

ORION

Business Insurance and Risk Management Services, Inc.

ThinkHR Live

EXPERT HR ADVICE AND ANSWERS
TO COMPLEX HR QUESTIONS

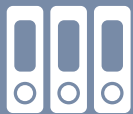


HR HOTLINE

Phone access to HR advisors anytime Monday - Friday,
6am-5pm Pacific Time.

Written follow-up on complex issues or researched matters.

National and regional expertise from certified professionals in
human resources.



HR LIBRARY

1000's of forms, documents, tools, checklists, and templates for
every HR department.

Job description builder and salary benchmarking tools.



HR TRAINING

200+ on-demand courses for both management and
employees.

Popular subject categories: Employment, Workplace Safety,
Environmental Compliance, Unlawful Harassment Prevention,
Customer Service and Wellness.

Plus, HR Compliance Alerts, HRCI Webinars & Whitepapers!

Getting Started

Call the HR Hotline at (877) 225-1101

- or -

Web Access: <http://orion.thinkhrlive.com>

The HR Help Every Employer Needs

EXAMPLE HR QUESTIONS SAMPLE OF THE TYPES OF ISSUES WE RESOLVE DAILY ON THE HR HOTLINE

Hiring and onboarding

- › Avoiding reference checking pitfalls
- › Applicants asking for disability accommodations
- › I-9 verification issues

Employee relations

- › Dealing with sick employees in the workplace
- › Changes in work schedule requests
- › Performance management
- › Handling workplace investigations

Time off issues

- › FMLA
- › Pregnancy Disability Leave Act
- › State "Mini" FMLA laws

Structuring the employment "deal"

- Important policies that every business should have in place.
- › Employment "At-will"
 - › Harassment
 - › Substance abuse
 - › Nondisclosure and confidentiality clauses
 - › Safety
 - › Use of company property (including electronics and social media)

Structuring the termination "deal"

- › Compliance steps employers should take in managing terminations
- › Managing difficult termination situations

Wage & Hour

- › Paying employees properly
- › Overtime rules
- › Classifications: Exempt/nonexempt,
- › Employee/Independent contractor Payroll and wage garnishments
- › Deductions from employee paychecks
- › Handling termination pay

Example HR Questions:

Our business is headquartered in one state, yet we have field sales rep employees in other states. Which state disability insurance & paid family leave information should those employees outside of our HQ state receive?

We recently advised a client that they should keep PHI filed separately from other employee data. While we have this recommendation in writing from our attorneys to us as a BAA, I am not able to find documentation that as a plan sponsor an employer should also follow this practice. Please confirm that: 1) we were correct in advising the client to follow this process, and 2) Is there an official notice we can refer to?

When an employee is on FMLA leave, what is the employer required to do with their other benefits? Which benefits need to be continued and what should we do if the employee does not make his copayments while out on FMLA?

Can we terminate an employee from our group plan since he will be Medicare eligible?

What are the ERISA rules about nondiscrimination in benefits plan designs to assist with creating benefit class carve-outs?

Our client has an employee who went out on 24 hours suicide watch. Should the employer allow the employee to return to work?

I need some information on exempt employees and time off. Can you submit for unpaid time when an employee is absent and has used all their sick time? What are the guidelines concerning unpaid and paid time off for exempt employees?

We want to put a policy in place regarding what expenses can be reimbursed and what cannot be reimbursed for telecommuting employees. Specifically, we have telecommuting employees and want to know if the company has to reimburse internet and electricity expenses since the employee is working from home doing company work.

Can nonexempt employees waive lunch breaks? What are the requirements for the two rest breaks for an 8 hour shift? If the company is closed for Labor Day on Monday, and an employee who works on Sundays wants to take Sunday off and work on Monday while the business is closed, is this ok?

How can you determine whether a worker is an independent contractor or employee?

I have an employee stating that he is going to quit but hasn't officially given his resignation. Can we terminate the employee now on grounds of anticipating his quitting the company?

To be in compliance with the I-9 requirements, does an employer have to re-verify an employee's driver license once it has expired?

Who in our company, besides HR, should have access to background checks and drug screen records for a new hire?

I just received an EEO complaint, and the EEOC examiner is calling to discuss mediation. I am not looking for legal advice but just wanted to talk with you about the process and get practical advice based on your experience with such complaints.

We just set up a corporate Facebook page. We would like all our internal employees to "like" our page from their own FB account. What type of social media policy can we implement?

We would like checklists and sample letters for new hire, COBRA, leaves of absence and terminations.

We have an employee who is no longer disabled under workers' comp and is able to return to work. However due to business need we laid off several employees and his position has been eliminated. Are we legally required to return him to work?

We have an employee on disability with a worker's comp claim, and he came back to work on restricted duty. However, we cannot accommodate the restrictions. We need him to work a full 40 hour a week shift. He directs truck traffic in our yard, and the doctor's restrictions require that he not stand for long periods of time. Can we terminate his employment because we cannot accommodate the restrictions?

What do I do if an employee tells you that he/she is being sexually harassed but does not want you to do anything? How do I conduct a proper investigation?

200+ WEB COURSES FOR MANAGERS & EMPLOYEES

CUSTOMER SERVICE

- › Business Writing for Employees
- › Coaching for Superior Employee Performance: Techniques for Supervisors
- › Conflict Resolution for Employees
- › Connect With Customers Training Online
- › Customer Service -How to Promote Among Staff Training
- › Customer Service Skills-How We Can All Improve
- › Effective Communication for Employees Training
- › Email Best Practices For All Employees
- › Handling Customer Complaints Training
- › How to Maintain Customer Loyalty
- › How to Manage Time Wisely-A Guide for Employees
- › Identifying Customer Needs
- › Maintaining a Positive Attitude
- › Making Customers Feel Special
- › Motivating Employees: Tips and Tactics for Supervisors
- › Phone Skills
- › Problem Solving for Employees
- › Stress Management
- › Teambuilding for All Employees
- › The Power of Listening
- › Time Management Skills for Employees
- › Turn Satisfied Customers into Repeat Customers Training

HR EMPLOYMENT

- › ADA- What Supervisors Need to Know
- › Affordable Care Act: What You Need to Know
- › Attendance Management- What Supervisors Need to Know
- › Avoiding Back Injuries
- › Avoiding Exposure to Bloodborne Pathogens
- › Back Safety Training (Ergonomics Training)
- › Back Safety Training in Spanish (Ergonomics Training)
- › Basic First Aid for Medical Emergencies
- › Bloodborne Pathogens- General
- › Bloodborne Pathogens-General (Spanish)
- › Business Ethics-What Employees Need to Know
- › Business Ethics: What Employees Need to Know (Spanish)
- › Coaching for Superior Employee Performance: Techniques for Supervisors
- › Customer Service Skills-How We Can All Improve
- › Defensive Driving -Commercial Motor Vehicles -Spanish
- › Defensive Driving for Noncommercial Motorists In Spanish
- › Defensive Driving Training -Commercial Motor Vehicles
- › Defensive Driving Training for Noncommercial Motorists
- › Disaster Planning- What Employees Need to Know
- › Disaster Planning- What Supervisors Need to Know
- › Diversity for All Employees
- › Diversity- Legal Basics for Supervisors
- › Effective Communication for Employees Training
- › Effective Meetings: How-to for Supervisors
- › Emergency Action and Fire Prevention
- › Emergency Action and Fire Prevention (Spanish)
- › Employment Law for Supervisors-What You Should and Shouldn't Do
- › Essential HR-For Those Who Have Recently
- › Assumed HR Responsibilities
- › Exit Routes-Supervisors
- › Fair Labor Standards Act (FLSA)-What Supervisors Need to Know
- › Fire Extinguishers
- › FMLA--What Supervisors Need to Know
- › Generational Diversity
- › Good Housekeeping
- › Grounds for Termination-What Managers and Supervisors Need to Know
- › Hazard Communication
- › Hazard Communication (Spanish)
- › HIPAA – What Employees Should Know
- › HIPAA – Your Obligations Under the Privacy Rule
- › Hiring Legally
- › Home Safety
- › How to Conduct New Employee Orientation
- › How to Explain the 401k to Your Employees
- › How to Manage Challenging Employees
- › How to Manage Military Leave
- › How to Manage Time Wisely-A Guide for Employees
- › How to Prevent and Respond to Bullying
- › Interviewing Skills for Supervisors
- › Job Descriptions-How to Write Them Effectively
- › Leadership Skills-What New Supervisors and Managers Need to Know
- › Measuring Job Performance- What Supervisors Need to Know
- › Mold Hazards and Prevention
- › Motivating Employees: Tips and Tactics for Supervisors
- › New Employee Orientation- How-To for Supervisors
- › New Employee Safety Orientation Training
- › NLR and Unions-What Supervisors Need to Know
- › Office Ergonomics Training
- › Office Hazards
- › Office Hazards – What Supervisors Need to Know
- › Pandemic Flu-How to Prevent and Respond
- › Performance Appraisals-How to Conduct Effectively
- › Preventing Sexual Harassment: A Guide for Employees
- › Preventing Sexual Harassment: A Guide for Supervisors
- › Preventing Workplace Violence-What Employees Need to Know
- › Progressive Discipline
- › Recordkeeping and Notice Requirements
- › Recordkeeping- Injury and Illness
- › Reducing Turnover and Increasing Retention
- › Saving Energy at Work and Beyond
- › Sexual Harassment- What Employees Need to Know
- › Sexual Harassment- What Employees Need to Know (Spanish)
- › Sexual Harassment-What Supervisors Need to Know
- › Shiftwork Safety
- › Slips, Trips, and Falls
- › Slips, Trips, and Falls (Spanish)

- › Social Media and Sexual Harassment
- › Strategies for Legally Avoiding Unions
- › Stress Management
- › Substance Abuse in the Workplace-What Employees Need to Know
- › Substance Abuse in the Workplace-What Employees Need to Know (Spanish)
- › Substance Abuse in the Workplace-What Supervisors Need to Know
- › Teambuilding for All Employees
- › Teambuilding for Supervisors
- › Terminating Employees-The Process
- › The Paperless Office-Conservation for Employees
- › Time Management Skills for Employees
- › Training the Trainer: Effective Techniques for Dynamic Training
- › Understanding COBRA/HIPAA for Supervisors
- › Violence in the Workplace-How to Prevent and Defuse for Supervisors
- › Water Conservation-Making Every Drop Count
- › What You Need to Know About Identity Theft
- › Workers' Compensation-What Supervisors Need to Know
- › Workplace Diversity for Supervisors
- › Workplace Ethics for Supervisors
- › Workplace Harassment-What Employees Need to Know
- › Workplace Harassment-What Supervisors Need to Know
- › Workplace Privacy-What Supervisors Need to Know
- › Workplace Safety for Employees
- › Workplace Safety for Employees (Spanish)
- › Workplace Security for Employees

WORKPLACE SAFETY

- › Accident Investigation
- › ADA- What Supervisors Need to Know
- › Aerial Lift Safety Training
- › Arc Flash Safety Training
- › Avoiding Back Injuries
- › Avoiding Exposure to Bloodborne Pathogens
- › Back Safety Training (Ergonomics Training)
- › Back Safety Training in Spanish (Ergonomics Training)
- › Basic First Aid for Medical Emergencies
- › Battery Safety
- › Bloodborne Pathogens- General
- › Bloodborne Pathogens- General (Spanish)
- › Bloodborne Pathogens- Healthcare Workers
- › Compressed Gases
- › Contractor Safety
- › Crane Rigging in Construction
- › Crane Rigging Safety Training
- › Defensive Driving - Commercial Motor Vehicles - Spanish
- › Defensive Driving for Noncommercial Motorists In Spanish
- › Defensive Driving Training - Commercial Motor Vehicles
- › Defensive Driving Training for Noncommercial Motorists
- › Disaster Planning- What Employees Need to Know
- › Disaster Planning- What Supervisors Need to Know
- › DOT Alcohol and Drug Testing Rules- What

Edition: 01.0614

ThinkHR Training Access Instructions

To access the full selection of online training courses, login to your ThinkHR Live website and click on the blue [HR Training Access](#) icon. From there you will be provided with tools and prompts to create a training program for your employees. If you have any questions, please call the HR Hotline at 877-225-1101 to speak with a training specialist.

200+ WEB COURSES FOR MANAGERS & EMPLOYEES

- › Supervisors Need to Know
- › Electrical Safety- Unqualified Worker
- › Emergency Action and Fire Prevention
- › Emergency Action and Fire Prevention (Spanish)
- › Employee Noise Safety Training - Noise & Hearing Conservation
- › Exit Routes- Supervisors
- › Eye Protection Safety Training in the Workplace
- › Fall Protection in Construction
- › Fall Protection in Construction (Spanish)
- › Fire Extinguishers
- › Flammable and Combustible Liquids Training
- › Forklift and Pedestrian Safety
- › Forklift Operator Safety Training
- › Forklift Operator Safety Training (Spanish)
- › Good Housekeeping
- › Hazard Communication
- › Hazard Communication (Spanish)
- › Hazard Communication and GHS -What Supervisors Need to Know
- › Hazard Communication and GHS-What Employees Need to Know
- › Hazard Communication and GHS-What Employees Need to Know (Spanish)
- › Hazard Communication Refresher
- › Hazard Communication Training -Your Right to Know
- › Hazard Communication Training for Healthcare Workers
- › Hazard Communication-GHS and Your Right to Know
- › Hazardous Materials Transportation
- › Home Safety
- › How to Prevent and Respond to Bullying
- › Hydrogen Sulfide Safety
- › Industrial Ergonomics Training
- › Infectious Materials Transportation Training
- › Introduction to OSHA and The General Duty Clause
- › Job Hazard Analysis
- › Laboratory Safety Training
- › Ladder Safety
- › Lockout Tagout Training for Authorized Employees
- › Lockout/Tagout Training for Affected Employees
- › Lockout/Tagout: Authorized Employee (Spanish)
- › Machine Guarding Safety Training
- › Material Safety Data Sheet (MSDS)
- › Material Safety Data Sheets (Spanish)
- › Metalworking Fluids
- › Mold Hazards and Prevention
- › New Employee Safety Orientation Training
- › Office Ergonomics Training
- › Office Hazards
- › Office Hazards – What Supervisors Need to Know
- › OSHA Inspections, Citations, and Penalties
- › Pandemic Flu-How to Prevent and Respond
- › Permit-Required Confined Spaces-Attendant
- › Permit-Required Confined Spaces-Attendant (Spanish)
- › Permit-Required Confined Spaces- Entrant
- › Permit-Required Confined Spaces- Entrant (Spanish)
- › Portable Power Tool Safety Training for Employees
- › PPE- Foot Protection
- › PPE- Hand Protection
- › PPE- Hand Protection (Spanish)
- › PPE-What Employees Need to Know
- › Preparing for Weather Emergencies
- › Preventing Workplace Violence- What Employees Need to Know
- › Process Safety Management
- › Recordkeeping- Injury and Illness
- › Respirator Fit Testing- What Supervisors Need to Know
- › Respiratory Protection Training
- › Rough Terrain Forklift Safety Training
- › Safe Forklift Operation
- › Scaffolds Training - Construction Safety
- › Shiftwork Safety
- › Slips, Trips, and Falls
- › Slips, Trips, and Falls (Spanish)
- › Slips, Trips, and Falls-What Supervisors Need to Know
- › Stress Management
- › Substance Abuse in the Workplace-What Employees Need to Know
- › Substance Abuse in the Workplace-What Employees Need to Know (Spanish)
- › Substance Abuse in the Workplace-What Supervisors Need to Know Training the Trainer: Effective Techniques for Dynamic Training
- › Trenching-Competent Person
- › Understanding Chemical Labels Under GHS
- › Understanding the Safety Data Sheet (SDS)
- › Violence in the Workplace-How to Prevent and Defuse for Supervisors
- › Warehouse Safety
- › Welding, Cutting, and Brazing Safety Training
- › What Unqualified Workers Need to Know About Electrical Safety
- › Workers' Compensation-What Supervisors Need to Know
- › Working in Cold Conditions
- › Working in Hot Conditions
- › Working Safely Outdoors
- › Working Safely with Benzene
- › Workplace Safety for Employees
- › Workplace Safety for Employees (Spanish)
- › Workplace Security for Employees
- › Your Guide to Personal Protective Equipment

WELLNESS

- › A Manager's Role in Wellness
- › All About Nutrition
- › Avoiding Back Injuries
- › Avoiding Exposure to Bloodborne Pathogens
- › Back Safety Training (Ergonomics Training)
- › Balancing Work and Home
- › Creating a Successful Wellness Program-A Guide for Managers
- › Driver Wellness
- › Financial Wellness
- › Fitness for Everyone
- › Hazards of Smoking: How to Quit
- › Healthy Aging
- › Healthy Sleep Habits

- › Heart Health
- › Keeping Yourself--and Your Family--Healthy
- › Office Ergonomics Training Pandemic Flu-How to Prevent and Respond
- › Stress Management
- › Substance Abuse in the Workplace-What Employees Need to Know
- › Successful Weight Management
- › Wellness and You

ENVIRONMENTAL COMPLIANCE

- › Asbestos Awareness Training
- › Class C UST Operator Training
- › EPA Inspections
- › Hazardous Materials Transportation
- › Hazardous Waste Container Management Training
- › Hazardous Waste Facility Operations and Maintenance
- › Hazardous Waste Introductory Training
- › Hazardous Waste Manifests Training
- › Hazardous Waste Recordkeeping Requirements for Generators
- › Hazardous Waste Routes of Exposure
- › Hazardous Waste: Emergency Response--Generators and TSDFs
- › Hazardous Waste: Health Effects
- › Hazmat Transportation Security Awareness Training
- › HAZWOPER Facility Operations Training
- › HAZWOPER: First Responder Awareness Level Training
- › Lead Safety-General Industry
- › Metalworking Fluids
- › Mold Hazards and Prevention
- › PPE Training for Emergency Response
- › PPE-What Employees Need to Know
- › Reactive Chemical Training
- › Risk Management-Program 2 Prevention Program
- › Risk Management-Program 3 Prevention Program-Part I
- › Risk Management-Program 3 Prevention Program-Part II
- › Safe Chemical Handling
- › Saving Energy at Work and Beyond
- › Spill Prevention, Control, and Countermeasure Plan (SPCC Plan)
- › The Paperless Office-Conservation for Employees
- › Universal Waste Training -Large and Small Quantity Handlers
- › Water Conservation-Making Every Drop Count
- › Working Safely with Corrosives
- › Working Safely with Pesticides
- › Working Safely with Solvents

CA AB 1825

- › Sexual Harassment Prevention & Response in California (AB 1825)

Edition: 01.0614

ThinkHR Training Access Instructions

To access the full selection of online training courses, login to your ThinkHR Live website and click on the blue [HR Training Access](#) icon. From there you will be provided with tools and prompts to create a training program for your employees. If you have any questions, please call the HR Hotline at 877-225-1101 to speak with a training specialist.