

**From:** HR Communications  
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# HR Capsule

November, 2012 - Vol 1, Issue 1

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Welcome to the first edition of , "HR Capsule", the Department of Human Resources' e-newsletter. This monthly newsletter will share information with the University of Massachusetts Medical School (UMMS) community relating to employment policies, benefit up-dates, wellness initiatives, employee recognition, learning and development workshops, talent acquisition initiatives, Human Resources (HR) sponsored events, and other relevant information related to working at UMMS.

The HR team invites you to send feedback and suggestions on "HR Capsule". Please forward any comments to [hr.communications@umassmed.edu](mailto:hr.communications@umassmed.edu). It is the HR team's sincere hope that the UMMS community will find this newsletter interesting, informative, useful, and an enjoyable read.

In addition to the newsletter, the Department of Human Resources will continue to provide valuable information regarding all employment-related policies and procedures on the HR website: [Human Resources Website](#)

Thank you for your efforts toward building a high performing, engaged, and inclusive work environment.

Reminder - 2012 Fall Benefits Open Enrollment is Here

Fall Benefits Open Enrollment is here and will continue till November 16. It's the LAST DAY you can sign up for the January 1, 2013 benefits. Exception for Health Insurance Buy-Out Option ends November 5.

If you are enrolling, re-enrolling or making changes, to get started go online to:

[www.umassmed.edu/hr/benefits](http://www.umassmed.edu/hr/benefits) for

- Plan details and all forms, click on the "Benefits Open Enrollment Guide" on landing page
- Enrollment forms, click on designated left horizontal plan tab.

[www.mass.gov/gic](http://www.mass.gov/gic) for

- More details on the Flexible Spending Accounts, click on "Employee Health and Other Insurance Benefits" on landing page. Then click on "Pre-Tax Benefits" on landing page

## Human Resources New Triage Phone System

The Department of Human Resources recognizes that telephone triage is an integral part of a successful department. During peak periods, HR can experience an over-crowded reception area and a constant overflow of phone calls that can cause long wait periods and an inefficient service delivery model. The new telephone triage system helps reduce the unnecessary waiting associated with employees trying to get information regarding their benefits, payroll and other HR questions.

The new triage phone system will create an environment for employees to get the specific help they need that might otherwise be delayed. This self directed service connects UMMS employees directly to the appropriate functional area they need.

A key deliverable of the triage system is that it provides metrics that we are able to use to surface trends. For example, if 95% of employee questions are going to our benefits area and asking about our retirement plan offerering, we can build new communications strategies to address this matter and improve employee satisfaction.

Call Human Resources at 1-508-856-5260 and listen to the menu of choices. Select the functional area that best meets your needs. Also, for a list of HR Department contact areas, click [Contact Us](#)

## Stay Healthy This Winter With a Flu Shot

With flu season just around the corner, we want to remind you that getting a flu shot each year is the best way to protect yourself against the flu! To make sure you don't become part of this year's flu epidemic, take advantage of UMass Medical School's flu shot clinics that offer free flu shots.

A flu shot is the best way to protect you from the flu. The flu vaccine is very effective and safe. The flu can result in serious illnesses such as heart attacks, strokes, or pneumonia. For the most updated information, visit: [www.flu.gov](http://www.flu.gov)

As a healthcare organization, there is a commitment to improve patient and employee safety and quality of care, particularly infection prevention in the healthcare setting during the flu season. It is important to try and protect patients from getting the flu by interrupting transmission of the disease by encouraging all those who work in a medical setting to get the flu shot during the flu season. As a healthcare organization, and as a matter of public health, we encourage prevention to the potential spread of the flu to patients.

#### New Workshops and Classes Offered for November

The Colleges of Worcester Consortium (COWC) is offering the following workshops for the month of November. The workshops are free.

If you are interested, register now!

#### COWC Workshops

##### 1) Workshop: Addressing Your Fears or Weaknesses in Public Speaking... A Program for Beginners

Speaker: Martha Deering, Senior Consultant, Wellness Corporation

Summary: Learn the different aspects of public speaking and the fears that accompany having to speak before one's peers. Learn to enhance your public speaking work-skill toolkit.

Date and Time: November 14, 2012; 9:00 a.m. - 11:30 a.m.; Registration begins at 8:30 a.m.

Location: Quinsigamond Community College; Harrington Learning Center (Library) Room 109A

How to Register: [Addressing Your Fears or Weakness in Public Speaking](#)

Registration Deadline: Deadline is 11/9/12 (limited seats available)

##### 2) Workshop: Cloud Media and Web 2.0

Speaker: Paul Chase

Summary: Learn about Web 2.0 and working in "the cloud". With a free "class" Gmail email account, you will try out many functions working in "the cloud". You will work together using free "cloud" sites. (If you wish, create a Gmail account of your own.)

Date and Time: November 19, 2012; 1:00 p.m. - 4:00 p.m.

Location: Assumption College, IT 223

How to Register: [Cloud Media and Web 2.0](#)

Registration Deadline: Deadline is 11/12/12 till 12:00 p.m. (limited seats available)

Please see below for other classes being offered by Learning & Development.

#### Learning & Development Classes Sponsored by Human Resources

3) Please click on the link to access and register for the PeopleSoft courses being offered in November, [PeopleSoft Classes](#)

4) Please click on link to access and register for the "Managing Time and Getting Organized" professional development program, [Managing Time and Getting Organized](#)

#### HR Adds More Expertise To Serve You Better

HR has added more expertise to serve you better. HR is pleased to announce the exciting October additions to our HR team and continue with our efforts toward building a high performing, engaged, and inclusive work environment.

Linda Rawstron - Director, HRDI, Systems & Service Center

Linda will manage the development, maintenance and coordination of services for our employee data systems (PeopleSoft), including record keeping, security, and data integrity. Also, Linda will be responsible for leading the Systems Support staff and establishing a high performing Employee Benefits Call Center that will provide answers to benefit questions, facilitate benefit transactions and systems administration of the plan's enrollment database and benefits/payroll interfaces.

Kate Amaral - Immigration Specialist

Kate will provide immigration consultation and support to International Students, Scholars, Physicians, Academic Departments and Administration. Further, she will process appropriate documentation for non-immigrant visa status (F-1, J-1, H-1B, TN, etc.) and serve as ISO liaison with government agencies (US Citizenship and Immigration Services, Dept. of Labor, Dept. of State) and other organizations to facilitate on-boarding, status maintenance, travel and other issues relating to international students, employees, and invited visitors.

Erin Cummings - Labor Relations HR Associate

Erin will analyze, modify and improve numerous existing compliance and labor systems and procedures currently utilized by the Human Resources, Diversity and Inclusion (HRDI) department. In addition, Erin will support the Family Medical Leave Act (FMLA) process, labor negotiations, grievance/arbitration processing, disciplinary investigations and responding to operational issues.

Roxanne Cali - Talent Specialist

Roxanne will be responsible for delivering full cycle talent acquisition services throughout UMMS, including the development of sourcing strategies and creative approaches to acquiring talent.



*Building a High Performing, Engaged and Inclusive Work Environment*

UMass Medical School  
Department of Human Resources,  
Diversity and Inclusion  
HR Phone: 508-856-5260  
HR Website: [umassmed.edu/hr](http://umassmed.edu/hr)  
HR Communications Email: [hr.communications@umassmed.edu](mailto:hr.communications@umassmed.edu)



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