The MetroHealth System
New Employee Resource Guide
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# General Contacts

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone</th>
<th>Email</th>
<th>Fax</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFSCME Care Plan</td>
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<td>AFSCME Union Office</td>
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<td>Employee Health Clinic</td>
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<td></td>
<td>216-778-3990</td>
<td>Main Campus</td>
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<tr>
<td>Epic Cadence Training</td>
<td></td>
<td><a href="mailto:Cadence_Training@metrohealth.org">Cadence_Training@metrohealth.org</a></td>
<td></td>
<td></td>
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<tr>
<td>External Education</td>
<td>216-778-2685</td>
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<tr>
<td>Information Services</td>
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<td>Interpreter Services</td>
<td>216-778-5452</td>
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<td>MetroHealth Police Dept</td>
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<td>Nursing Orientation</td>
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<td>216-778-2783</td>
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<td>OPERS</td>
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<td>Parking Office</td>
<td>216-778-4600</td>
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<td>Main Campus</td>
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<tr>
<td>Payroll</td>
<td>216-957-3449</td>
<td><a href="mailto:Payroll@metrohealth.org">Payroll@metrohealth.org</a></td>
<td>216-957-3449</td>
<td>Old Brooklyn</td>
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<tr>
<td>Steel Valley Credit Union</td>
<td>216-778-4169</td>
<td></td>
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<td>Main Campus</td>
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</tbody>
</table>

## Human Resources Contacts

Create a ticket in the HR Service Desk at [https://metrohealth.giva.net](https://metrohealth.giva.net) or:

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone</th>
<th>Email</th>
<th>Fax</th>
<th>Location</th>
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<tr>
<td>Compensation</td>
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<td>Brooklyn Heights</td>
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<tr>
<td>Employee Assistance Program (EAP)</td>
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<td>216-778-2300</td>
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<td>Employee Benefits</td>
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<td></td>
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<tr>
<td>Employee Relations</td>
<td>440-592-1015</td>
<td></td>
<td>216-778-8905</td>
<td>Brooklyn Heights</td>
</tr>
<tr>
<td>HR Shared Services</td>
<td>440-592-1020</td>
<td><a href="mailto:HRSpecialServices@metrohealth.org">HRSpecialServices@metrohealth.org</a></td>
<td></td>
<td>Brooklyn Heights</td>
</tr>
<tr>
<td>Talent Acquisition</td>
<td>216-778-4134</td>
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<td>Brooklyn Heights</td>
</tr>
<tr>
<td>Talent Management</td>
<td>216-957-3240</td>
<td><a href="mailto:Learn@metrohealth.org">Learn@metrohealth.org</a></td>
<td></td>
<td>Brooklyn Heights</td>
</tr>
</tbody>
</table>
MetroHealth Information Village
The MetroHealth Information Village, known as “the MIV,” provides announcements, updates and department information. Follow the directions below to access the MIV.

1. Log in to any MetroHealth computer using your network username and password.
2. Click on the Internet Explorer icon on the bottom of the screen.
3. In the address bar, type MIV and hit enter.
4. If required, enter your email address and network password.
5. If looking for information related to a specific department such as forms or contact information, select Departments at the top of the page.
6. Start by visiting the following department pages:
   a. Information Services MIV Site
      i. Visit the Information Services SharePoint Site to request services such as new hardware, software of reports, office moves, or changes to existing services:
         1. GIVA Service Management – Use the GIVA Service Management Tool to request reports, hardware and software
         2. Security Requests – Use the Security Request Form to obtain a new system security, modify existing system security, or disable system security for your staff. System security includes network logins, e-mail accounts, shared folder/group access, application access and permissions, requests for remote access, etc.

Accessing MyHR
Use MyHR to view and edit profile information such as address, phone numbers, emergency contacts, W4, benefits, and more. To access MyHR:
1. Login to any MetroHealth computer using your network username and password.
2. Access the MIV, by typing “MIV” into the address bar, then hit enter.
3. Once on the MIV page, click on the “My HR” icon.
4. Click Continue to Sign In on the next screen. DO NOT change the default information.
5. From here you can view and make changes to personal information and benefits.
Accessing the HR Service Desk

The HR Service Desk offers a central point of contact for all HR needs (such as benefits, tuition reimbursement, attendance and leave policies, etc.) without needing to understand who to contact for specific questions. By creating a ticket in the HR Service Desk, your question or request will be redirected to the team that can provide you with the requested information. The HR Service Desk can be accessed both on and off the MetroHealth Network and can also be accessed from a mobile device. To access the HR Service Desk:

On the MetroHealth network:

1. Login to any MetroHealth computer using your network username and password provided by HR.
2. Follow steps 1-4 from the MIV information to access the MIV if it does not automatically appear upon opening Internet Explorer.
3. From the MIV homepage, select the ‘Requests’ icon.
4. Select Human Resources.
5. You will be redirected to Giva.

Off the MetroHealth network:

1. Go to https://metrohealth.giva.net.

Both options:

1. Once you have been redirected to the Giva site, login. Your Login ID is your employee ID number. If you experience login issues, contact the IS Help Desk.
2. Select the ‘Human Resources Service Desk.’
3. Select the option to create a new ticket.
Benefits Enrollment Instructions
Benefits enrollment is due by 5PM one business week from your first date on payroll unless enrolling during the prescheduled one-on-one appointment as determined based on onboarding communications.

1. Log in to any MetroHealth computer using your network username and password.
2. Access the MIV, by typing “MIV” into the address bar, then hit enter.
3. Once on the MIV page, click on the “My HR” icon.
4. Click Continue to Sign In on the next screen. DO NOT change the default information.

5. Click on “Life Events” in the middle of the page.
6. Under Continue Current Events click on “New Hire Enrollment.”

7. To add dependents, click “Dependents,” then click “Add.”
8. A new screen will pop up. Provide the required information (indicated by the *).
   a. Note: Identification Number = Dependent Social Security Number
9. Click “OK.” Repeat steps 10-12 for each dependent.

To Select Enrollment Options
10. Click on “Enrollment,” then click on each benefit plan (Medical, Dental & Vision, etc.) to make the appropriate elections.
   a. Scroll down to see all benefit options.
   b. Costs are shown in bi-weekly increments.
   c. Make your selections on the right side of the screen
   d. If you elect a tier that includes dependents (i.e. Employee + Spouse), place a check mark next to the dependent(s) the selection applies to
11. Once you have completed your benefit elections, click “Submit” in the Review and Submit section.
12. A new screen will pop up. Type your name and add today’s date. Then click “OK.”

**Required Documentation**

In addition to online enrollment, the following forms/documentation are also required and must be received accompanying enrollment:

Click on the name of the form below to access and complete the form:

1. [Beneficiary Designation Form](#) *required
2. [Ohio Deferred Compensation Form](#) *required if opting in to a deferred compensation plan with one of our 3 vendors
3. [Dependent Verification Form](#) *required if enrolling dependents
   See ‘additional information’ tab of the form for details on which documentation is required for each type of dependent (such as spouse, children)
**Updating W4 and State Taxes**

To change your W4 and State Taxes, log into MyHR. Across the top of the screen, you will see:

Select “To Do,” and in the dropdown list click on “W4.”

Select one of the two options available, “FEDERAL” or “STATE.”
Federal Changes

1. Access the form following the steps above and then selecting Federal.

   Please note: the IRS has implemented a new form for 2020 which no longer has exemptions based on a number, but rather based on a dollar amount. If you have questions in regards to how to fill out your 2020 selections you can refer to their website FAQ’s here [https://www.irs.gov/newsroom/faqs-on-the-2020-form-w-4](https://www.irs.gov/newsroom/faqs-on-the-2020-form-w-4) or use their tax withholding estimator here [https://www.irs.gov/individuals/tax-withholding-estimator](https://www.irs.gov/individuals/tax-withholding-estimator).

2. Fill out the required fields.

3. You can then select Continue at the bottom of the screen to save your changes.
State Changes

1. Follow above steps but click on the gray box next to state.

   Please note: Ohio is still operating using exemptions: the larger the number of exemptions, the less amount of tax will be deducted from your pay.

   Tax Withholding

   Deductions:

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>WELLINGTON EXEMPTED VILLAGE SD</td>
</tr>
<tr>
<td>CLEVELAND</td>
</tr>
<tr>
<td>FEDERAL W/H</td>
</tr>
<tr>
<td>OHIO STATE W/H</td>
</tr>
</tbody>
</table>

2. Once you have made changes you can select Continue at the bottom of the screen to save your changes.

   OHIO STATE W/H

   *Required fields are indicated.

   Residency: Resident
   Status: Single
   Exemptions: 1
   Additional Amount: [Blank]

   Please be advised if you do not set up or complete these selections, the system will default to Single with zero exemptions. These changes take 24 hours to update and can be changed at any time.
Approving Your Timecard in Kronos

Employee timecard approvals in Kronos are due the Friday of payday week. If you are working the weekend, they are due after your shift once the weekend is complete.

Note: Use Internet Explorer to log in to MyHR. Under “To Do” select Kronos. Log in to Kronos (using your network ID and network password).

Review your timecard, ensure that your time in correct. Use the drop down to approve your timecard.

Click “Approve.”

Note: If for some reason your timecard is not correct, please report any errors to your supervisor/timekeeper immediately to ensure they are corrected. Once corrected, follow the above steps and approve your timecard.

Additional Payroll Questions

For additional payroll questions, please reference the linked Payroll FAQ document.
### 2020 Payroll Schedule

<table>
<thead>
<tr>
<th>Pay Period</th>
<th>Two Week Pay Period</th>
<th>Direct Deposit Changes</th>
<th>Pay Date</th>
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<tbody>
<tr>
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<td>From</td>
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<td>1*</td>
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<td>4</td>
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<td>February 8, 2020</td>
<td>February 7, 2020</td>
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<td>March 7, 2020</td>
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**SPECIAL**

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**Payroll Department Window Hours:**

PAYROLL IS LOCATED IN SM-T22 OLD BROOKLYN

Monday thru Friday 7:30 a.m. to 4:30 p.m.
## Inclusion & Diversity Tools

### Stop. Reflect. Choose.

**Self-Awareness, Reflection and Management**

STOP - before you say or do something, especially in a conflict or tense situation; ask yourself if what you are about to say or do will help or further hinder the situation.

REFLECT - try to see the situation from the other person’s point of view and consider if there are other ways of approaching and handling the situation.

CHOOSE - acting on a situation based on information and choices that were considered.

### When a Misstep Happens

**Accountability**

1. Acknowledge the misstep.
2. Apologize.
3. Clarify your intention.
4. You’ll do better next time.

### Intent versus Impact

**Intention and Action Alignment**

What can you do if you realize that there is a mismatch between something you said or did and your impact on the other individual(s)?

**Ask yourself some questions:**

1. What just occurred?
2. How is the outcome different from what I intended/expected?
3. Where can I take responsibility?
4. How do I clean this up?

### Interrupt the Thought

**For Stereotype and Bias Reduction**

When stereotypes surface:

1. Check the validity of the thought; is there any truth to the stereotype?
2. Find alternative ways of thinking about others “different” from you; acknowledge differences and discover commonalities.
3. Challenge the “isms” - we are all empowered to co-create a respectful workplace for all of us.

### Managing Blind Spots

**Self-Awareness and Self-Management**

1. Recognize that you have biases (we all do).
2. Which biases do you want to address first?
3. Decide what you want to do with that awareness - how will you manage or get rid of you biases?
4. Be mindful of “bias kickback.”

### From “Microaggressions” to “Micro-Affirmations”

**Awareness of Others**

Co-creating culture at MetroHealth: “Little things matter” - both positive and negative; therefore, any given day being mindful of what we choose to say about others, who we include, what our body language and tone of voice says to others about you and how they experience you.
Team STEPPS Tools

Use Briefs, Huddles and Debriefs to help the team stay on track:

- **Briefs** for planning
- **Huddles** for problem-solving as things change
- **Debriefs** for learning, improvement and reinforcement

*Remember, anyone can call for a B, H or D!*

Use SBAR for clear, concise communication:

- **Situation** - The current state.
- **Background** - relevant history.
- **Assessment** - Your conclusions.
- **Recommendation/Request** - What you think should happen next or what you want the other person to do

Use **CUS** to stop the action and prevent errors:

I am **Concerned**.
I am **Uncomfortable**.
This is a **Safety/Success/Serious** issue.

*If someone uses CUS with you, first say “Thank you” and then address their concern.*

More TeamSTEPPS resources:

- Check out the TeamSTEPPS SharePoint site on the MIV
- Do the “Introduction to TeamSTEPPS” module in LEAP
- Download the TeamSTEPPS app for your smartphone (look for TeamSTEPPS 2.0 Pocket Guide)
- Find the TeamSTEPPS Instructor(s) or Master Trainer(s) in your area; there are over 400 TeamSTEPPS Master Trainers & Instructors at MetroHealth
Resiliency Activity

‘Three Good Things’ Exercise

List three good things that happened to you today:

1. __________________________________________________________________________

   How did you feel?

   ___ Amusement ___ Interest ___ Pride
   ___ Awe ___ Joy ___ Serenity
   ___ Gratitude ___ Hope ___ Other emotion: __________________
   ___ Inspiration ___ Love

   What was your role in this event? _____________________________________________

   Realize if you played a role, you can most likely cause this to happen again. If you had no role, remember to express gratitude for this “gift”!

2. __________________________________________________________________________

   How did you feel?

   ___ Amusement ___ Interest ___ Pride
   ___ Awe ___ Joy ___ Serenity
   ___ Gratitude ___ Hope ___ Other emotion: __________________
   ___ Inspiration ___ Love

   What was your role in this event? _____________________________________________

   Realize if you played a role, you can most likely cause this to happen again. If you had no role, remember to express gratitude for this “gift”!

3. __________________________________________________________________________

   How did you feel?

   ___ Amusement ___ Interest ___ Pride
   ___ Awe ___ Joy ___ Serenity
   ___ Gratitude ___ Hope ___ Other emotion: __________________
   ___ Inspiration ___ Love

   Realize if you played a role, you can most likely cause this to happen again. If you had no role, remember to express gratitude for this “gift”!