



Standard Operating Procedures

Some of the information below is relevant to full-time cast members only. This includes the Vacation/Sick Time Requests, Medical or Family Leave and Benefits sections.

ESRs (Employee Status Reports)

Please fill out an ESR for any of the following items:

- Change of address
- Change of phone number
- Change of name

ESRs can be found in the following locations:

- Outside HR Office (Office 41)
- Mailroom in Suite 200

How to fill out an ESR:

1. Always fill in your name and date at the top of the form
2. Always check the appropriate box in the upper right corner indicating the type of action or change – *Name, Address, Phone*
3. Fill in the NEW information in the top section of the form
4. If anything needs further explanation, make notes in the “Comments or Explanations” section
5. ALWAYS sign and date the bottom on the Employee Signature line
6. Turn in to the HR inbox in Office 41 or the HR box in the mailroom

Vacation/Sick Time Requests

Vacation Requests MUST be submitted through TimeStar AT LEAST one week prior to the time off. This will ensure that your supervisor has enough time to respond and also that payroll can be processed on time.

You should continue to follow the policy in the Employee Manual and your department’s specific procedures when you are unable to be at work due to illness. When you return to the office, you must then submit a Time Off Request through TimeStar for the sick time that was taken.

Specific instructions on how to log in and submit requests can be found on the General Information page of the AllCast website.

Medical or Family Leave

If you need to be out of the office for an extended period of time for a medical or family leave, notify the following parties at least 30 days in advance or as soon as possible for unforeseeable events:

1. Notify your supervisor
2. Notify and set up a meeting with Michelle Meers

Note: See pages 13-14 of the Employee Manual for more information

Parking

Full-time monthly parking:

To start or stop parking in the Playhouse Square Garage, Middough Lot or Lot 17:

1. Changes must be made by the 15th of the month prior to the month in which you would like the change to be effective
 - a. For instance, if you would like to begin parking in the garage on July 1, you must notify HR and fill out the proper paperwork before June 15
2. See HR for parking paperwork

Note: There is currently a waiting list to park in the Middough Lot.

Part-time daily parking:

1. The part-time cast member parking lot is located at Lot 17 (2 1/2 minute walk to PS) 1743 East 17th Street (Behind Becky's)
2. Part-time employees may receive discounted parking Monday-Sunday beginning at 8:00 a.m. until the end of their shift.
3. Parking tickets may be purchased in advance for \$2.50 at the Ticket Office with PS ID. Must remit the ticket to the attendant on entry.
4. If no attendant is on duty when you arrive, write your Name, Date and License Plate # on the ticket and put it in the drop box.
5. If you do not have a pre-paid parking ticket, parking is \$3.00 with a valid PS ID on entry.

Benefits

Medical and Dental Insurance Info only applies if you are covered under Playhouse Square's group plan

How to request an ID card for Medical Mutual (medical and Rx coverage, Group #662553):

1. Visit www.medmutual.com
2. Register for My Health Plan

- a. You will need your member ID or Social Security Number and date of birth to register
3. Under the Benefits and Coverage tab, click 'ID cards'
4. Scroll to the bottom of the page where it says 'Lost or Misplaced Your Card?'
5. Click to fill in the circle next to the number of cards you would like to order
6. Click 'Submit Order Now'

How to request an ID card for Sun Life (dental coverage, Group # C05477000):

1. Call 1-888-222-3660

How to find a provider for Medical Mutual:

1. Visit www.medmutual.com
2. Log in to My Health Plan (recommended)
3. Click Resources & Tools
4. Click Find a Provider

You can also access this information without logging in:

1. Click on the 'Find a Doctor' link
2. Under Individual & Family Plan Networks, click PPO Network
3. Choose your provider type, state and network (SuperMed PPO (plus)), specialty and provider name if applicable and click 'Search'

How to find a provider for Sun Life:

1. Visit www.sunlifedentalbenefits.com
2. Click on Find a Dentist
3. Enter the required information and click 'Show Dentists in my Area'

Open Enrollment:

Occurs every year during the month of June for a July 1 effective date

1. See HR for paperwork
2. Paperwork must be turned in BEFORE June 30

Add/Drop Dependent:

If a life event occurs (birth, change in marital status, etc.) and you need to add or drop a dependent:

1. Notify HR as soon as possible for paperwork
2. Change must be made within 31 days of event

Name Change

1. If your name changes, notify HR as soon as possible to make the change with all insurance companies except Fidelity (401k Plan)
2. Contact Fidelity at 1-800-343-0860 for paperwork to change your name

Beneficiary Change

1. If you would like to change your beneficiary for life insurance see HR for a new form

Address Change

1. If you have a change of address, contact all insurance companies as soon as possible to make the change

Injuries (at work)

What to do if you are injured at work:

1. Immediately notify your supervisor and they will notify HR
2. Your supervisor will provide you with an injured worker packet and the appropriate forms
3. If the injury is an emergency, go to the nearest medical facility for treatment
4. Our Managed Care Organization (MCO) is Sheakley UniComp. If it is not an emergency, refer to the online provider directory or call Sheakley at 1-888-743-2559 to find an appropriate network or Bureau of Workers' Compensation (BWC) certified provider (contact info also found in injured worker packet)
5. There are TWO forms that need to be filled out:
 - a. Playhouse Square Incident Report
 - b. BWC First Report of Injury
6. Both forms should be returned to HR as soon as possible following the injury

Courier

Cast Members that need something delivered outside of the office may bring the package to the Front Desk.

1. Leave the item at the Front Desk
2. Fill out the appropriate log to track the delivery
3. Call to arrange service
4. There are two courier services available:
 - a. Spokes 216-241-3330 (bicycle service for downtown and local areas)
 - b. American Courier 216-662-9100 (outside of downtown)

Leaving Packages for Pickup (not FedEx, UPS or Courier)

1. Leave packages and mail for pickup on the Credenza behind the Front Desk in the red file
2. Sign or label the item with your name for tracking purposes

Requesting a Conference Room

Conference Rooms available are the Marquee, District and Bulkley. Cast Members in need of a conference room may contact the Front Desk for assistance or arrange it themselves.

1. Call Sandra Dean at ext. 8444
2. Use the schedule book on the Credenza behind the Front Desk

Both the Bulkley and District (Real Estate) Conference Rooms are shared spaces so you must verify that the room is open.

1. District (Real Estate) Room see Tiffin (ext. 8701) or Outlook Calendar at Front Desk
2. Bulkley Room see Bulkley Security (ext. 8712)

Picking up Paychecks

Paychecks are issued every two weeks on Friday. Paychecks are available every pay date at the Front Desk in Suite 200.

1. ID Badge required for pickup (if receptionist is not familiar with names)
2. If it is after the pay date, check with your supervisor, the Front Desk or the HR Office.

Using Dry Cleaning Service

Dry Cleaning Services are available to Cast Members from Avon Cleaners.

1. Regularly scheduled pickup days are Monday, Wednesday and Friday
2. Storage bags and information forms are located in the closet in the reception area
3. Items can be left for pickup in the closet and will be stored there when returned
4. Avon Cleaners can be contacted at 216-771-3636