

Handbooks, policies and forms...oh my!

A closer look at HR Services

February 23, 2021 1:00pm – 2:00pm (Central)



Beth Jones
Director, Ministry Solutions



Jason Williams
Ministry Solutions Specialist

Meeting Protocol

- Participants will be muted upon entry.
- Use the Q&A feature for any questions.
- This Webinar is being recorded.
- An email will be sent on 2/25 with a link to the recording and deck.



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Attendee Poll

Answer the question on your screen to tell us what you think!

When was the last time you updated your
employee handbook?





Today's Topics

- Discuss recommended policies and considerations for employee handbooks.
- Explain how HR Services can assist you with handbooks and policy creation.
- Give you a tour of the online HR Support Center.
- Share how you can stay up to date with legislative changes

TODAY'S



GOALS

Understand

- *Why a handbook is critical for your ministry*
- *How often to update your handbook*
- *Where you could consider starting if your handbook is out of date*
- *What resources are available to you through Concordia Plans*
- *How to get started*

Handbook Considerations for 2021



Why is an effective handbook important?

- Creates Awareness of behavioral and role expectations
- Drives accountability
- Complies with notification requirements
- Protects employers from liabilities
- Provides safety/comfort to employees
- Provides standardization of personnel and benefit policies
- Prevents misunderstandings, complaints, or job dissatisfaction

Handbooks, policies and forms....oh my!

- Accommodation/Modified Duty
- Alcohol/Drug/Tobacco
- Attendance/Tardiness
- At-Will Employment
- Background Check
- Bed Bug
- Bereavement
- Biometric Data Collection & Use
- Blood-Borne Pathogens
- Break/Scheduling/On-Call
- Child Safety
- Children in the Workplace
- Confidentiality
- Conflict of Interest
- COVID
- Discipline/Corrective Action
- Discrimination/Harassment
- Dress & Grooming
- Driving safely
- Equal Employment
- Employee Dating
- Employee Privacy
- Employment of Relatives
- Equipment & Phone Use
- Expense Reimbursement
- Family Medical Leave Act
- Gifts
- Grievance/Complaint
- Hiring
- Holiday
- Introductory/Probationary Employee
- Inspections & Searches
- Jury Duty
- Lactation Accommodations
- Moral
- Overtime
- Pay Periods
- Payroll Deductions
- Performance Review
- Property
- Rehire
- Sabbatical
- Safety/Workplace Injuries
- Federal or State Specific Leaves/Laws
- Sexual & other unlawful harassment
- Solicitation
- Student Privacy
- Technology
- Travel
- Tuition Reimbursement
- Voting
- Weapons/Violence
- Whistleblower
- Work from Home or Telecommuting

....And
More

Where to Start

Anti-harassment and Discrimination

- Simple statements about equal employment opportunities to all qualified individuals is generally not sufficient.

Mission and Values

- A general code of conduct and/or a morality code to accompany mission statements and values provide additional employer protection while also setting expectations on culture and behavioral norms.

Leave policies

- Policies that specifically address job protected leaves are usually needed in addition to employer provided leave/benefits.

Pandemic Health & Safety

- Fast paced requirements and recommendations are continuing to change regularly and can necessitate new or a need to revise current policies quickly.

Best Practice - Dos

Updating it Regularly

- Develop a schedule and a responsible party to initiate a review
- Review at least once a year OR immediately if warranted:
 - Laws/regulations change
 - Impactful current event
 - New organization situation
 - Benefit change
 - New policy or change to a policy
- Determine how you will be alerted or keep up with law or regulation changes
- Include employee/leader feedback
- Ensure its reviewed by an HR professional or attorney

Communicate & Train

- Readily accessible
- Train new hires timely
- Communicate just in time changes
- Conduct an annual refresher
- Ensure leadership knows policies and their role expectations
- Provide training especially on critical policies
 - Make sure you comply with state requirements on:
 - Curriculum
 - Frequency & length
 - Qualified trainers
 - Keep documentation of training attendance and acknowledgement of policies

Best Practice – Don'ts

- Make it a contract
- Include policies that don't apply
- Create policies that are unnecessarily long/difficult to understand
- Try to cover every employment scenario
- Infringe on NLRA protections
- Neglect to get updated consent and acknowledgement forms
- Use another employer's handbook
- Neglect to update it regularly for federal, state and local municipal law changes



HR Services Overview

HR Support Center with On-Demand

We've partnered with Mammoth HR to bring LCMS ministries HR Services and the HR Support Center.

The HR Support Center is powered by Mammoth HR, but designed specifically with our ministries in mind.



The HR Support Center-Mammoth



20 years in the industry



95% customer retention rate



Assisting over 365,000 businesses, churches and schools



98% of surveyed users recommend the service



HR Support Center Demonstration



Legislative Updates

HR Support Center Communications

- HR Snapshot
- HR Advisor
- Law Alerts-State and Federal



HR Support Center Communications

HR Snapshot

A real-time look at trending HR topics



Question:

We're hiring a temporary employee. Does specifying the expected end date of employment make the employment relationship contractual instead of at-will?

Answer from Celine, SHRM-CP:



No. You can absolutely specify both an anticipated end date for the employment relationship and that the employment is at-will, and I would recommend communicating both in the offer letter. That way there's no confusion about the nature of the relationship, and it's clear that employment will most likely conclude at the expected end date and that neither the employer nor employee is bound by contract to finish out the assignment.

HR Snapshot-A real-time look at trending HR topics

HRSC Subscriber Communications



The screenshot shows an email header with the Concordia Plans logo and the title "HR Advisor" with the subtitle "Monthly best tips, trends, and HR practices". The main body of the email contains a thank-you message and a section titled "A Note on Requiring COVID-19 Vaccines".

CONCORDIA PLANS

HR Advisor
Monthly best tips, trends, and HR practices

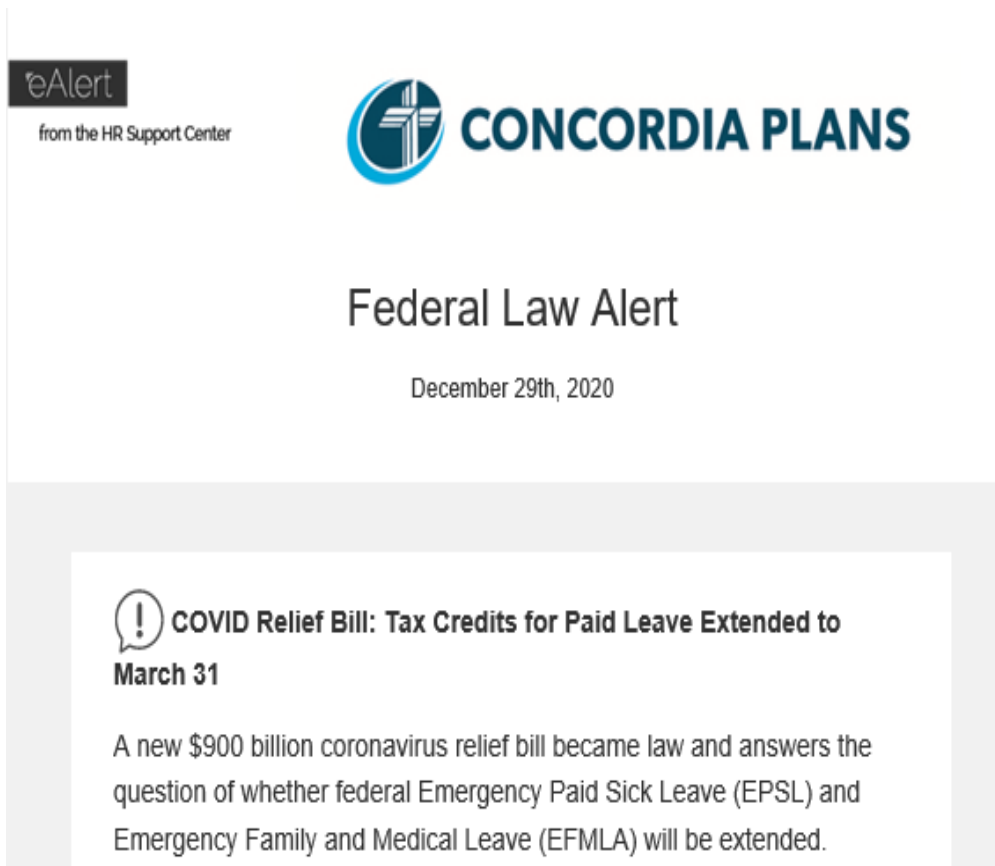
Thank you for reading the HR Advisor Newsletter. We begin the new year with a note about requiring the COVID-19 vaccine, tips on protecting your organization from phishing scams, and a reminder that the standard way of doing things isn't necessarily the only or best way of doing things.

A Note on Requiring COVID-19 Vaccines

With COVID-19 vaccinations underway and widespread availability in sight, many employers want to know whether they can require their employees to get the vaccine.


HR Advisor-Monthly best tips, trends and HR practices

HRSC Subscriber Communications




The screenshot shows an eAlert from Concordia Plans. At the top left, it says "eAlert from the HR Support Center". The Concordia Plans logo is in the top center. Below the logo, the text reads "Federal Law Alert" and "December 29th, 2020". A highlighted section contains a warning icon and the text: "COVID Relief Bill: Tax Credits for Paid Leave Extended to March 31". Below this, a paragraph states: "A new \$900 billion coronavirus relief bill became law and answers the question of whether federal Emergency Paid Sick Leave (EPSL) and Emergency Family and Medical Leave (EFMLA) will be extended."

eAlert
from the HR Support Center

 **CONCORDIA PLANS**

Federal Law Alert

December 29th, 2020

 **COVID Relief Bill: Tax Credits for Paid Leave Extended to March 31**

A new \$900 billion coronavirus relief bill became law and answers the question of whether federal Emergency Paid Sick Leave (EPSL) and Emergency Family and Medical Leave (EFMLA) will be extended.

eAlert-Federal and State Law Alerts



Helpful Resources

HR Services Webpage

ConcordiaPlans.org/HR

Information and resources, including:

- Overview video
- Demo video
- Flyer
- Enrollment form
- HR Fitness Quiz

The screenshot shows the Concordia Plans website's HR Services page. At the top, the Concordia Plans logo is on the left, and navigation links for 'OUR SOLUTIONS', 'HOW WE SERVE YOU', 'WHO WE ARE', 'MEMBERS', 'EMPLOYERS', and 'RETIRES' are on the right. A dark blue header contains the text 'HR Services'. Below this is a breadcrumb trail: 'Home > Our Solutions > HR Services'. The main content area features a large illustration of an office scene with a woman and a man in the foreground and a woman at a desk in the background. The headline reads 'HR Services takes the guess work out of HR'. Below the illustration is a paragraph of text explaining the service. To the right of the main content is a sidebar titled 'OUR SOLUTIONS' with a list of categories: 'Health Care & Wellness Solutions', 'Retirement Solutions', 'Life & Disability Solutions', 'Payroll Services', and 'HR Services' (which is highlighted with a blue link). Below the sidebar is a 'Learn more' section with the text 'Talk to an Account Manager!' and a 'CONTACT US' button with a right-pointing arrow.

CONCORDIA PLANS

OUR SOLUTIONS ▾ HOW WE SERVE YOU ▾ WHO WE ARE ▾

OUR COMMUNITY
MEMBERS ▾ EMPLOYERS ▾ RETIRES ▾

HR Services

[Home](#) > [Our Solutions](#) > [HR Services](#)

HR Services takes the guess work out of HR

Let's face it, human resources issues can be complicated, and your ministry's focus is on service, not handbooks and policies. That's why we've partnered with a leader in HR solutions to bring you **HR Services**. This service gives you access to valuable resources and tools to help you manage and solve your HR issues. Plus, their certified HR advisors can help you navigate complex HR situations and find the answers you need.

OUR SOLUTIONS

- Health Care & Wellness Solutions ▾
- Retirement Solutions ▾
- Life & Disability Solutions
- Payroll Services
- [HR Services](#)

Learn more

Talk to an Account Manager!

[CONTACT US](#) →

HR Fitness Quiz

ConcordiaPlans.org/HR

What are your organization's HR strengths and potential gaps?

In just a few minutes, this tool can show you where you need to focus for your organization to be compliant and protected.



Start Your HR Fitness Test

Name

Email

Company

Start Questionnaire

CPS Resources

CPS Customer Care:

Call: 888-927-7526

Email:

MinistrySolutions@ConcordiaPlans.org

Hours:

Monday - Friday: 7:00am – 5:00pm Central

Saturdays and Sundays: Send email and we will respond within 1 business day.

Account Manager:

Phone and email posted on Employer Portal



HR Support Center - Enrollment

Cost is Only \$49 Per Month

Charges are drafted via ACH transfer from the participating Ministry's bank account monthly

Initial term runs for 6 months to renew automatically for 12 month terms thereafter

Concordia Plan Services
The Lutheran Church—Missouri Synod
PO Box 229007
St. Louis, MO 63122-9007

 **CONCORDIA PLANS**

Toll Free: 888-927-7526
St. Louis: 314-965-7580
Fax: 314-996-1127
Email: info@ConcordiaPlans.org
Website: ConcordiaPlans.org

HR Support Center Enrollment Form and Acceptance of Terms

PLEASE PRINT OR TYPE ALL INFORMATION IN BLUE OR BLACK INK

Employer Section			
A	Employer Information		
Employer Name	Concordia Plan Services Employer ID		
Employer Address	Employer City	Employer State	Employer Zip Code
Employer Phone Number	Employer FEIN		
B	System User Information		
<i>The individual at the ministry who will be accessing the HR Services site.</i>			
First Name	Last Name	Job Title	
Email Address	User Phone Number		
C	HR Support Center Services and Fees		
Concordia Plan Services offers HR Support Center with HR On Demand (the "Services") to Employer. The Services include tools, information, training and any pages registered on the myhrsupportcenter.com domain and the HRProMobile mobile application.			
The cost of HR Support Center with HR On Demand is a flat fee per user ID of \$49.00 per month.			
Payments will be debited from the Employer's bank account beginning the month following initial enrollment in the Services (see HR Support Center ACH Authorization Form).			
D	Terms and Conditions		
Concordia Plan Services ("Sponsoring Company" or "CPS"), has established a relationship with a provider of virtual Human Resources (HR) services developed for small to mid-sized businesses.			
Employer may use the Services on the following terms and conditions:			
1. Terms of Use: Employer acknowledges that, before using the Services, Employer will be required to accept the Terms of Use set forth at https://myhrsupportcenter.com/terms ("Terms of Use"). Employer further acknowledges that the Terms of Use are incorporated into this HR Support Center Enrollment & Acceptance of Terms Form (together, the "Agreement").			
2. Commencement of Services: Services will not commence until Company (as defined in the Terms of Use) and CPS receive all documents and information needed and Company and CPS are able to process the documentation and activate the Services ("Effective Date").			
3. Payment of Fees: For access to the Services, Employer agrees to pay CPS the fees set forth in Section C ("Fees"). Fees are subject to			

Key Take-Aways



Regular review of employee handbooks is crucial



Policies must be accurate and applicable



CPS is here to assist and we have resources to help

Questions?



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