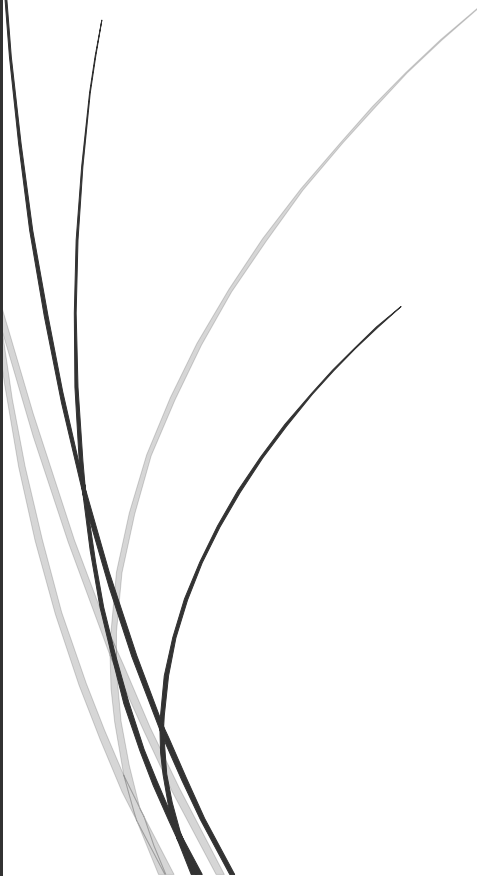


1/12/2024

Chan Division of Occupational Science and Occupational Therapy Employee Manual



USC Chan Core Values:



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Onboarding and New Employee Resources

New Hire Information for your first few days: Please visit the Employee Gateway at <https://employees.usc.edu/new-hires/first-days/>.

Orientation

You will receive an email invitation for this program. Please note that many of our faculty hold clinical appointments and engage patient care which will require additional onboarding depending on the site of service assignment. Faculty engaged in patient care should contact their individual supervisor for more information regarding site-specific onboarding procedures. Faculty that are contracted to different locations (e.g., clinical or research sites) are subject to the rules, regulations, policies and procedures of said location in addition to those described in his employee manual (e.g., compliance, scheduling, time off requests, holidays, supplies, volunteers, IT forms/process, parking, additional badges, budgetary/travel support, etc.).

Using Workday – USC HR Portal

Workday was chosen for USC's human resources and payroll system because it is built on current technology, incorporates best practices, and offers regular updates to both the technology and business processes. Faculty members may choose their tax elections, set up direct deposit and various other tasks in the Workday system accessible via <https://workdayhelp.usc.edu/>.

The easiest way to find out how to do something in Workday is to review the workday website found <https://employees.usc.edu/>. The user guides cover topics like how to set up direct deposit, maintaining your contact information and emergency contact information, life event changes, how to view your pay slips, how to sign up for electronic delivery of your W-2, how to enter your time report using the "Enter Time" template (for non-exempt employees), how to request time off, how to correct or cancel a time off request, etc.

Faculty Portal: <https://faculty.usc.edu/>

The faculty portal has a wealth of information and resources for faculty. You can click on the New Faculty tab for information on getting started at USC. There is a tab for Academic Resources, Development and Mentoring, Appointments, Promotion & Tenure, Faculty Governance, and even Retirement.

New Hire Resources: <https://employees.usc.edu/new-hire-resources-and-contact-information/>

USC ID Badge: Instructions for obtaining your USC ID badge can be found at <https://mycard.usc.edu/>.

Parking Permit: Instructions for obtaining a parking permit can be found at <https://transnet.usc.edu/>.

Keys: Contact Jackie Mardirossian at jmardiro@chan.usc.edu with your name, 10 digit USC ID number, and the keys needed for the USC Campus (es). See Peter Wittrock (wittrock@chan.usc.edu) in her absence. You will be notified when the keys are delivered to the Division.

The front desk has some common keys that can be checked out/in (Chan classrooms, G37, CHP 101/102 conference rooms). The key check out/in sheet is located in the second drawer at the front desk. The person borrowing the key must sign it out/in.

Emergency Communications System - Blackboard Connect: In the case of a natural disaster or other emergency, the emergency contact/cell phone numbers are obtained from all employees at the time of hire, which are entered in our Blackboard Connect emergency communications system. Chan HR Liaison and team enters new employee emergency cell phone contacts into the Blackboard Connect system and removes them when employees may separate from the Division. Emergency Contacts should be updated as immediately as any changes are made, such as when the employee's emergency contact/cell phone number changes, on-boarding/off-boarding employees.

- **Emergency Communications – Chan Website:** The Chan website has reserved a landing page to be used for Emergency Communications and related information, if needed. Webmaster Paul Bailey will enable the site when needed. Other Chan employees have also been trained to enable the site and update information, in the case that the Webmaster is unable to fulfill this role.

IT New User Information: Assistance with getting your IT set up and for IT purchases can be found on the Division's website at chan.usc.edu/resources/it. Please refer to the USC Chan New User IT Handout <https://chan.usc.edu/resources/it>.

IT Service Requests: The Division has a team of IT personnel to assist with technology issues. To open an IT Service Request, please complete the request located at <https://usc-osot.on.spiceworks.com/>.

Chan IT phone number: 323-412-0059

Main USC ITS Department

The website for the main university IT support office is <https://itservices.usc.edu>. This site contains free software that can be downloaded by USC employees.

For various USC IT self-help topics (including how to reset your USC password, finding your USC Net ID, etc.) go to: <https://itservices.usc.edu/self-help>.

Zoom Account Activation

Zoom is utilized for both telephone and videoconference functions. To activate your USC Zoom account, go to <https://usc.zoom.us>, scroll down to the bottom of the page and click the link to download the Zoom app to your desktop, laptop or mobile phone and log in using Shibboleth (USC's single sign-on system or SSO). For further instructions on how to do this from the desktop and mobile apps, see the following links:

- Getting Started on Windows and Mac: <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>
- Getting Started with iOS: <https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>
- Getting Started with Android: <https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>
- **Zoom Q & A's:** <https://itservices.usc.edu/?s=zoom>

Blackboard: To request training on the USC Blackboard system, visit https://itsusc.service-now.com/its_sp?id=its_sc_cat_item&sys_id=b849196d0f628200adb9f2a362050e2c.

Educational Technology and IT Classroom Support: https://itsusc.service-now.com/its_sp?id=its_sc_category&sys_id=1216eb830fb5b50085b0e498b1050ec5

Center for Excellence in Teaching: <https://cet.usc.edu/>

Chan Organization and Government

The following individuals serve on the Division's Leadership Team:

- **Grace Baranek:** Associate Dean and Chair
Contact information: chair@chan.usc.edu; (323) 442-2875
- **Sarah Bream:** Associate Chair of Operations, Community Partnerships and Development

Dr. Bream is the Associate Chair for those faculty and staff who work in Communications/Marketing, Global Initiatives, Information Technology, Continuing Education, Web Master, Space and Facilities.
Contact Information: bream@chan.usc.edu; (323) 442-3536
- **Katie Jordan:** Associate Chair of Occupational Therapy Clinical Services, Director of OT and Speech Therapy, Keck Hospital of USC and USC Norris Cancer Hospital

Dr. Jordan oversees those faculty and staff employees who are involved in patient-care services at the Division's various clinical sites.
Contact Information: mkjordan@med.usc.edu; (323) 442-2031, (323) 442-9530 (hospital)
- **Mary Lawlor:** Associate Chair of Research

Dr. Lawlor is the Associate Chair for those faculty and staff who are involved in research and work in the division's various research labs.
Contact information: lawlor@chan.usc.edu; (323) 442-2820
- **Julie McLaughlin-Gray:** Associate Chair for Curriculum and Faculty, and Director of the China Initiative

Dr. Gray is the Associate Chair for those faculty and staff who are involved in teaching, fieldwork coordination, admissions, and the China Initiative.
Contact Information: jmgray@chan.usc.edu; (323) 442-2877

Organization Chart

If you would like a copy of the Chan Division organization chart, please email Carol Canedo at carol.canedo@chan.usc.edu.

Faculty Handbook

The USC Faculty Handbook is the university's governing document for policies relating to faculty, including information on the government of the university, academic practices and policies pertaining to faculty, faculty appointment, promotion, and tenure, and policies pertaining to research. View the Faculty Handbook: <https://policy.usc.edu/faculty-handbook/>.

Faculty Council

The **USC Mrs. T.H. Chan Division of Occupational Science and Occupational Therapy Faculty Council** is an elected body that participates in the governance of the Division and the University. Established pursuant to the USC Academic Senate Constitution (Articles I, II, V) and the USC Faculty Handbook (Section 2-B(3)), the Council is a fact-finding, deliberative, and consultative body with authority to conduct studies, develop reports, and

provide recommendations on all matters that have a significant bearing upon the work of the Chan faculty. The Council identifies and discusses issues of importance to the USC Chan Division faculty and is the voice of the faculty in representing concerns and providing advisement to the Associate Dean and Chair and participating on the university-wide Academic Senate. The Chan Division Faculty Council consists of seven Division faculty members. Five of the members are elected to represent faculty from the five different tracks/groups [Tenured/Tenure Track, RTPC-Research, RTPC-Clinical (Practice), RTPC-Clinical (Teaching), and RTPC-Clinical (Service)]. The remaining two members are elected as members-at-large who serve as liaisons to the general Chan Division faculty. All faculty with a primary appointment within the Chan Division who do not have an associate dean or associate chair title are eligible to serve as Council members. All tenured, tenure-track, full-time RTPC-track, and part-time faculty are eligible to vote in the election for Council members. The length of term is three years, with approximately one-third of the Council members elected each year. Officers of the Council include a President, Vice-President, and a Secretary, with the President of the Council serving as a standing member of the Division's leadership team and as the Division representative on the USC Academic Senate.

The Council meets monthly, and Council meetings are open for observation by Chan Division faculty members, with a portion of each meeting's agenda reserved for public comment upon issues of importance to Chan faculty. Please contact [faculty council email address to be established] for more information on how you can get involved or to bring an issue of concern to the attention of the Faculty Council. For more information regarding the policies, procedures, principles, and purpose of the Chan Division Faculty Council, please see the attached Chan Division Constitution [hyperlink to constitution] and Bylaws [hyperlink to bylaws].

Strategic Plan

The Division's Strategic Plan for FY2024 through FY2028 may be viewed at S:/Strategic Plan 2024-2028.

Faculty interested in serving on one of the strategic planning implementation teams should contact Stephanie Mielke (smielke@chan.usc.edu) and Emily Sopkin (emily.sopkin@chan.usc.edu).

Professionalism, Ethics, Compliance

USC has a centralized office (Office of Professionalism and Ethics) for complaint reporting, monitoring, and investigations <https://report.usc.edu/>.

In addition, the University utilizes the diSClose system for employees who are disclosing a possible conflict of interest or relationship with industry. <https://disclose.usc.edu/diSClose/sd/PublicCustomLayouts/SSO/Selection>

Researchers who are proposing or have received support from the United States Department of Health and Human Services (including NIH, CDC, HRSA, and AHRQ) must also make an annual disclosure of all financial interests related to their institutional responsibilities to USC, regardless of whether any of these interests give rise to a conflict of interest related to their research. The annual disclosure must be completed using the diSClose system before a proposal can be submitted to HHS, and any identified conflicts must be managed before an account can be established.

Diversity, Access, and Equity (DAE)

The USC Chan Division of Occupational Science and Occupational Therapy is committed to preparing diverse leaders with a strong identity and understanding of occupation and its power to transform people and society.

One of our primary strategies for obtaining this goal is expanding diversity in the occupational science and occupational therapy workforce. This involves accountability and transparency, as well as consistent engagement to ensure that we create and maintain an inclusive environment. More information is available at <https://chan.usc.edu/about-us/dae>.

The Division's DAE Committee's mission is to strive to ensure all faculty, staff, and students feel valued and supported, and are prepared to meet the diverse needs of individuals, populations, and the profession.

The DAE Committee's goals are to:

1. Develop and maintain an accessible, inclusive, diverse, equitable, and supportive climate within the Chan Division for all students, staff, and faculty.
2. Support faculty in the development and use of resources to competently deliver curriculum which facilitates students' growth as culturally responsive practitioners.
3. Support in the development and implementation of initiatives to recruit, hire, and retain highly qualified students, staff and faculty from underrepresented groups.

Information on Affinity Space meetings is available at <https://chan.usc.edu/about-us/dae/affinity-spaces>. The purpose of a affinity space is to provide a positive, affirming environment for groups, often those who feel marginalized, to come together and engage in open and honest dialogues.

DAE Committee Contact Information: dae@chan.usc.edu

Emergency Information and Information on Supporting Student Well-Being

Emergency Response and Reporting information as well as information on supporting employee and student well-being can be found at <https://employees.usc.edu/cardinal-folder-gold-folder/>. This source includes information on reporting sexual assault, gender-based harm, bias incidents, etc.

USC WorkWell Center: <https://workwell.usc.edu/>

USC WorkWell Center Resource Directory: <https://workwell.usc.edu/wp-content/uploads/2023/04/Health-Well-being-Resource-Directory-2023.pdf>

Building Evacuation Assembly Locations:

In the event of a fire, earthquake, or other emergency that requires evacuation of the building you work in, please follow the instructions below for your building assembly point. Please also notify your assigned Associate Chair regarding your status.

If working on the Health Sciences Campus or the University Park Campus, please use this link to locate the building evacuation point for the building where you work. <https://fsep.usc.edu/emergency-planning/building-emergency-fact-sheets/>

If you work at an off-campus location such as CHLA or Keck Medical Center, please follow the evaluation plan for your specific location.

Internal Communications Protocol

At USC Chan, we recognize that human interaction, open communication, and the sharing of diverse perspectives are critical for any organization to thrive, and we strive to consistently uphold the following shared practices:

Shared Practices for Effective Internal Communications at Chan:

- Honor the humanity in all communications.
- Communicate with compassion, especially during times of conflict or doubt.
- Listen to understand.
- Communicate transparently.
- Promote community.
- Promote the flow of accurate information across the organization.
- Consider what mode of communication is most appropriate to the situation, e.g., talk in-person when topics are highly complex and/or sensitive in nature.

Related USC policies:

USC Integrity and Accountability Code:

<https://policy.usc.edu/code-of-ethics/>

USC Policy on Free Speech

<https://www.provost.usc.edu/policies-and-statements/usc-policy-on-free-speech/>

<https://policy.usc.edu/usc-policies/policies-a-z/>

Acceptable Use:

<https://policy.usc.edu/acceptable-use/>

Data Privacy:

<https://policy.usc.edu/data-privacy-policy/>

Data Protection:

<https://policy.usc.edu/data-protection/>

Employee Email:

<https://policy.usc.edu/employee-email/>

Employment Records

<https://policy.usc.edu/employment-records/>

Political Activity:

<https://policy.usc.edu/political-activity/>

Prohibited Discrimination, Harassment, and Retaliation:

<https://policy.usc.edu/discrimination/>

Related Federal Policies:

Family Educational Rights and Privacy Act (FERPA)

<https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

Health Insurance Portability and Accountability Act of 1996 (HIPAA)

<https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>

Email Communications:

- **Email Etiquette:** Email communications are a necessary form of communication within the Chan Division. As such, we recognize that reviewing *chan.usc.edu* emails is a core responsibility of each employee. We also respect there is great variability in work demands and work schedules across employees, and as a result, emails may be sent at times when others are not working.
 - It is expected that emails will be responded to during the recipient's typical work hours.
 - The recipient is not obligated to respond to email sent to them outside of their typical work hours, unless they have been informed that the matter is highly urgent. (Likely the individual would also receive a phone call or text to indicate such urgency).
 - If users are sending emails after hours, they may utilize the "delayed send" option or add a disclaimer statement on the signature function, indicating that a response is not expected after hours; otherwise, the recipient should default to the expectation that they are not obligated to respond to email outside of their typical work hours.
 - Users should be mindful when using the "high priority" flag, to prevent any potential over-use of this function.
- **Email Distribution lists:**
 - Determine who specifically needs the information and target communications accordingly.

- Send targeted communications to everyone (Full Division email distribution list) only when everyone needs it.
- Users should please refer to decision-tree(s) for guidance on utilizing the email distribution lists, so as not to inundate colleagues' email inboxes unnecessarily.
- **Role of Moderator of Distribution List:**
 - The full division, all faculty, and student email distribution lists are moderated.
 - The moderator may return emails to the sender for revision, typically due to the following reasons:
 - The message could be sent to a smaller group of recipients
 - The message may not align with the Chan core values or shared practices for effective internal communications

Chan Website: The Chan website, at chan.usc.edu, is the division's primary online presence and resource, including information about faculty and staff, academic programs, research, news and events. The website also includes a number of independent mini-sites for many of the division's research labs. The main website and mini-sites are managed by Paul Bailey, at paul.bailey@chan.usc.edu. Internal faculty/staff resources are available at chan.usc.edu/resources, and resources for current/incoming students are available at chan.usc.edu/students.

Many sections of the site, including the research lab mini sites, provide their own relevant contact information. Mike McNulty, at mmcnulty@chan.usc.edu, is the primary contact for division news and other publications, such as the Chan Magazine. Kimberly Kho, at kimkho@chan.usc.edu, is the primary contact for other website content, such as general questions and suggestions.

- **Faculty & Staff Bios on Chan Website:** All Chan faculty and staff have their own page on the division website. Faculty and staff new to the division will be contacted to assist with setting up their page. Additions and updates to these pages should be sent to Paul Bailey, at paul.bailey@chan.usc.edu. Updates which relate to significant activities, such as grant awards and publications, should also be sent to Mike McNulty, at mmcnulty@chan.usc.edu, for potential inclusion in division communications.

Digital Interactive Touch Screen in Center for Health Professions (CHP) - An interactive digital touch screen is located on the wall of the CHP-133 hallway: This screen presents a variety of information useful to anyone in the building — but particularly students and visitors — including building floor-plans, campus maps, faculty/staff office locations, general videos, a student calendar, and event and other announcements. The student calendar is managed by the USC Occupational Therapy and Science Council (OTSC), contactable at otsc.usc@gmail.com. Event announcements are presented on the screen as single-page flyers. Please send event flyers to Paul Bailey, at paul.bailey@chan.usc.edu, in a suitable high-resolution format (PDF, portrait orientation, is preferred). Including QR codes as links for further information, including event sign-up forms, is recommended. Any other updates, or suggestions for how the screen might be used, can be sent to Paul Bailey, at paul.bailey@chan.usc.edu.

Academic Program Information: Each academic program maintains a system for centralizing program-related information and communications for their respective students, and these systems are described below. Also, each academic program maintains an email distribution list available via Outlook. If your intended audience includes all students within the academic program, the email distribution list is an effective tool. If your

communication is not intended for the entire program's audience, please target your communications more specifically. Your communications relevant to the academic program(s) may also be channeled through the respective Program Director. The protocol are as follows:

- **E-OTD Program:** Information intended for ALL E-OTD students are managed through *Google Drive* and coordinated by the E-OTD Program Director and E-OTD Associate Director.
- **PP-MA Program:** Information intended for ALL PP-MA students are managed through a required core course which all PP-MA students are enrolled in each semester and coordinated by the PP-MA Program Director.
- **PP-OTD Program:** Information intended for ALL PP-OTD residents are managed through the OT686 Blackboard site and coordinated by the PP-OTD Program Director.
- **PhD Program:** Communications intended for ALL PhD students are managed through the PhD email distribution list (otphd-l.). Any additional ongoing communication is disseminated and shared by individual faculty mentors, often times through announcements and updates at PhD program meetings.

Chan Community Events: To promote a sense of community, all employees are encouraged to participate in Chan sponsored events throughout the year. Faculty are also highly encouraged to participate in student events that are central to the academic program in which they teach or mentor students. An annual events calendar is distributed to all employees at the start of the academic year to allow ample time to reserve key dates on their calendars. Invitations and RSVP's will be distributed ongoing. Please RSVP in a timely manner.

Full Division Meetings: Full division meetings are intended to build community, acknowledge the work being done, provide accolades to our colleagues, engage in discussion, participate in live polling to obtain feedback on various topics, and share the state of the division and university. Requested agenda items may be send to Carol Canedo, Executive Assistant to the Chair at carol.canedo@chan.usc.edu.

Paper Flyer Communications /Paper Displays in the Center for Health Professions (CHP): Paper flyers or other paper displays may be posted to the public bulletin board located on the 2nd floor of CHP outside the elevators, or within enclosed display cases located throughout the building. Consider whether you would want the information made available through the digital touchscreen in the main CHP 133 corridor. If so, please send the information to Chan Webmaster paul.bailey@chan.usc.edu. According to university policies, there should be no paper flyers, posters, or free-flowing documents taped in buildings – including glass windows, doors, walls, columns, and/or vending machines.

- The *USC Student Handbook* <https://policy.usc.edu/studenthandbook/> outlines Advertising, Promotion/ Publicity, and Literature Distribution policies. Additional guidance may be addressed with the Office of the Senior Vice President of Health Affairs.

Procedures and Policies

Requests for Budgetary Support and Travel Support

Information regarding faculty/staff resources is available on the division's website located at chan.usc.edu. At the very top of the screen is a black bar with the link for Faculty/Staff Resources. This section of the website includes forms that are used for requesting approval for expense approvals and travel requests (<https://chan.usc.edu/resources/forms-and-documents>). The Division's travel policy is also available for your review. This section includes instructions for submitting expense reimbursements through Concur, instructions for ordering books and desk copies, and the event form which is used when requesting food for an event.

Ergonomic Evaluations

Information on ergonomic assessments can be found at <https://ehs.usc.edu/>. Click on the link for "Complete an Ergonomic Assessment" and log in using your USC login information. The first step involves completing a self-assessment, and then requesting an ergonomics evaluation be completed by the USC Occupational Therapy Faculty Practice. The occupational therapist will provide you with a written report which includes recommended equipment or adjustments to your space. You may then work with Sonia De Mesa and Sonia De Mesa to request that those items be purchased by the Division. Please note these equipment recommendations are suggestions and not requirements; individuals and their managers must determine how best to apply these equipment suggestions to their work environments. The Occupational Therapy Faculty Practice has an assortment of chairs and other ergonomic equipment that you can trial by scheduling an equipment viewing appointment at the OTFP. We highly recommend that you take the time to be fitted for the proper equipment at the OTFP prior to requesting that a chair be ordered.

If you are not able to work with the overhead florescent lighting and need a desk lamp, the Division will provide you with a reasonably priced lamp. Sonia De Mesa can order a lamp for you. Plants and artwork for your office are at your discretion and at your own expense.

Supplies

For employees located in the CHP Building, general office supplies are available in the cupboards in the CHP-133 suite. The supplies are located in the photocopier work/break room located near the faculty mailboxes. You can request assistance from the front desk to locate and/or order office supplies you may need. Employees who work in offices besides the CHP building should connect with your immediate supervisor regarding the procedure for obtaining supplies.

Other Purchases including IT purchases

Most purchases outside of general office supplies require budgetary approval in advance if the purchase is not being charged to a research grant. Once approval is obtained, you can contact Stephanie Lee for assistance with placing your order.

In order to request a purchase from IT, please go to <https://chan.usc.edu/resources/forms-and-documents> and under Budget/Expenses click IT Purchase Order Request Form.

Reserving classrooms or conference rooms

All Chan classroom reservations are handled by the front desk secretary in CHP 133. This includes G37 (shared auditorium), CHP 101 conference room, and the 222 conference room. If you would like to submit a reservation request by email, please contact info@chan.usc.edu. To view room availability, go to Outlook's public folders calendars. To access, click on the folders icon and open 'All Public Folders' > 'Classrooms' or 'Meeting Rooms'. Select appropriate room.

Second floor shared classroom reservations are reserved by another system (AdAstra Classroom Scheduling). Please see Ryan Pineda (ryan.pineda@chan.usc.edu) or Peter Wittrock (wittrock@chan.usc.edu) for assistance with reservations.

CHP 102 conference room, student lounge (CHP 103), and patio reservations are reserved by Oshawa Smith (oshawa@usc.edu). CHP 102 is equipped with a ceiling projector, sound system, Video cable (VGA), and Internet. All you need is a laptop (the OT Front Desk has a laptop that can be checked out). If a Mac laptop is being used then a mini display VGA adapter is needed by the Mac owner.

Center for Occupation and Lifestyle Redesign reservations are made through Jackie Mardirossian at jmardiro@chan.usc.edu, or Peter Wittrock (wittrock@chan.usc.edu) in her absence. The Center is located at 2653 Hoover Street, Los Angeles, CA 90007. More information on the Center is available at <https://chan.usc.edu/about-us/center>.

Center Archive: Located at the Center for Occupation and Lifestyle Redesign®, the Archive serves as a repository of textbooks, journals, research manuscripts, photographs, artifacts and ephemera that document the history and trajectory of USC occupational therapy since its 1942 inception. Museum cases on the ground floor offer a glimpse of the collection's highlights. The archive is available by appointment for research and scholarly projects using the unique primary sources and rare materials collected here. Please contact libraryarchive@chan.usc.edu.

UPC Classroom requests are done by Ryan Pineda or Peter Wittrock, who are the approved contacts for the Division and authorized to submit requests. In their absence, contact classroom.scheduling@usc.edu. Copy both Carmel (ryan.pineda@chan.usc.edu) and Peter (wittrock@chan.usc.edu) in your email request.

Space and Facilities:

Physical Office Space: The Chan Division is a hybrid work environment. Most employees do work on campus, either full-time or part-time, and five of our six academic programs are fully on-the-ground programs (OS minor, BS in OT, E-OTD, PP-MA, and PhD). Because physical office space is limited, many of our employees share offices, utilize a drop-in reservation system to access a hoteling workstation, and/or have a hybrid/remote work agreement.

- **Protocol for Assigning Office Space:** Decisions pertaining to assigned office space, such as a 'semi-permanent' office/workstation, a shared office, an individual office, a hoteling office space, and/or the establishment of a remote/hybrid work agreement are based upon the following variables:
 - Percentage of time employee works in the division
 - Core work functions of the employee's position
 - Capacity for hybrid work structure, given core work functions
 - Square footage of the office
- **Reserve a Hoteling Work Station:** Faculty and staff members without designated offices in CHP have the option to reserve a hoteling space. Each office is equipped with two desks: one with a desktop computer and another without, catering to those who prefer to use their laptops. To secure a reservation for these spaces, please contact info@chan.usc.edu. While requesting a private space is an

option, availability may vary. It is recommended to coordinate with the other person sharing the space to negotiated temporary privacy as needed.

- **Shared Office Spaces for Students (CHP 105 and 222-F):** CHP 105 has multiple work stations that are designated for PhD students supporting the work of research faculty located in the 101 office suite, as well as PPOTD Pedagogy Residents. These work stations may be reserved through a shared google calendar system. 222-F is designated work space for PhD students supporting the research faculty located in the 222 suite. Both spaces may also be reserved for the purpose of testing accommodations. Faculty who oversee the PhD students and/or Pedagogy Residents may email Melina Hernandez (melina.hernandez@chan.usc.edu) for access to the shared calendars and/or to make their reservation to utilize these spaces.

Paying Guest Speakers

Faculty who want to engage the services of a guest speaker in their course should email Dr. Julie McLaughlin-Gray to obtain approval. Please provide the name of the speaker, the topic the speaker will address, and the payment you would like to provide. Please use the guidelines below to determine the appropriate compensation.

Type of Guest Lecturer	Method of Payment	Amount of Payment
Non-USC Clinicians, physicians, and other speakers who prepare and deliver a guest lecture	Honorarium processed through accounts payable. Requires Limited Engagement Payee Form and the person must complete a W-9 form. Sonia can send the W-9 to your guest speaker so you will need to connect with her in advance and provide the individuals email address.	\$100 per hour for each hour spent in the classroom. If talk goes beyond one hour such as 1.5 hours, the appropriate payment would be \$150. If talk is less than 1 hour they will be paid for a full hour for the first hour.
USC Faculty (outside of the Chan Division of Occupational Science and Occupational Therapy)	Overload process through Payroll. You need to communicate in advance with Sonia De Mesa so that she can obtain their Dean's approval for the overload because their contract has to be amended.	\$100 per hour that they are in the classroom. For a 1.5 hour lecture the correct payment would be \$150. If talk is less than 1 hour they will be paid for a full hour for the first hour.
Non-USC employees who bring their children in for observation in the classroom	Gift Card. You can purchase the gift card and submit your receipt to Sonia for reimbursement. Your receipt needs to include the name of the person receiving the gift card, the course number, and the date that they brought their child in for observation. Please indicate that this was given to the person as a Token of Appreciation.	\$50 gift card

Individuals who volunteer their time to come to class to talk about their life experiences.	Gift Card or Honorarium*	\$50 gift card for “token of appreciation” \$100 honorarium for those prepping and providing a service.
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*The faculty member may determine if the class contribution is one meriting a token of appreciation, or if the person is providing a “service”. If it is a service and warrants the \$100 per hour honorarium payment, the faculty member may discuss the payment options with the guest speaker. Option 1 is to be paid an honorarium and complete the necessary paperwork. Option 2 is a token of appreciation gift card. Please note that with a token of appreciation gift card we are limited to \$50.

Policy on Volunteers

Faculty who would like to engage a volunteer need to have the volunteer complete the Volunteer Agreement located on the Division’s website under Faculty and Staff Resources.

Policy on Farewell Events for Departing Faculty and Staff Employees

Supervisors of faculty and staff employees who are leaving the Division for reasons other than retirement will have a budget of \$100 to \$150 maximum for refreshments for a farewell gathering. Supervisors may ask the employee who is leaving if they would like to have a farewell gathering, and whether they would prefer to invite only members of their unit/team or if they would like to invite all Division employees. The supervisor should complete the Farewell Celebration Request form and submit it to Bianca Ojeda for assistance with ordering refreshments, or the supervisor can purchase refreshments on their own and seek reimbursement from the Division. Please note that although Bianca can assist with ordering refreshments, she will not be responsible for coordinating the event (reserving space, sending out an invitation, collecting RSVP’s, etc). The Farewell Event Request form is housed on the Division’s website under Faculty and Staff Resources under Forms and Documents <https://chan.usc.edu/resources/forms-and-documents>.

In the case of employees who are retiring, the supervisor should consult with the Division Chair as retirement celebrations will be reviewed on a case by case basis taking into account years of service, etc. Once a decision is made regarding the appropriate budget, the supervisor should complete the Farewell Celebration Request form and submit it to Dr. Baranek for approval. The form should then be routed to Bianca Ojeda who can coordinate the event.

Faculty Merit Review and Promotions

Faculty Merit Review

Full-time and part-time (50% or greater) faculty are reviewed annually on a calendar year basis. Adjunct faculty are reviewed every other year. Faculty submit the Annual Performance Summary through the Digital Measures portal. This electronic submission includes three documents: (a) self-evaluation with self-ratings (1-5 scale) and narrative pertaining to accomplishments in student-centered/teaching, scholarship/research, general service, and clinical practice areas, (b) an updated activity report highlighting achievements from the relevant calendar year, and (c) a professional development plan for the following year. Faculty rate their own performance relative to specific standards in the Chan Division’s Merit Criteria Document. Associate Chairs then conduct an evaluation for each of the faculty reporting to them reviewing all available information including the Annual Performance Summary, load profile and expectations/goals from the previous year, and then assigns ratings (1-5

scale) for each area, and justifies their ratings in a narrative summary. The Chan Merit Review Committee, comprised of four representative faculty from each track (Associate/Full Professors, RTPC – teaching, research, clinical, service, and tenured/tenure-track), conducts an independent review of faculty evaluations, barring any conflicts. The MRC convenes a meeting to discuss discrepancies flagged by anyone of the committee members. The chair of the MRC compiles all recommendations based on committee consensus and submits a written memo to the Chan Associate Dean and Chair.

The invitation to start the self-evaluation typically goes out sometime in November and the self-evaluations are typically due in early January. Please note that faculty are strongly encouraged to update the Digital Measures database at the end of each semester in order to make the process less time intensive when the announcement goes out in November.

Faculty Promotions

For tenure-track and tenured faculty, the criteria and processes associated with promotions are described in the USC University Committee on Appointments, Promotions, and Tenure (UCAPT) Manual which can be accessed on the Chan Division website under the Chan Faculty/Staff Resources section and Forms and Documents <https://chan.usc.edu/resources/forms-and-documents>

For full-time and part-time Research-Teaching-Practitioner-Clinical (RTPC) Track faculty, the criteria and processes associated with promotions are described in both the Herman Ostrow School of Dentistry Promotion Guidelines for RTPC Track Faculty, as well as an accompanying addendum specific to the Chan Division. Both of these documents are available on the Chan Division website under the Faculty/Staff Resources section. <https://chan.usc.edu/resources/forms-and-documents>

If a tenured/tenure-track or RTPC track faculty member has any questions regarding these guidelines or needs assistance in assembling their portions of the promotion dossiers, they are encouraged to contact their faculty mentor and/or Dr. Stephanie Mielke (smielke@chan.usc.edu) for assistance and guidance.

Staff Merit Review and Promotions

Staff Employee Merit Review

The merit review process for staff is completed in Workday. Typically around early December, staff employees receive a notification in their Workday inbox that it is time for them to complete their self-evaluation. The Workday system has a standard template that is used across the university for the staff evaluation process. The first step is for the employee to complete and submit their self-evaluation and goals. The self-evaluation then routes to the staff employee's supervisor and appears in the supervisor's inbox. Supervisors then complete their evaluation of the employee and meet with the employee to discuss the review and goals. Once the review is finalized, it routes to Human Resources in the School of Dentistry. Merit increases are based upon the employees overall score and the availability of a merit pool which can vary from year to year.

Staff Employee Internal Promotions

An internal promotion occurs when a uniquely qualified employee has demonstrated increased skill level, knowledge and experience and is offered and accepts a new, different position at a higher level, in most cases within the same job family, with increased duties and responsibilities that may have greater authority. The incumbent must be in his/her current position for at least one year and not presently perform the majority of the duties and responsibilities of the new position.

The employee's supervisor should contact Sonia De Mesa for guidance on what is needed to initiate a promotion request. Requests for promotion must be approved by the Chair of the Division, the School of Dentistry HR Office, and the University's main HR/Compensation Office.

Staff Employee Reclassification

Reclassification of a staff employee to a different position is a corrective action that typically occurs when it is determined by Compensation (through the position reassessment process) that an employee is utilizing a job description that does not appropriately reflect their current duties and responsibilities. Reclassifications are not the result of changes in an individual's performance or in anticipation of future changes in duties.

Human Resources

HR Partners

The HR partner for Chan Division employees is Sonia De Mesa (sdemesa@usc.edu). Faculty may also contact the Director of Faculty Affairs for the School of Dentistry, Kelley Randle, at randle@usc.edu. Staff employees can also contact the School of Dentistry HR Manager, Kelley Randle at krandle@ostrow.usc.edu.

In addition, every employee is assigned a benefits partner in the USC Central HR Office. In order to determine who your benefits partner(s) are you can click on your picture when you have logged into Workday and then click on Job and then Support Roles. Scroll down to Benefits Partner.

Employment Benefits & Perks

Your benefits as USC faculty include a broad range of programs to help protect the health, wealth and future of you and your family. The university provides healthcare and retirement plans and education benefits, among many other benefits. Visit the link below to see more information on all of the USC benefits or for information regarding making changes to your benefits due to life events.

<https://employees.usc.edu/benefits-perks/>

Tuition Assistance Benefit

The link to the USC web page for tuition assistance is <https://employees.usc.edu/tuition-assistance-employees/>. Please be sure to review all of the information on this page and then you can click the + sign for the forms referenced on the page which includes the Tuition Assistance Application for Faculty. Please note that there are two separate email address for submitting the documentation for tuition assistance.

Staff Benefits

All staff employees who work at least 50% time are eligible to participate in university benefit plans. The university contributes a fixed number of dollars towards benefits for its staff employees; any costs beyond university contributions must be paid for by the staff employee. No university funds may be used to pay for staff employee premiums.

Benefits coverage begins on the first day of the month after enrollment, but enrollment is not automatic. Enrollment must be completed either within 30 days of the date of hire or during subsequent open enrollment periods. The effective date for benefit changes, or benefits enrollment completed during the annual open enrollment period is January 1 of the following year. At any time prior to completing one year of benefits-eligible service with the university, a staff employee may also enroll for supplemental disability insurance, if he or she had not done so upon hire.

Benefits coverage ends on the last day of the month in which a staff employee terminates. Terminating staff employees should contact the HR Service Center to discuss options on continuing benefits coverage.

Detailed descriptions of staff employee benefits, eligibility and enrollment requirements are provided on the [USC Benefits website](#). Benefits programs are subject to change at any time by the university, at its discretion, without prior notice or liability to the extent permitted under applicable law. In the event of a discrepancy between these policies and procedures and a collective bargaining agreement, the terms of the collective bargaining agreement will govern.

Faculty Benefits

Faculty policy on benefits is contained in Chapter 3 of the Faculty Handbook.

Faculty Handbook

The Faculty Handbook is the university's governing document for policies relating to faculty, including information on the government of the university, academic practices and policies pertaining to faculty, faculty appointment, promotion, and tenure, and policies pertaining to research. [View the Faculty Handbook](#)

Meal and Rest Break Requirements

All hourly paid employees should follow the meal and rest break requirements. Meal breaks must be logged on time reports and rest breaks do not need to be logged.

Working less than 3.5 hours in the day: no breaks required

Working 3.5 to 5 hours in the day: one 15-minute paid rest break

Working 5 to 6 hours in the day: one 15-minute paid rest break; one 30 to 60-minute unpaid meal break

Working 6+ to 10 hours in the day: two 15-minute paid rest break; one 30 to 60-minute unpaid meal break

Requesting Time Off

To request time off, you need to log into Workday and click on the Time Off icon. Fill in your time off request and hit submit. Your request will be routed electronically for approval and you will receive an approval email when your request is approved. The university's site for all types of time off information is <https://employees.usc.edu/time-off/>.

- Days listed on the University's official holiday schedule, are holidays for all faculty and will not be charged to vacation time. This includes December 26 – January 1.
- For 12-month faculty, days off after January 1 (except for when January 2 is included in the official holiday schedule) and before spring classes resume, are to be charged to vacation time.
- For 9-month faculty, days off after January 1 and up to the start of spring classes, is not charged to vacation time.
- For 12-month faculty, days off during spring break are to be charged to vacation time.
- For 9-month faculty, days off during spring break are not charged to vacation time.
- Clinical faculty who work in one of our patient-care settings may be asked to work during the winter recess and other university holidays and will be given time off at a later date to be coordinated with your supervisor.

Employee Holidays

USC holidays can be viewed by <https://employees.usc.edu/university-holidays/>. Please note that the winter recess listed for employees is shorter than the winter recess for students that is listed in the Academic Calendar.

Resource employees are excluded from paid winter recess. Please note the additional information below that applies to faculty.

Paid Bereavement Leave

All employees are eligible. Excluded are resource employees, per diem employees, postdoctoral scholars and those claiming student status, including teaching and research assistants. In the event of a discrepancy between this policy and a collective bargaining agreement, the terms of the collective bargaining agreement will govern.

An employee may take paid time off for bereavement related to the death of a family member (for example: spouse, domestic partner, significant other, child, parent, sibling, stepbrother or stepsister, stepchild, stepfather or stepmother, grandparent, grandchild, niece or nephew, son-in-law or daughter-in-law, mother-in-law or father-in-law, sister-in-law or brother-in-law, aunt or uncle).

An employee wishing to take bereavement time must notify his/her manager as soon as possible. The number of days taken is at the manager's discretion and may range from one to five. If the employee requires additional time and the manager agrees, the additional time may be taken as follows:

- Time off without pay
- Vacation time
- Personal leave

A manager may limit duration of approved bereavement time off based on business necessity.

Jury Duty

Up to 10 days will be paid at employee's regular rate of pay for days the employee was scheduled to work but instead had to report to the courthouse. More information is available at <https://policy.usc.edu/jury-duty/>.

Life Event Changes

For life event changes such as name change due to getting married, adding baby to insurance, etc., please follow instructions found at <https://employees.usc.edu/other-life-changes/>.

Leaves of Absence

General Information can be found at <https://employees.usc.edu/leave/>.

Faculty Leaves

All faculty leaves are coordinated and processed at the Office for Faculty Affairs, including sabbaticals, medical leaves, paid parental leaves and non-paid parental leaves. The office assists with both appointing faculty on leave and returning them from leave. The office also assists with the disability leave process. Your first point of contact is Sonia De Mesa at sdemesa@usc.edu who can assist you with starting the processes.

Sabbaticals must be requested through the annual sabbatical application process, which occurs at the beginning of each calendar year for sabbatical requests starting July 1. As part of this process, faculty members must fill out the Request for Leave Form, selecting the type of sabbatical. For more information, contact Sonia De Mesa or contact Kelley Randle in the Faculty Affairs Department at randle@usc.edu. Once approved, faculty members and departments are notified, and Faculty Affairs will update Workday.

Medical Leaves require completion of the Request for Leave Form and must be accompanied by a physician's note indicating that you are under the doctor's care and the start and end date of the leave. Please note that

the doctor's note does not need to say anything about why you are being treated. The Leave Request form and doctor's note should be emailed to sdemesa@usc.edu.

Requests for a modification of duties can be requested using the Request for Leave Form. If the modification of duties is related to medical necessity, the doctor's note indicating the required modifications and duration of modified duties must accompany the request.

- [Faculty Paid Parental Leave Request Form](#)
- [Request for Leave Form](#)

Maternity Leave and Baby Bonding Leave

Faculty should work directly with Sonia De Mesa on coordination of your maternity and baby bonding leave. Staff can work directly with Jose Garcia in the School of Dentistry HR office. For staff, it is recommended to email Jose at jogarcia@usc.edu and copy Kelley Randle at krandle@ostrow.usc.edu.

Staff Medical Leave

Staff employees can work directly with Jose Garcia in the School of Dentistry HR office. For staff, it is recommended that you email Jose at jogarcia@usc.edu and copy Kelley Randle at krandle@ostrow.usc.edu.

W-2 Tax Documents and Requesting Duplicates

Information on signing up for electronic delivery of your W-2 and instructions for requesting a duplicate W-2 is located at <https://employees.usc.edu/year-end-tax/>.

Ending Employment

Resignation notifications should be provided in writing and should be signed. Letters can be addressed to Dr. Grace Baranek, Associate Dean and Chair.

USC has several retirement navigators that are available to answer questions. They are your go-to source for questions before and after your retirement from the university.

Keri Marroquin, Benefits Retirement Navigator

kerimarr@usc.edu

(213) 821-8100

Debbie Jones, Faculty Retirement Navigator

jonesdeb@usc.edu

(213) 740-7641

(for additional questions regarding the impact of retirement on academic life)

Ronald Henry, Emeriti Center

emeriti@usc.edu

rhenry@usc.edu

(213) 740-8921

(providing resources, privileges, support and social activities for pre-retirees and retirees)

Transitions to Retirement Workshops

Benefits Administration offers this program for all USC faculty and staff several times a year, covering Social Security, Medicare, USC privileges for retirees, and perspectives from current retirees. The day-long seminar is

free, but you must register. Your spouse/partner is also welcome to attend but must register separately. Please confirm with your manager that you are able to take time off work to attend. Continental breakfast, and lunch, are provided.

Retirement Counseling

Personal consultations are available on an ongoing basis from all of USC's retirement investment providers, at no charge.

These 30-minute sessions give you a chance to review your USC retirement savings accounts with a retirement planning and guidance consultant from your investment company. During your appointment, the consultant can help you review your asset allocation, determine if you are saving enough to meet your retirement goals, and evaluate your distribution options at retirement. Bring your questions!

The consultants offer appointments every month at USC at the following locations:

UPC

Credit Union Building, 3720 S Flower St
Take elevator to 2nd floor

HSC

Soto Building, 2001 Soto St
Check in at concierge desk
Locations for off-campus events at ICT, ISI and Children's Hospital are noted in the online scheduling tools for the providers.

See below to schedule your personal consultation.

Fidelity Investments

[Fidelity scheduling link](#)

TIAA-CREF

[USC scheduling link](#)

Vanguard

[Vanguard scheduling link](#)

Social Security and Medicare Information

Social Security is a federal benefit program funded by taxes on employees and their employers. Social Security and Medicare taxes are withheld from your paycheck and the university matches that amount, sends those taxes to the Internal Revenue Service, and reports your earnings to the Social Security Administration. Benefits are paid primarily during retirement and are meant to supplement other income you have from pension plans, savings and investments. Your Social Security benefit is a percentage of your earnings, averaged over most of your working lifetime. Social Security also provides benefits for disabled workers and their dependents, and benefits for the surviving dependents of a worker who dies. The Medicare program provides health insurance for American citizens and permanent residents over age 65 and their spouses.

All employees, with the exception of those claiming student status or holding certain types of visas, pay Social Security (also known as FICA-OASDI or Federally Insured Contributions Act—Old Age, Survivor and Dependent Insurance) and Medicare (FICA-Medicare) taxes through payroll deduction.

The employee and the employer share of FICA-OASDI is based on a percentage up to the annual wage base limit, while the employee and employer share of FICA-Medicare is based on a percentage of all compensation. More information is available at the [USC Payroll site](#).

Social Security taxes are automatically deducted from your paycheck. Make sure the name under which your earnings are reported is the same as the name on your Social Security card. The Social Security Administration sends annual statements to those working in Social Security-covered employment who are over age 25. You can request the statement online at any age, or contact [USC Payroll](#).

When it comes time to retire, if you are age 65 or older you must contact your local Social Security for a Medicare application, or you may apply online. We recommended you apply 3 months in advance. Social Security will require USC to verify when your employer coverage began and is expected to end. Social Security will give you an employment verification form for Benefits to complete if you are past 65 years of age.

You do not have to sign up for Medicare Part B and Part D as long as you and/or your spouse are covered under an employer group health plan. Medicare recommends, however, that you sign up for Medicare Part A (hospital coverage) in order to get your information in the Medicare system. Part A is free in most cases. Medicare Part B (doctor services) will not be required until your group coverage ends.

More information on how to apply for Medicare B is [available at this webpage](#).

Questions about the amount of Social Security taxes withheld from your paycheck should be directed to your **HR/Payroll Analyst**. For other questions, visit the [Social Security Administration site](#), which includes information about when you can draw Social Security benefits and how to estimate your retirement benefits, including a benefit calculator that lets you use different parameters and assumptions about when you will stop working, your earnings projections, etc.

The site also includes an office locator so you can find a nearby Social Security field office. You may also call the Social Security general inquiry line at **(800) 772-1213**.

Workplace Injury and Worker's Compensation

Information on Worker's Compensation is available at <https://employees.usc.edu/workers-compensation/>.

If you (faculty/staff) are injured while working:

1. Immediately report any workplace injury or illness to your supervisor/HR Partner.
2. Contact USC's workers' compensation administrator, Broadspire, by calling (800) 495-2315 (answered 24/7).
 - a. You will be "triaged" to a specially-trained nurse who will immediately assess the injury and determine the best course of action for you. Nurses have access to interpreters to help with over 200 languages when necessary. Depending on the situation, you may be guided in first aid (self-care), allowed back to work, or be referred to a medical facility within the USC Medical Provider Network for further evaluation.
 - b. Contacting Broadspire is crucial because this is how you obtain a claim number allowing you to seek medical treatment. If you are unable to call, the HR Partner must call Broadspire.
 - c. **NOTE:** there is no claim unless the employee or HR Partner notifies Broadspire.
3. Submit completed [**workers' compensation claim form DWC-1**](#) to your supervisor or HR Partner.
 - a. The employee must complete the top portion of DWC-1 form and include Social Security number and original signature (see [sample DWC-1 form](#)).
 - b. Employees who seek medical treatment and/or wish to file a claim must complete this form within 24 hours of sustaining the injury.

- c. State law requires USC to authorize medical treatment within one working day of receiving the completed form.
 - d. If you delay reporting your injury or completing the form, it may delay benefits or jeopardize your right to obtain benefits altogether.
4. Provide work status updates to your HR Partner and Broadspire after each medical appointment. Documentation is important in determining the ability to return to work or accommodation.

For serious injury/illness

If a serious injury has occurred call the following DPS number based on your location (DPS will contact paramedics and send personnel to the injured worker):

- **UPC - (213) 740-4321**
- **HSC - (323) 442-1000**
- **USC-VHH - (818) 952-4444**

If an employee is admitted to a hospital, the HR Partner must immediately notify the HR Service Center at **(213) 821-8100** and USC Environmental Health and Safety at **(323) 442-2200** as per OSHA regulations.

For non-life-threatening injuries

USC coordinates treatment with several medical facilities. If you're injured during the workweek 8:30am – 4pm, you can receive immediate treatment at the following medical facilities listed in the **Worker's compensation medical facilities** below.

Medical Facility	Address	Phone Number
Engemann Student Health Center - UPC (first aid only)	1031 West 34th St, 1st Floor Los Angeles, CA 90007	(213) 740-9355
USC Internal Medicine - HSC	1520 San Pablo St, Ste. 1000 Los Angeles, CA 90033	(323) 442-5100
Kaiser-on-the-Job	1526 North Edgemont St, 1st Floor Los Angeles, CA 90027	(323) 783-6621
ProActive Work Health Services open 24 hours/7 days week; free shuttle for first visit	132 Beaudry Avenue Los Angeles, CA 90012	(213) 977-9300

If you are injured during the workweek after 4pm or on the weekend, you can receive immediate treatment at the following facilities:

Medical Facility	Address	Phone Number
ProActive Work Health Services (open 24/7; free shuttle for first visit)	132 Beaudry Avenue Los Angeles, CA 90012	(213) 977-9300

Kaiser-on-the-Job	333 S Hope St, Suite C130 Los Angeles, CA 90071	(323) 783-6621
Good Samaritan Hospital Emergency Room	1225 Wilshire Blvd Los Angeles, CA 90017	(213) 977-2121
White Memorial Medical Center	1720 Cesar Chavez Ave Los Angeles, CA 90033	(323) 222-9675
USC Verdugo Hills Hospital	1812 Verdugo Blvd Glendale, CA 91208	(818) 952-3565

If you are injured at a USC work facility offsite, you may seek medical care at the nearest emergency room. Once you complete the [workers' compensation claim form DWC 1](#) and contact Broadspire to initiate a claim by calling (800) 495-2315, Broadspire will help you locate a facility that is part of the USC Medical Provider Network – see below.

After initial treatment, you may continue treatment with the initial medical provider, or you may choose another physician in the USC MPN. The USC MPN is a group of state-approved health care providers, with expertise in general areas of medicine, who provide medical treatment to USC employees who have been injured or become ill while working. Please note that specialty care or diagnostic testing both require referral from your MPN treating physician, and authorization from Broadspire. (Only those who have pre-designated a physician before the injury/illness occurred may treat outside the MPN - see below.)

To find an MPN provider:

- Contact an MPN Medical Access Assistant, Mon-Sat, 7am-8pm Pacific, toll-free at (844) 752-1143; fax (855) 279-2518, or BroadspireMAA@anthemwc.com.
- Look up providers yourself at <https://www.viiad.com/anthemcompass/KBANTHEMW000>.
- Contact USC workers' compensation staff through the HR Service Center at (213) 821-8100.

Supervisor's Responsibility when an employee is injured.

When an employee in your department is injured on the job, you must fulfill three responsibilities:

- 1. Find out what happened - you are our first line of defense.**
 - a. Investigate incidents thoroughly
 - b. Take statements from the injured worker and any witnesses to find out how the accident occurred
 - c. Follow up to ensure any unsafe conditions are corrected to prevent future occurrences
 - d. If an injury seems questionable, email uschr@usc.edu
- 2. Instruct employee to contact USC's workers' compensation administrator, Broadspire, by calling (800) 495-2315 (answered 24/7).**
 - a. The employee will be "triaged" to a specially trained nurse who will immediately assess the injury and determine the best course of action. Nurses have access to interpreters to help with over 200 languages when necessary. Depending on the situation, the employee may be guided in first aid (self-care), allowed back to work, or be referred to a medical facility within the USC Medical Provider Network for further evaluation.
 - b. Contacting Broadspire is crucial because this is how employees obtain a claim number allowing them to seek medical treatment.

- c. If the employee is unable to call, the HR Partner must call Broadspire.
- d. **NOTE:** there is no claim unless the employee or HR Partner notifies Broadspire.
- 3. Complete the **Manager's Report of Incident form** and the **Workers' Compensation DWC-1 form**.
 - a. If employee declines medical treatment, the DWC-1 form is not required.
 - b. If employee seeks medical care, the employee must complete the top portion of DWC-1 form and must include Social Security number and original signature. Managers are responsible for completing the bottom portion of the form (see **sample DWC-1 form**).
 - c. Managers must provide this form to the employee on the same day the employee notifies them of an injury or illness.
 - d. Both forms should be sent to your HR representative and to USC Workers' Compensation via the HR Service Center at **uschr@usc.edu**.

Note that the employee must provide a work status after each medical visit.

- For employees unable to return to their usual and customary job duties:
 - Conduct and document interactive process
 - Notify workers' compensation/disability coordinators immediately to prevent delay in benefits
- For employees able to be accommodated with physical or hourly restrictions:
 - Complete the temporary modified duty agreement form
 - Provide a copy to USC workers' compensation via the HR Service Center at **uschr@usc.edu**.
- Communicate any updates in medical work status to workers' compensation/disability coordinators up to discharge.

*This document will be updated approximately every 12 months. Please contact Sonia De Mesa at **sdemesa@usc.edu** if you have any questions.*

Last Updated January, 2024