

# WELCOME TO ORIENTATION

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HR Payroll/Onboarding Administrator |  
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# INTRODUCTIONS AND HOUSEKEEPING

- + **Lisa Davison**
- + **Cell phone etiquette for today**
- + **Restrooms**
- + **Snacks, breaks and lunch**
- + **Safety contact**

# OUTLINE FOR TODAY

## + 8:00 – 9:00

- Welcome
- Paperwork
- Parking

## + 9:00 – 10:15

- Leave/FMLA
- Tulsa City Government
- Ethics
- Resilience Plan

## + 10:15 – 10:30 BREAK

## + 10:30 – 12:15

- Benefits
- Retirement
- Emergency Action Video – Run, Hide, Fight
- Pictures for Badges

## + 12:15-1:15 LUNCH

## + 1:15 – 2:45

- Customer Service
- Drug Free Workplace

## + 2:45 – 3:00 BREAK

## + 3:00 – 4:40

- IT Communications, Use and Security
- MUNIS/Tulsa Time Presentation/Kronos
- Respectful Workplace
- Step and Repeat

# LEAVE INFORMATION



**Alisha Rider**  
HR Anaylyst II





# LEAVE POLICY

- + Vacation
- + Sick Leave
- + Floating Holidays
- + Holidays
- + Other Leave

# VACATION LEAVE

- + All new employees accrue 9.333 vacation hours a month.
- + Vacation leave cannot be used by new employees until 3 months of service have been completed.
- + Vacation leave may be used in small increments.
- + Unused vacation leave will carry over.

# SICK LEAVE

- + All employees accrue one day of sick leave per month for a total of 12 sick days per year.
  - **\*NOTE\*** If you belong to a collective bargaining group, you may have a waiting period before you can use your sick leave benefit. Please check your contract. Otherwise, you can use sick leave, if needed, after accruing at least one day.
- + Sick leave may be used in small increments.
- + Unused sick leave will carry over.

# FLOATING HOLIDAYS

- + Floating holidays are like two additional vacation days an employee is allowed every calendar year.
- + New employees have to put in at least 60 days of service before they can use their floating holidays.
- + For new employees, floating holidays are prorated your first year depending on your start date:
  - If hired January 1 through April 30 = 2 days
  - If hired May 1 through August 31 = 1 day
  - If hired September 1 through December 31 = 0 days
- + Floating holidays must be used within each calendar year; they do not carry over; use it or lose it policy.

# HOLIDAYS

- + All City holidays are posted [here](#).
- + If you work a standard 8am to 5pm, Monday through Friday shift, you likely will have the indicated holiday off.
- + If you work a different shift, check with your immediate supervisor or manager to see how they allow each employee to take their holiday.

# OTHER LEAVE

- + Court and Jury Leave
- + Funeral Leave
- + Military Leave
- + Leave Without Pay
- + Family Medical Leave Act
  - Paid Parental Leave

Visit the [policies and procedures](#) posted on the City of Tulsa's website to find out more information regarding leave.

# FAMILY MEDICAL LEAVE ACT (FMLA) EMPLOYEE TRAINING

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Alisha Rider  
HR Analyst II



# FAMILY MEDICAL LEAVE ACT (FMLA)

- + FMLA is a benefit for employees and eligible family members for qualifying medical conditions
- + What you need to know about FMLA
- + Who to contact for FMLA
- + Understanding your rights and responsibilities under FMLA



# IMPORTANT EMPLOYEE INFORMATION

- + You may have a maximum for 480 hours of FMLA per year if you are approved.
- + In order for you to be approved you must have worked 1250 hours of service. This service can be part time, temporary or seasonal work which may count towards the 12-months of employment.
- + You do not have the option to use FMLA. It is mandatory.
- + You can have multiple FMLA approvals on file at any time, but the maximum hours you can use per 12-months is 480.

# IMPORTANT EMPLOYEE INFORMATION

- + You will be protected by FMLA for qualifying absences.
- + Your paid time will be used for your FMLA leave. This means you will use your sick leave first, then vacation, floating holidays before using leave without pay (LWOP) per your personnel policy.
- + Understand that FMLA is NOT an additional paid leave.
- + Paid Parental Leave (PPL) provides an eligible employee up to six (6) weeks of paid, continuous leave to bond and care for their newborn or adopted child.

# ALL SUPERVISORS SHOULD KNOW

- + You as a supervisor must notify Human Resources immediately on the same day you think an employee may have a need for FMLA.
- + You cannot ask for more information, such as a doctor's note for every FMLA-related absence because this can be considered interference with the employee's use of FMLA; conversely as a supervisor you should contact HR if you suspect an employee is abusing FMLA
- + You have the burden of compliance with FMLA, there can be individual fines for interference.

# WHO'S WHO

- + **Contact information**
- + Sarah Palmer
- + FMLA@cityoftulsa.org
- + Cathy L. Carter
- + FMLA@cityoftulsa.org

# GOVERNMENT

**Lisa Davison**

**HR Payroll & Onboarding Admin**



# GOVERNMENT HIERARCHY

## Constitution of the United States of America

- President of United States has executive power
- Congress has legislative power (435 Reps; 100 Senators)
- Supreme Court has judiciary power

## Oklahoma Constitution

- Governor has executive power
- State Legislature has legislative powers (101 Reps; 48 Senators)
- Oklahoma State Supreme Court has judiciary power

## City of Tulsa Charter

- Mayor has executive power
- Tulsa City Council (9) has legislative power, including budget approval
- Municipal Court has judiciary power



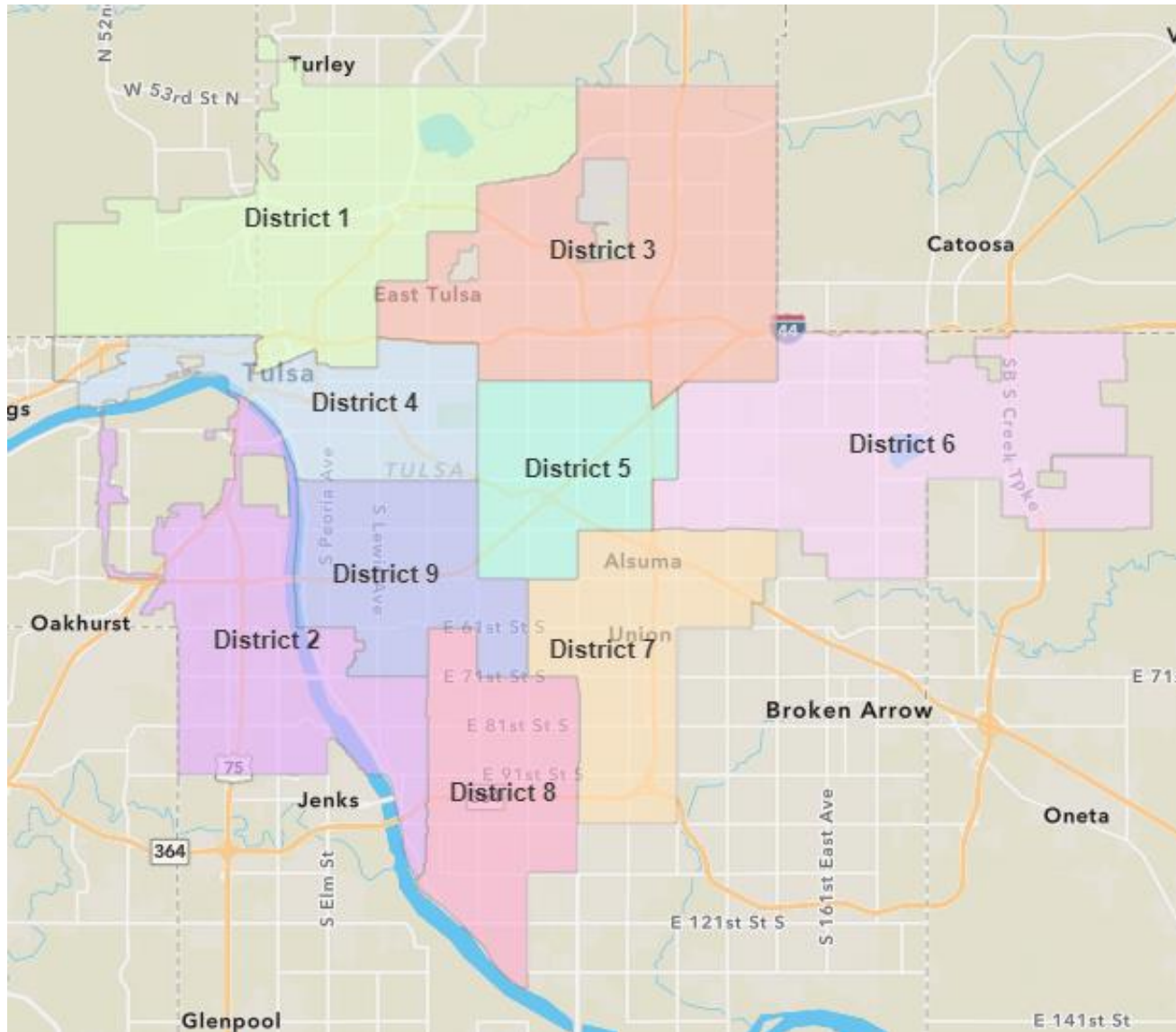
# OUR MAYOR

## Mayor G.T. Bynum

- + G.T. Bynum was sworn in as the 40th Mayor of Tulsa on December 5, 2016.
- + Prior to his election as Mayor, Bynum served for eight years on the Tulsa City Council. During that time, he was elected as the youngest City Council Chairman in Tulsa history.



# TULSA CITY COUNCIL DISTRICT MAP





# TULSA CITY COUNCILORS



**Vanessa Hall-Harper**  
District 1



**Jeannie Cue**  
District 2



**Crista Patrick**  
District 3



**Laura Bells**  
District 4



**Grant Miller**  
District 5



**Christian Bengel**  
District 6



**Lori Decter Wright**  
District 7



**Phil Lakin, Jr.**  
District 8



**Jayme Fowler**  
District 9

# CITY GOVERNMENT

- + City of Tulsa established in 1898
  - Oklahoma statehood 1907
- + City Charter
  - First adopted July 3, 1908
  - Amended May 8, 1990; changed from Commission form of government to City Council
  - Preamble and 12 Articles
    - Examples of Articles include Corporate Powers, The Council, The Mayor, The City Auditor, Boards and Authorities, Civil Service Commission, etc.

# CITY CHARTER

## Examples of powers granted to City of Tulsa:

- + Adopt and enforce ordinances necessary or proper to protect the public peace, health, order, morals, and safety, and to promote the general welfare of the City and its inhabitants
- + Construct, maintain and operate public works
- + Engage in public business
- + Levy, assess, and collect taxes
- + Incur indebtedness

# ➤ ORGANIZATIONAL OVERVIEW

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- **Strong Mayor**
  - CEO of the organization
- **9 City Councilors**
  - Primarily pass laws and approve the budget
- **Revenue**
  - Primarily sales tax
- **Departments**
  - 19 department and approximately 3600 employees

# ➤ **OUR MISSION**

Why do we exist as an organization?

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Build the foundation for **ECONOMIC PROSPERITY,**

**IMPROVED HEALTH** and enhanced **QUALITY OF LIFE**

for our community

# > **OUR VISION**

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What does success look like?

To be a **GLOBALLY COMPETITIVE, WORLD-CLASS** city

# ➤ OUR VALUES

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## COMMITTED TEAMWORK

- We work together toward common goals

## HIGH EXPECTATIONS

- We expect excellence in our work, our organization and the city we are building

# ➤ STRATEGIC PLAN FRAMEWORK

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AIMs

Economy

Neighborhoods &  
Infrastructure

Social Connection

High Quality

13

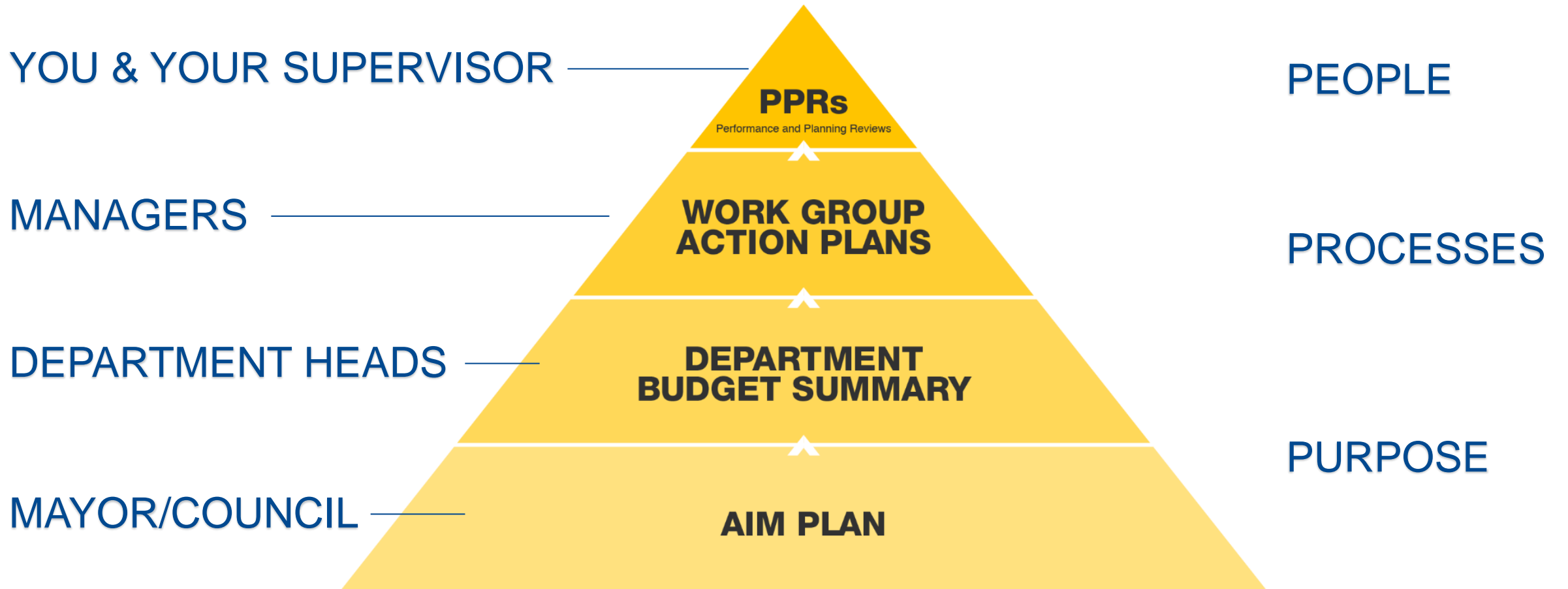
Strategies

X

Action Steps



# ➤ HOW DOES MY WORK CONNECT?



# ➤ HOW CAN I TRACK PROGRESS?

➤➤➤ [www.cityoftulsa.org/dashboards](http://www.cityoftulsa.org/dashboards) ⬅️⬅️⬅️

## AIM Plan Community Performance Indicators

The AIM Plan establishes 16 AIMS or goals for the Tulsa community where the services provided by the City of Tulsa will have an impact. For each AIM, the City has identified strategies and measurable actions for executing our strategies and achieving our community-wide AIMS. Elected Officials and Senior Leaders will use the Community Performance Indicators and Strategies to allocate resources and measure whether our work is having the intended impact.

Read the AIM Plan (create pdf link to final document)

### Status Indicators

🟢 - Positive Status

🟡 - Neutral Status

🔴 - Negative Status

### Education - Foster and encourage completion of education necessary to succeed in a skilled labor market

High School Graduation



Bachelor's Degree Attainment



# ➤ JOURNEY TO EXCELLENCE

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Leadership

Strategy

Customers

Measurement  
& Knowledge  
Management

Workforce

Operations

Results

# ➤ URBAN DATA PIONEERS

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- **Teams form around data problems**
- **12 weeks to work on projects**

## **Examples Projects**

- Reducing 911 Call Wait Times
- Effects of Zoning on Sales Tax
- Blight and Violent Crime
- Reducing Evictions
- Identifying Repeat Property Code Violations



# ➤ READING PARTNERS

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# ➤ **INNOVATION CHAMPIONS**

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- **Over 150 employees trained in Continuous Improvement Tools & Methods**
- **BIG and small projects to improve services for residents and customers**
- **Cross-departmental teams**
- **Opportunity to learn more about how the City operates**

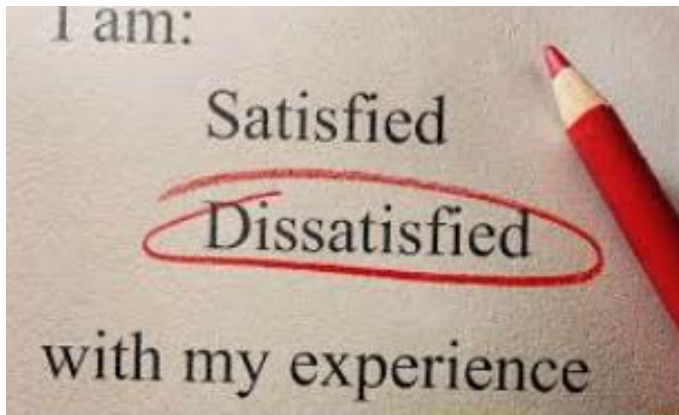


# ➤ INNOVATION CHAMPIONS

Before



After



Customer Satisfaction  
Excellent  
Good  
Average  
Poor

# ETHICS

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Cathy Carter  
City Auditor





# ETHICS ORDINANCE

- + Title 12 Chapter 6
- + City Officials
- + Use of city resources
- + Personal, financial or organizational interest
- + Gifts and favors
- + Information
- + Contracts
- + Ethics Advisory Committee

# OTHER GUIDANCE

- + Oklahoma Statutes - conflict of interest
- + City Charter and Ordinances – conflict of interest, ethics ordinance
- + Executive orders – conflict of interest, donations
- + Personnel Policies and Procedures – conflict of interest, gifts and donations

# CITY OFFICIALS

## Defined in ethics ordinance

- + City Official means every City of Tulsa elected official, officer, or employee; member of City of Tulsa Board, Authority, Commission, or Committee; or Trustee appointed by the City to a public trust with the City of Tulsa as a beneficiary

# USE OF CITY RESOURCES

- + Not permitted to use City resources for personal or private purposes, except as provided by rules adopted by the appropriate appointing authority to address minor or incidental uses common to an ordinary workplace

# CONFLICTS OF INTEREST

## Personal, financial or organizational interest

- + No City Official shall participate in any City business in which they have a personal, financial or organizational interest.
- + The City Official shall not discuss the matter, other than to state the conflict of interest.
- + Disclosure is required by filing a written statement of the conflict with the City Clerk.
- + The possibility, not the actuality of conflict shall govern.
- + Contracts - City Officials must disclose if they or their immediate family has an interest in a business receiving City funds, directly or indirectly, through a business agreement with the City or a City contractor.

# GIFTS AND FAVORS

- + City Officials and their immediate family shall not directly or indirectly solicit or receive gifts, entertainment, or other favors which may influence or be reasonably perceived as influencing a City Official in the performance of their duties.
- + Personnel Policies set a bright line at \$35 – This is not per gift. It is the maximum.

# USE AND DISCLOSURE OF INFORMATION

- + A City official is prohibited from disclosing or offering to disclose information not available to the general public and acquired by reason of his position with the City to any party not entitled to receive such information, nor shall he use such information for personal gain or benefit.

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# ETHICS ADVISORY COMMITTEE

- + Any elected official; Charter division or department head; member of a City of Tulsa Board, Authority, or Committee; or Trustee of a public trust with the City of Tulsa as a beneficiary may request an opinion from the Ethics Advisory Committee on an ethical issue arising under this chapter.

# OUTSIDE EMPLOYMENT

- + Personnel Policy 815 describes the rules for jobs employees may hold outside their City of Tulsa employment
- + It is important for employees to notify their supervisor in writing of any outside employment

# HOW TO FIND THE RULES

The screenshot shows the City of Tulsa website with a yellow navigation bar. The 'Government' menu is open, listing various city entities. A search bar is visible in the center of the page.

City of Tulsa  
https://www.cityoftulsa.org

Residents Development/Business Government Connect Contact Us

Departments  
Mayor of Tulsa  
City Council  
City Auditor  
Authorities, Boards and Commissions  
Meeting Agendas  
City Charter, Ordinances, and Executive Orders  
Capital Programs  
Performance Strategy and Innovation  
Resilient Tulsa

Welcome to the City of Tulsa  
Looking for something specific?

Connect with the City of Tulsa: [Facebook] [Twitter] [YouTube] [Instagram] Customer Care Center: 311

Welcome from Mayor G.T. Bynum  
Welcome to Tulsa! A great place to live, work, and play. Explore our site to discover all the services the City has to offer. [Mayor's Office](#)

Our Elected Officials  
Mayor of Tulsa  
City Auditor  
City Council

Quick Links & Information  
Responsible Driver Waiver  
Animal Welfare  
Employment  
Utility Payment Options  
Pay Traffic Tickets Online  
View Live Traffic Report  
Report a Problem  
Live Chat

Recent News & Announcements  
Go to Press Room

Recent Tweets

# MAKING ETHICAL CHOICES

- + **Bottom line:** Act in a manner that promotes public confidence in your integrity and fairness.
- + Decide what your baseline will be.

# REPORTING ETHICS MATTERS

- + **Your supervisor**
- + **Human Resources Department** – Email to:  
[HRDirector@cityoftulsa.org](mailto:HRDirector@cityoftulsa.org)
- + **City Clerk's Office** – 1st floor of City Hall  
[Located in customer service area](#)
- + **Ethics Hotline** – Find it on the City's website  
[Search on "Ethics Hotline"](#)

# BOTTOM LINE

- + If you have questions about how the ethics rules apply to your particular situation, please contact **your supervisor or Human Resources**.
- + It is much easier and safer to get advice ahead of time rather than trying to undo inappropriate actions.

# RESILIENT TULSA

Angenette DeBose

An equitable, action-oriented,  
and collaborative roadmap for  
all of Tulsa



# BACKGROUND

- + In recent years, the City of Tulsa has launched numerous initiatives that demonstrate a commitment to making Tulsa a World Class City
- + Tulsa also boasts a robust and energized philanthropic community that is devoted to the city and its residents.
- + Yet, while Tulsa's growth has benefitted many citizens, not all Tulsans have experienced this elevated prosperity.
- + Building a more resilient Tulsa begins by confronting historic discrimination and inequality

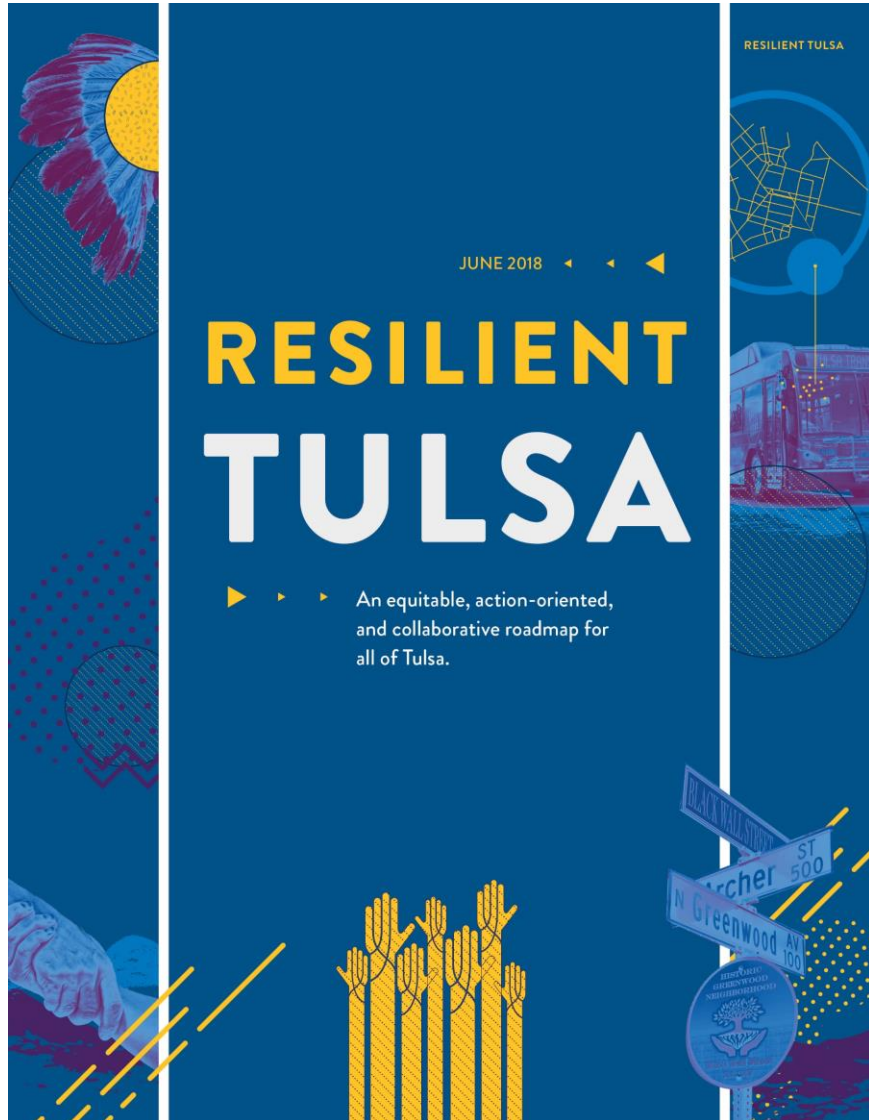


# WHAT IS A RESILIENT CITY?

- + **Urban resilience** is the capacity of individuals, communities, institutions, businesses, and systems within a city to survive, adapt, and grow no matter what kinds of chronic stresses and acute shocks they experience.
- + Seven qualities of a resilient system, project, or city:
  - Reflective, Resourceful, Inclusive, Integrated, Robust, Redundant, Flexible



# PURPOSE



- + The Resilience Strategy serves as a roadmap to address Tulsa's most pressing challenges and seeks to build capacity among residents, city systems, and community partners to build a more resilient city.
  - Released in the summer of 2018
  - Contains 41 policies, programs, practice changes, and events

# A VISION FOR TULSA

- + An inclusive future that honors all Tulsans
- + Tulsans equipped to overcome barriers and thrive
- + Economic opportunity for all Tulsans
- + City and regional systems transformed to improve outcomes for all Tulsans

# 1. CREATE AN INCLUSIVE FUTURE THAT HONORS ALL TULSANS

- + Confronting the past is the only way to foster stronger social bonds for the future of Tulsa. The city must celebrate cultural diversity and reverse the negative outcomes that have resulted from systemic discrimination.
- + Example actions: 918 Day, New Tulsans Initiative, Memorialize Black Wall Street

## 2. EQUIP ALL TULSANS TO OVERCOME BARRIERS AND THRIVE

- + All Tulsans should have the ability to flourish, regardless of their race, ethnicity, neighborhood, health, income, gender, or criminal history. The city must ensure equal access to opportunities for residents of all backgrounds.
- + Example actions: Ban the Box, healthy food coalition, disaster preparedness workshops for businesses

# 3. ADVANCE ECONOMIC OPPORTUNITY FOR ALL TULSANS

- + Not all Tulsans have the necessary tools to secure and maintain gainful employment irrespective of changes in labor demands. The city must work to eliminate the economic barriers that hinder some residents' ability to achieve long-term financial stability and prosperity.
- + Example actions: Support business that Ban the Box, financial empowerment and counseling

# 4. TRANSFORM CITY AND REGIONAL SYSTEMS TO IMPROVE OUTCOMES FOR ALL TULSANS

- + As the city grows and changes, so do its residents' needs. The city must model and advocate for local and regional systems that accurately identify and effectively address community needs on a day-to-day basis.
- + Example actions: Creation of the Mayor's Office of Resilience and Equity, Housing Policy Director, Resilience in the city's comprehensive plan, Implicit Bias Training

# JOIN US AND STAY INVOLVED

Every Tulsan plays a critical role in realizing our city's more resilient future. Through collaboration and a shared commitment, Tulsa can take its rightful place as a world-class city for all people.

- + To learn more visit: [www.cityoftulsa.org/resilienttulsa](http://www.cityoftulsa.org/resilienttulsa)
- + To stay up to date and follow [@ResilientTulsa](https://www.facebook.com/ResilientTulsa) on Facebook
- + Questions? Email us at [resilient@cityoftulsa.org](mailto:resilient@cityoftulsa.org)



# 2023 BENEFITS

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**Jamie Cowan**  
Benefit Analyst



# Benefits

2023

[www.cityoftulsa.org/2023benefits](http://www.cityoftulsa.org/2023benefits)



# WHEN WILL MY BENEFITS START?

Your Benefits will start the first of the month following 30 days of continuous employment.

# IMPORTANT ENROLLMENT INFORMATION

Our system to enroll and maintain your benefits – **Empyrean**

- You will need to **Register** for an account through this URL:  
<https://compass.empyreanbenefits.com/COT>
- Once you are registered, please keep your password in a secure place to retrieve for future reference.

# IMPORTANT INFORMATION

If you are enrolling in the HSA medical plan, City of Tulsa will contribute up to \$1,500 annually into an account on your behalf. Those employees whose benefits begin on or after January 1<sup>st</sup>, 2023, will receive a pro-rated HSA contribution of **\$57.70 for the remaining pay periods for 2023.**

- Medical Plan - **CommunityCare**
- Dental and Vision are through **Blue Cross Blue Shield of Oklahoma**
- Life/AD&D and Disability provider - **Blue Cross Blue Shield of Oklahoma**
  - Supplemental Life and AD&D will be bundled
  - Employee Supplemental Life insurance
  - Spouse & Child(ren) Supplemental Life insurance



# MEDICAL BENEFITS

	COMMUNITYCARE 2500 (WITH CAREATC ACCESS)	COMMUNITYCARE 2800 WITH HSA	COMMUNITYCARE MULTI-CHOICE (WITH CAREATC ACCESS)		
	ASCENSION ST. JOHN/ ST. FRANCIS NETWORK	ASCENSION ST. JOHN/ ST. FRANCIS NETWORK	TIER 1 ASCENSION ST. JOHN/ ST. FRANCIS NETWORK	TIER 2 OSU & OTHERS	TIER 3 OUT-OF-NETWORK
<b>CALENDAR YEAR DEDUCTIBLE</b>					
INDIVIDUAL	\$2,500	\$2,800	\$2,000	\$4,000	\$6,000
FAMILY	\$5,000	\$5,000	\$4,000	\$8,000	\$12,000
COINSURANCE (PLAN PAYS)	80%	80%	80%	70%	50%
<b>CALENDAR YEAR OUT OF POCKET MAXIMUM</b>					
INDIVIDUAL	\$5,000	\$5,000	\$5,000	\$8,500	Unlimited
FAMILY	\$10,000	\$10,000	\$10,000	\$17,000	Unlimited
OUT-OF-POCKET INCLUDES DEDUCTIBLE	Yes	Yes	Yes	Yes	N/A
<b>COPAYS/COINSURANCE</b>					
PREVENTIVE CARE	100%	100%	100%	100%	Not covered
PCP OFFICE VISIT	80%	80%*	80%	70%	50%*
SPECIALIST OFFICE VISIT	80%	80%*	80%	70%	50%*
TELEMEDICINE PCP/SPECIALIST	100%/80%	100%*/80%*	80%/80%	70%/70%	50%*/50%*
INPATIENT HOSPITAL	80%*	80%*	80%*	70%*	50%*
OUTPATIENT SURGERY	80%*	80%*	80%*	70%*	50%*
URGENT CARE	80%	80%*	80%	70%	50%*
EMERGENCY ROOM	80%*	80%*	80%*	80% after Tier 1 ded.	80% after Tier 1 ded.

# MEDICAL BENEFITS – RX OPTIONS

The prescription plan is 80/20.

CareATC Option
CareATC Formulary
<b>80/20 - NO DEDUCTIBLE</b> <b>(Pharmacies)</b>

HSA Option
HSA Preventative List
<b>80/20 - Deductible</b> <b>Applies</b>

***TIP:** To keep your cost down, ask your doctor if there is a generic equivalent or a discount card or program.*

# MEDICAL BENEFITS



- Clinic and Preventative services offered to eligible employees and their families at no cost
- 100% HIPAA compliant
- Convenient, shorter wait times, fewer pharmacy visits



***TIP:** CareATC **does not** replace your health insurance, it works jointly with it as needed.*










# MEDICAL BENEFITS



## Collaborative Care

- ▶ Collaborative Care is a health management program consisting of mental health counselors, registered dietitians, and physical therapists with CareATC. Through onsite or virtual visits, you can receive customized care that helps you transform your health at no additional cost.
- ▶ If you enroll in either of the CommunityCare plans (With CareATC Access), you will have access to the CareATC primary care and the collaborative care.

### Available Services

-  Primary Care
-  No-Cost Generic Medications
-  No-Cost Physical Therapy
-  No-Cost Mental Health Counseling
-  No-Cost Nutrition Counseling
-  24/7/365 Telemedicine
-  Health Management Programs

# MEDICAL BENEFITS

## CareATC Prescriptions



### Top Available Prescription Categories

- Allergy
- Antibiotics
- Antifungal
- Asthma
- Blood Pressure
- Cardiovascular
- Cholesterol
- Diabetes
- Heartburn



# PERSONAL HEALTH ASSESSMENT (PHA)

All 3 Medical plans have access to CareATC for PHA's



An accurate measurement of your overall health status

# PERSONAL HEALTH ASSESSMENTS (PHA)

## Premium Incentive

- ▶ Employees who are enrolled in any of the medical plans have 60 days from the coverage effective date to schedule an appointment for a PHA/Biometric Screening at CareATC, in order to receive the preferred medical premium rates.
- ▶ If an employee does not complete the PHA within the 60 days, the medical premium will increase by \$23.08/bi-weekly (\$600.00 annual)

# HOW TO SCHEDULE APPOINTMENTS

## Visits by Appointment Only

Same day appointments are available.



### Phone

Talk to a real person  
918-948-6360



### Online

Via the patient portal  
[careatc.com/patients](https://careatc.com/patients)



### App

iOS and Android

# HEALTH SAVINGS ACCOUNT

## Health Savings Account Highlights

- Contributions are made pre-tax.
- Use your account to pay for eligible expenses.
- It's your account. You own it! The funds roll over each year, and it is portable even if you retire or leave the City of Tulsa.
- If you are enrolling on the CommunityCare 2800 with HSA medical plan, City of Tulsa will contribute an annual pro-rated contribution up to \$1,500 to your HSA.
- For 2023, contributions (including City of Tulsa's pro-rated contribution) are limited to the following: \$3,850 for individuals and \$7,750 for families. The IRS also allows a \$1,000 catch-up contribution for employees aged 55 or older.

### Qualified Expenses include:

- Medical and pharmacy deductibles and coinsurance
- Medical, pharmacy, dental and vision care services and products
- Medical expenses for your spouse and dependents
- See a complete list at [www.irs.gov](http://www.irs.gov)



# HEALTH SAVINGS ACCOUNT

## Are You HSA Eligible?

You are eligible to open and fund an HSA if:

- You are enrolled in an HSA-eligible High Deductible Health Plan – City of Tulsa's medical HSA plan qualifies.
- You are not covered by your spouse's non-HDHP health plan.
- Your spouse does not have a health care Flexible Spending Account or Health Reimbursement Account.
- You are not eligible to be claimed as a dependent on someone else's tax return.
- You are not enrolled in Medicare or TRICARE.
- You have not received Department of Veterans Affairs medical benefits in the past 90 days for non-service-related care. (Service-related care will not be taken into consideration.)

# FLEXIBLE SPENDING ACCOUNT

Flex your spending power!

## Health Care Flexible Spending Account

- Contribute up to \$2,850 with pre-tax dollars (increases take-home pay)
- Pay for eligible expenses with FSA debit card (avoid waiting for reimbursement)
- End of the year rollover amount up to \$570.00
- Anything over \$570.00 will be forfeited



## Limited Use Flexible Spending Account- In conjunction with the HSA Medical

- Contribute up to \$2,850
- For reimbursement of eligible Dental and Vision Expenses

Flexible Spending Accounts (FSAs) allow you to set aside pre-tax payroll deductions to pay for out-of-pocket health care expenses such as deductibles, copays and coinsurance, as well as dependent care expenses.



# FLEXIBLE SPENDING ACCOUNT

## Dependent Care Flexible Spending Account

- Set aside up to \$5,000 pre-tax
- Account is “use it or lose it;” doesn’t roll over from year to year
- Eligible dependents include children younger than 13 and dependents who are incapable of caring for themselves
- Reimbursable expenses include day camp, after-school care and preschool



# DENTAL BENEFITS



	DENTAL LOW PLAN		DENTAL MEDIUM PLAN		DENTAL HIGH PLAN	
	IN-NETWORK	OUT-OF-NETWORK	IN-NETWORK	OUT-OF-NETWORK	IN-NETWORK	OUT-OF-NETWORK
<b>CALENDAR YEAR DEDUCTIBLE</b>						
INDIVIDUAL	\$0	\$0	\$25	\$25	\$50	\$50
FAMILY	\$0	\$0	\$75	\$75	\$150	\$150
<b>CALENDAR YEAR MAXIMUM</b>						
PER PARTICIPANT	\$750	\$750	\$1,000	\$1,000	\$2,500	\$2,500
<b>COINSURANCE</b>						
DIAGNOSTIC & PREVENTIVE (DEDUCTIBLE WAIVED)	100%	100%	100%	100%	100%	100%
BASIC RESTORATIVE DENTAL SERVICES, NON-SURGICAL EXTRACTIONS, NON-SURGICAL PERIODONTAL SERVICES, ORAL SURGERY SERVICES	80% after deductible	80% after deductible	80% after deductible	80% after deductible	90% after deductible	90% after deductible
SURGICAL PERIODONTAL SERVICES	0%	0%	80% after deductible	80% after deductible	90% after deductible	90% after deductible
MAJOR RESTORATIVE SERVICES, PROSTHODONTIC SERVICES, MISCELLANEOUS RESTORATIVE AND PROSTHODONTIC SERVICES	0%	0%	50% after deductible	50% after deductible	60% after deductible	60% after deductible
"ORTHODONTICS (DEDUCTIBLE WAIVED) (ADULTS & CHILDREN)"	Not Covered	Not Covered	Not Covered	Not Covered	50%	50%
<b>ORTHODONTICS LIFETIME MAXIMUM</b>						
PER PARTICIPANT	N/A	N/A	N/A	N/A	\$2,000	\$2,000

**Tip: If you choose to use a dentist who doesn't participate in your plan's network, your out-of-pocket costs will be higher. To find a network dentist, visit Blue Cross Blue Shield of Oklahoma at [www.bcbsok.com](http://www.bcbsok.com) (BlueCare Dental network).**

# VISION BENEFITS

	VISION 2 YEARS LOW		VISION 2 YEARS HIGH		VISION ANNUAL LOW		VISION ANNUAL HIGH	
	IN-NETWORK	OUT-OF-NETWORK	IN-NETWORK	OUT-OF-NETWORK	IN-NETWORK	OUT-OF-NETWORK	IN-NETWORK	OUT-OF-NETWORK
	MEMBER COST	REIMBURSEMENT	MEMBER COST	REIMBURSEMENT	MEMBER COST	REIMBURSEMENT	MEMBER COST	REIMBURSEMENT
<b>EYE EXAM</b>								
COPAY	\$20 copay	\$45	\$10 copay	\$45	\$10 copay	\$45	\$5 copay	\$45
<b>FREQUENCY</b>								
EXAMINATION	Once every 12 months		Once every 12 months		Once every 12 months		Once every 12 months	
LENSES OR CONTACTS	Once every 12 months		Once every 12 months		Once every 12 months		Once every 12 months	
FRAMES	Once every 24 months		Once every 24 months		Once every 12 months		Once every 12 months	
<b>LENSES</b>								
SINGLE VISION	\$20 copay	\$30	\$25 copay	\$30	\$25 copay	\$30	\$10 copay	\$30
BIFOCAL	\$20 copay	\$50	\$25 copay	\$50	\$25 copay	\$50	\$10 copay	\$50
TRIFOCAL	\$20 copay	\$65	\$25 copay	\$65	\$25 copay	\$65	\$10 copay	\$65
LENTICULAR	\$20 copay	\$100	\$25 copay	\$100	\$25 copay	\$100	\$10 copay	\$100
<b>CONTACTS (IN LIEU OF LENSES AND FRAMES)</b>								
CONVENTIONAL	\$0 copay, \$100 allowance	\$80	\$0 copay, \$130 allowance	\$105	\$0 copay, \$130 allowance	\$105	\$0 copay, \$150 allowance	\$105
DISPOSABLE	\$0 copay, \$100 allowance	\$80	\$0 copay, \$130 allowance	\$105	\$0 copay, \$130 allowance	\$105	\$0 copay, \$150 allowance	\$105
<b>FRAMES</b>								
COPAY/ALLOWANCE	\$0 copay, \$100 allowance	\$55	\$0 copay, \$130 allowance	\$70	\$0 copay, \$130 allowance	\$70	\$0 copay, \$150 allowance	\$70
<b>FRAMES</b>								
LASIK	15% off Retail Price	N/A	15% off Retail Price	N/A	15% off Retail Price	N/A	15% off Retail Price	N/A

# SURVIVOR BENEFITS – BLUE CROSS BLUE SHIELD OF OKLAHOMA

## Life and AD&D Insurance

It's difficult to think about what would happen if something ever happened to you, but it's important to have a plan in place to make sure your family is provided for.

- Basic Life Insurance in the amount of 2 times your basic annual earnings provided to you at no cost
- Accidental Death and Dismemberment is also provided at no cost, it matches the Basic Life amount
- Don't forget to complete the beneficiary designation form!
- Additional Life and AD&D benefits are available for purchase via post-tax payroll deductions



# SURVIVOR BENEFITS – BLUE CROSS BLUE SHIELD OF OKLAHOMA

## Supplemental Life and AD&D Insurance

### Employee Benefit:

- Increments of \$10,000 up to \$500,000, not to exceed 5x basic annual earnings
- Guarantee Issue Amount of \$200,000 (Newly Eligible)
- EOI (Evidence of Insurability) is required for any amount if a late entrant in the future

### Spouse Benefit:

- Increments of \$5,000 to \$100,000, not to exceed 50% of the employee's covered supplemental life benefit
- Guarantee Issue Amount of \$50,000 (Newly Eligible)
- Evidence of Insurability will be required when making an election greater than \$50,000 or for any amount if a late entrant

### Dependent Child Benefit

- \$1,000 for child(ren) from birth to 6 months
- \$1,000 increments to \$10,000 for child(ren) 6 months – to age 26
- Guarantee Issue Amount of \$10,000

### Employee must be covered for Supplemental Life/AD&D to insure dependents.

**No eligible person may be covered more than once under the Policy. If a person is covered as an Employee, he/she cannot be covered as a Spouse or Dependent child of another employee. If both parents are covered as insured employees under the policy, only one may enroll for life insurance coverage on Dependent Child.**

# INCOME PROTECTION – BLUE CROSS BLUE SHIELD OF OKLAHOMA

## Short Term Disability (STD)

Short Term Disability (STD) benefits are available for purchase on a voluntary basis. You have three different plan options to choose from:

- **40%** of your basic annual earnings to a maximum of **\$750** weekly
- **50%** of your basic annual earnings to a maximum of **\$1,000** weekly
- **60%** of your basic annual earnings to a maximum of **\$1,250** weekly

**Minimum Benefit:** \$25 weekly

**Elimination period:** 7 days for injury/sickness

**Benefits begin:** the 8<sup>th</sup> day of disability

**Maximum benefit duration:** 26 weeks



Certain exclusions, along with pre-existing condition limitations, may apply. See your plan document for details.

# INCOME PROTECTION – BLUE CROSS BLUE SHIELD OF OKLAHOMA

## Long Term Disability (LTD)

Long Term Disability (LTD) benefits are available for purchase on a voluntary basis. You have three different plan options to choose from:

- **40%** of your basic annual earnings to a maximum of **\$10,000** monthly
- **50%** of your basic annual earnings to a maximum of **\$10,000** monthly
- **60%** of your basic annual earnings to a maximum of **\$10,000** monthly

**Minimum Benefit:** \$100 monthly

**Elimination period:** 180 days

**Maximum Benefit Duration:** Payments will last for as long as you are disabled or until you reach your Social Security Normal Retirement Age, whichever is sooner

- Evidence of Insurability is required if you do not elect LTD coverage when initially eligible.
- Benefit may be reduced by other sources of income and disability earnings.
- Certain exclusions, along with pre-existing condition limitations, may apply. See your plan document for details.



# SUPPLEMENTAL HEALTH

City of Tulsa offers several ways for you to supplement your medical plan coverage and help cover unexpected expenses.

## Accident Coverage - Voya

- Provides benefits for you and your covered family members if you have expenses related to an accidental injury. Can help you pay deductibles, copays and even typical day-to-day expenses such as a mortgage or car payment.

## Critical Illness Coverage - Voya

- Pays a lump-sum benefit if you are diagnosed with a covered condition. Can help pay for expenses not covered by your medical plan like lost wages, childcare, travel, home health care costs or any of your regular household expenses.

## Hospital Indemnity Coverage – Voya

- Pays cash benefits directly to you if you have a covered stay in a hospital or critical care unit. Can help pay for your medical expenses such as deductibles and copays, travel cost, food and lodging or everyday expenses such as groceries and utilities.

**Certain exclusions, along with pre-existing condition limitations, may apply.  
See your plan document for details.**



# ADDITIONAL BENEFITS

City of Tulsa cares about you and wants you to succeed in all aspects of life, so we offer a variety of additional benefits to help make your day-to-day easier.

## Legal Plan – LegalShield

- This plan provides a variety of legal services, involving wills, trusts, contracts, divorce, and routine traffic tickets. Plan does not cover criminal cases or drunk driving offenses.

## Identity Theft – Norton LifeLock

- Identity theft protection is available on a voluntary basis. In today's online world, there is a new identity fraud victim every two seconds. Protect yourself with LifeLock. LifeLock monitors millions of transactions every second, alerting you to suspicious activity by text, phone or email. Benefit includes Norton security features.

# BENEFITLINK MOBILE APP

The BenefitLink App Gives You 24/7 Access to Your Benefits Information

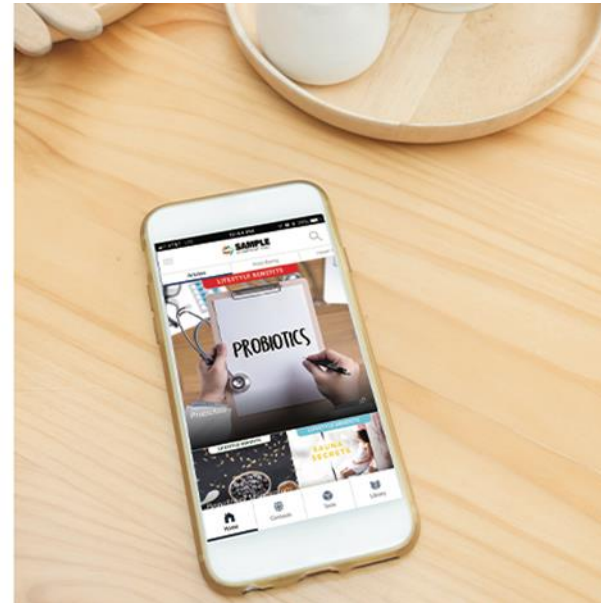
## Features

- ▶ Lifestyle Benefits monthly newsletter
- ▶ Benefits contact information
- ▶ Reference Library
- ▶ Health & Welfare calculators

Download on the App Store or Google Play.

Username: **cityoftulsa**

Password: **benefits**



# PREPARING FOR ENROLLMENT

- You will need to enter all your dependents and beneficiaries into the Empyrean/Compass system. Make sure you have all your dependents and beneficiaries' dates of birth and social security numbers available when you enroll.
- When adding dependents to your medical, dental, or vision coverage you will need to upload the following documents into Empyrean
  - Spouse- Marriage License
  - Children- Birth Certificates
  - Step-children- Birth Certificate & Marriage License if spouse is not on the plan
  - Birth Certificate or Final Adoption Court Order, Guardianship Court order
- Additional information on the benefits being offered as well as the 2023 Benefits Guide can be found on the City of Tulsa Benefits web page at [www.cityoftulsa.org/2023benefits](http://www.cityoftulsa.org/2023benefits).
- If you have any questions, please contact [insurance@cityoftulsa.org](mailto:insurance@cityoftulsa.org).

# THANK YOU!



The information contained in this presentation provides a summary of your benefits. For complete information, please refer to your summary plan document. In the event of an inconsistency, the plan documents prevail.

# RETIREMENT

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**Russell Kidd**  
Retirement Services

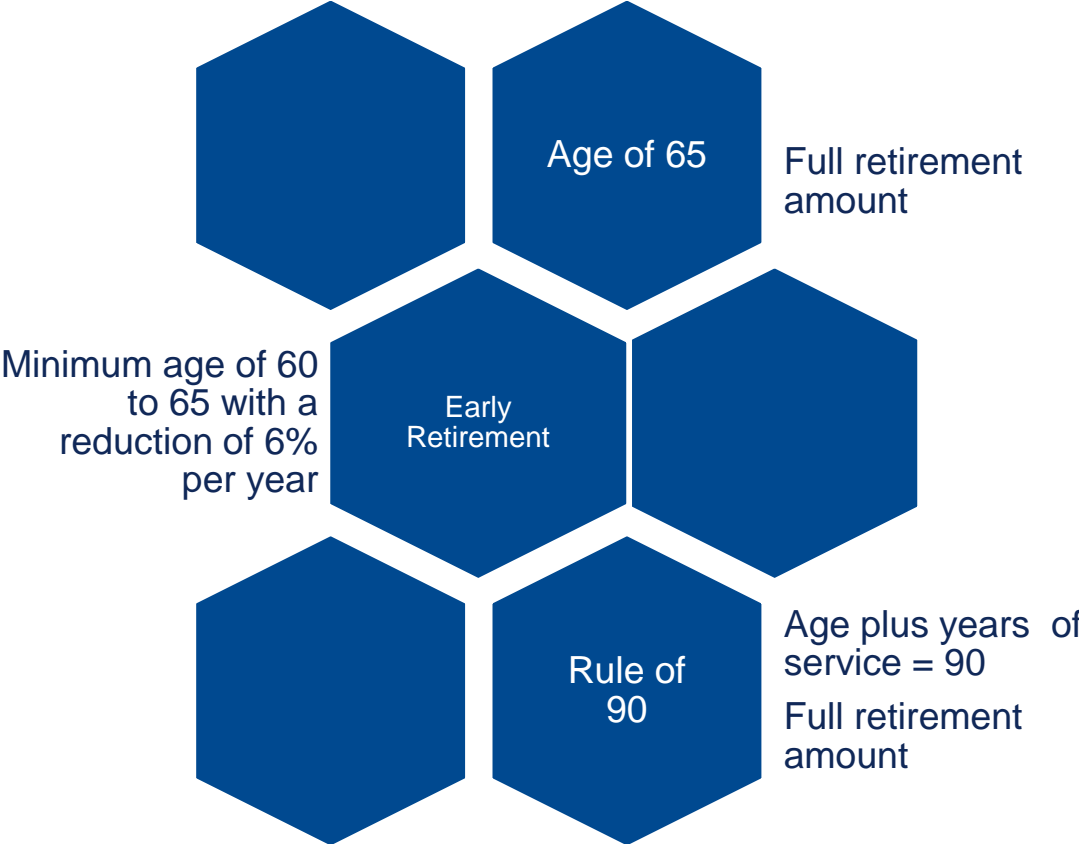


# MUNICIPAL EMPLOYEES' RETIREMENT PLAN (MERP)

- + MERP is a defined benefit plan and does not hold individual accounts for employees. It is based on a formula defined by the plan which provides a specified amount from the age of retirement until death.
- + Required employee contribution of 8% of your base pay, deducted on a pre-tax basis
- + City contributes 17% of your base pay.

# MERP

## To qualify to retire with a MERP benefit



Cannot borrow from MERP during employment

Effective 7-1-2018

# MERP

**Final Average Earnings (Monthly Amount)**

**Multiplier (2%)**

**Years of Service**

**= Monthly Benefit**



# MERP

## Type of Benefits

Straight Life	Joint and Survivor	Level Income	Partial Lump Sum	Pop Up
<ul style="list-style-type: none"><li>Monthly benefit for your lifetime only</li></ul>	<ul style="list-style-type: none"><li>Monthly benefit for your lifetime only and when you pass away, your Survivor will get a monthly benefit for their lifetime</li><li>Monthly benefit is lower than Straight life amount</li></ul>	<ul style="list-style-type: none"><li>Monthly benefit for your lifetime. Can elect a Joint and Survivor benefit. Pays higher until 62. The amount after 62 plus Social Security will equal the amount received prior to 62</li></ul>	<ul style="list-style-type: none"><li>While electing either Straight Life or Joint &amp; Survivor Benefit, you can take a 1 year, 2 year, 3 year annual amount as well</li><li>Monthly benefit is lower than Straight Life amount</li></ul>	<ul style="list-style-type: none"><li>Included in Joint and Survivor benefit. If your Survivor passes away before you, you would pop back up to a Straight life amount.</li><li>Monthly benefit is lower than Straight Life amount</li></ul>

Once you receive first monthly pension check, you are no longer able to make changes to your plan

# MERP

## Beneficiary Designation

- + Fill out beneficiary information as **ACCURATELY AS POSSIBLE**
- + May receive one final payment of your benefit
- + Can change as often as you want
- + Can designate Contingent Beneficiary or Multiple Primary Beneficiaries
- + **UPDATE** contact information when necessary

City of Tulsa TUL 1912-C

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**Municipal Employee's Retirement Plan**  
Retirement Change Notice

Employee Name: \_\_\_\_\_ Employee ID: \_\_\_\_\_ Effective Date: \_\_\_\_\_  
Agency/Department/Division: \_\_\_\_\_ Department Code: \_\_\_\_\_ Date of Hire: \_\_\_\_\_  
Date of Entry: \_\_\_\_\_ Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Gender:  Female  Male  
Employee Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Telephone Number: \_\_\_\_\_ Spouse Name: \_\_\_\_\_ Spouse Date of Birth: \_\_\_\_\_  
Spouse Address (if different from employee's): \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**DESIGNATION OF BENEFICIARY:** Benefit will be paid 100% to "First Beneficiary" unless specified otherwise.

First Beneficiary: _____	Second Beneficiary: _____
Social Security Number: _____	Social Security Number: _____
Relationship: _____	Relationship: _____
Mailing Address: _____	Mailing Address: _____
Telephone Number: _____	Telephone Number: _____
Email Address: _____	Email Address: _____

REMARKS: (MERP Beneficiary Designation Only)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Retirement Section Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Benefits Manager/Retirement Services Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

---

# MERP

## If you decide to leave the City before Retirement



### NOT VESTED

- Less than 5 years of Service
- Must take refund
- Can roll over into an IRA account or take it as cash
- Roll overs are not taxed if done appropriately. Cash will be taxed AT LEAST 20%
- Check is mailed



### VESTED

- Over 5 years of Service
- Can take it as a refund
- Can leave it in place until 65 for Normal retirement
- Reduction between age 60-65
- Can select Straight Life or Joint and Survivor
- Please notify Retirement of Address changes

# DEFERRED COMPENSATION PLAN

- + Similar to 401(k)
- + Account with your name on it
- + Can select how money is invested
- + Can start at any time
- + Minimum of \$10.00 per pay period
- + **City Match:** \$.50 for every dollar of employee contribution up to a maximum of \$25.00 per month during the first two years of continuous contributions to the plan
- + Pre-tax or after-Tax Roth contributions
- + Loans and unforeseeable emergency distributions available

# DEFERRED COMPENSATION PLAN

## Online



[Tulsa457.com](https://Tulsa457.com)

## Call



1-877-677-3678  
Monday-Friday | 7am-7pm

## Meet



Look for communication on our  
Nationwide Representative  
visiting various locations

# UNDERSTANDING YOUR RETIREMENT

- + Offered Quarterly
- + Wide variety of information on Retirement topics such as Medicare, Social Security, financial planning
- + Must sign up in advance
- + Great for Newer employees and Employees getting close to retirement

# CONTACT US

[retirement@cityoftulsa.org](mailto:retirement@cityoftulsa.org)

## **Russell Kidd**

- [rkidd@cityoftulsa.org](mailto:rkidd@cityoftulsa.org)
- (918) 596-7469

## **Tonya Cromwell**

- [tcromwell@cityoftulsa.org](mailto:tcromwell@cityoftulsa.org)
- (918) 596-7437

# CUSTOMER SERVICE

—  
Kycia Davison & Juanita Stewart  
Customer Care





# OVERVIEW

- + Customer Accessibility
- + Who Are Our Customers
- + Do's and Don't of Customer Service
- + Customer Service Principles
- + Examples of Good and Bad Customer Service

# CUSTOMER ACCESSIBILITY

- + Automated Phone System (Interactive Voice Response)
  - Multiple Self-Service Paths
  - Available 24/7
- + Mobile App, Web Self-Service/Tulsa311.com (Available 24/7)
- + Chat (Tulsa311.com)
- + 311 Phone Line
- + Email: [Tulsa311@cityoftulsa.org](mailto:Tulsa311@cityoftulsa.org) (Available 24/7)
- + Walk-Ins to City Hall
- + At Home Agents

# WHO ARE OUR CUSTOMERS?

## + Internal

- Peers
- Bosses
- Subordinates

## + External

- Vendors
- General Public
- Field Customers

# DO'S OF CUSTOMER SERVICE

- + Identify yourself
- + Use appropriate tone of voice
- + Be respectful to the customer
- + Be friendly, helpful and knowledgeable
- + Take ownership. Never say they. Always use I, we use- The City of Tulsa
- + Talk slowly and articulate clearly
- + Use “Please” and “Thank You”

# DO'S OF CUSTOMER SERVICE

- + Keep calm when a customer is upset
- + Let them vent
- + Apologize
- + Be empathetic
- + Be patient
- + Let the customer know you are here to help
- + Have a positive attitude
- + Be prepared to help the customer

# DON'TS OF CUSTOMER SERVICE

- + Don't use jargon or acronyms
- + Never talk over a customer
- + No Political or religious comments
- + Never guess. Make sure you know.
- + Never use words like “sweetie, honey or dude” be professional
- + Do not take what a customer says personally
- + Don't make promises you can't keep
- + Don't make excuses to the customer on why you can't solve their issue

# Customer Service Principles



**Tulsa**  
CITY OF  
*A New Kind of Energy.*

Six Core Principles that should be followed by all City of Tulsa employees:

- 1. Knowledge**
- 2. Accessibility**
- 3. Consistency**
- 4. Transparency**
- 5. Empathy**
- 6. Professionalism**



# CUSTOMER SERVICE PRINCIPLES

- + **Knowledge-** Knowledgeable employees are empowered to deliver excellent service
- + **Accessibility-** We provide services and facilities that are easy to use and meet our customers' needs
- + **Consistency-** We use efficient, consistent, and effective approaches to meet expectations. We apply policies and requirements consistently and fairly.



# CUSTOMER SERVICE PRINCIPLES

- + **Transparency-** We ensure that our adopted laws, policies, guidelines, standards and process are up to date and accessible to all.
- + **Professionalism-** We remember the importance of our jobs with respect to the public. We listen to our customers and treat them with dignity and respect.
- + **Empathy-** We can relate to all customers because as residents we are also customer of our local governments. We do our best to see the interaction from their perspective.

# EXAMPLES OF BAD CUSTOMER SERVICE

- + What made it bad?
- + How did it make you feel?
- + What would you want them to do differently?
- + What could you do to make it a better experience?

# EXAMPLES OF GOOD CUSTOMER SERVICE

- + What made the experience good?
- + Describe different elements that you would want to copy
- + Who did you tell about the good experience?

# CUSTOMER SERVICE HIGHLIGHTS

- + We are always serving customer and have \_\_\_\_\_ and \_\_\_\_\_ customers,
- + You can reach the City of Tulsa by calling \_\_\_\_\_.
- + Our \_\_\_\_\_ allows you to take photos and automatically submit the location of an issue.

# CUSTOMER SERVICE HIGHLIGHTS

- + You can reach the City of Tulsa 24/7 by using our

\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_,  
\_\_\_\_\_.

- + When you think of the top three “Do’s of customer service you would say:

- 1. Be \_\_\_\_\_

- 2. Be \_\_\_\_\_

- 3. Be \_\_\_\_\_

# CUSTOMER SERVICE HIGHLIGHTS

- + The six customer service principles at the City of Tulsa are:
  - 1. \_\_\_\_\_
  - 2. \_\_\_\_\_
  - 3. \_\_\_\_\_
  - 4. \_\_\_\_\_
  - 5. \_\_\_\_\_
  - 6. \_\_\_\_\_

# DRUG FREE WORKPLACE

Community Care Employee Assistance Program

Terry Stover





# Employee Assistance Program

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# New Employee Orientation for Drug Free Workplace & the Department of Transportation

Content provided by CommunityCare EAP, Frank B. Wolfe III (Hall Estill Law Firm), Department of Transportation, U.S. Department of Labor, National Council on Alcoholism and Drug Abuse, Oklahoma Department of Health, Oklahoma Department of Mental Health and Substance Abuse Services, Doctors & Lawyers For A Drug Free Youth, Oklahoma Bureau of Narcotics, Dangerous Drugs Control and Governors Drug Task Force, US National Library of Medicine, The Journal of the American Medical Association Psychiatry (Aug. 2017), American Heart Association, FEMA, Center for Fire Rescue and EMS Health Research (CFREHR) and First Responder Alcohol and Drug Issues Part I

Presented by  
Terry Stover, MS, LBP, CEAP, MAC, NCCJS, SAP  
CommunityCare Employee Assistance Program Senior Manager  
218 West 6<sup>th</sup> Street Tulsa OK\*\*\*918-594-5232\*\*TStover@ccok.com

# Quiz

- What are the 3 most abused drugs in the workplace?
- 1. Caffeine 2. Tobacco 3. Alcohol
- What is the most abused illegal drug in the workplace?
- Marijuana
- What % of Americans are prescribed pain medication for minor procedures (outpatient)?
- 76% compared to other nations at 11%
- Heroin will surpass non-medical prescription abuse in 2022 (True/False)
- FALSE – it already has as of August 15, 2020 (based on ER visits)
- If my state has legalization or decriminalization laws related to marijuana, my employer cannot take adverse action should I test positive (True/False)
- FALSE – Federal law supersedes state laws in all 43 states that have legalization or decriminalization laws. In these 43 states it is left to the employer to define safety sensitive jobs (outside of Dept of Transportation safety sensitive jobs)

# Quiz

- Driving under the influence of alcohol or marijuana have the same effect (True/False)
- FALSE – Alcohol affects the cognitive side of driving significantly more than marijuana. The cognitive aspect would be conscious thoughts related to driving. Marijuana affects the autonomic aspects of driving significantly more than alcohol.
- What is the percentage of workplace accidents that are caused by drugs and alcohol in the workplace?
- 65%

# Quiz

- What is the most dangerous substance of abuse to quit?
- Alcohol
- Which of the following substances has the highest rate of emergency room visits? Methamphetamine Marijuana Alcohol Heroin Cocaine
- Methamphetamine is highest. They are in order highest to lowest
- Can you test positive for secondhand exposure related to marijuana?
- No, you can never reach saturation for a positive drug screen

# Reasons for a Drug-Free Workplace & DOT Policy

The DFW & DOT Policy accomplishes three major things:

1. Sends a clear message that use of alcohol and drugs in the workplace is prohibited
2. Encourages employees who have problems with alcohol and other drugs to voluntarily seek help
3. Compliance (DFW) (DOT)

# DFW Requires the Following Actions:

Any federal contractor of \$100,000+ or any organization receiving a federal grant \$25,000 must:

- Prepare and distribute a formal drug-free workplace policy statement.
- Establish a drug-free awareness program.
- Ensure that all employees working on the Federal contract or grant understand their personal reporting obligations.
- Take direct action against an employee convicted of a workplace drug violation.
- Maintain an on-going good faith effort to meet all the requirements of the Act throughout the life of the contract.

# DOT Tested Substances in the in the Workplace (5 panel)

- Marijuana
- Stimulants: Cocaine, Crack, Amphetamines, Methamphetamines and Ecstasy
- Opiates: Heroin & Narcotics Morphine, Codeine and Propoxyphene  
semi-synthetic (hydrocodone, oxycodone, hydromorphone, oxymorphone)
- Hallucinogens: Phencyclidine (PCP)
- Alcohol

# Tested Substances in the Workplace (10 panel)

## Barbiturates

AMOBARBITAL, BUTALBITAL, PENTOBARBITAL,  
PHENOBARBITAL, SECOBARBITAL

## Benzodiazepines

ALPRAZOLAM METABOLITE, OXAZEPAM

## Methadone

## Methaqualone

## Propoxyphene

Other substances that can be tested: Synthetic  
Cannabinoids, Tricyclic Antidepressants, Bath Salts,  
Ketamine, Soma and Lyrica



# Marijuana - THC



Amber Glass

Several regularly observed physical effects of marijuana include:

- Psychomotor Retardation
- Bloodshot eyes
- Increased appetite
- Dry mouth and throat
- Chronic sore throat
- Chronic infections



Pot leaves and seeds



Kava Paste

Use of marijuana also has mental effects that may include:

- Impaired or reduced short-term memory and comprehension
- Altered sense of time
- Changed sensory perception--sight, smell, hearing and touch
- Reduced ability to perform tasks requiring concentration and coordination, such as driving a car



## Signs of THC Use

The short-term signs of marijuana use include:

- impaired coordination
- skewed sensory and time perception
- difficulty thinking, concentrating, and solving problems
- shortened attention span and distractibility
- decreased alertness
- impaired learning and memory
- euphoria
- additionally, long term use of THC can cause disturbed thoughts and worsen psychotic symptoms in schizophrenia, anxiety and panic related disorders

# Wrong Message Cannabis vs. Hemp





# What is the difference between cannabis and hemp?

- The main difference between cannabis and hemp is in **our perception of two different expressions of the Same Species**. That species is *Cannabis sativa L.*. One of the most successful plants in terms of diversity and global spread, it's the ability of cannabis to adapt to its environment that has given us two such very different yet equally useful primary forms.
- The easiest way to understand the difference is to know that in common vernacular terms:
  - 'Hemp' is used to refer to the **non-psychoactive** variety and has been used for most of mankind to provide fibers, fuel and food.
  - 'Cannabis' is the **psychoactive** variety and has been used for about the same amount of time to provide us with altered states of consciousness, medicine and entertainment.



## The Difference Between CBD From Hemp and Marijuana Oil

- Now, marijuana and hemp are both members of the cannabis family, so they do share a lot of characteristics. There is, however, **a crucial difference between the two - the amount of psychoactive Tetrahydrocannabinol (THC)** each plant produces.
- **Marijuana can contain up to 30% THC (Cannabis Indica and Ruderalis).** **Hemp (Cannabis Sativa) contains no more than 0.3% THC.** In other words, marijuana can impair your judgement. Hemp has such a low amount of THC, unless adulterated, it would not impair your judgement or test positive.



# Stimulants: Methamphetamine, Cocaine & Amphetamines

## SIGNS AND SYMPTOMS OF USE

- Dilated pupils
- Increased pulse rate
- Elevated blood pressure
- Insomnia
- Loss of appetite
- A/V & tactile hallucinations
- Paranoia
- Seizures
- Anxiety and agitation
- Periods of increased activity followed by fatigue and depression
- Wide mood swings
- Difficulty in concentration



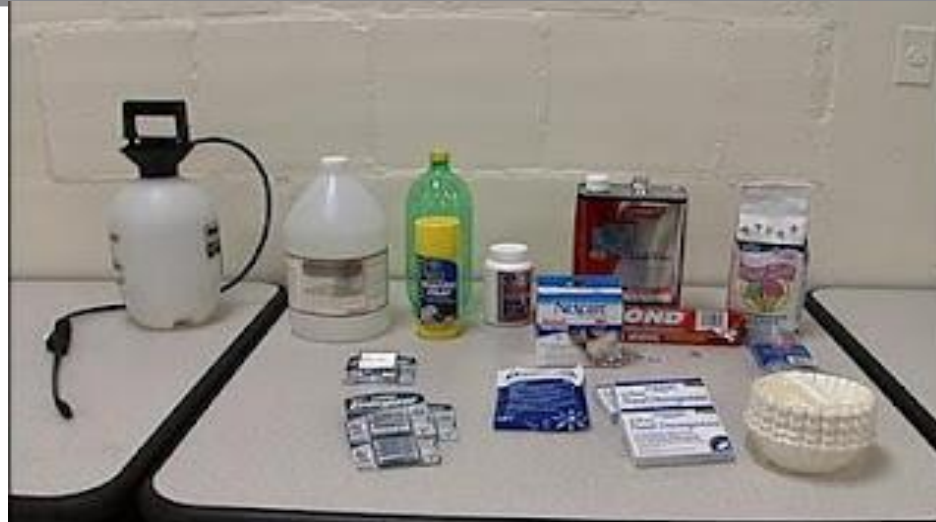
# Old Labs (P2P Crank) HOT COOK

# Vs Old Labs (1 Pot) COLD COOK





# The New Lab (One Pot)





# Mobile Meth Labs



# The Other Labs



**Yellow Lab**



**Black Lab**



**Chocolate Lab**



**Meth Lab**



# Narcotics & Pain Medications

## SIGNS AND SYMPTOMS OF USE

- Drowsiness
- Nausea and vomiting
- Constricted pupils
- Watery eyes and itching
- Low and shallow breathing
- Clammy skin
- Impaired respiration
- Convulsions
- Coma
- Possible death



# Hallucinogens & Phencyclidine (PCP)

## SIGNS AND SYMPTOMS OF USE

- Impaired concentration
- Confusion and agitation
- Muscle rigidity
- Profuse sweating
- Self-inflicted injuries
- Memory problems
- Depression
- Anxiety
- Severe disorientation



Psilocybe Mushrooms



Psycote Buttons and ground Psycote



# Alcohol

## SIGNS AND SYMPTOMS OF ABUSE

- Dulled mental processes
- Lack of coordination
- Slowed reaction time
- Poor judgment/decision making skills
- Reduced inhibitions
- Withdrawal symptoms



A 12-oz. can of beer, a 5-oz. glass of wine and a 1.5-oz. shot of hard liquor all contain the same amount of alcohol (1 Oz).

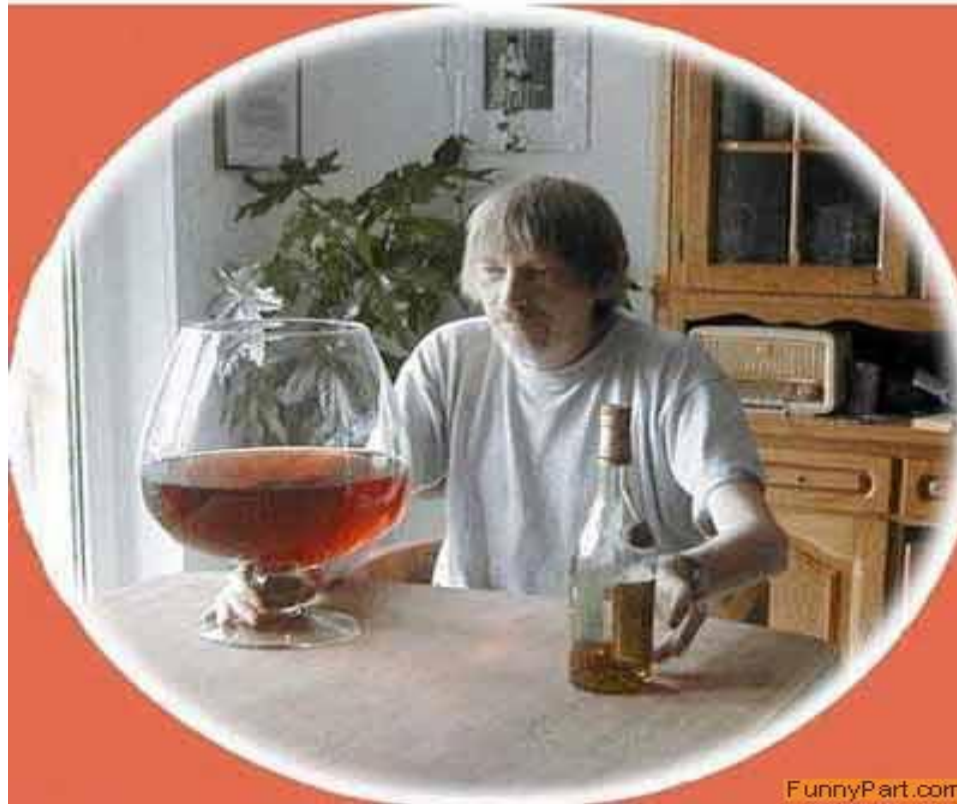
# Research ???





# A Glass of Wine per day...

My Doctor said "Only 1 glass of alcohol a day". I can live with that.



# Federal Motor Carrier Safety Administration (FMCSA) Anti-drug and Alcohol Misuse Prevention Program Elements





# Coming Fall 2019: Register for the Clearing house

- Register your company and/or yourself
- Designate C/TPA (employers, if applicable)
- Set up Assistants (employers, C/TPAs, SAPs, MROs)



# The following is an outline of the major program elements of FMCSA's anti-drug and alcohol misuse prevention programs:

Employees who must be tested under Federally mandated drug and alcohol programs (49 CFR Part 382) are those who perform safety-sensitive duties (directly or by contract for covered employers) as listed below:

- Drivers
- Mechanics
- Management Drivers, who need a Commercial Drivers License (CDL), and who drive a Commercial Motor Vehicle\* (CMV)

\*Commercial motor vehicle means a motor vehicle or combination of motor vehicles that has a gross combination weight rating of 11,794 or more kilograms (26,001 or more pounds) inclusive of a towed unit with a gross vehicle weight rating of more than 4,536 kilograms (10,000 pounds); or has a gross vehicle weight rating of 11,794 or more kilograms (26,001 or more pounds); or is designed to transport 16 or more passengers, including the driver; or is of any size and is used in the transportation of materials found to be hazardous for the purposes of the Hazardous Materials Transportation Act (49 U.S.C. 5103(b)) and which require the motor vehicle to be placarded under the Hazardous Materials Regulations (49 CFR part 172, subpart F).

# Substances for which testing must be conducted under Federally mandated drug and alcohol programs (49 CFR Part 40):

- Marijuana
- Cocaine
- Opiates
- Phencyclidine (PCP)
- Amphetamines
- Alcohol (breath testing only)

# Types of testing required under FMCSA -mandated drug and alcohol programs (49 CFR Part 382.303):

- Pre-employment (not mandatory for alcohol but permitted)
- Random
- Post-Accident
- Reasonable Cause/Suspicion
- Return-to-Duty
- Follow-Up
- Retesting of covered employees with an alcohol content of 0.02 or greater but less than 0.04 (alcohol testing only)

## Prohibited conduct by employees under FMCSA-mandated drug and alcohol programs (49 CFR Part 382.201 through 211):

- Alcohol concentration of 0.04 and greater.
- Use of alcohol prior to performing safety-sensitive duties (within 4 hours after consuming alcohol.).
- Use of alcohol while on duty.
- Use of alcohol after an accident.
- Use of prohibited drugs.
- Refusal to submit to testing (drugs and/or alcohol).

## Consequences for employees engaging in prohibited conduct under FMCSA-mandated drug and alcohol programs (49 CFR Part 382, and 49 CFR Part 40, Subpart O):

- Removal from safety-sensitive duties until return-to-duty process is completed.
- When an employee has engaged in a prohibited behavior, the employer shall advise the employee of the resources available, including names, addresses and phone numbers of qualified SAP's

The following procedures must be followed before allowing an employee to resume working in a safety-sensitive position (49 CFR Part 382) and (49 CFR Part 40, Subpart O):

- Initial evaluation by a substance abuse professional.
- Employee must participate in the treatment program recommended by the substance abuse professional.
- Follow-up evaluation by a substance abuse professional to determine if the employee has successfully carried out the education and/or treatment recommendations.
- Employee must pass a return-to-duty test.
- Employee must submit to subsequent follow-up testing established by the substance abuse professional after resuming safety-sensitive functions.

# IT ORIENTATION FOR NEW EMPLOYEES



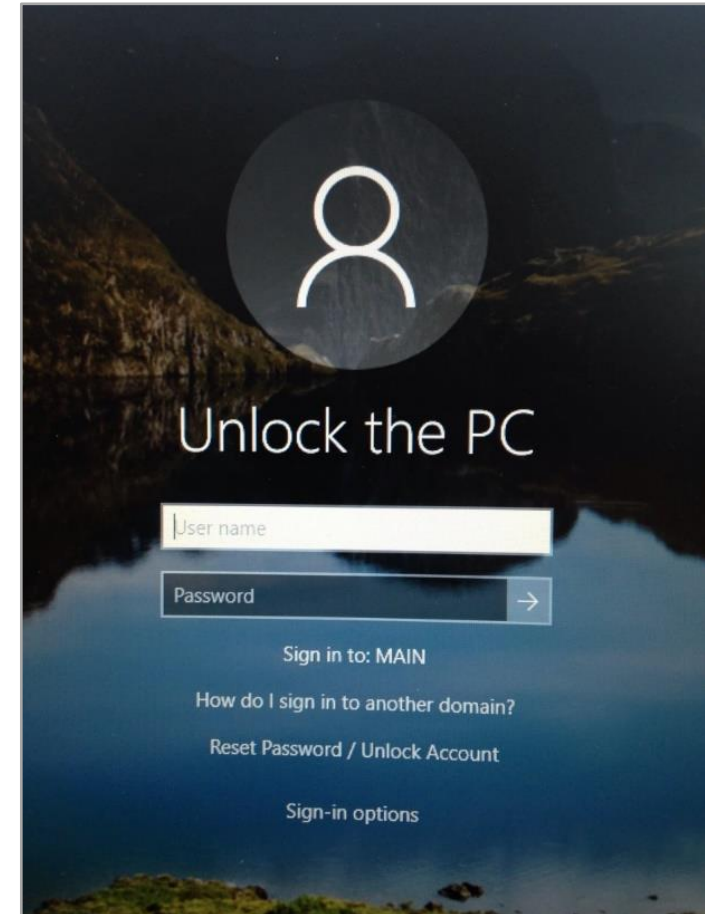
**Sandy Liechti**  
IT Training and Development Coordinator





# LOGIN AND PASSPHRASE

- + Your initial login is provided by your supervisor
- + The initial password should be reset on the first login
- + City of Tulsa has recently switched to using passphrases for security purposes
- + Do not use your City of Tulsa passphrase for online purposes
- + Multi-Factor Authentication (MFA)



# IT SOLUTION CENTER (918) 596-7070

[servicedeskplus.cityoftulsa.org](https://servicedeskplus.cityoftulsa.org)

- + Service Desk Plus is a direct line to the IT Department's Solution Center
- + You can create a service "ticket" to help you with technology issues
- + The Solution Center providers will process the ticket and contact you with solutions to your IT needs
- + You may also call or email the Solution Center with IT issues and they will create a ticket for you
- + The IT Solution Center operates 8:00am-5:00pm. You may use the after-hours phone system to report IT emergencies

# TECHNOLOGY USAGE DOS AND DON'TS

## Policy 817 and Policy 819

### DO

- Limit personal use of computer and internet to lunch and breaks
- Give credit when using copyrighted materials
- Report offensive or disruptive content
- Store personal data at your own risk
- Contact the IT Department for help with computer issues

### DON'T

- Look at or download material that is offensive, fraudulent, obscene, or explicit
- Use your City work credentials for financial gain
- Add software or hardware without IT permission
- Move computers or other hardware without IT permission

# INFORMATION SAFETY

- + Public- name, email address, phone, job title
- + Internal- reports, data, projects, agendas, meeting notes
- + Restricted- SSN, health information (HIPAA), passphrases, financial information



*Restricted data shared through email must be encrypted. It is against City and IT Policy to use someone else's personal account or personal login information.*

# EMAIL/CALENDAR (POLICY 818)

- + The City of Tulsa uses Outlook for email and calendar
- + All email messages are property of the City of Tulsa and are subject to the Open Records Act.
- + Limit personal use
- + Don't send or receive offensive content
- + Don't use someone else's email account
- + Report violations of email policies to supervisor

*If you are unfamiliar with Outlook, ask your supervisor to contact Sandy Liechti for Outlook training.*



# OPEN RECORDS INFO

**Open Records** – Involve the transaction of City Business, spending City Funds, or administering City property.

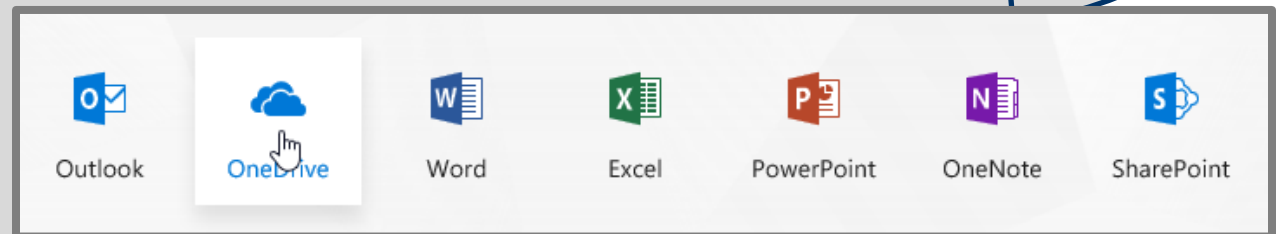
- + Using the City's cloud-based software tools on your device does not make your device subject to the Open Records Act. Saving records on your device could.
- + Any device with City Records stored on them makes the device subject to being searched. Only the City Records could become open. Content is the determining factor.
- + Each Department has a designated Records Custodian to receive and process requests for records. They are listed on the City's website.
  - <https://www.cityoftulsa.org/government/departments/finance/public-records/>

# Office 365

- “Cloud-based”- meaning it mostly functions over the internet.
- Accessible- you can use it on your work computer or on a mobile device like a tablet or a phone.
- Manageable- it looks the same; you don't need to be a tech genius to use it.



Functions across devices.





# What is Phishing?

- ❖ Understand
- ❖ Prevent
- ❖ Report





# Phishing defined

Phishing- the process of attempting to acquire sensitive information such as usernames, passwords, and credit card details while masquerading as a trustworthy entity



# Common types of Phishing

- ❖ Email/Spam
- ❖ Social Engineering
- ❖ Spear Phishing/Whaling



# Email/Spam Phishing

An email message requiring the user to enter personal credentials or update account information. This is usually accomplished through an urgent tone or request convincing the user to click on a link.

*Ex. “Someone may have accessed your account! Please change your password immediately by clicking [here](#).”*

*“Your password has been compromised! Login to your account using the following link to change your security information.”*

[Account@cityottulsa.org](mailto:Account@cityottulsa.org)

# Social Engineering

The user is tricked into clicking on questionable or malicious content using familiar site brands. These often take the form of links or attachments in an email.

*Ex. “Your friend tagged you in a photo on Facebook! Click [here](#) to see who tagged you!”*

*“Pay Pal requires a response to your recent transaction. Please open the attached document to complete your transaction.”*

# Spear Phishing/Whaling

The hacker targets a particular group or organization with information specific to them. Whaling targets high-profile employees with extensive access to sensitive information.

*Ex. “All Blue Cross Insurance members must update account information by June 1. Access your Blue Cross account by clicking on the link provided.” [www.bluecrossinsurance.org](http://www.bluecrossinsurance.org)*

*“All City of Tulsa employees must complete this [survey](#) by January 1<sup>st</sup>.” (Sent from a high-level employee.)*

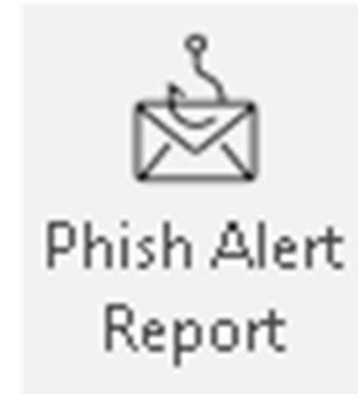
# Preventing Attacks

- ❖ Understand phishing risks
- ❖ Think before you click
- ❖ Hover over links to determine origin
- ❖ Use strong passwords
- ❖ Be cautious with popups
- ❖ Never give out personal information
- ❖ Check for https and a closed lock in website URLs
- ❖ Keep your system up to date



# Reporting Attacks

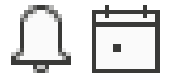
- ❖ IT Security uses the “Phish Alert Report” button
- ❖ The button is located on your Outlook home page on the tool bar
- ❖ It is only accessible through the installed Outlook client and **not** through the Outlook Web App



# Reporting Attacks

- ❖ To report suspicious email, make sure the suspicious email is highlighted in the message preview pane
- ❖ Click on the “Phish Alert Report” button in the Outlook tool bar at the top of the Outlook home screen

ITIL Process Teams  
Problem Management



3/23/2020

Your Market Discoun...  
Coupon - \$.25 OFF One of ...

3/23/2020

Martin, Leah  
Canceled: ITIL Overview for ...



3/23/2020



# IT Security Response

Hello,  
The attached email was marked as spam by our email system but we have reviewed it and found that it is a legitimate email and does not contain any known malicious content.

**City of Tulsa IT Security Team**

City of Tulsa Information Technology Department  
175 E. 2nd St., Tulsa, OK 74103

Hello,  
We have reviewed the email that you reported and found that it is a spam message but does not contain any known threats.

Original message subject: 5oz water + THIS = Flatter Belly By Morning

**City of Tulsa IT Security Team**

City of Tulsa Information Technology Department  
175 E. 2nd St., Tulsa, OK 74103

Hello,  
We have reviewed the email that you reported and found that it contains malicious content or a phishing attempt. Please delete the message. If you have clicked on any links or attachments, please change your password immediately.

Original email subject: [Possible Scam Fraud]Hi Friend  
Thank you for reporting it.

**City of Tulsa IT Security Team**

City of Tulsa Information Technology Department  
175 E. 2nd St., Tulsa, OK 74103

# KnowBe4 Security Training

- ❖ You will receive an email from IT Security within the first few days of employment
- ❖ The email contains instructions and a link to the security training website
- ❖ Complete the training within 30 days of receiving the email
- ❖ KnowBe4 security training is a yearly mandatory training for City of Tulsa employees



IT Security

You have been enrolled in City of Tulsa IT Secur...

No preview is available.

**KnowBe4**  
Human error. Conquered.

# IT TRAINING SHAREPOINT SITE

For access to IT videos, documents and updates, visit:  
<https://thecityoftulsa.sharepoint.com/sites/ITTraining>

The screenshot shows a SharePoint page titled "Information Technology Resources". The navigation bar includes "Home", "IT Training Guides", "IT Training Videos", "IT Documents", and "Edit". Below the navigation bar, there are options for "New", "Page details", and "Analytics".

The main content area features a welcome message: "Welcome to the City of Tulsa Information Technology Resources Page!" and contact information: "For questions or training, contact Sandy Liechti at [slichti@cityoftulsa.org](mailto:slichti@cityoftulsa.org)".

In the center, there is a large graphic for "SKILLSETS ONLINE" featuring a gear icon with "SKILLSETS ONLINE SILICON VALLEY" written on it. Below the graphic is a button that says "Click here for Skillsets Instructions".

On the right side, there is a list of recent updates and links:

- IT Recovery Update June 21
- Microsoft Password Reset June 21
- MFA on O365 June 21
- Printer Instructions June 21
- City of Tulsa Orientation
- SkillSets Online
- Service Desk Plus
- Office 365 Login | Microsoft Office
- City of Tulsa Employee home page
- Munis Self Service
- [cityoftulsa.kronos.net](http://cityoftulsa.kronos.net)

At the bottom, there is a text box with two blue arrows pointing upwards, containing the text: "Skillsets Online is a free training library with end user how-to videos over software we use at the City of Tulsa. The library also includes business titles to help with soft skills recommended in the business world. Contact Sandy Liechti to sign up for the Skillsets Online library."

# CONTACT THE IT SOLUTION CENTER WITH ANY IT QUESTIONS OR ISSUES

We are here to provide cost effective and highly efficient technology services for our clients.

- + Through Service Desk Plus at:  
<http://servicedeskplus.cityoftulsa.org>
- + By email at:  
[servicedesk@cityoftulsa.org](mailto:servicedesk@cityoftulsa.org)
- + By phone at:  
**(918) 596-7070**

Sandy Liechti  
(918) 596-9940  
[sliechti@cityoftulsa.org](mailto:sliechti@cityoftulsa.org)

# TULSA TIME / MUNIS



**Lisa Davison**  
HR Payroll & Onboarding Admin



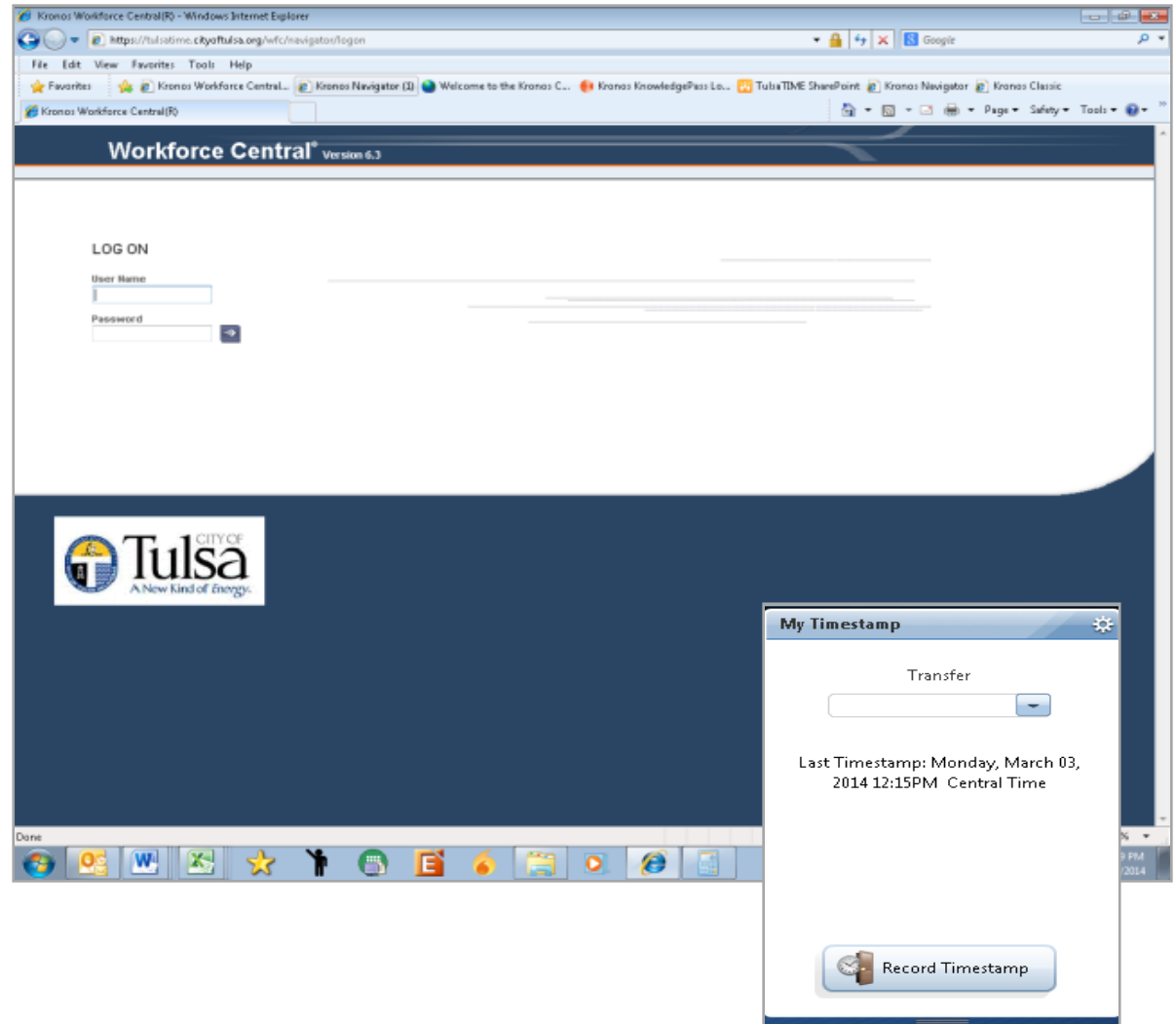
# TULSA TIME / KRONOS

- + Everyone will have access to a Kronos kiosk no matter their work station.
- + You can clock in and out with your badge for the day and for lunch using this machine.



# TULSA TIME / KRONOS IN THE OFFICE

- + When using Kronos at your desk you will click on the Tulsa Time Icon.
- + It will then ask for a username and password, which will be the same as your computer login info.



# TULSA TIME / KRONOS FUNCTIONS

- + Every other Friday look at your schedule on either the kiosk or online to make sure everything is correct before approving your timecard.
- + To request time off in the system, click the calendar button.
- + When requesting time off enter the specific type of leave you want to use.




# MUNIS

- + This is the system we use to keep track of all employees.
- + By the end of today all of you will be entered into the Munis system.
- + This system has created a way for all employees to have an electronic personnel file online.

# EMPLOYEE SELF-SERVICE (ESS) LOGIN PAGE

The screenshot shows a web browser window with the URL <https://cityoftulsa.munisselfservice.com/default.aspx>. The page features a yellow header bar with the City of Tulsa logo and the slogan "A New Kind of Energy." on the left, and a help icon and a share icon on the right. Below the header, the main content area is titled "City of Tulsa Self Service" and includes a welcome message: "Welcome to the City of Tulsa's Self Service Portal where you can access important information about Citizen Self Service, Employment Opportunities and Vendor Self Service". A left-hand navigation menu lists "Home", "Citizen Self Service", "Employment Opportunities", and "Vendor Self Service".

[←](#) [→](#) [↻](#) [🔒](#) [https://cityoftulsa.munisselfservice.com/default.aspx](#) [☆](#) [👤](#) [⬇️](#)

 **Tulsa** CITY OF  
A New Kind of Energy.

[?](#) [➔](#)

**City of Tulsa Self Service**

**Home**

Citizen Self Service

Employment Opportunities

Vendor Self Service

Welcome to the City of Tulsa's Self Service Portal where you can access important information about Citizen Self Service, Employment Opportunities and Vendor Self Service

# ESS

- + Employee Self-Service Portal
- + You can access your employee self service portal from your desk top using the Munis Self Service Icon.
- + In the event that you are out of the office, or you don't work in an office setting we also have created two ways for you to access ESS remotely.

# ESS REMOTELY

- + The first way you can access ESS remotely is by going to the following website: <https://cityoftulsa.munisselfservice.com>
- + It will then prompt you to fill out a username and password.
- + Your username is going to be your employee id number. Your password will be the last four (4) numbers of your social security number initially and then it will prompt you to change that password to something only you know.

# ESS MOBILE APP

- + The second way you can access ESS remotely is by using the ESS mobile app.
- + First download it from the app store on your phone.
- + After that it will give you the option to scan the QR code.
- + You will have to login to ESS on the website first so you can see the QR code and then you can scan that onto your app.



# ESS FUNCTIONS

**There are several convenient things you can do from your Munis Self-Service Portal.**

1. You can change your address at any time, and it will be updated throughout the system.
2. You can also change your name in the system as long as you submit an updated Social Security card.
3. Access your last five check stubs.
4. Change your W4 information.
5. You can see your W2s in ESS once they become available.
6. Change your direct deposit information.

# EMPLOYMENT OPPORTUNITIES

- + Another advantage of ESS is that you can view available jobs.
- + Once you have been in your current position for six months you are free to apply for new positions.
- + Through ESS you can even sign up to receive e-mails when jobs post internally.

# PERFORMANCE EVALUATIONS

- + During the beginning of your assignment, you will meet with your supervisor to discuss objectives and goals. This will be your initial planning.
- + By the end of the year your supervisor will complete a full Planning and Performance Review or PPR.
- + Once your supervisor completes this you will be able to view and accept your PPR through ESS.



**ASK QUESTIONS!**  
**WE ARE HERE TO HELP!**

# RESPECTFUL WORKPLACE

---

Alisha Rider  
HR Analyst II



# DISCRIMINATION

**Discrimination is based on an individual's protected class status. Protected statuses are as follows:**

- + Race
- + Color
- + Religion
- + Age (40 and older)
- + Sex (Gender and sexual orientation)
- + Disability
- + Pregnancy/ Childbirth and related medical conditions
- + National Origin

# DEFINING HARASSMENT IN THE WORKPLACE

**Any behavior that is unreasonably interfering with someone's work or creates an intimidating, hostile, and or offensive workplace.**

- + Disrespectful jokes or “horseplay”
- + Name-calling, malicious gossip, or verbal harassment
- + Excluding others with the “silent treatment”
- + Written/ Electronics media that ridicules, intimidates or demeans others.

# HOSTILE WORK ENVIRONMENT

- + Occurs when an employer creates or permits the existence of an atmosphere of offensive conduct or speech so pervasive that a reasonable employee could not tolerate working under such conditions.
- + It can be more difficult to determine whether a City policy was violated
- + The key issues in determining Hostile Work Environment are **frequency** and **severity**.

# UNWELCOME HARASSMENT

- + You may think, “If no one told me what I was doing was unwelcome, then my conduct could not have violated the policy because I was not made aware that it was unwelcome or offensive.”

# SEXUAL HARASSMENT AND / OR UNWELCOME PHYSICAL CONTACT

- + Bumping into or rubbing against someone
- + Touching a persons' hair, clothes or body
- + Giving neck or Shoulder rubs or massages
- + Hugging, patting, stroking, or kissing
- + Cornering someone or blocking their path

# VERBAL EXAMPLES OF SEXUAL HARASSMENT

- + Whistling or making kissing sounds at someone
- + Making sexual comments or innuendos
- + Telling sexual jokes and/or stories
- + Spreading rumors regarding an individual's sex life



# SOCIAL MEDIA

- + Be careful when using social media
  - + If you put on your Facebook or Twitter account that you work for the City, be willing to take responsibility of all things that are posted
- \* Especially if you post something during work hours about a controversial subject.

# WHAT TO DO ABOUT HARASSMENT...

- + Usually, a best first step of action is to communicate with your harasser. (Tell them their actions make you feel uncomfortable, and you want them to stop.)
- + Another option is to speak with your supervisor or department director regarding the situation.
- + If the harasser is your supervisor or you don't feel comfortable going to your supervisor, you can take your complaints straight to Human Resources.

# WRAP-UP

- + Keep conversations professional at all times
- + Do not talk about protected class statuses
- + Do not flirt with, leer at, make any sexual comments to, or touch your coworkers.
- + Treat coworkers and supervisors with civility at all times
- + Follow the City's policy against nepotism and fraternization

# ➤ Welcome to the City of Tulsa!

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- Questions?

# AFSCME LOCAL 1180

**Tulsa Works Because We Do!**

American Federation of State, County and Municipal Employees



AFSCME





# WHO IS A.F.S.C.M.E.?

1. The American Federation of State, County, and Municipal Employees.

2. AFSCME is the everyday, behind the scenes, men and women working to keep our City moving forward into a brighter Tomorrow.

# A VOICE FOR THE WORKER.

While you are working hard to serve the citizens of our City, AFSCME Local 1180 works to serve you.

We take a team of members every year and negotiate our pay, benefits, and working conditions with the City of Tulsa.

By Law you are covered by those contracts whether you want to be or not. We are your one and only voice in the workplace.





## A LOCAL VOICE

### AFSCME LOCAL 1180 TULSA

Is supported by AFSCME International consisting of approximately 3,400 local unions and 58 councils and affiliates in 46 states, the District of Columbia and Puerto Rico.

We are a proud part of the 1.5 million AFSCME members in the United States.

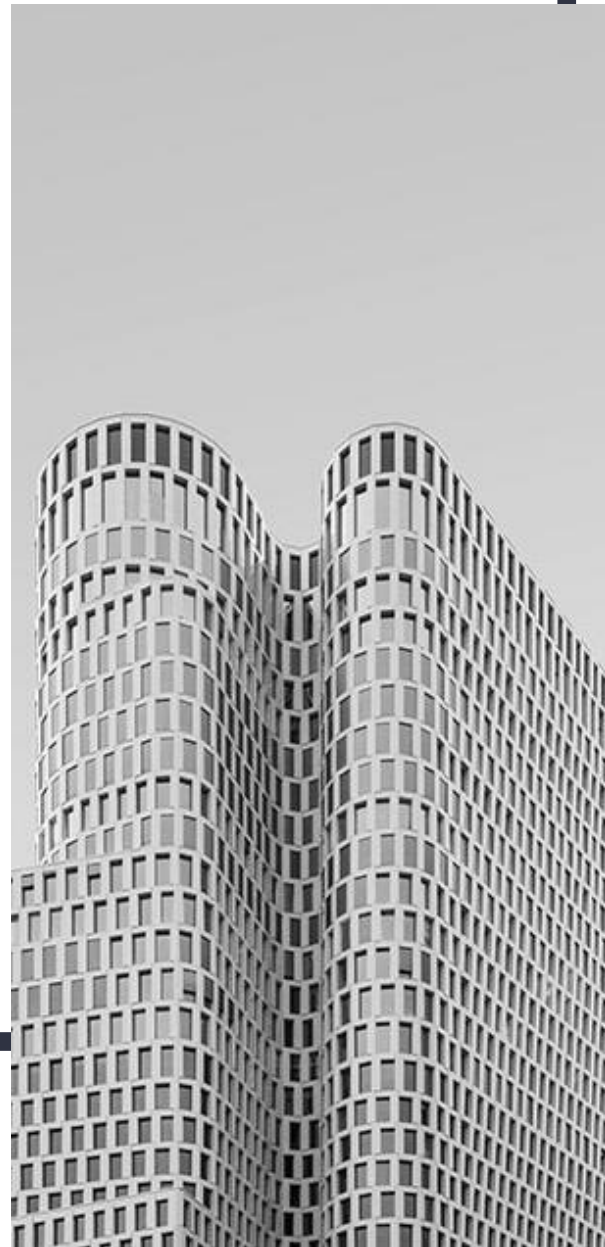
All of our Local Union Officers are elected by the Members from the Membership here at the City of Tulsa, we work everyday right by your side, serving our City and our Members.

Our Local Office is located at 1285 S Detroit Ave right here in Tulsa



## NON-MEMBER

- Covered under AFSCME Negotiated Contracts.



## MEMBER

- The Right to Vote whether to accept or reject the Negotiated contracts.
- The right to special discounts and benefits designed for members such as a Free Online Associates Degree, a free \$3000.00 Accidental Death and Dismemberment Insurance Policy, access to Free Legal advice from our Local Union Attorneys and much more.
- Open Pathways for your Voice to be heard.

## HOW TO BECOME A MEMBER?

All you have to do to be a member is fill out our Membership Application Form and turn it in to either our Local Office or to the Union Shop Steward who covers your area. ( A Call to the Union Office will put you in contact with a Steward overseeing your work area. 918-584-0334 ) There is Monthly Membership dues that is automatically deducted from your paycheck every two weeks for the amount of \$19.05

## Ways to Connect.

Monthly Membership Meeting

4<sup>th</sup> Tuesday of every Month @ 6:00 PM  
1285 S. Detroit Ave.

[1180tulsa.org](http://1180tulsa.org)



[Tulsa AFSCME](#)

[@afscme1180](#)



THANK YOU



# AIM PLAN AND CONTINUOUS IMPROVEMENT

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Office of Performance Strategy and Innovation



**The AIM Plan**

**CONNECTING PEOPLE,**

**PROCESSES AND PURPOSE**

# ➤ JOURNEY TO EXCELLENCE

---



# DRUG FREE WORKPLACE

Terry Stover

Community Care Employee Assistance Program





## **Employee Assistance Program**

**New Employee Orientation for Drug Free  
Workplace & the Department of  
Transportation**



# Drug Free Workplace & Department of Transportation Training



## **Drug-Free Workplace** (Federal/State) and **Federal Omnibus Transportation Act** (DOT)

**Content provided by Community Care EAP and the  
U.S. Department of Labor**

**Presented by  
Steve Stewart, LPC, LADC, SAP  
Community Care EAP Supervisor**

# Which are true or false?



Marijuana is legal in one state.

You can test positive for THC from second hand smoke in Oklahoma.

Social drinkers are more dangerous in the workplace than alcoholics.

Marijuana with the highest THC-level is “Oklahoma Skunk Weed”.

Average age of beginning drug use is 12.

The most dangerous withdrawals are related to Heroin.

# Quiz



Most commonly abused illegal drug in the US is?

**Marijuana**

Percentage of drug addicts that are employed?

**77%**

Percentage of Alcoholics that are employed?

**90%**

What % of adults know someone who has reported for work under the influence of alcohol or other drugs.

**70%**

# Which of the following industries has the lowest rate of alcohol/drug abuse?



Food Service

Construction

Retail

Repair Service

Manufacturing

Wholesale

Transportation

# Reasons for a DFW & DOT Policy



The DFW & DOT Policy accomplishes three major things:

- Sends a clear message that use of alcohol and drugs in the workplace is prohibited
- Encourages employees who have problems with alcohol and other drugs to voluntarily seek help
- Comply with the Drug-Free Workplace Act of 1988 and the Omnibus Transportation Act of 1991.

## DFW Requires the Following Actions:



- Prepare and distribute a formal drug-free workplace policy statement.
- Establish a drug-free awareness program.
- Take direct action against an employee convicted of a workplace drug violation.
- Maintain an ongoing good faith effort to meet all the requirements of the Act throughout the life of the contract.

# Prepare and distribute a formal drug-free workplace policy statement



- This statement should clearly prohibit the manufacture, use, and distribution of controlled substances in the workplace and spell out the specific consequences of violating this policy.

# Establish a drug-free awareness program



- This program should inform employees of the dangers of workplace substance abuse; review the requirements of the organization's drug-free workplace policy; and offer information about any counseling, rehabilitation, or employee assistance programs that may be available.



# Take direct action against an employee convicted of a workplace drug violation



- This action may involve imposing a penalty of some kind or requiring the offender to participate in an appropriate rehabilitation or counseling program.

# DFW Substances in the Workplace



- **Marijuana**
- **Stimulants (Methamphetamine, Amphetamines, Cocaine & Ecstasy)**
- **Opiates (Narcotics & Pain Medications)**
- **Hallucinogens (PCP, LSD, mescaline, Peyote and psilocybin )**
- **Alcohol**

**DOT just added MDMA and reduced levels**

**NOTE: DFW allows more than a 5 panel test**

# Marijuana



Several regularly observed **physical** effects of marijuana include:

- Psychomotor Retardation
- Bloodshot eyes
- Dry mouth and throat
- Increased appetite
- Chronic sore throat
- Chronic infections

Use of marijuana also has **mental** effects that may include:

- impaired or reduced short-term memory and comprehension
- altered sense of time
- changed sensory perception--sight, smell, hearing, touch
- reduced ability to perform tasks requiring concentration and coordination, such as driving a car



# Wrong Message ?

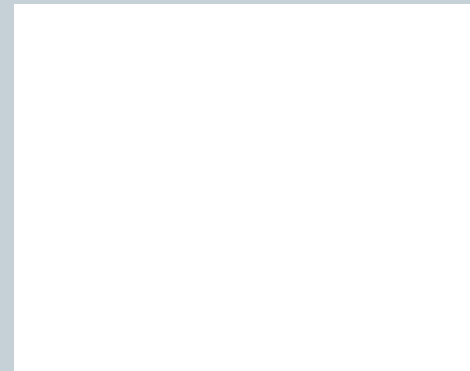


# Stimulants (Methamphetamine, Amphetamine, Cocaine & Ecstasy)



## SIGNS AND SYMPTOMS OF USE

- Dilated pupils
- Increased pulse rate
- Elevated blood pressure
- Insomnia
- Loss of appetite
- A/V & tactile hallucinations
- Paranoia
- Seizures
- Anxiety, agitation
- Periods of increased activity followed by fatigue and depression
- Wide mood swings
- Difficulty in concentration





# Opium (Narcotics & Pain Medications)



## SIGNS AND SYMPTOMS OF USE

- Drowsiness
- Nausea and vomiting
- Constricted pupils
- Watery eyes and itching
- Low and shallow breathing
- Clammy skin
- Impaired respiration
- Convulsions
- Coma
- Possible death



Forms of Morphine

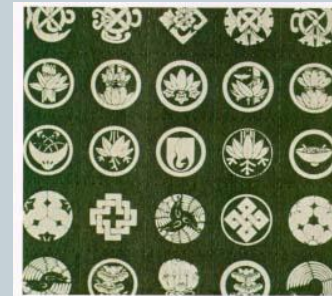


# Hallucinogens & Phencyclidine (PCP)



## SIGNS AND SYMPTOMS OF USE

- Impaired concentration
- Confusion and agitation
- Muscle rigidity
- Profuse sweating
- Self-inflicted injuries
- Memory problems
- Depression
- Anxiety
- Severe disorientation



# Alcohol



## SIGNS AND SYMPTOMS OF ABUSE

- Dulled mental processes
- Lack of coordination
- Slowed reaction time
- Poor judgment\decision making skills
- Reduced inhibitions
- Withdrawal symptoms



A 12-oz. can of beer, a 5-oz. glass of wine and a 1.5-oz. shot of hard liquor all contain the same amount of alcohol (1 oz.).



# Research ??



**Federal Motor Carrier Safety Administration (FMCSA)**  
**Anti-drug and Alcohol Misuse Prevention Program Elements**



# Review of Federal Transportation Administration Drug Testing and Alcohol Misuse Prevention Programs, Department of Transportation Procedures for Transportation Workplace Drug and Alcohol Testing Programs



## **Background**

- Drug and alcohol testing of **Department of Transportation (DOT)** operational area employees was the result of the U.S. Government vigorously pursuing safety initiatives in the transportation industry. To achieve these safety goals and to prevent accidents involving prohibited drug and alcohol use, comprehensive drug and alcohol regulations were established to ensure that public safety is not compromised.
- Since 1989, Federal regulations have required drug testing of certain DOT industry employees. In 1995, the DOT's drug testing program was expanded to include alcohol testing regulations (Alcohol Misuse Prevention Program). In developing these regulations, the DOT carefully balanced the government's commitment to public safety with the privacy rights of employees.
- The U.S. Department of Health and Human Services (HHS) has approved testing protocols and positive thresholds for the five drugs in which urinalysis testing is required---cocaine, marijuana, opiates, phencyclidine (PCP) and amphetamines. These protocols and thresholds are crucial to the accuracy and integrity of the testing process. The U.S. Courts have upheld these same testing protocols and thresholds.
- The Department of Transportation (DOT) published a final rule on drug testing, Procedures for Transportation Workplace Drug Testing Programs, (49 CFR Part 40) in 1988. This DOT regulation was based on HHS guidelines for Federal agency employee drug testing, with some changes to fit the transportation workplace. DOT added alcohol testing procedures to Part 40 in a 1994 final rule. DOT's rule describes the required procedures for conducting workplace drug and alcohol testing for the Federally regulated transportation industry. All DOT drug and alcohol programs, must comply with Part 40. Only forensic laboratories certified by HHS may be used to conduct drug testing.

## **The following is an outline of the major program elements of FMCSA's anti-drug and alcohol misuse prevention programs:**



**Employees who must be tested under Federally mandated drug and alcohol programs (49 CFR Part 382) are those who perform safety sensitive duties (directly or by contract for covered employers) as listed below:**

- **Drivers**
- **Mechanics**
- **Management Drivers, who need a Commercial Drivers License (CDL), and who drive a Commercial Motor Vehicle\* (CMV)**
- **Transport of 16 occupants including driver**
- **Any placarded vehicle**

**\*Commercial motor vehicle means a motor vehicle or combination of motor vehicles that has a gross combination weight rating of 11,794 or more kilograms (26,001 or more pounds) inclusive of a towed unit with a gross vehicle weight rating of more than 4,536 kilograms (10,000 pounds); or has a gross vehicle weight rating of 11,794 or more kilograms (26,001 or more pounds); or is designed to transport 16 or more passengers, including the driver; or is of any size and is used in the transportation of materials found to be hazardous for the purposes of the Hazardous Materials Transportation Act (49 U.S.C. 5103(b)) and which require the motor vehicle to be placarded under the Hazardous Materials Regulations (49 CFR part 172, subpart F).**

# **Substances for which testing must be conducted under Federally mandated drug and alcohol programs 49 CFR Part 40**



- ★ Marijuana metabolites/THC**
- ★ Cocaine metabolites**
- ★ Amphetamines (including methamphetamine)**
- ★ Opiates (including codeine, heroin, morphine)**
- ★ Phencyclidine (PCP)**
- ★ Alcohol (breath testing only)**

# Critical Information



Employers are **REQUIRED** to check your job history for 3 years. Not properly following the guidelines can result in:

- You not being allowed to work in the U.S.
- Termination of your current employment
- Lessening your chances for future employment
- Sanctions on employers past/present

# Use of Controlled Substances (Rx)



If a controlled substance is used:

- ★ Driver shall not report to or remain on duty
- ★ Employer will not permit driver to perform safety sensitive functions
- ★ Driver may be required to inform the employer of any therapeutic drug use



**Consequences for employees engaging in prohibited conduct under FMCSA-mandated drug and alcohol programs (49 CFR Part 382, and 49 CFR Part 40, Subpart O):**



- ★ Removal from safety-sensitive duties until return-to-duty process is completed.**
- ★ When an employee has engaged in a prohibited behavior, the employer shall advise the employee of the resources available, including names, addresses and phone numbers of qualified SAP's**



## **Types of testing required under FMCSA mandated drug and alcohol programs (49 CFR Part 382.303):**



- ★ **Pre-employment (not mandatory for alcohol but permitted)**
- ★ **Random**
- ★ **Post-Accident**
- ★ **Reasonable Cause/Suspicion**
- ★ **Return-to-Duty**
- ★ **Follow-Up**
- ★ **Retesting of covered employees with an alcohol content of 0.02 or greater but less than 0.04 (alcohol testing only)**

## **Prohibited conduct by employees under FMCSA-mandated drug and alcohol programs (49 CFR Part 382.201 through 211):**



- ★ **Alcohol concentration of 0.04 and greater.**
- ★ **Use of alcohol prior to performing safety-sensitive duties (within 4 hours after consuming alcohol).**
- ★ **Use of alcohol while on duty.**
- ★ **Use of alcohol after an accident.**
- ★ **Use of prohibited drugs.**
- ★ **Refusal to submit to testing (drugs and/or alcohol).**

**The following procedures must be followed before allowing an employee to resume working in a safety-sensitive position (49 CFR Part 382) and (49 CFR Part 40, Subpart O):**



- ★ **Initial evaluation by a substance abuse professional.**
- ★ **Employee must participate in the treatment program recommended by the substance abuse professional.**
- ★ **Follow-up evaluation by a substance abuse professional to determine if the employee has successfully carried out the education and/or treatment recommendations.**
- ★ **Employee must pass a return-to-duty test.**
- ★ **Employee must submit to subsequent follow-up testing established by the substance abuse professional after resuming safety-sensitive functions.**

# CommunityCare Employee Assistance Program



- **In Closing**