

YMA New Manager Fact Sheet – Education

Responsible Office: YMA HR & Staff Operations

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Effective Date: 12/20/2024

Scope: This document is applicable to all Managers of Staff reporting to Yale Medicine Administration (YMA)

YMA Staff Operations Policies, Procedures & Guidelines:

Workplace Policies

Hiring Guidelines

Employee Engagement Resources

- Managers should review and familiarize themselves with *YMA Staff Operations Policies, Procedures and Guidelines*, such as the following:
 - **Summary of Staff Expectations**
 - **Standards of Professional Behavior**
 - **YMA Dress Code and Clinic Standard of Appearance Guidelines**
 - **Email and Meeting Etiquette**
 - **Prohibited Appliances**
 - **Job Requisition Request Process Guide & Forms.**
 - **Permanent and Temporary Staff Onboarding Guides**
- To access these comprehensive resources, please follow the steps below:
 1. Visit <https://medicine.yale.edu/myysm/policies/> and click on “View YSM & YM Policies, Procedures & Bylaws.” You will be routed to the **PolicyTech** database.
 2. Click on the (+) next to CLINICAL- YALE MEDICINE on left hand side “Categories” list to expand the options.
 - Click on the (+) next to YM ADMINISTRATION to expand the options.
 - At the end of the list, you will see three YMA Staff Operations sub-categories.
 - Click on the (+) next to them to view the related materials for each.
 - YMA STAFF OPERATIONS – Employee Engagement & Recognition
 - YMA STAFF OPERATIONS – Hiring & Exiting
 - YMA STAFF OPERATIONS – Staff Guidelines & Policies
 - Click on any of the documents to view them in a separate tab.
 - To download a document, simply click on the PRINT button in the upper right corner and it will convert to a PDF.
 - To ensure that you are using the most recent version of these documents, it is advised that you bookmark the website in step #1 and visit as needed instead of saving these documents directly to your desktop.

Hiring Guidelines

- If a manager identifies a staffing need (M&P or C&T; permanent or temporary), they should submit the appropriate forms for approval after reviewing the YMA Job Requisition Request Process Guide & Forms.
- Managers should utilize YMA’s Onboarding and Offboarding Guides.

Employee Engagement	While events and perks promoted by the <i>YMA Employee Engagement Committee</i> can boost overall morale among employees, efforts made by managers can deeply impact the engagement, productivity and satisfaction of their unit members. Managers should review and incorporate tools included in the Employee Engagement Guide and Toolkit for YMA Managers.
Manager Training Resources	YM Training & Development facilitates a Open Registration Curriculum - a series of required courses (specified by job group) that address the business objectives of Yale Medicine identified for the year. - Central HR offers Learning Center workshops and courses for managers and staff that help to strengthen skills and professional development, including mandatory Managing at Yale courses for managers. - Managers should be aware that unionized C&T staff are allotted no less than 30 hours of release time per fiscal year for skill-based training applicable to the staff member's job family or closely related job family. - Yale resources and websites provide pertinent information for managers.
Fiscal Year and Annual Enrollment	- Yale University runs on an academic fiscal year of July 1 - June 30. - Annual Enrollment occurs during the first two weeks of December and marks the timeframe when staff can make changes to their medical, dental, and vision benefit choices in Workday.
Local 34, FUE, UNITE HERE Contract	Managers supervising Local 34 C&T staff should review and familiarize themselves with the latest contract.
Time Off Requests: Workday Time & Absence	Workday Time & Absence is Yale's online timekeeping system for staff members to request time off and keep track of their hours worked and paid time off balances. - Managers should be aware of their role in reviewing & approving staff timecards: M&Ps: staff use Workday to request time off. Although not required to track hours worked or approve a timecard, supervisors still need to approve time off requests. C&Ts & Temps: timecards approved on weekly basis (Friday of that week by 5pm or following Monday by 5pm - employee & manager)
Paid Time Off Packages	- Managers should be aware of different PTO packages: M&Ps: Hired before 7/1/2010: Vacation (accrued on 27th of month) 24 days/year Flex (personal time; upfront allotment on July 1): 2 days/fiscal year Sick Time (upfront allotment on July 1):

	○ 9 days/fiscal year ▪ <u>Hired after 7/1/2010:</u> • Vacation (accrued on 15th of month): ○ < 5 yrs service: 15 days/year ○ 5+ yrs service: 18 days/year ○ 10+ yrs service: 21 days/yr ○ 20+ yrs service: 24 days/yr • Flex (personal time; upfront allotment on July 1): ○ 2 days/fiscal year • Sick Time (upfront allotment on July 1): ○ 9 days/fiscal year ○ C&Ts: ▪ <u>Hired before 7/1/2009:</u> • Vacation (accrued on the 13th and 27th of month): ○ 2+ yrs services: 22 days/year • Personal Time (upfront allotment on July 1): ○ 4 days/fiscal year • Sick Time (upfront allotment on July 1): ○ 12 days/fiscal year ▪ <u>Hired after 7/1/2009:</u> • Vacation (upfront allotment on July 1): ○ < 1 yr service: pro rata share of 10 days ○ 1-4 yrs service: 10 days ○ 5-9 yrs service: 15 days ○ 10-19 yrs service: 20 days ○ 20+ yrs service: 25 days • Sick Time (upfront allotment on July 1): ○ < 1 yr service: 1 day per month ○ 1+ yrs service: 12 days/fiscal year
Organizational Charts	• Managers should regularly review their team org chart in Workday to ensure that their current staff are included. If changes need to be made, managers should contact YMA Staff Operations (maryam.rahmani@yale.edu).
Workday	• Workday is Yale's integrated solution for managing its human resources, payroll, and finance operations. • There are various Self Service tasks in Workday that can be completed by Yale staff, such as: Payroll Forms, Preferred Name, Onboarding and Talent Profile.

**Absence Management
Leaves & Worker's Comp**

- Leaves of Absence Process:
 - [The Hartford](#) handles intake, eligibility, documentation review, approvals and denials, extensions and re-certifications, contacting medical providers and manages time tracking
 - Internal Yale Team handles internal processes and compliance, return to work, pay/timecards, benefits and coordination of Short Term and Long Term Disability payments
 - Employee, HR Business Partner and Manager have access to self-service portal <https://abilityadvantage.thehartford.com/>
 - Absence Team logs cases in systems (Workday) and allocates pay for continuous leaves
- Worker's Compensation Process:
 - Workers' Compensation covers lost wages and medical treatment due to a work-related injury or illness.
 - Guidance on the claims process with Yale's administrator, CorVel Corporation, can be found [here](#).

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Version History

12/20/2024 – No changes to the content of this document.

06/12/2026 – Updated HRG to HR Business Partner and fixed broken links

Keywords

New Manager

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