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| For information regarding [ANR Staff Personnel](http://ucanr.org/sites/anrstaff/Administration/Business_Operations/Staff_Personnel/) visit our webpage! |
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| **Who should I contact if I have questions about my benefits?** |

**C, D, & R**Should you be interested in acquiring information about your benefits, please consider the following resources. <http://www.hr.ucdavis.edu/benefits>*scroll down to At Your Service Online*The telephone number for the UC Davis Benefits Office is 530-752-1774.Customer Service hours for the Benefits Office are 8:30 a.m. to 12:30 p.m., Monday to Friday (excluding holidays).Verify all health & welfare plan enrollments for yourself and eligible dependents by going to the **At Your Service** website: [http://atyourservice.ucop.edu](http://atyourservice.ucop.edu/)   (the same place you access your earnings statement.)  At the main page, click on the star symbol: “Sign In To My Accounts”Customer service numbers for the various plans: <http://atyourservice.ucop.edu/directories_contacts/medical_plan.html> The **Fidelity Retirement Services** website to verify that you have designated **Beneficiaries** for the Retirement Savings Programs (DCP, 403(b) and 457(b) plans): [http://netbenefits.com](http://netbenefits.com/) or call 1-800-343-0860.For the Retirement Administration Service Center, contact Office of the President in Oakland at 1-510-987-0900, Monday – Friday, 8:30 to 4:30 or <http://atyourservice.ucop.edu>.Also, you can e-mail or call ANR’s Benefit Representative Patsy Serviss at pserviss@ucdavis.edu or 530-754-8513.Patsy ServissPersonnel Analyst |

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| **ANR Unit Key** |

If we use one of the below icons in the article, then the information in that article will apply specifically to those units.**A** = All Units**C** = UCCE**D** = Davis Units**O** = Oakland Units**R** = RECS |
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| **Dealing With Distressed, Disruptive, Threatening or Violent Behavior?** |

**A**In the event you should find yourself in an uncomfortable situation, here are some resources to help you.ANR policies prohibit disruption of University activities, verbal threats, and behavior endangering the health or safety of any employee or individual. * Disruptive behavior disturbs, interferes or prevents normal work functions or activities. (Examples: yelling, using profanity, waving arms or fists, verbally abusing others.
* Threatening behavior includes physical actions short of actual contact/injury (e.g., moving closer aggressively), general oral or written threats, ["You better watch your back" or "I'll get you"] or ["you'll be sorry" or "this isn't over"].
* Violent behavior includes physical assault, behavior that a reasonable person would interpret as being potentially violent [e.g., throwing things, pounding on a desk, or destroying property], or threats to inflict harm [e.g., a threat to shoot a named individual].

Our SPU staff can suggest and facilitate approaches to problems with employees or intra-office conflicts, and direct you to resources that can support faculty or staff who feel endangered or threatened by workplace situations or personal conflicts. These resources can provide "coaching" on how to handle the problem or intervene directly. In addition, Mediation Services can provide assistance with intra-office conflicts by opening lines of communication to address the conflict. ***The key to prevention is creating a work environment that confronts problems before they escalate.***Should you need our assistance in addressing the above concerns do not hesitate to contact our HR Coordinator Robert Martinez at (530) 752-3467 or anrstaffpersonnel@ucdavis.edu . If the matter involves a **crime, violent incidents or specific threats of imminent violence, call 9-1-1.****Here are a couple of helpful links:**<http://hrop.ucop.edu/mgr_sup/eap/threat_mngmt.html><http://safety.ucanr.org/files/1349.pdf>Robert Martinez HR Coordinator |
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| **The Importance of an Employment Application** |

**C**In order for the SPU to approve a new hire an application must be prepared in the [Classification Applicant Tracking System](https://jobs.ucop.edu/) (CATS) and filled in completely.  The unintentional consequences of an incomplete application can be anything from a skewed salary offer to a complete disqualification of employment.  It is essential that we remind all employees, current and prospective, that their application is a means for the SPU to compare their skills and abilities against the position requirements and a **complete** application is required.  **Things to Look Out For:*** Employment history – the “duties” section must be completely filled in for all prior positions
* Educational history
* Salary history (if applicable, this is often needed when a salary above minimum will be requested)
* Complete answers to any supplemental questions

**Additional Information** * Waiver of Recruitments and Identified Candidates – these individuals may accidentally be misled into thinking an application is not required; however, it is just as necessary for them as any other applicant, they must still show that they meet the qualifications of the position.
* Once an employee fills in and submits their application for a specific position they cannot go back and fix it.

If there are any discrepancies with an application or you would like to discuss this further with us, please feel free to contact the SPU for further information. Bethanie BrownPersonnel Analyst |
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| **Service Credit Verification** |

**A**Occasionally we receive questions from employees wondering, “What if I had a previous employment with another UC Campus or State Department?”A new or rehired employee who has employment service credit with other eligible employers should work with their department payroll staff to obtain verification of prior service.   The “[Request for Verification of Previous Employment](http://www.hr.ucdavis.edu/forms/Forms/Request%20for%20Verification%20of%20Prev%20%20Employment.doc)" form can be used to obtain verification from outside agencies. Service credit is accepted from the following employers:* University of California campuses, medical centers, health systems, and Office of the President
* California State University campuses
* Department of Energy laboratories – Los Alamos National Laboratory; Lawrence Livermore National

 Laboratory; and Lawrence Berkeley National Laboratory* State of California offices

**Questions?  Contact** **anrstaffpersonnel@ucdavis.edu**Note:  Employee service credit does ***not*** accrue in the same way as, and ***should not be confused*** with, ***retirement service credit or seniority***.Doris McCartyAdministrative Assistant |