



Leave Administration

for Leaders

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Lincoln Financial Group

Lincoln Financial Group specializes in reviewing, approving, processing and tracking leave requests. Lincoln Financial Group administers all leaves and includes FMLA, ADA, personal, military and other applicable state leaves on behalf of Holiday Inn Club Vacations (hereinafter "the Company").

Lincoln Financial Group's Contact Information

Phone: (844) 600-3972

Website: www.MyLincolnPortal.com

Disability Claims

Fax: (603) 334-0401

Email: lfgcommunicationsd53@lfg.com

Leave Claims

Fax: (800) 694-6312

Email: LeadsAdmin@lfg.com

Lincoln Financial Group is available by phone **Monday through Friday, 8:30 a.m. to 10:30 p.m. EST**. When calling Lincoln Financial Group, Team Members will need their employee ID number and their home zip code listed in UKG Pro.

Recognizing the Need for Leave

As a leader, you must be able to recognize when a Team Member needs to take a leave. Here are some terms or phrases to look out for when engaging with your Team Members.



Absent for more than 3 days



Hospitalization



Care for a family member with a serious health condition



Flare-ups or treatment due to a chronic health condition



Pregnancy (which includes pre-natal care)

Remember:

Leaders can be held personally liable if they fail to appropriately advise the Team Member of their FMLA rights and responsibilities.

Ways to Take Leave

Continuous Leave

An uninterrupted block of time.

Examples include birth of a child/baby bonding or incapacitation due to surgery.

Reduced Schedule

When a Team Member needs to work fewer hours or days than scheduled.

Intermittent Leave

A non-continuous leave that is broken into multiple days or hours. Team Members may be approved for a specific frequency or duration which is based on the medical certification completed by the healthcare provider.

Examples include prenatal care, treatments or appointments for a chronic health condition, or episodes of incapacity.

Short-Term Disability

If the Team Member is on approved short-term disability, he or she may choose to opt out of utilizing PTO once they satisfy the 14-day elimination period and benefit payments have begun. The Team Member must notify their Leader or timekeeper if they wish to opt out of the utilization of PTO while on approved short-term disability.

Please see the **Benefits Guide** for additional information on our short-term disability plan.

Types of Leave

Family Medical Leave (FMLA)

FMLA allows Team Members to handle important health and family responsibilities while maintaining employment.

To be eligible for FMLA, Team Members must have:

- Worked for the Company for at least 12 months as of the date the FMLA leave is to start
- Worked at least 1,250 hours for the Company during the 12-month period immediately before the FMLA leave is set to start
- Worked at a location where the Company employs at least 50 Team Members within 75 miles of that worksite

Other Medical Leaves

When a Team member is not eligible for FMLA and needs to take a leave of absence for their own serious health condition, they may be eligible for the Company Medical Leave or an accommodation under the Americans with Disabilities Act (ADA).

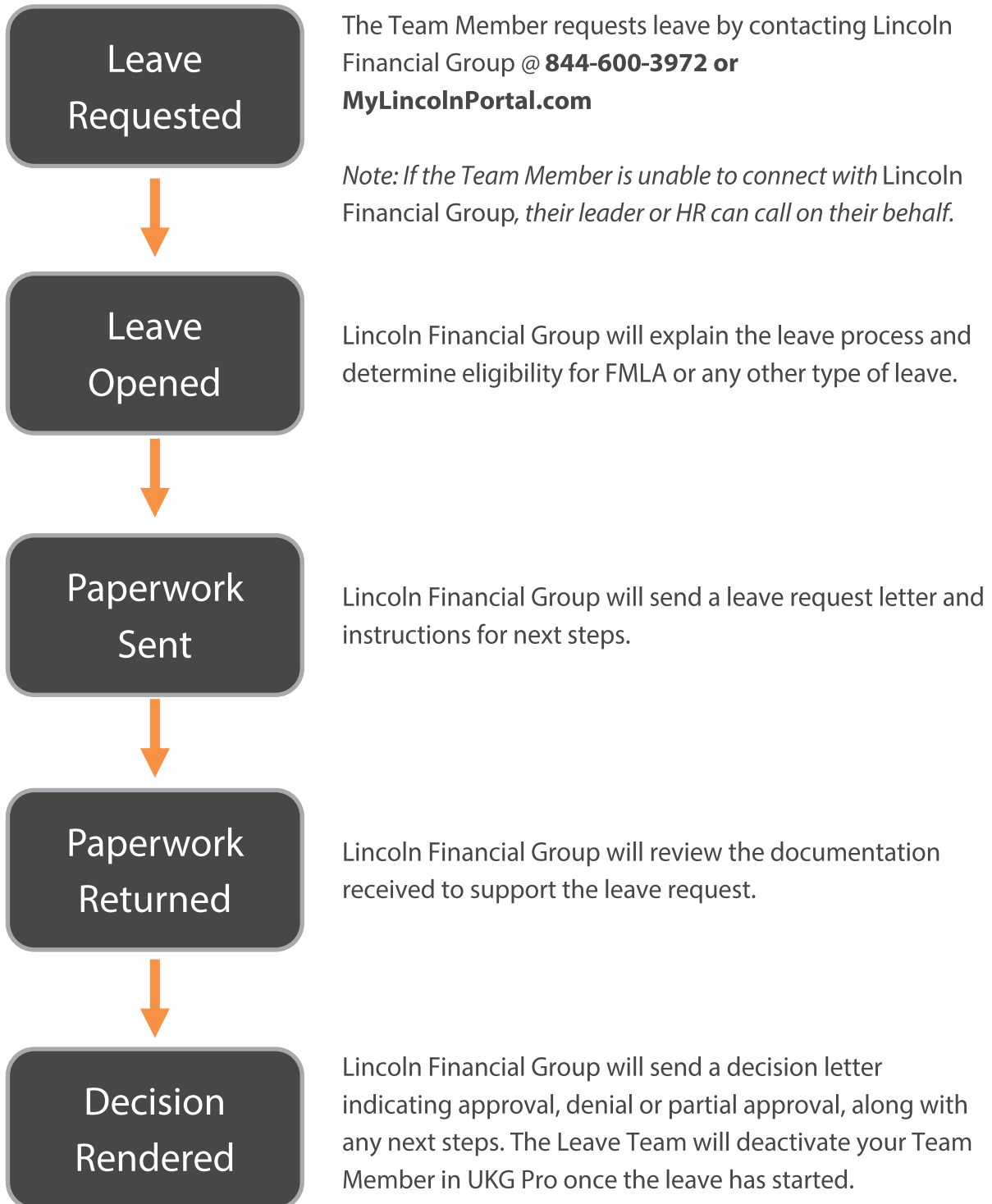
Personal Leave

A personal leave of absence is designed to assist Team Members in resolving personal matters. The decision to approve or deny a personal leave request is at the sole discretion of the Company.

Length of Service	Length of Personal Leave of Absence
90 days to 1 year	5 to 14 days
1 year+	5 to 30 days

Standard

Leave Process



Intermittent Leave of Absence

Team Members on intermittent leave for their own serious health condition, or for that of a qualifying family member, are approved for a specific frequency and duration which are based on the medical certification completed by the healthcare provider.

Team Members must contact their Leader to report their FMLA related absence in accordance with departmental call-out procedures.

Team Members are required to report each occurrence of intermittent leave to Lincoln Financial Group within 5 business days.

Recertification

If you see a trend with a Team Member's absences, for instance if a Team Member consistently calls out on a particular day or exceeds approved frequency or duration of absences, contact your HR Partner or the Leave Team for next steps, as the leave of absence may need to be recertified.



Lincoln Financial Group reaches out to Team Members prior to the anticipated return to work date.

1



Team Members who have been out for their own serious health condition must submit a return to work authorization.

Fax HR Link: 407-386-8054
email: LOA@holidayinnclub.com

2

What Happens when a Team Member Returns from Leave?

3


If the Team Member's return to work authorization states that there are restrictions, the department must verify that the restrictions can be accommodated.

4

Once a return to work date is confirmed, the Leave Team will reactivate the Team Member in UKG Pro and request any systems access be reinstated by IT.

5

Leaders should coordinate next scheduled shift with the Team Member.



Denied

Leave of Absence Request Denial Reasons Determined by Lincoln Financial Group

- ⊗ Ineligibility for FMLA due to tenure, hours worked or worksite exemption
- ⊗ Documentation for leave not received
- ⊗ Incomplete or insufficient medical certification
- ⊗ Not a covered relationship under FMLA
- ⊗ Not a serious medical condition under FMLA/Not a disability under ADA

If the Team Member's leave request is denied, please contact your HR Partner for next steps.

Reminders



When a Team Member is on a leave of absence, payroll will automatically exhaust any accrued PTO. If a team member has Short Term Disability, they can use PTO once the 14-day elimination period has passed, assuming they still have time off available.



Remind Team Members going out on leave to turn on their out-of-office messages in Outlook and in UKG Pro.



Team members are responsible for any missed insurance premiums while on leave. Monthly invoices will be sent, and they will have 30 days to pay or risk cancellation of coverage. If a team member still owes arrears when they return to work, those premiums will be double deducted from their paycheck until the balance is paid in full.



Team Members are not allowed to return to work unless the Leave Team has received proper documentation.



Leaders receive weekly reports and copies of letters to assist with managing Team Members on leave.



Remember to maintain confidentiality, consistently adhere to policies and contact your HR Partner if there are any questions.

Associated Policies Related to

Leave of Absence

Policy 107 – Americans With Disabilities Act

Policy 300 – Bereavement Leave

Policy 302 – Domestic and Sexual Violence Leave

Policy 303 – Family and Medical Leave Act

Policy 304 – Unpaid Leaves of Absence

Policy 310 – Paid Time Off