



## Minutes from Staff Senate Monthly Meeting of January 19, 2017

Location: Zehmer Hall

Time: 11:00 AM–1:00 PM

### Meeting Summary

<b>Welcome and Announcements</b>	<b>Maggie Stein</b> , Co-Chair <b>Jessica Wenger</b> , Co-Chair
Faculty and Employee Assistance Program (FEAP)	<b>Brenda Wilson</b> , Director
<b>Intramural-Recreational Sports</b>	<b>Jill Krantz</b> , Director
<b>Request for Feedback on Policy Change</b>	<b>Lori O'Connor</b> , Payroll Manager, Finance
<b>Senate Business</b>	
<b>Discussion about Senate Communication</b>	

### Welcome and Announcements

**Maggie Stein**, Co-Chair

- Diane Ober was present with attendance sheet so those in attendance could sign in.
- Parking passes for Zehmer Hall were made available.

*Introduction of Brenda Wilson, Director of Faculty Employee Assistance Program (FEAP)*

### Guest Speakers

**Brenda Wilson**, Director, Faculty and Employee Assistance Program

- Many are already familiar with FEAP, but Brenda came to share more information and details about the program and entertain questions.
- FEAP's services are an opportunity for employees to get help with things are not going well in their personal or professional lives. **(See slides 6-7)**
  - Over the course of 30-40 years of professional career, everyone is likely to experience time(s) when "life will get in the way."
  - FEAP counselors meet with employees to get them back on track and feel better about what's going on.
  - FEAP's two top problem codes are marital/relationships or workplace superior
  - Free, confidential services for employees and their families. They do not report in EPIC (UVA medical record)
    - "If you consider them family, we will help."

- Confidentiality (**See slide 13**)
  - FEAP follows mental health laws; required to report harm or intended harm to self or others, otherwise services are confidential.
  - Do not report through HR
  - FEAP creates utilization reports; only based on number served and “problem codes,” not individual issues.
- FEAP’s goal is to help employees and their families be 100% productive.
  - Get requests from individuals and managers to work with employees
- Try to help those in need to develop a plan.
- The group consists of seven licensed mental health providers.
- Two are trained in Myers Briggs – offered to small groups
- Located in the Medical Center – easy for people to follow through.
  - West Complex; “old hospital,” first floor, off information desk
    - Parking can be a challenge
    - Considered a “medical appointment,” will validate parking in 11<sup>th</sup> street garage
- Getting ready to open a satellite office on Pantops
  - Better parking, easier access off Interstate and 250
  - Open M-F, full time
- Typically can offer an appointment in 1-2 days
  - Same day, urgent appointments available between 2-4 p.m. for walk-ins
  - Available 24/7/365 through UVA Hospital operator, FEAP on call
- Meet with people 1-3 times, ask them what are concerns and either provide assistance or direct to resources that can provide assistance.
  - Provide follow-up
- Assistance is available in a number of areas (**See slide 8**)
  - New programming: Trauma (**See slide 9**)
    - Helps those with early or historic trauma with 12 free sessions
    - Measuring results of pre and post treatment and finding tremendous results
- FEAP offers seminars (**See slide 11**)
  - Very popular; often fill within 2-4 hours; watch for flyers
  - Workplace and Work-life seminars
- FEAP has one employment position available. Required to be a licensed health provider.
- Contact FEAP (**See slide 12**)
- FEAP left brochures in the back of the room for Staff Senate members to take and share.

### **Q & A from the Senate:**

**Q:** Are FEAP’s services available for part-time employees?

**A:** Yes, services are available to anyone paid in any way by UVA, including grad students.

**Q:** How about family members? Are they eligible for FEAP’s services?

**A:** FEAP’s definition of family is very broad. Whoever is family to you; we will make ourselves available to you.

**Q:** Are Aramark employees eligible for services?

**A:** No. Aramark and Morrison employees are considered external.

**Q:** You offer mediation?

**A:** Yes. We consider that a department consult. Will usually meet with a small group, then assess 1:1 and work together from there. It's different if it's a larger group, say 15-20 people. We'd assess the dynamics there. It may come down to how the manager does things, how they assist employees. It may come down to a couple people. What we do with that is look at it and try to assess what intervention is appropriate, based on the dynamics. May refer to Organizational Excellence for longitudinal training.

**Q:** You mentioned you offer 1-12 per individual. If there are multiple instances for the same person, or a reoccurrence of the problem - what then? Are the services for the lifetime of the employee, or per incident/situation?

**A:** We've only been running the program for two years, so really not sure. We have had folks who work with a therapist for 12 sessions and then their issue comes up again, so they may come back for 1-2 additional sessions, as a reminder from the therapist about what works for that person. We're fine with that. We're flattered that people will come back and consider us a resource that helps.

**Q:** Where will the new Pantops location be?

**A:** Behind Applebee's on Hansen Road. UVA had a sleep study there and no longer needs the space. There will be unrelated businesses in the building as well. We will have a corner of it.

**Comment from Staff Senate member:**

I work in the West Complex. The shuttle does go to the front door of the West Complex, so you don't have to park for FEAP appointments. Just check the shuttle schedule.

**Q:** You mentioned FEAP has seminars and sends out flyers. How are those sent out?

**A:** Distribution of notices is very tightly managed. We often work in partnership with Hoo's Well, so if you are on their mailing list, you should receive FEAP's messages. The Medical Center has a help desk opportunity to get notices out as well. Hoping academic side will follow suit. There is a FEAP mailing list as well. Hoo's Well sent out a list of courses recently. It's called the Hoo's Well activity calendar. We have occasional extra seminars. If a speaker comes up, or a topic with a lot of interest is identified, we may add a seminar. We don't always have them on a calendar.

**Comment from Staff Senate member:**

I had a colleague who was in a very stressful employee management situation and got help from FEAP. It was immensely helpful. Helped colleague be engaged in this situation without being emotional. I try to remember this situation as much as possible. HR issues shouldn't be discussed with your friends; FEAP was a big help.

**Q:** How many people do you serve?

**A:** Last year, we did over 500 cases. 8% of the academic population and 13% of the medical center. We do workplace consults. We also do "tele-FEAP;" you don't have to leave your office. We don't use Skype because of inscription. Remains confidential. We've done a few things that are cutting edge, including

groups, trauma work, transgender sessions, LGBTQ retirement seminar. We're very proud of the fun and cool things we're doing.

### ***Introduction of Jill Krantz, Director of Intramural-Recreational Program (IM-Rec)***

#### **Jill Krantz, Director, Intramural-Recreational Sports**

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- Jill brought along Jason Davis, Director of Fitness and Instruction and in Staff Senate attendance is Berkley Henshaw, Coordinator of Fitness and Instruction.
- Began presentation with asking the Staff Senate who among them has done exercise or changed behavior from a wellness standpoint in the last few days and awarded prizes (bags and towels) to some of those who answered they had.
  - Wellness is finding something that fits for you; find a partner. You can help each other! It's about wellness and partnership in a way that promotes wellness in ways that impact your life
  - Creates a good feeling and memories that keep you on track of being well.
  - Most people think of us as Intramural Sports – “we're more than just football.”
- There are four full service rec centers and a number of locations: **(See slides 17, 18 and 19)**
  - North Grounds
  - Memorial Gym
  - Slaughter Recreation Center
  - Aquatic and Fitness Center
    - Each building is different – gives opportunity to go where you feel most comfortable, staff can provide assistance in choosing.
    - There are 2 pools and saunas
    - There are 2 indoor tracks
    - Combative room at Memorial Gym – kick boxing and bags
    - Outdoor Recreation Center
  - McArthur Squash Center at Boar's Head Sports Club
  - Offer organized fitness, instruction and water programs
- IM-Rec Sports serves the UVA community
- Maintain athletic and recreation fields
  - People use them to walk during the day; walking paths
  - Maintain tennis courts, basketball courts, sand volleyball
    - Drop-in or reserve
    - Free use
- Membership **(See slide 20)**
  - Available to all faculty and staff
    - Provides access to all four facilities plus McArthur Squash Center and all classes
    - \$50 discount if you buy an annual pass
    - Offers payroll deduction
    - Running a special through end of January – less than \$300 annually
      - Sent around a coupon for a free week membership – if you already have a membership, they will honor the free week on top of your membership

- If you'd like a coupon, call the IM-Rec Business Office
    - Can combine group exercise with your membership
      - Try a class, come once
      - Unlimited annual pass – have roughly 50-70 classes per week
        - Open to all ages and abilities
        - Combination of student and non-student instructors
        - Majority are held at AFC and North Grounds
          - Personal Training can be anywhere convenient for you.
            - Currently there are 22 trainers – students and non-students.
            - All trainers nationally certified
      - Classes include **(See slides 21, 22, 23)**
        - Fitness and Instruction
          - Have a variety of fitness series – 6-8 weeks meeting 1-2 x a week
        - Racquet Sports and Aquatics
          - Adult and Youth
- Outdoor Recreation Center **(See slide 24)**
  - Next to Cavalier Inn
    - Bouldering wall
    - Equipment rental – kayaks, camping gear
    - Poplar Ridge Challenge Course – low ropes, high ropes and zipline; team building and building group strength – able to be reserved – a way to get your staff together. All about participation, work to make all comfortable and included
    - Field Programs
- Partnership with Hoo's Well **(See slide 26)**
  - IM-Rec partnered with HR to start this program
  - Hoo's Well classes are highlighted in Hoo's Well page of activity guide
    - Hoo's well has a number of slots in the "pop-up" fitness classes reserved
      - Free, no membership required
- Pop up fitness classes
  - Separate group fitness class schedule – 8 classes per week
  - Offered Monday through Thursday at noon at AFC and 5:30 pm at North Grounds
  - Just show up!
  - Rest of Hoo's Well classes do need to be registered for and they fill up quickly
- Partnership with Contemplative Science Center **(See slide 28)**
  - Mysore Ashtanga Yoga
  - Also offers mind body classes – free to IM Rec members
- Communication with IM-Rec:
  - 434.924.3791
  - recsports.virginia.edu
  - Sent around sign-up sheet for 1 x per month e newsletter
  - Information about summer programs is coming. Mostly Spring information is out right now

- Programming is in activity guide – stack at the back of the room. Please bring back to office and share.
- IM-Rec is listening
  - Done differently this year:
    - Extended payroll deduction time-frame
    - Discounts on membership and group exercise
    - Retooled instructor pool – as the needs of staff and faculty are different
    - Hoo’s Well offerings – timing and locations
  - Email Jill directly if you have feedback or contact Jason or Berkley
    - IM-Rec wants to be sure they are hearing the needs of nearly 16,000 employees
    - Biggest challenge: what do people want?

IM-Rec Provided Hoo’s Well t-shirts for Staff Senate members.

### **Q & A from the Senate:**

**Q:** Near the School of Medicine, there is no walkable facility. When will there be one?

**A:** We are looking at space in a building that is being built or in an existing space at Brandon Avenue. We are working with the Office of the Architect... we know it is too far to walk from SOM. There are two physical opportunities, but this is not likely to happen within a year.

### ***Introduction of Lori O’Connor, Payroll Manager, UVA Finance***

#### **Lori O’Connor, Payroll Manager, UVA Finance**

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- Lori is Payroll Manager. Her role is housed in Finance department; used to be part of HR. Lori was at meeting to introduce a new policy on Agency Closing (AC)
  - Has been working on this initiative for 18 months
- Agency closing (AC):
  - Closing due to inclement weather, which does not happen often, though in the last three years it’s been more frequent.
  - For lots of employees, including especially police, FM, payroll, etc. who have to report it has been a confusing and difficult process.
  - Payroll has had a very hard time reconciling time cards that include AC hours.
  - Decided to reconsider the process and have determined it is appropriate to make changes
- Current procedure (**See slide 36**)
  - Designated v. non-designated
    - Non-exempt: designated – if you work on an agency closing day, you receive comp hours instead of pay
    - Exempt: designated – if you work, you receive comp leave for hours worked
- Issues – this is not being recorded consistently because the policy is not clear.
  - We want to pay people for hours they work, instead of offering comp time.
- Revised procedure (**See slide 37**)

- All hours worked on a an AC day will be compensated in pay instead of comp leave for non-exempt, designated employees
- Exempt (designated) employees would not record anything for AC days. No longer eligible for comp leave for hours worked
- Projected outcome
  - Make things cleaner and easier to understand.
  - Make it a smoother process for employees, managers, time keepers, payroll
- Goals before launch/plans for communication **(See slide 38)**
  - Get feedback from SS
  - Send email to all UVA Staff
  - Replace web content
  - Update policy with Policy Committee
    - Lori is working with committee

### **Q & A from the Senate:**

**Q:** Will this affect the way holiday time is recorded?

**A:** We would have liked to include holiday, but we have limitations in Oracle and could not configure it that way. Hopefully, we can do so in future state.

**Q:** There is a grey area when UVA closes but the Medical Center is open and even non-designated employees aren't required to come in.

**A:** If you are working and you are non-designated, everyone is going to do the right thing and put those hours on their time card. What we're trying to avoid is having a non-designated employee to come in when they are not supposed to be in. if they are non-designated and they are coming in, they need to make sure their manager knows it.

**Q:** So, what about staff working from home? They are academic staff working for SOM, so they support clinical faculty and so they work. So they don't get compensated?

**A:** They would get paid 8 hours by putting agency closing and putting 8 hours on top of it.

**Q:** Will non-designated employees that work on an agency closing get paid?

**A:** Yes, if they are asked to work. Will take discussion off line. They should perhaps be reassigned to designated.

**Q:** Will this override departmental policies like, SOM doesn't offer overtime pay, but will grant overtime leave.

**A:** You can choose whether you want to have leave or pay for overtime. And that is a departmental decision.

**Q:** Is this a blanket policy?

**A:** Can someone be granted comp time instead of pay? No.

**Q:** For Richmond and UVA at Wise, will the policy be the same?

**A:** Yes

**Q:** Is there a way to have an explanation of the terms of the time card?

**A:** The dropdown menu? They are not making any changes to the current system. I am hopeful that Workday will have that capability.

Lori offered to be contacted via email with questions or feedback:

[Loconnor@virginia.edu](mailto:Loconnor@virginia.edu).

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## Senate Business

**Announcement:** Due to increase in Communications workload in UHR, Kristie Smeltzer will no longer be providing Communications-related support to the Staff Senate. In her place will be Rachel Parsley and Samantha Campbell, both of UHR.

- **Upcoming Staff Survey (See slide 41)**
  - Senators are creating a survey to collect feedback on how we're doing.
  - Collecting feedback on items like:
    - Confidentiality
    - Are we meeting goals
    - Recruitment needs
    - Marketing Efforts
  - Will be anonymous, and emailed to all current and alumni Senators
- **Reminder on EXT-003: Communications with Government Officials (See slide 42)**
  - UVA's policy: We as staff are able as individuals to state our personal views, however, we are not able to do that when identifying ourselves as UVA employees or use UVA email address to disseminate information. As staff, we have to be aware of restrictions upon us.
  - We encourage everyone to advocate and speak their mind, but in a way that protects you but without violation of UVA policy.
  - Faculty have more freedom to do so, as they are able to identify as having expertise in a certain subject area.
  - Students also have more freedom.
- **Feedback on HR Employee discount page (See slide 43)**
  - Contract with vendor ended, so link no longer worked
  - All discounts are available on Health System's U Team Page
  - Discounts are available for Med Center and academic employees
- **UVA Same Day Clinic (See slide 44)**
  - Same day appointments available for employees in need of treatment for minor illnesses.
  - Prefer appointments, but employees are welcome to walk-in.

- Compensation Document
  - A useful tool, available on resources page.
  - Review where your salary sits on market match.
  - See link for more details:  
[http://staffsenate.dev.uvaits.virginia.edu/sites/staffsenate.virginia.edu/files/Compensation-at-UVA\\_Questions-and-Answers.pdf](http://staffsenate.dev.uvaits.virginia.edu/sites/staffsenate.virginia.edu/files/Compensation-at-UVA_Questions-and-Answers.pdf)

### Discussion about Staff Senate Communication

- Internal communications are difficult
  - We are being asked to share information around Grounds
    - Things are being sent to us with variable frequency
    - The things we share represent all of us
1. How do you share meeting minutes with constituents? **(See slide 46)**
    - Forward senate email sent out with link and use summary provided – majority said they did this
      - May take and personalize a little
    - Send link and provide own summary – some said they did this
    - Share summary at staff meeting – a couple said they did this
    - Post on a bulletin board – none
    - Others – none
  2. Communication with your constituents **(See slide 47)**
    - Do people come to you with questions – yes
    - Do you direct people to the Staff Senate website – yes
    - Others? – Ask people to solicit questions
  3. The Executive Committee receives a lot of requests to share information with Staff Senate **(See slide 48)** Do you pass on announcements that we send you asking you to share with your constituents?
    - Yes – try to consolidate and send out messages when appropriate as to not overload. Send what's relevant
    - There are some restrictions in terms of what some are able to send out, so perhaps use word of mouth instead?
    - Need to be respectful.
    - Don't want to just send out everything.
    - Want to be sure we are sending out things that are truly “value-added” communications.
  4. Is there information we should always send out? Is there information we should never send out? **(See slide 49)**

Example: Information on Living Wage campaign was brought before Executive Committee and was asked to be send out. Executive Committee took time to understand how that message

supported our Staff Senate standards. It contained aggressive language, so some chose not to send it.

- In situations like that, it might make sense to have a “bulletin board” on the website so individual senators weren’t personally obligated to send it out
  - Perhaps create a cut-off date? Collect and send out communications once a month at most?
  - Do we have general categories of preference?
    - Yes and no. As staff we need to be responsible personally, but subject matter that are University-wide and that are unifying may be of interest.
  - These types of requests are likely going to increase. Faculty Senate faced similar issue. They had to define on front end so that it is easier for you to determine immediately if it aligned with guidelines.
5. How would you like to receive Senate Communications from the Exec Committee? **(See slide 50)**
- Bi Weekly Senate Email – majority said they’d prefer this
  - Add it to the News and Events section of website – some said they’d prefer this
  - Consider increasing prominence of News and Events section of website – some said they’d prefer this
    - We also ready post there but cannot put up more than three bullets at a time
  - Blog
    - Has a TBD status – a few said they’d prefer this
  - Other ideas?
    - Some senators – happy to get all emails. Provides the option for them to delete, forward, etc. using their own discretion.
    - More prefer adding to news and events part of website over having a blog.
6. How can we make the website more useful so that it’s something that your constituents would use more regularly or view as a resource? **(See slide 51)**
- Use another kind of social media? Perhaps Facebook? twitter?
    - We have a Facebook page and never gets updated
    - Should be posting to social media from website - no reason to keep both going
    - Social media would be a way to point to website, but not in place of website
    - Do like the idea of subscribing to something so you get an alert (blog would do that)
    - Don’t want to encourage people to use social media at work

Next Meeting:

- **Thursday, February 16, 2017**  
**South Meeting Room, Newcomb Hall**  
11:00 AM – 1:00 PM  
**This will be a working meeting.**