck should be aligned with your torso.
- Your shoulders should be relaxed, with your arms “hanging” at your sides.
- Forearms and thighs should be nearly parallel with the floor.
- Your wrists should be in a neutral posture.
- Feet should be flat on the floor, or supported by a foot rest.
- Lumbar curve of your back should be resting against (and supported by) the back rest on your chair.
- There should be approximately a hand’s thickness between the front edge of the chair and the back of your knees.
- Position your document holder to reduce or eliminate neck twisting or bending.
- If you need to use the phone and computer simultaneously, then strongly consider using a headset.
- When using a laptop for extended periods, strongly consider using a docking station and “full-size” keyboard.



Source: <https://www.bwc.ohio.gov/employer/programs/safety/ErgoTools.asp>

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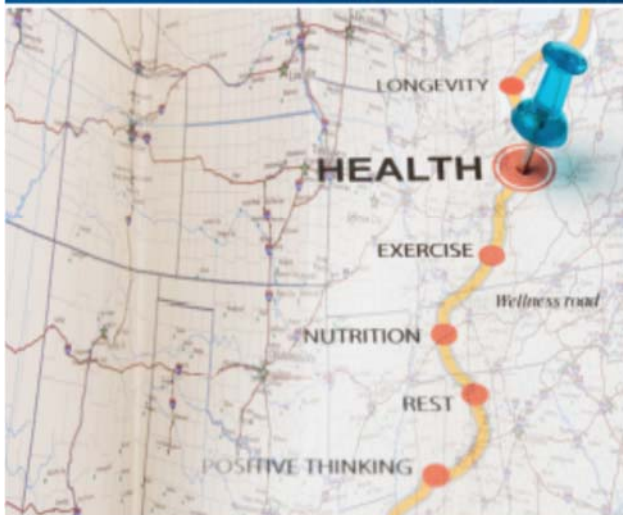
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## Map out your retirement pension income and health care



### 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](http://www.opers.org) • 1-800-222-PERS (7377)

## OPERS Tidbits

### Educational Opportunities

1. **New Members:** The following educational resources will introduce you to the different features of each OPERS retirement plan so you can select a plan that best meets your retirement needs.

Selecting Your Plan: <https://www.opers.org/members/plan-select/index.shtml>

**Ready to Enroll:** Once you have taken the time to learn about the OPERS retirement plans and to consider your situation, you should be ready to select your retirement plan. You have 180 days from your hire date to make your retirement plan selection.

Ready to Enroll: <https://www.opers.org/members/Plan-select/enroll/index.shtml>

### 2. The Traditional Pension Plan

- Group A (Ready to Retire)** - Eligible to retire on or before Jan. 7, 2018

[https://www.opers.org/members/seminars/traditional\\_plan/readytoretire.shtml](https://www.opers.org/members/seminars/traditional_plan/readytoretire.shtml)

- Group B (Active members)** - Members with 20 years of service credit on Jan. 7, 2013 or eligible to retire after Jan. 7, 2018 but on or before Jan. 7, 2023 and

- Group C (Active members)** - Eligible to retire under current eligibility requirements after Jan. 7, 2023 or members hired on or after Jan. 7, 2013

[https://www.opers.org/members/seminars/traditional\\_plan/active.shtml](https://www.opers.org/members/seminars/traditional_plan/active.shtml)

### 3. The Combined Plan

OPERS offers targeted, educational recorded presentations so you can learn more about the different aspects of the Combined Plan.

[https://www.opers.org/members/seminars/Combined\\_Plan/index.shtml](https://www.opers.org/members/seminars/Combined_Plan/index.shtml)

### 4. Member-Directed Plan

These online presentations cover a number of topics including investment education and the Member-Directed Retiree Medical Account.

<https://www.opers.org/members/seminars/Member-Directed/index.shtml>

Source: [www.opers.org](http://www.opers.org)

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