



**For more information,** please contact Human Resources at (720) 858-6057 or via email at [HRServices@copic.com](mailto:HRServices@copic.com).



## COPIC's HR HELPLINE

**(844) 208-4680**

*State regulations and legal environments may limit the scope or availability of certain programs/resources. Please contact COPIC for details about your specific state.*

**Managing human resources in health care comes with unique challenges. That's why COPIC offers our expertise through trainings, an HR Helpline, and other resources at no cost to insureds.**

### TRAININGS

We host an array of trainings for office staff who are responsible for handling HR-related functions in your organization.

Our HR Best Practices is a half-day seminar that provides current information aimed at reducing the risk of employment practice litigation. This seminar will provide best practices in talent acquisition, benefits/compensation administration, employee relations, policy interpretation, and employment laws.

Examples of other HR trainings that COPIC can provide:

- Hiring for Cultural Fit
- Managing Difficult Employees
- Generations in the Workplace
- Emotional Intelligence
- Top 10 Employment Laws Every Manager Should Know

We also offer one-hour virtual training opportunities that focus on key topics such as harassment prevention, the power of communication, and successfully building a customer service practice.

### HR HELPLINE

Practice managers encounter a variety of HR challenges, from dealing with complex employee issues to establishing administrative procedures. Regardless of the situation, it may be helpful to talk with an expert. COPIC's HR department is available to help with issues such as performance and disciplinary issues, termination, and the application of federal employment laws, including ADA, FMLA, ADEA, and FLSA. Here are some situations where we provided support via the Helpline:

- We have a long-tenured employee who is not performing their job. Can we terminate them?
- Our employee is constantly late to work and leaves early yet marks her timecard for an eight-hour day. How do we address this issue?
- We have an employee who just returned from family leave (FMLA) and is now requesting vacation time. How should we address that?

The HR team can provide guidance on developing office policies to proactively set your practice up for success. And, we can help identify resources for practices to contact directly if we are unable to provide the appropriate guidance.

### DOWNLOADABLE HR RESOURCES

A library of resources is available through our website and provides access to commonly used forms, job descriptions, legal guidelines, and more.

### HR CONSULTING AND TOOLS (fee-for-service)

COPIC can offer more in-depth HR services upon request.