

The Manager's Reference Guide

The following guide offers some basic information and guidelines about UMass Medical School Human Resource processes and procedures. This guide is meant to offer general information to managers, and to answer some of the most frequently asked questions we receive in Human Resources.

For additional help and information, please contact the Human Resources department directly 508-856-5260.

Table of Contents

<u>Reference Guide Topic</u>	<u>Page</u>
New Hires (Employment)	2
Overpayments	4
Personnel Action Forms (PA)	6
Performance Management	7
Probationary Period	9
Resources	10
Terminations	13
Unions	15
Violent or Hostile Behavior	16
Leave Feedback	17

New Hires

I need to hire an employee, where do I start?

First, approval within your department to hire a new employee is needed. If this is your first time, contact your department's Employment Specialist by viewing the [HR Contacts by Department](#) list on the HR intranet. You will be given instructions and login information to access HRLogix, which is the Applicant Tracking System that we use to post jobs and track resumes/applications.

In some instances a manager may need to complete a Position Description Evaluation (PDE) form before posting a position. We also require a [Requisition Justification Form](#) be submitted to reqreview@umassmed.edu.

What is a PDE? (See the [Job Evaluation Policy](#) on the HR Intranet)

What is a Position Description?

A position description is an official record of the work assigned to an employee. It outlines the roles, responsibilities, expectations, required education, experience and skills needed to fulfill the duties of the position. The University has a large position description library housing those positions that have already been approved for department use. Please contact your [Compensation Specialist](#) if you have a position that is new to your department and they will assist you in determining whether a position already exists within the University or if a new position needs to be created. If a new position needs to be created, the department will be asked to submit a PDE (Position Description Evaluation) request to Compensation via the e-mail address PDEComp.

What is a Position Description Evaluation request?

A Position Description Evaluation Request is a request from a department to Compensation for a review of the level of work to be performed, or being performed, within a position. If a department has a need for a new position and a position description does not exist that accurately describes the new role, or a current position has changed significantly, the department needs to submit a description of the duties ([job description template](#)), a [PDE Request form](#), and the departmental organization chart showing the position to the e-mail address, PDEComp. The Compensation Specialist will review the position against the market and internal positions as appropriate and then contact the department to discuss their recommendation.

The PDE Job Aid and PDE Policy documents contain more details of the PDE request process and are available on the Compensation page of the HR website. Your Compensation Specialist is available to answer questions and assist you at any stage of the position description evaluation process.

What is the recruitment life cycle for hiring a new employee?

Authorization to recruit – Posting and Advertising – Applicant Tracking – Interviews & Evaluation Forms – Selection & Offer

Why do I need to follow the recruitment guidelines?

With a standard recruitment process UMMS is able to avoid fines, keep current federal contracts (i.e. OFCCP), keep positive public relations experiences, and reduce site audits and inspections.

Can I accept paper resumes or resumes that are not sent to me through HRLogix (the applicant tracking system)?

No. Applicants are required to [apply online](#).

Is there any training I need to take before I interview anyone?

Yes. All interviewers must complete the educational session – “Recruiting at UMMS”. You can register by going here: <http://inside.umassmed.edu/content.aspx?id=36914>

Is there a form I need to fill out when interviewing a candidate?

Yes. For each candidate interviewed, a [candidate evaluation form](#) needs to be filled out. When completed, email or fax to the employment specialist recruiting for that position. The [candidate evaluation form](#) is found on the HR Intranet.

Is there a recruiting support website?

Yes. Please go to: http://www.umassmed.edu/hr/recruiting_resources/home.aspx. There are Training Resources, Job Aids and Forms available to you. If you have any further questions, please contact your department’s [Employment Specialist](#).

Overpayments

What is an overpayment?

An overpayment is when an employee receives money that they are not entitled to receive. This has resulted in:

- Loss and/or risk of loss of University funds
- Compliance issues with auditors including:
 - University (internal)
 - External auditors
 - State Auditor's Office
- Increased administrative burden
- Diminished employee relations

It is the responsibility of all managers to ensure the proper [Time & Labor Reporting](#) for the production and distribution of accurate paychecks. Employees are also responsible for returning money not owed to them, immediately.

How do overpayments happen?

Payroll overpayments are typically the result of failure to submit appropriate paperwork in a timely manner.

Examples include:

- An employee has left the University but the proper paperwork to term them from payroll has not been submitted. See the [Employee Termination Form](#)
- An employee's pay rate decreases but the proper paperwork is not submitted to adjust the pay rate. See [Personnel Action Form](#), [Personnel Action Job Aid](#), and [Macro Fix for MS Office '07](#)
- An employee goes out on an unpaid Leave of Absence, but the proper paperwork has not been submitted to put the employee out on a Leave. See [Personnel Action Form](#)
- An employee's hours have decreased, but the proper paperwork has not been submitted to change it. See the [Personnel Action Form](#)

What are the consequences of an overpayment?

- Responsible parties will be subject to corrective action
- May be considered fraud and/or theft – employee receiving overpayment as well as the responsible manager
- Can prompt internal University audit investigation
- Must be reported to the state auditor's office – resulting in unnecessary negative exposure

What can I do to avoid overpayments?

- Ensure that you know what paperwork needs to be done when there are employee status changes in your department
- Be aware of when employees in your department have terminated ([Employee Termination Form](#))
- Review Time & Labor Reports carefully before signing approval
- Review [Time & Labor Reporting Policy](#) and [Payroll Policies](#)
- Review the biweekly employee roster
- Review the biweekly payroll register
- Review the leave accrual reports
- Review additional compensation forms before submitting to ensure that they have not been processed already

Personnel Action Form (PA)

What is a Personnel Action Form?

A [Personnel Action \(PA\)](#) form is used to establish or change data specific to an individual employee. Some examples of changes that require a PA form include: job title, labor unit, funding, or salary. The PA must be complete and accurate prior to submission. The form should be mailed to PAC at 333 South St.

How do I complete the PA form?

Please see the [Personnel Action Job Aid](#) and the [Macro Fix for MS Office '07](#) for assistance. The Department Head or Administrator of the employee's home department must sign all PA's to ensure he/she has reviewed the following items and certifies its accuracy and compliance with University policy. Please ensure that:

- Employee information is accurate and the PA is complete
- All Principal Investigators (PI's) whose effort and/or funding is affected have signed the form
- If project/grant(s) are being changed, the "Remarks" section of the PA must be completed explaining all changes to restricted accounts
- If there is other information that would help with the processing of the PA, this information should be added in the "Remarks" section
- Employee's percentage of effort is reflective of the anticipated level to be provided to grant(s) in accordance with grand proposal/progress report
- If the effective date that you require is not a Sunday, please convey the reason in box 35

What are the most frequently used Action Code/Action Reasons? (Full list available in the drop down menu on the PA form)

- Funding Change
- Encumbrance Change Only
- Change in Time (Change FTE)
- Hire
- Pay Rate Change – Base Rate Increase
- Pay Rate Change – Adjustment
- Promotion to another Position
- Reporting Change
- Transfer – Voluntary Transfer

*If action is not listed on the complete list in box 3 on the PA, type in remarks in box 35.
(See the [PA Job Aid](#) for assistance)

If your department has clinical faculty paid by both the School and UMass Memorial Health Care a different personnel action form needs to be used to process funding and other life cycle changes. This form is called the Dual Employment Faculty Action or "DEFA".

Performance Management

What is Performance Management?

- Helps managers and employees maximize performance
- Emphasizes development and improvement as part of every employee's plan
- Is an ongoing process
- Is the responsibility of every manager and every employee to work together and set objectives, track performance and identify development opportunities

How often must I conduct a formal review/appraisal of my employee's performance?

- Every new employee should be reviewed before they complete six months of service. Current employees should be reviewed annually or 3 months after an internal transfer, promotion, or reduction in the level of job duties.
- Formal reviews are due annually at UMMS. The following is a list of available forms:
 - [Performance Appraisal for all non-unit employees](#)
 - [Performance Appraisal for all non-unit employees – alternative format](#)
 - [Performance Appraisal for SHARE employees](#)
 - [Performance Appraisal for Leadership](#)
 - [Performance Appraisal for 3 and 6 Month Probationary Periods](#)
- During the annual performance appraisal process, it is recommended that the manager schedule 2 meetings, one to review the prior year's performance, and one to discuss the employee's development plan and goals for the following year
- Annual Reviews should be submitted to Human Resources by the communicated deadline each year
- It is recommended that managers informally review employees more often than once per year, informally

What do I do if my employee's performance is not meeting expectations?

Do not wait for the annual review to address poor performance. Areas that need improvement should be addressed in a timely manner. Tools for performance management may include the corrective action process, or a performance improvement plan.

The [corrective action process](#) may include the following steps:

- **Counseling:** A conversation between the manager and employee, discussing conduct/performance issues
- **Verbal Written Warning*:** A documented conversation between the manager and employee, (HR may be present), citing performance/conduct issues
- **Written Warning*:** A documented conversation between the manager and employee (HR must be present), citing performance/conduct issues
- **Termination*:** The employee is separated from UMMS due to performance/conduct issues which have not improved after several attempts to correct them

****If the employee is a union member, they must be given at least 24 hours notice that the employee will be meeting with their manager to discuss performance issues. The employee may ask a union representative to be present during this meeting.***

A Performance Improvement Plan (PIP) is a document which is sometimes appropriate for performance issues (not conduct issues). A PIP will:

- Specifically identify each area where improvement is needed
- Outline a detailed plan to improve performance
- Require regular meetings between the manager and employee to coach the employee and measure performance
- Have a duration of 30, 60 or 90 days (depending on the issue)

PIP's may be issued concurrently with verbal or written warnings. Contact your department's [HR Consultant](#) for assistance.

Probationary Period

What is a probationary period?

The UMMS Probationary Period is a period of time during which a manager can assess an employee's ability to perform their job. During the probation period an employee should receive regular feedback. If during the probationary period the employee is not meeting job expectations then, after consultation with your HR Consultant, an employee may be terminated without notice or cause. Please see the [Probationary Period Policy](#) for further information.

How long is it?

The Probationary period is:

- 6 months for new hires*
- 3 months for internal transfers, promotions, or reduction in the level of duties*

*Refer to the applicable [Collective Bargaining Agreements](#) as probationary periods may differ for union members.

What do I need to do toward the end of the probationary period?

Managers must:

- Complete a [Performance Appraisal for 3 and 6 Month Probationary Periods](#)
- Meet with the employee as you would an annual performance review, discuss their ratings, and ask them to sign it
- Submit this form via inter office mail to the HR Compensation department

What if there are issues with performance before the probationary period is over?

As soon as you notice any performance or behavior issues, you should address them immediately. Your [HR Consultant](#) is available if you need assistance.

Is there a salary increase at the end of a probationary period?

The University does not have a salary increase probationary period program. Under the terms of some union contracts and/or the non-unit merit, employees that successfully complete a probationary period may be eligible for an increase. Please refer to the appropriate [union contract\(s\)](#) and/or contact your [Compensation Specialist](#).

Do I need to do anything if a merit increase is warranted?

Yes. The Manager (or a designee) must:

- Complete a [Personnel Action Form](#) to increase the employee's pay
- Attach the completed Probationary Performance Appraisal with original signatures to the completed Personnel Action Form
- Submit both forms to PAC

Resources

Employee Assistance Program (EAP): 382 Plantation Street, Worcester MA, 01605
Phone: 1-800-322-5327

The [UMass Employee Assistance Program](#) (EAP) is a workplace-based program providing consultation, assessment, intervention, information and referral for employees and their household members. The EAP offers personal assistance to address a variety of issues, including individual, family and work-related concerns. The EAP is free and confidential to the full extent of the law. Employees and household members can obtain assessment, short-term problem-focused intervention, and referral and information for treatment or other assistance.

The EAP also provides consultation and training to managers and Human Resource staff regarding the impact and resolution of mental health and productivity problems. EAP consultation assists managers and Human Resources in minimizing the impact of stress on the workplace.

<http://www.umassmed.edu/eap>

Employee Health: 210 Lincoln Street, Worcester MA, 01605
Phone: 508-793-6400

Employee Health is a department within UMMHC that extends its services to UMMS, and will evaluate UMMS employees for physical and health related issues that may impact their ability to do their job. Occasionally an employee comes into work and does not seem fit to do their job, due to illness or impairment. If you ever are in doubt about an employee's fitness for duty, please contact Human Resources to determine whether the employee needs to go to Employee Health.

Workers Compensation: 333 South Street, Shrewsbury MA , 01545
Phone: 508-856-3984 or 508-856-3580

If an employee is injured at work, the injured employee must complete two forms, an [Incident Report](#) and an [Authorization for Release of Medical Records](#). A [Supervisor's Investigation Report](#) can be completed by the Supervisor if it is deemed necessary; this form is optional. Once completed the forms can be mailed and/or inter-office to the above address or fax to 508-856-2058.

If the injury is urgent please report to the nearest Emergency Room for treatment. For any non urgent appointments an employee may see their primary care physician and/or our Employee Health Services which is located at 210 Lincoln Street, Worcester MA 508-793-6400. Employee Health will also provide the mandatory forms necessary for the employee to complete. Please note that any lost time should be reported as soon as possible; especially if the employee remains out of work for more than two days. Sick time should be entered for any lost time.

Public Safety: Second floor of the South Parking Garage (pedestrian entrance ground floor), 55 Lake Avenue North, Worcester MA, 01655
Phone: 508-856-3296 **For emergencies dial 911**

[Public Safety](#) is available to assist with employees who appear to be a threat to others or to themselves. In this event, please contact public safety first, and your HR Consultant next.

<http://www.umassmed.edu/publicsafety>

Diversity and Equal Opportunity Office (DEOO): H1-728, 55 Lake Avenue North, Worcester MA, 01655
Phone: 508-856-2179

The [DEOO](#) coordinates diversity programming and provides oversight of compliance for Affirmative Action/EEO and ADA policies. This office mediates and resolves conflicts related to uncivil behavior, harassment and discrimination. These policies and procedures are the foundation for managing a diverse workforce and creating a culture of civility and respect.
<http://www.umassmed.edu/deoo/index.aspx>

Human Resources Consultants (LCERT): 2nd Floor, 333 South Street, Shrewsbury MA, 01545
Phone: 508-856-1964

Each department has a dedicated [HR Consultant](#) to help with Labor and Employee Relations and policy interpretation.

HR-Benefits: 2nd Floor, 333 South Street, Shrewsbury MA, 01545

The Benefits Office provides benefited (regular, 20 hours or more weekly) employees with assistance, information and forms for enrollment in health insurance, dental insurance, vision insurance, life insurance, long-term disability, retirement plans and tuition benefits as well as several other voluntary benefits plans. Benefits staff participates in and presents a benefits overview at every new hire orientation which is held every other Monday. Staff from Benefits also visits offsite locations during the two open enrollment periods in the spring and fall of each year to assist employees with insurance changes.

Information on all UMMS benefits can be found on the Benefits website.
www.umassmed.edu/hr/benefits

Employees who experience change of life events can visit the Life Events section of the website to assist them with benefit changes.
www.umassmed.edu/hr/benefits/life_events.aspx

HR- Compensation: 2nd Floor, 333 South Street, Shrewsbury MA 508-856-5260 (receptionist)

The HR- Compensation group provides support to department managers in areas of salary administration, additional compensation approvals, and position description evaluations. Each department has been assigned a [Compensation Specialist](#) who will assist their department in all Compensation related matters.

For more information on Compensation programs and processes please refer to our website,
www.umassmed.edu/hr/compensation/home.aspx

Immigration Services: 2nd Floor, 333 South Street, Shrewsbury MA, 01545
Phone: 508-856-5260 (HR receptionist who will direct your call)

[Immigration Services](http://www.umassmed.edu/hr/isso/index.aspx) assists with non-immigrant visa and employment of students and scholars. ISSO provides advice on immigration matters, issues visa documents and provides other helpful information on local resources, taxes, health insurance, English classes and more.
<http://www.umassmed.edu/hr/isso/index.aspx>

Environmental Health and Safety: 55 Lake Avenue North, Worcester MA, 01655
Phone: 508-856-3985

The [Department of Environmental Health and Safety](http://inside.umassmed.edu/ehs) provides for a safe environment for all people associated with the institution, whether they be employees, patients, students, visitors, or volunteers. This includes assuring that the facility is in compliance with applicable municipal, state, federal and other recognized standards involved with safety, and to minimize the potential for unsafe events occurring at the institution. The department is responsible for monitoring the use of hazardous materials; ensuring that work is conducted in a safe and healthful manner, safety of personnel, and the general environmental safety of the institution.
<http://inside.umassmed.edu/ehs>

Learning & Development (L&D): 2nd Floor, 333 South Street, Shrewsbury MA, 01545
Phone: 508-856-5260 (HR receptionist who will direct your call)

L&D is focused on meeting the challenges of the changing landscape and ensuring that efforts help employees achieve success in the workplace. The group provides management, administrative and professional development to meet employee career needs. Review the [Learning & Development Training Schedule](#) to identify classes that will help employees develop professionally. [Online registration](#) for these classes is quick and easy.

L & D is proud to offer the *Administrative Support Certificate Program*. The goal is to give participants a career development program that is structured to have the least impact on the work day. The program is open to UMMS and UMass Memorial employees and runs from December to May. Participants receive certificates upon completion, credit for one year of experience when applying for an administrative support position at UMMS.

In addition, the *Research Administration Program*, sponsored by the Office of the Vice Chancellor for Administration and Finance and the Office of the Vice Provost for Research (OVPR), has been developed to foster the care and maintenance of the research mission of the University of Massachusetts Medical School. For more detailed information about the program and course offerings, please review the [RAP program brochure](#).

For more information, visit the [Learning & Development](#) home page on the HR Website.

Terminations

There are essentially 3 ways an employee may leave the University:

1. Resignation: the employee voluntarily resigns (or retires)
2. Termination: due to performance or behavioral issues
3. Reduction in Force (RIF): the employee is terminated due to lack of funding or reorganization

What should I do if an employee resigns?

If an employee gives notice of resignation:

- Immediately send an email to the HR Data group inbox (HR-DataGroup@umassmed.edu) and to the Payroll (PayrollUmms@umassmed.edu) informing of the termination and date of termination
- Ensure a resignation letter has been written by the employee and submitted to Human Resources
- Submit an [Employee Termination form](#) to the HR Data group (HR-DataGroup@umassmed.edu)
- Give the employee their [HR Consultant](#) contact information in the event they have questions about leaving
- Ensure that the employee receives the appropriate information before leaving the University. See [Leaving UMMS](#) for more information
- Review [Manager's checklist](#) and ensure that all UMMS property has been collected before the employees last day

What should I do if I need to terminate an employee due to performance issues?

You must always consult your HR Consultant before terminating an employee for any reason. If the employee is having performance issues, they should be taken through the [corrective action process](#) (unless they are still in their probationary period*) before being terminated.

Once it has been determined by both you and your Human Resources Consultant that the employee is to be terminated, your HR Consultant will guide you through the process.

*If the employee is still in their probationary period, they may not need to go through the corrective action procedure, but you will still need to work with your HR Consultant to guide you through the process.

What if my employee has been involved in gross misconduct*?

Contact your [HR Consultant](#). Employees may be placed on administrative leave while the matter is being investigated by the appropriate parties.

*Examples of gross misconduct include: Theft, violent behavior, intentional destruction of UMMS property, and fraudulent activities.

What should I do if I need to terminate an employee due to a Reduction in Force/lack of funding?

Contact your [HR Consultant](#). Depending on the position, there are various notice requirements. Also, depending on the position, approval by the Diversity & Equal Opportunity Office may be required.

Unions

Are there any unions at UMass Medical School?

At the Medical School, we have seven collective bargaining units. These units are typically organized around particular job titles and recognized locations.

What are the unions at UMass?

Union Code	Union
W20	AFSCME Trades and Building Services
W21	NEPBA Police
W22	MNA
W23	NEPBA Police Sergeants

Union Code	Union
W28	SHARE
W50	NAGE Admin and Professional
W70	AFSCME – UMCH

Below is a link to the various union contracts on the UMass Medical School intranet.

<http://www.umassmed.edu/Content.aspx?id=115448&linkidentifier=id&itemid=115448>

Is it important to know if I have union members as my employees?

It is important as a manager to be aware of whether you have any employees in your department who may be members of a collective bargaining unit and what personnel guidelines apply based upon the relevant labor contract for that group.

Each union has a contract with UMMS that outlines the terms and conditions of employment for their members. Any questions about changing a represented employees' terms and conditions of employment, such as their rate of pay, reporting hours, job description qualifications etc., should be reviewed with human resources staff prior to implementing the change to determine if there are contract provisions that need to be consulted. The union is the **exclusive collective bargaining representative** for represented employees and any substantial changes in working conditions may need to be communicated to union representatives prior to the change being implemented.

Can a union employee request union representation?

Union employees have *Weingarten Rights, and are entitled to have union representation during any meeting/conversation that may lead to disciplinary action (i.e. verbal warning, written warning, suspension, or termination). It is recommended to remind represented staff that they may have a union representative with them during the course of an investigatory meeting or interview. The member is not required to have a representative with them if they decline representation.

***Weingarten Rights:** In 1975 the United States Supreme Court, in the case of *NLRB v. J. Weingarten, Inc.*, 420 U.S. 251 (1975), upheld a National Labor Relations Board (NLRB) decision that employees have a right to union representation at investigatory interviews. These rights have become known as the Weingarten Rights.

Is the probationary period different for a union employee?

An employee becomes part of the collective bargaining unit immediately upon their hire. It is not necessary for an employee to complete their trial or probationary period before they are represented by

the union. Many of our unions have specific guidelines on how much of an increase must be given upon successful completion of the probationary period. Please refer to the appropriate [union contract](#), and/or call Human Resources for more information.

Is the Annual Performance Review process different for union employees?

Some of our agreements contain a separate performance review form to be utilized during annual performance reviews. Please refer to the appropriate union contract, and/or call Human Resources for more information.

How do I distribute Corrective Action to a union employee?

[Labor agreements](#) refer to a just cause standard regarding corrective action or discipline. This standard requires that, prior to any discipline being meted out a fair and complete process is utilized to investigate work infractions or allegations of serious misconduct. Where serious misconduct is alleged, it is recommended that the employee be placed on administrative leave in order to conduct a thorough review and determine what level of discipline, if any, is appropriate based upon the results of that review. Progressive discipline is expected in all cases involving formal corrective action. Final warnings, suspensions or termination must be reviewed with Human Resources prior to their administration.

What is Problem Solving?

The Medical School's labor agreements outline a problem solving or grievance process to be used by employees who feel there has been a violation of the collective bargaining agreement or when an employee is seeking assistance with an issue at work. It is not necessary for the employee to utilize the problem solving process to address work related concerns, but it is often a good resource for them to consider when they need help finding a resolution to a work issue. Employees who feel they may be experiencing discrimination or harassment in the workplace should immediately raise these concerns with the Diversity and Equal Opportunity Office. A union representative may be of assistance to the employee with such claims, but a separate process outside of the Medical School's collective bargaining agreements is identified as the appropriate method to resolve these concerns.

What are union Contract Negotiations?

UMMS representatives meet with Union Representatives to negotiate a new or successor agreement at the expiration of each contract. The terms and conditions of those contracts largely remain in effect, including the outlined wage rates, during the course of those negotiations until a new agreement is negotiated. As a result of these meetings, the terms and conditions of employment for union members may change after a final agreement is executed by the UMMS leadership. Occasionally, UMMS representatives meet with Union representatives during the course of a collective bargaining agreement -- mid-term -- to discuss changes in University policy or operational concerns that may modify the agreement. Human Resources will notify departments of any changes that will directly affect your employees and/or department.

Violent or Hostile Behavior

What is considered hostile or violent behavior?

Hostile or violent behavior includes, but is not limited to, behavior that creates a work environment that a reasonable person would find intimidating, threatening, abusive, or violent. Please see the [Preventing Hostility and Violence in the Workplace](#) policy. Examples of such behavior include, but are not limited to:

- Verbal threats, intimidation, or coercion
- Physical assaults or attempted physical assaults
- Any unauthorized use or possession of firearms, explosives, knives, or other devices that could be used as a weapon in the workplace
- Abusive and/or coercive language
- Negligent or careless actions that a reasonable person would foresee as resulting in injury to persons or property

What do I do if an employee is exhibiting hostile or violent behavior?

- In the event of immediate risk, call [public safety](#) first. If you are on the Worcester campus, you may call 911 or 6-3311 internally for emergencies. Otherwise, dial 911 to be connected with your local police department.
- If appropriate, call the [Employee Assistance Program](#). Trained counselors are onsite on campus, or available via phone 24/7, as a resource for employees experiencing stress. Call 508-856-1327 or 1-800-322-5327.
- Finally, call your HR Consultant by going to the [HR Contacts by Department](#) list, to determine next steps once the immediate risk has been removed.

What are the consequences for an employee who exhibits hostile or violent behavior?

The Risk Assessment Team is an interdepartmental team of University leaders who assemble to review the facts of a potentially hostile and/or violent situation and determine the appropriate steps necessary to make an adequate assessment of the risk for danger.

After the risk assessment is completed, the Risk Assessment Team makes recommendations for an appropriate course of action that is consistent with UMMS policy and practices.

The Risk Assessment Team includes but is not limited to the Department of Public Safety, Employee Assistance Program, the Associate Vice Chancellor for Diversity and Equal Opportunity and the Associate Vice Chancellor for Human Resources or their designees and any other institutional representative needed to assess the potential risk and make appropriate recommendations.

Feedback

We want to hear from you!

Your feedback is important to us as we strive to improve our service. Please email us at human.resources@umassmed.edu if you have any feedback, suggestions or notice any broken links.