



**Brunswick-Glynn County Joint Water and Sewer Commission**  
**1703 Gloucester Street, Brunswick, GA 31520**  
**Thursday July 20, 2017 10:00 AM**  
**Commission Meeting Room**

## **HUMAN RESOURCES & SAFETY COMMITTEE MEETING AGENDA**

**Committee Members:** **Commissioner Cornell Harvey, Chairman**  
**Commissioner Cliff Adams**  
**Chairman of Commission Donald Elliott**  
**Commissioner David Ford**  
**Executive Director Jimmy Junkin**

**Members:** **Cindy Barnhart, TSI**  
**Jeffrey Singletary, TSI**  
**Baylie Lane, TSI**

### **PUBLIC COMMENT PERIOD**

*Public Comments will be limited to 3 minutes per speaker. Comments are to be limited to relevant information regarding your position and should avoid being repetitious. Individuals should sign in stating your name, address and the subject matter on which you wish to speak. Your cooperation in this process will be greatly appreciated*

### **APPROVAL**

- 1. Minutes from June 1, 2017 Human Resources & Safety Committee Meeting** (*subject to any necessary changes*)
- 2. H. R. Policy Revisions** – J. Donaghy

### **DISCUSSION**

- 1. BGJWSC Employee Benefit Package –Health Benefits** – D. Gable, TSI
- 2. Education Assistance and Incentives Policy** – C. Barnhart, TSI
- 3. Recruiting and Termination Statistics** – B. Lane, TSI
- 4. Safety and Accident Statistics** – J. Singletary, TSI
- 5. Director of Operations Position/Responsibilities**
- 6. Deputy Director Position/Responsibilities**
- 7. Superintendents Positions/Responsibilities**

### **EXECUTIVE DIRECTOR'S UPDATE**

### **MEETING ADJOURNED**

*All citizens are invited to attend.*

*There is a possibility of a quorum of Commissioners being present.*



**Brunswick-Glynn County Joint Water & Sewer Commission**  
**1703 Gloucester Street, Brunswick, GA 31520**  
**Commission Meeting Room**  
**Thursday, July 20, 2017 at 10:00 AM**

## **HUMAN RESOURCES & SAFETY COMMITTEE MINUTES**

**PRESENT:**                   **Cornell Harvey, Chairman**  
                                  **Donald Elliott, Chairman of Commission**  
                                  **David Ford, Commissioner**  
                                  **Jimmy Junkin, Executive Director**

**ALSO PRESENT:**       **Charles Dorminy, Legal Counsel**  
                                  **John Donaghy, Chief Financial Officer**  
                                  **Pam Crosby, Director of Procurement**  
                                  **Tom Boland, Sr., Deputy Director**  
                                  **Cindy Barnhart, TSI**  
                                  **Jeffrey Singletary, TSI**  
                                  **Baylie Lane, TSI**  
                                  **Daphne Gable, TSI**  
                                  **Catina Lewis, TSI**

**ABSENT:**                   **Cliff Adams, Commissioner**

Chairman Harvey called the meeting to order at 10:00 AM.

### **PUBLIC COMMENT PERIOD**

There being no citizens that wished to address the Committee, Chairman Harvey closed the Public Comment Period.

### **APPROVAL:**

**1. Minutes From June 1, 2017 Human Resources & Safety Committee Meeting**  
Commissioner Elliott made a motion seconded by Commissioner Ford to approve the Human Resources & Safety Committee Meeting from June 1, 2017. Motion carried 3-0-1.  
(Commissioner Adams was absent for the vote.)

**2. Human Resources Policy Revisions – J. Donaghy**  
John Donaghy presented a package containing recommended revisions to the Human Resources Policies to the Committee for approval to move forward to the full Commission. The revisions are a result of the changes in the Compensation Plan that were adopted by the Commission back in April of this year. He noted that most of the changes have to do with the revision of the employees' introductory period from 6 months to one year. Mr. Donaghy then briefly reviewed

each of the revisions to the Human Resources Policies with the Committee. There were a couple of additional small changes recommended, regarding the use of the word “merit”. Committee Chairman Harvey noted a few concerns he has regarding some of the policies as he read them, and how they relate to the employees, and mentioned that he would like to meet with John Donaghy and Cindy Barnhart to discuss those concerns.

Commissioner Elliott made a motion seconded by Commissioner Ford to move the current changes to the policy to the full Commission for approval. Motion carried 3-0-1. (Commissioner Adams was absent for the vote.)

## **DISCUSSION:**

**1. BGJWSC Employee Health Benefit Package** – C. Lewis, TSI and D. Gable, TSI  
Catina Lewis from Teamwork Services, Inc. presented a brief review of the background regarding the selection of the new insurance carrier and benefit packages for the current year. Due to savings and the type of plans offered this recommendation was made. Ms. Lewis continued to provide the details of the two medical plans that are offered to the JWSC employees, and noted the deductibles offered of \$1,000.00 and \$500.00 of which are low in the current market as compared with the average deductible of \$2500.00 to \$3500.00. Additionally mentioned was that due to the fact that this RFP was placed, bid and moved on properly, JWSC did not have any increases to pass down to the employees, therefore for this year the employees’ deductions either stayed the same or went down a bit. Ms. Lewis did note an issue that was found, which was that Southeast Georgia Health System changed its group of emergency room doctors as of January 1, 2017. This group of doctors is out of Florida, had a contract with Blue Cross Blue Shield of Florida, and it was thought that this contract would transfer, however it did not. This caused an issue on some claims where even though the hospital was in network, the emergency room doctor was not, so they were considered out of network and the full deductible was going to the employee. Ms. Lewis worked with the CEO of the SGHS and resolved the issues with those claims and they have all been turned around. As of July 1, 2017 this emergency room group did sign with Blue Cross Blue Shield of Georgia. Ms. Lewis also briefly discussed the Prescription Plan and explained some of the details of the workings of that plan. Daphne Gable provided discussion regarding orientation process and working with the employees on familiarizing them with how the various plans work and details they may want to consider when the plans change from one carrier to another.

**2. BGJWSC Education Assistance and Incentives Policy** – C. Barnhart, TSI  
Cindy Barnhart from Teamwork Services, Inc. presented a discussion to the Committee regarding the Education Assistance and Incentives Policy from Section 5.6 of the BGJWSC Employee Handbook. She noted that it does provide learning opportunities and financial incentives for employees who have completed one year of regular employment. Ms. Barnhart continued to brief the Committee on the program provisions as stated in the policy. She provided to the Committee a copy of the form which employees are required to complete and return for approval to participate in the education program, and briefly discussed it. Additional details of the requirements and provisions of the Education Assistance and Incentives Policy were noted and discussed as they are stated in Section 5.6. Chairman Harvey questioned who has the final authority to approve or disapprove an employee’s request for the educational assistance. Mr. Junkin advised that he has the final authority for approval. There was additional discussion regarding superintendents’ approval for items coming from their division



budgets, and their management of budgeted items such as educational assistance. It was further noted by Chairman Harvey that if the Executive Director has the final authority for approving an employee for the education program and financial assistance, then that funding for reimbursement should come from the Executive Director's budget. Discussion continued that the money for higher education should be placed in and come from the Executive Director's budget. Licensing and certification courses and costs will continue to remain within the various division budgets and under the approval of the superintendents. There was additional discussion regarding required licensing and the timelines for employees obtaining their licensing for continued employment. Also noted were clarifications needed on the form that employees provide for the final request for higher education reimbursement. This subject matter will be further met on.

**3. Recruiting and Termination Statistics – B. Lane, TSI**

Baylie Lane from Teamwork Services, Inc. discussed the Recruiting and Termination Statistics report with the Committee. She noted that there were currently 8 positions posted, and gave the details of those positions as well as the sources of posting, the number of applicants for each, and closing dates where applicable. Ms. Lane mentioned that there have been a total of 735 applicants year to date for various JWSC open positions. She also noted that there have been 3 new hires since the June Committee meeting, of which were the Wastewater Mechanic, Accounts Payable Coordinator, and the Customer Information Systems Analyst. The termination statistics were provided by division, of which there was a total of 3 terminations since the last Committee meeting in June. Ms. Lane tracks various JWSC applicant information and provided two new visuals for the Committee. The first was a line graph indicating the total number of applications received each month, and this graph shows a monthly comparison between the year of 2016 and the current year 2017. The second visual was a pie chart indicating "Source Statistics" providing the sources where applicants find out about open positions and the percentage of applicants for each source.

**4. Safety and Accident Statistics – J. Singletary, TSI**

Jeffrey Singletary from Teamwork Services, Inc. presented the current BGJWSC Workers' Compensation Claims Statistics to the Committee. He noted that as of July 28, there have only been 2 injuries resulting in workers' compensation claims. Additionally, he mentioned that in 2015 and 2016, JWSC was already at 12 accidents at this same time of the year for each of those years. There are still 3 open claims from 2016, and one from 2014 that has been reopened. At this time, this is all that is open for workman's compensation claims. The frequency of incidents is down significantly from previous years. There was some brief discussion regarding safety equipment and the responsibility of using the provided and required safety equipment.

**5. Director of Operations Position/Responsibilities**

**6. Deputy Director Position/Responsibilities**

**7. Superintendents Position/Responsibilities**

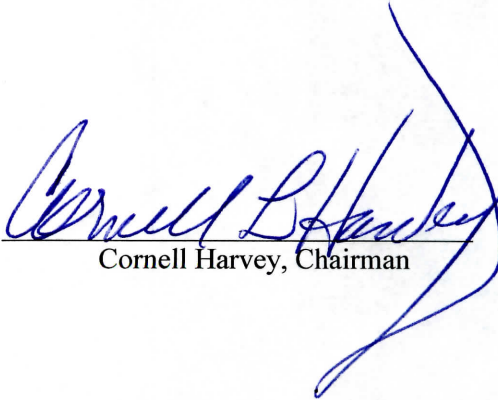
As per Committee Chairman Harvey, the discussion on items 5, 6 and 7 above will be deferred. He would like for the Committee to review the job descriptions of all of these positions for any similarities, and to consider if the proposed responsibilities of the Director of Operations may be shifted to the Deputy Director and the Superintendents. This discussion is to be placed on the agenda for the next Human Resources & Safety Committee Meeting.



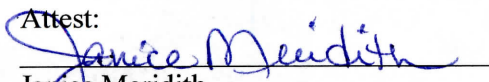
**EXECUTIVE DIRECTOR'S UPDATE**

Mr. Junkin advised that he has made a selection on the Deputy Director candidate. More details regarding the selection process will be shared with the Commissioners in the Executive Session later in the afternoon. After the time that the staff shared with the candidate, everyone had positive comments. This person appears to be a very strong candidate with many outstanding qualities. There was no further update.

Meeting was adjourned at 11:04 am.



Cornell Harvey, Chairman

Attest:  
  
Janice Meridith,  
Executive Commission Administrator



**To:** Human Resources & Safety Committee  
**Cc:** Jimmy Junkin, Executive Director  
**From:** John D. Donaghy, Director of Administration  
**Date:** July 20, 2017  
**Re:** Amendments to the Human Resources Policy

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**Background:**

JWSC Staff has approved changes to the Evaluation and Compensation Policies on April 6, 2017.

As a result numerous changes to other sections of the policies required revision

**Recommendation:**

The Human Resources Committee of the Brunswick-Glynn County Joint Water and Sewer Commission have reviewed the changes and recommend the approval of the proposed changes to the Human Resources Policy of the JWSC.

**Motion:**

**“I move that the Brunswick-Glynn County Joint Water and Sewer Commission approve the changes to the Human Resources policies of the JWSC, subject to the policy language being reviewed by legal counsel.”**

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**SECTION 1.2**  
**GENERAL PROVISIONS AND DEFINITIONS**

**FMLA Leave** means leave taken by an eligible employee for a serious health condition of the employee or the employee's immediate family or Qualifying Exigency Leave for a spouse, child, or parent for a period not to exceed twelve (12) work weeks or equivalent shifts during a 12-month period measuring backward from the date of leave, or such other Military Caregiver Leave (up to twenty-six (26) work weeks) calculated from the first date of leave taken and concludes twelve (12) months afterward pursuant to the FMLA.

**Health Care Provider** means a doctor of medicine, doctor of chiropractic, doctor of osteopathy, podiatrist, dentist, clinical psychologist, optometrist, nurse practitioner or nurse midwife, legally authorized to practice under the laws of the State of Georgia and performing within the scope of their practice, including a physician assistant. The term shall include any other practice area listed in the FMLA and regulations promulgated thereunder, as amended from time to time.

**Immediate Family** means spouse, parents, siblings, children, grandchildren, grandparents, or spouse of any of these; stepmother, stepfather, stepchild or spouse of any of these; or any other relative whom it can be demonstrated is a member of the employee's household, to include anyone permanently living in the house, or legal dependents of the employee. Also included is the child, parent, sibling, or grandparent of a spouse.

**Incumbent** means the employee occupying an existing position.

**Introductory Employment Period** means a period of time, **one year (12 months) of service** ~~initially six (6) months~~, during which a new employee, or an employee who has moved to a different position, is being observed for job capability and adequacy of performance, and who is expected to demonstrate to the satisfaction of the division head that the employee has the knowledge, ability or aptitude and other necessary qualities to perform satisfactorily the duties of the position.

**Job Analysis** means a systematic study of the tasks, duties, responsibilities and other job-related factors of a position.

**Job Class** means a position or group of positions having similar duties and responsibilities, requiring similar qualifications, which can be designated by one title indicative of the nature of the work performed and which is/are assigned to the same salary range.

**Job Description** means a written description of typical duties and responsibilities characteristic of positions assigned to a specific class, along with the required qualifications, knowledge, skills and abilities an individual must possess to be considered for a vacancy in the class.

**Job Posting** means a posted notice distributed within JWSC divisions listing an available job opening(s).

## **SECTION 3.3**

### **RE-EMPLOYMENT**

#### **STANDARD**

A former employee who is re-hired more than twelve (12) months after the date of separation will be considered to be re-employed and will complete a new ~~6-month~~ **one year** introductory period.

#### **PRACTICE GUIDELINES**

1. An individual who is re-employed will not be credited with prior years of service for the purpose of sick and vacation leave accrual rates. No previous unused leave will be restored to the employee. The re-employed individual will be treated as a new employee, except as noted in Paragraph 2, below.
2. Re-employed persons may receive credit for length-of-service for retirement benefits pursuant to the JWSC's Defined Pension Plan.



## SECTION 3.4

### INTRODUCTORY EMPLOYMENT PERIOD

#### STANDARD

As a final part of the selection process, the introductory employment period provides time for effective adjustment of new, promoted, or transferred employees or elimination of those whose performance does not meet acceptable standards.

#### PRACTICE GUIDELINES

1. Effective 4-24-17, an employee appointed initially or who has been re-employed, promoted, or transferred will serve a ~~6-month introductory~~ **one year** employment period. Newly hired employees and re-employed persons **will have access to up to 30 hours of vacation time and up to 30 hours of sick time upon hire.** ~~may not use sick or vacation leave during the first six (6) months of employment.~~
  
2. *Introductory Period Reports:*
  - A. During the introductory period, the employee's supervisor will confer with the employee as to progress made and acceptability of work performance **on a quarterly basis.** The employee will be given an **Annual** Performance Evaluation Report **after one year of service to mark the end of their introductory period.** ~~of two (2) and five (5) month intervals during the introductory period.~~
  - B. At least one (1) month prior to the expiration of the introductory period, the division head will complete and submit a performance evaluation to the Human Resources Department indicating whether the employee is recommended for continued employment, for extended introductory status, or separation from employment.
  - C. Performance evaluation forms will be provided to the division head by the Human Resources Department. Each report of performance shall be discussed directly with the employee by the employee's division head or his or her designee. If an employee disagrees with any statement in the evaluation report, the employee may, in a space provided on the evaluation report, list any disagreements and sign the report.
  - D. Employees within the probation period are required to sign the evaluation, stating that they have read and reviewed the evaluation.
  - E. Before completion of the employee's introductory employment period, introductory employment periods may be extended for not more than sixty (60) calendar days to allow marginally performing employees to reach satisfactory performance.

**SECTION 3.4 cont.**  
**INTRODUCTORY EMPLOYMENT PERIOD**

- F. When an employee is authorized unpaid leave pursuant to Section 4.7, Leave of Absence Without Pay, for a period greater than five (5) working days, the new employee's introductory period will be extended for the same number of days the employee is absent beyond the initial five day grace period.
- G. *Supervisor's Responsibilities:* Upon hiring a new JWSC employee or rehiring an employee, the immediate supervisor is required to set goals and objectives for the new employee in writing. The supervisor will review with the employee the goals and objectives prior to beginning and when completing the quarterly evaluation periods during the introductory year. ~~2-month, 5-month, and annual evaluation period.~~
3. A new employee (one who is new to the JWSC), or a re-employed employee (an employee who has been re-hired after a separation period of more than twelve (12) months), may be dismissed without a pre-dismissal hearing or appeal rights at any time during the introductory employment period if the division head determines that the employee is not satisfactorily performing assigned duties. The reasons for dismissal shall be documented and filed with the Human Resources Department.
4. If the employee does not successfully complete the introductory employment period or extended introductory period, employment shall be terminated either during or immediately following the introductory period, unless the delay is necessitated by extenuating circumstances.



## SECTION 3.5

### TRANSFERS AND PROMOTIONS

#### STANDARD

Employees are encouraged to pursue career growth opportunities and apply for posted positions for which they meet the qualifications. Supervisors are required also to explain career paths with their subordinates and review growth opportunities during each annual evaluation.

#### PRACTICE GUIDELINES

1. ***Consideration of Current Employees:*** Whenever possible, vacancies should be filled by promotion or transfer from among the qualified eligible employees within a division or from other divisions within the JWSC. In all cases, the most qualified person shall be selected for the position, based on objective job-related criteria. The selected person must meet the documented minimum qualifications for the position. An employee is not guaranteed a transfer if it is determined that the employee's current position is considered mission essential and that by moving that employee would cause a shortfall within their current position.
2. ***Eligibility for Transfer/Promotion:*** An employee who has successfully completed the introductory employment period of **one year** ~~six (6) months~~ may apply for a transfer or promotion. Employees that are currently considered in a Performance Improvement Plan or employees that have had any disciplinary action within the past six (6) months will not be considered eligible for transfer or promotion.
3. ***How to Apply:*** An employee interested in a position listed on a Job Posting should make such interest known by following the application procedures specified in the posting. Applicants should not rely entirely on information currently in the personnel file, or on the interviewer's personal knowledge of the applicant. Applicants are expected to provide complete job-related information indicating why they are best qualified for the position.
4. ***Transfers are not to be Automatic:*** If an employee requests to be transferred to another section within the organization, both the section gaining the transferred employee and the section losing the transferred employee must be in agreement of the transfer. If either section does not agree that the transfer is in the best interest of the organization or the employee requesting the transfer, the transfer will not be completed.

## SECTION 4.2

### ANNUAL (VACATION) LEAVE

#### STANDARD

Annual (vacation) leave time is provided to employees for the purpose of taking rest away from the job. It is believed that employees are more productive if they have time away from the job. It is also recognized that employees will occasionally need time away from work to attend to certain personal matters.

#### PRACTICE GUIDELINES

1. **Eligibility:** Employees are entitled to earn and accrue annual (vacation) leave immediately upon employment.

2. **Accrual:**

A. Accrual is based on length of service and regular hours worked.

<u>Service Length</u>	<u>Hours Earned</u>	<u>Days per Year</u>
0 to end of 7 years		12
Start year 8 to end of year 9		15
Start year 10 to end of year 15		18
Start year 16 to end of year 20		20
Start year 21		25

B. Vacation leave is earned during any pay period in which the employee is in active pay status at least one-half (1/2) the work days within that pay period. Employees who are inactive because of a covered Workers' Compensation claim shall continue to accrue leave for a period of twenty-four (24) weeks from the date of the covered injury.

3. **New Employees:** Employees begin to accrue leave at the date of hire. Effective 4-24-17, new employees hired after this date will have immediate access to 30 hours of paid vacation time during their one year introductory period. but may not use paid leave until they have completed the first six (6) months of employment. This does not apply to promoted or transferred employees.

A. Newly hired employees hired after 4-24-17 no longer have to wait until the end of their introductory period to redeem these paid time off vacation benefits. However, should the employee's employment be terminated prior to accrual of these 30 hours, the difference in the amount of vacation hours accrued and the amount of vacation hours paid out will be deducted from their final paycheck, following all FLSA guidelines.

4. **Limits:** Effective December 31, 2014, the total number of accumulated annual (vacation) leave as of December 31 of any year shall not exceed one hundred sixty (160) hours (4 weeks). On December 31, any remaining leave over 160 hours will be converted to sick leave if a minimum of eighty (80) hours, or equivalent shifts, of vacation leave have been used during the calendar year. Otherwise, the time will be considered forfeited and lost, excepting when a hardship would result and as approved by the Director on a case-by-case basis.



## SECTION 4.3

### SICK LEAVE

#### STANDARD

Sick leave is a privilege granted by the JWSC; it is not a right that an employee may demand. Sick leave should not be abused; it is to be used for salary continuation when an employee becomes ill and is unable to work.

#### PRACTICE GUIDELINES

1. **Eligibility:** Employees will accrue sick leave based on their regular schedule of work hours.
2. **Accrual:**
  - A. Employees will accrue sick leave at the rate of eight (8) hours per month.
  - B. Leave is accrued in any pay period in which the employee is in active pay status at least one-half (1/2) the work days within that pay period. It is accrued at the end of each pay period.
3. **New Employees:** New employees begin to accrue leave at the date of hire. **Effective 4-24-17, employees hired after this date will have access to 30 hours of paid time.** ~~but may not use paid leave until they have completed six (6) months of service.~~ This does not apply to employees who have been transferred or promoted into new positions.
  - A. **New employees hired after 4-24-17 no longer have to wait until the end of their introductory period to have access to paid sick leave. Up to 30 hours of leave is available; however, if the employee's employment is terminated prior to accrual of the hours redeemed, the difference in accrual and redeemed paid sick time will be deducted from their final paycheck following FLSA guidelines.**
4. **Limits:** Sick leave may be accumulated from month-to-month and year-to-year with no limit to the amount that can be accumulated.
5. **Requesting and Using Leave:**
  - A. Employees must sign a sick leave form requesting the leave. The form must be completed in advance when the absence is due to a planned medical appointment or procedure. Otherwise, the form must be completed promptly upon returning to work. Employees may request sick leave for the following events:
    - (1) Personal illness or injury;
    - (2) Personal physicals, examinations, or treatment;
    - (3) Quarantine; and

## SECTION 4.4

### HOLIDAYS

#### STANDARD

The JWSC recognizes eleven (11) standard holidays. These holidays are recognized nationally and are not chosen based upon any religious uniqueness. Due to the nature of some services provided to the citizens, some employees are required to work on holidays.

#### PRACTICE GUIDELINES

1. **Recognized Holidays:** The following are designated as official holidays for employees of the JWSC:

New Year's Day  
Martin Luther King Jr. Day  
Presidents' Day  
Memorial Day  
Independence Day  
Labor Day  
Veterans' Day  
Thanksgiving Day and the day after  
Christmas Day and the day before  
(Such other holidays as may be approved by the JWSC)

2. **Observing the Holiday:** All employees, including new employees who have not completed the introductory employment period, will be paid for scheduled work hours that may fall on the holiday when holiday work is not required.
- A. A holiday falling on Saturday will be observed the preceding Friday. Holidays falling on Sunday will be observed the following Monday by employees who normally work weekdays (between Monday and Friday). **Christmas holidays falling on or over a weekend will be observed at the discretion of the Executive Director.** Employees who work shifts will observe the holiday on the day it occurs.
- B. Holidays which occur during an employee's sick leave or vacation leave shall not be charged against sick or vacation leave for such days off.
- C. **A holiday observance calendar will be prepared and posted annually by January 15<sup>th</sup> each year.**

3. **Holiday Work:**

- A. A nonexempt employee required to perform work on a designated holiday shall receive holiday pay which is paid at the rate of one and one-half (1 ½) times the total number of hours worked.
- B. Any exempt employee who is regularly scheduled to work on a designated holiday shall receive his or her regular compensation, but may schedule another day off in observance of the holiday, with the approval of the supervisor or division head.



**SECTION 4.14**  
**UNIFORM DRESS CODE**

**3. *Safety Accessories:***

Employees who are required to wear safety vests, safety glasses, hard hats, gloves, steel-toed shoes, back braces, or other safety gear must wear the required gear at all times when working in the tasks assigned. This is intended to protect the safety and well being of the employees as well as the customers served by the JWSC.

**4. *Cost and Use of JWSC-Provided Uniform Clothing and Accessories:***

- A. The JWSC will provide uniform clothing for those employees who are required to wear a uniform. This will include shirts, pants, jackets, hats, gloves, safety shoes, and other safety items. Failure to consistently and properly wear or use uniform clothing and/or safety gear, and the failure to consistently enforce these standards, will result in disciplinary action up to and including termination of employment. Supervisors will be responsible to ensure safety gear and uniforms are properly worn.
- B. The JWSC may also provide certain items for administrative office employees who are not required to wear uniforms but who wish to wear items bearing the JWSC logo, depending upon fund availability and whether appropriate for the work situation.

**5. *New Employees:*** Employees will be fitted for uniforms and safety gear during the first week of work. Employees who do not complete the **12-month** ~~6-month~~ introductory employment period will be required to return clothing bearing the JWSC logo or repay the cost of such items. Employees may keep items that do not bear the JWSC logo, however, employees will be required to repay the cost of such items.

**6. *Returning and Replacing JWSC-Provided Uniforms, Equipment, and Accessories:***

- A. Each employee is responsible for the care and protection of JWSC-purchased uniforms, safety accessories, and other items.
- B. When items begin to show signs of normal wear such that the employee reasonably anticipates the need for replacement, the employee should contact the immediate supervisor to request replacement items. New orders for uniforms should be placed only when an item is worn, torn, or otherwise damaged and no longer presents the appropriate appearance. This does not mean that the JWSC will automatically reorder five (5) of each listed item for each employee every year, but as individual items are needed. It does mean that each employee should have five (5) sets of uniforms ready for wear each week. Each employee's supervisor will be tasked with determining when an item no longer represents the JWSC appropriately and will be responsible for all orders placed.
- C. When lost, worn, or damaged by neglect, employees will be required to replace the items at their own expense. This may be payroll deducted at a minimum of \$7.50 per week, subject to FLSA compliance.
- D. JWSC will only reissue uniforms on a "one-to-one" trade of each uniform item. This is defined as an employee must trade in the same type item for reissue of a new same type item. Employees must pay for items that are lost and needed to be reissued.



## SECTION 6.2

### PAY PLAN

#### STANDARD

The JWSC shall devise, maintain, periodically amend and promulgate an appropriate Pay Plan which shall be applicable to all positions whose salaries are established within an approved salary range. The Pay Plan includes guidelines for establishing and managing employee pay rates and shall include maintaining a pay structure consisting of pay grades and pay ranges that are assigned to positions in the Position Classification Plan.

#### PRACTICE GUIDELINES

1. **Pay Structure:** The pay structure contains any number of pay grades necessary to accommodate all JWSC job classes and positions. The pay structure contains minimum pay rates, midpoint pay rates, and maximum pay rates for any given grade. Each employee affected thereby shall be paid at one of the rates set forth in the salary range for the class and position in which he or she is employed. **The pay structure will be adjusted annually by the CPI as approved in the JWSC budget.**
  
2. **Hiring Range and Entry Salary Rates:**
  - A. New employees, promoted and transferred employees shall be paid at a rate within the first third of the pay range; provided, however when there is a demonstrated inability to recruit within the hiring range or an applicant or employee possesses exceptional qualifications (e.g., experience substantially above and beyond that which is required in the official job description for a position), the Executive Director may authorize the placement of the applicant or employee up to the middle point of the approved range of pay for the stated position contingent upon fund availability.
  
  - B. The entry salary of an employee upon initial employment who meets the minimum requirements shall be at the minimum level of the range for that class to which the original appointment is made. Exceptions may be provided if approved by the Executive Director in the case of:
    - (1) Shortage of qualified applicants available at the minimum level of the pay range.
    - (2) Qualifications of the applicant are in excess of the minimum requirements for the class.
    - (3) Applicants who are under-qualified but who may be capable of meeting the minimum position requirements within a twelve (12) month period.

**SECTION 6.2 cont.**  
**PAY PLAN**

**3. *Pay for Performance – Merit Increase:***

- A. The JWSC shall maintain an active Employee Performance Evaluation Program and all performance-based or merit increases shall be awarded in accordance with the Program. When funds are available, employees shall be recognized for having met or exceeded established performance standards. The funding level, if any, for performance-based increases shall be decided annually. The JWSC Pay Plan is not intended to create a property right, promise, or contract, or expectation of funding for any performance-based increase, raise, or salary adjustment.
- B. The division head shall review the performance evaluations of the division's employees and recommend to the Executive Director the employees who should receive merit step increases. Each performance evaluation shall be made a part of the employee's official personnel file.
- C. Employees will receive a COLA (Cost of Living Adjustment) in the first full pay period of the fiscal year, during July of each year based on the CPI.
- D. An employee with an acceptable performance rating, as certified by the division head and approved by the Director, shall be eligible to receive an annual ~~base salary~~ increase between zero (0) and five (5) percent effective on the beginning of the pay period ~~prior to~~ containing the employee's hire date or date of promotion.
- E. When an employee attains the maximum rate of a salary range for the present position, no further salary increases will be added to the base pay while the employee remains in the present position. If an employee is eligible for a merit **step** increase based on performance, then the employee will be paid a lump sum for that portion of his or her base salary merit increase that is above the maximum for that position, including any market adjustments or cost of living increases, as applicable.
- F. Market adjustments and cost of living increases are not automatic, and may be established periodically by the Commission of the JWSC in its sole discretion.

**4. *Position Reclassification:***

- A. When an employee's position is reclassified to a different classification in the next higher pay grade and pay range, the employee may receive an increase to bring the employee's pay up to the minimum of the new pay range. If the reclassification results in a difference of more than one pay grade, the position may have pay adjusted such that internal equity is maintained with others in the new pay grade. In no case shall the salary be less than the new minimum or exceed the maximum for the new range.
- B. When an employee's position is reclassified to a classification with a lower pay grade and pay range, the employee may receive a reduction in salary based on:
  - (1) A change in job duties;
  - (2) Internal equity, similarly situated employees, adverse effects on other employees in the class, and the best interests of the JWSC; or



**SECTION 6.2 cont.**  
**PAY PLAN**

**7. Demotion:**

- A. Voluntary Demotion: An employee who voluntarily chooses to accept a demotion will receive a salary reduction. The salary will be reduced to an amount that represents the same relative placement within the new pay grade as in the former pay grade.
  - B. Disciplinary Demotion: An employee may be demoted with a loss in pay for failure of personal conduct or failure of job performance. The salary will be reduced to an amount that represents the same relative placement within the new pay grade as in the former pay grade.
  - C. Unsuccessful Introductory Employment Period Following Promotion: If an employee fails to successfully complete the introductory employment period following a promotion, the employee may request a voluntary demotion to the former position or to a position in the same class if a vacancy exists. The employee's salary will be reduced to the former rate of pay, including any merit increases that would have been awarded during the period based on documented performance evaluations, contingent upon fund availability. Such a demotion, a transfer, or termination must occur within the introductory employment period.
  - D. The employee's annual performance review date will change to the date of the demotion, and every twelve (12) months thereafter.
- 8. Salary Reduction Within Pay Grade:** An employee may receive a salary reduction within the same pay grade for disciplinary reasons. The salary will be reduced by no more than ten percent (10%); however, in no case shall the salary be below the pay grade minimum.
- 9. Salary of a Transferred Employee:** The salary of an employee who voluntarily transfers or who is reassigned to a position in the same position and job class or to a position in a different class with the same pay grade and range shall not be changed by the reassignment. Exceptions may occur when an employee's training, education, or experience significantly exceed the minimum qualifications for the position. Any exception must be thoroughly documented and approved by the Executive Director.

**10. Other Pay Adjustments or Increases:**

- A. Completion of Introductory Employment Period: Upon completion of the initial new hire introductory employment period, supervisors shall perform an evaluation of performance. Employees may be eligible to receive will receive a pay increase based on the evaluation score. The employee will be eligible for another merit increase annually in six (6) months subsequent, effective as of the employee's original date of hire.
- G. Certification Pay: Employees may receive a five percent (5%) increase for State-mandated certifications, required by the job, but not required at the time of hire. Such



## SECTION 7.1

### PERFORMANCE EVALUATIONS

#### STANDARD

The primary purpose of the employee evaluation shall be to inform employees how well they are performing their work and how they can improve their work performance. Performance is managed by communicating clear expectations, providing employees with sufficient training, guidance, and tools to perform the job, and by providing feedback to employees at periodic intervals to ensure optimum performance. Performance evaluations also provide employees with the opportunity to identify goals and plans for professional and job development. The performance evaluation may also be used in determining merit increases; as a basis for training, promotion, demotion, transfer or dismissal, and for other purposes as set forth in these policies.

#### PRACTICE GUIDELINES

##### 1. *Basis for Performance Evaluation:*

- A. The standard position and job description, along with additional documented division operating procedures and expectations, will form the basis for performance evaluations. Each employee will be provided a copy of the position and job description at the time he or she enters a new job, or at such time that the current position and job description substantially changes.
- B. Special evaluations may take place at the request of the employee with the approval of the division head. The supervisor may also initiate special evaluations. Special evaluations may be conducted when an employee is uncertain of how well he or she is performing, when substantially new job functions are assigned, when performance difficulties are detected, or upon completion of any period of probation imposed by the supervisor.

2. ***Performance Evaluation Instrument:*** All division heads and supervisors shall use a standardized, approved instrument to evaluate the performance of all employees on a regular basis. Supplemental performance evaluation materials may be used with the approval of the Director to make performance evaluations more meaningful and job-specific.

##### 3. *Evaluation Dates:*

- A. An introductory period shall begin upon the initial original appointment, upon re-employment (re-hired after 12 months), and upon promotion, demotion, or transfer. During the introductory period, the employee's performance shall be evaluated quarterly; at the end of three (3) months, six (6) months and at nine (9) months of service. These quarterly evaluations are non-monetary. At the end of one year of service, a written at the end of two (2) months and five (5) months, depending on the nature of the position, but the five (5) month evaluation is required and shall be conducted within a two (2) week period prior to the end of the one year (12 month) 6-month introductory period. If the division head, or the Director, wishes to extend the introductory period because of marginal performance or a need for further training, written documentation shall be sent to Human Resources indicating the reasons for the extension.

**SECTION 7.1 cont.**  
**PERFORMANCE EVALUATIONS**

- B. All regular employees shall be given a performance evaluation annually on or about twelve (12) months from the date of their last performance review.
  - C. Employees shall be evaluated at the time of separation.
  - D. In addition to the above dates, each meeting of the Commissioners of the JWSC shall be an evaluation date for all public employees.
4. **Evaluation:** Evaluations shall be prepared by the immediate supervisor of each employee and reviewed by the division head. The Director shall prepare evaluations for division heads.
5. **Review with Employees:** The evaluator shall discuss each performance evaluation with the employee being evaluated. If an employee disagrees with any statement in an evaluation, the employee may, within five (5) working days following the conference with the employee's supervisor, (a) submit a written statement which shall be attached to the evaluation form and forwarded to the Human Resources Department then for inclusion in the employee's personnel file, or (b) file a grievance pursuant to the policies set forth herein.
6. **Changes in Evaluation:** If a division head requests an alteration of the performance evaluation form of an employee after it has been officially submitted to the Human Resources Department, such requests shall be in writing and shall set forth fully the reasons for the request, and the Director shall be so notified.
7. **Merit Review Dates:**
- A. Regular employees shall be eligible for a merit review on their date of hire and every twelve (12) months thereafter.
  - B. Employees who have been promoted or demoted with a change in pay shall be eligible for a merit review twelve (12) months from the date of the promotion or demotion, and every twelve (12) months thereafter.
  - C. ~~New hires will be eligible for a merit review after completion of the initial 6-month introductory period. Since the merit review date is as of the date of hire, new hires will be eligible for another merit review after another six (6) months, and every twelve (12) months thereafter.~~
  - C: One month prior to their merit review, the employee will be expected to submit a written copy of their accomplishments to their supervisor.
8. **Confidentiality:** Performance evaluations shall be confidential and shall be made available only to the employee evaluated or the employee's assigned representative, supervisor, division head, Human Resources Department, or Director.
9. **Custodian of the Record:** The performance evaluation shall reside in the employee's personnel file in the Human Resources Department.



**SECTION 7.5**  
**HEARING & DISCIPLINARY APPEALS PROCESS**

B. Audio or video recording or written transcript or other type of recording made by either party during the fact-finding hearing will be made available to the other party. The requesting party will be charged a reasonable cost of reproduction.

- 10. *Attendance at Hearing:*** The appeal hearing shall be closed except for the attendance of the Hearing Officer, the employee appealing an adverse action, fact witnesses and, as applicable, JWSC legal counsel, the employee's legal counsel and the person recording the hearing. No other persons shall be permitted to attend the hearing without the express approval of the Hearing Officer. Depending on the circumstances, the Hearing Officer may be the supervisor, division head, Director, or an independent Hearing Officer who is not a JWSC employee or appointee. No JWSC Commissioner shall sit as a Hearing Officer in a disciplinary appeal hearing.
- 11. *Continuance of Hearing:*** The supervisor, Director, or Hearing Officer, shall have the right to suspend the appeal hearing and reschedule for a date certain in his or her sole discretion based on the need for additional investigation, or such other circumstance which may arise during the hearing that will have a material effect on the process.
- 12. *New Hires in Introductory Period:*** Employees who have not completed the introductory employment period **of one year (12 months) of service** (~~those in the first 6 months of employment~~) do not have appeal rights. Division heads are not required to conduct a hearing with the employee prior to dismissal or adverse action; however, a conference is recommended in order to help the employee to understand why corrective action is being taken and to gather any additional information that the division head may not have had.



## SECTION 5.1

### GROUP HEALTH AND LIFE INSURANCE

#### STANDARD

Employee benefits are available to employees and shall be administered without regard to any protected class. The Human Resources Department will pursue volume-buying discounts and preferred provider arrangements with medical service providers wherever cost savings can be obtained for its employees and while providing quality care. Benefits are subject to modification dependent upon continued funding.

#### PRACTICE GUIDELINES

1. ***Group Health Insurance:*** Health insurance coverage is made available to employees working forty (40) hours or more per workweek on the first day of the month following sixty (60) days of employment, dependent upon JWSC policies available at the time of hiring and eligibility of the employee. Health insurance will become effective on the first day after the applicable initial period pursuant to health insurance policy provisions.
2. ***Group Life Insurance:*** Life insurance coverage is provided at no cost to the employee for all employees working forty (40) hours or more per workweek on the first day of the month following sixty (60) days of employment. These same employees may purchase life insurance coverage for their eligible dependents on the first day of the month following sixty (60) days of employment.

# Blue Cross Blue Shield Healthcare Plan of Georgia

## Blue Open Access POS - OAP5 1K/20 4K K

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage Period: 03/01/2017 – 02/28/2018  
 Coverage for: Individual + Family | Plan Type: POS



**This is only a summary.** If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at <https://eoc.bcbsga.com/eocdps/fi> or by calling (855) 333-5731.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u> ?	<b>\$1,000</b> single / <b>\$3,000</b> family for In-Network Providers. Does not apply to Primary Care visit, Preventive care, Prescription Drugs, and Specialist visit. <b>\$3,000</b> single / <b>\$9,000</b> family for Out-of-Network Providers.	You must pay all costs up to the <u>deductible</u> amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the <u>deductible</u> starts over (usually, but not always, January 1st). See the chart starting on page 3 for how much you pay for covered services after you meet the <u>deductible</u> .
Are there other <u>deductibles</u> for specific services?	Yes; <b>\$200</b> per member / <b>\$400</b> family for In-Network Providers and Non-Network Providers Prescription Drug. There are no other specific <u>deductibles</u> .	You must pay all of the costs for these services up to the specific <u>deductible</u> amount before this plan begins to pay for these services.
Is there an <u>out-of-pocket limit</u> on my expenses?	Yes; <b>\$4,000</b> single / <b>\$12,000</b> family for In-Network Providers. <b>\$12,000</b> single / <b>\$36,000</b> family for Out-of-Network Providers.	The <u>out-of-pocket limit</u> is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, Balance-Billed charges, and Health Care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Is there an overall annual limit on what the plan pays?	No.	The chart starting on page 3 describes any limits on what the plan will pay for <i>specific</i> covered services, such as office visits.
Does this plan use a	Yes, Blue Open Access POS.	If you use an in-network doctor or other health care <u>provider</u> , this plan will pay some or all

**Questions:** Call (855) 333-5731 or visit us at [www.bcbsga.com](http://www.bcbsga.com)

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at [www.cciio.cms.gov](http://www.cciio.cms.gov) or call (855) 333-5731 to request a copy.

GA/L/F/OAP5 1K 20 4K K-POS/NA/ZPEGD/NA/01-17

Important Questions	Answers	Why this Matters:
<b><u>network of providers?</u></b>	For a list of In-Network providers, see <a href="http://www.bcbsga.com">www.bcbsga.com</a> or call (855) 333-5731.	of the costs of covered services. Be aware, your in-network doctor or hospital may use an out-of-network <b><u>provider</u></b> for some services. Plans use the term in-network, <b><u>preferred</u></b> , or participating for <b><u>providers</u></b> in their <b><u>network</u></b> . See the chart starting on page 3 for how this plan pays different kinds of <b><u>providers</u></b> .
<b>Do I need a referral to see a <u>specialist</u>?</b>	No; you do not need a referral to see a specialist.	You can see the <b><u>specialist</u></b> you choose without permission from this plan.
<b>Are there services this plan doesn't cover?</b>	Yes.	Some of the services this plan doesn't cover are listed on page 7. See your policy or plan document for additional information about <b><u>excluded services</u></b> .





- **Copayments** are fixed dollar amounts (for example, \$15) you pay for covered health care, usually when you receive the service.
- **Coinsurance** is *your* share of the costs of a covered service, calculated as a percent of the **allowed amount** for the service. For example, if the plan's **allowed amount** for an overnight hospital stay is \$1,000, your **coinsurance** payment of 20% would be \$200. This may change if you haven't met your **deductible**.
- The amount the plan pays for covered services is based on the **allowed amount**. If an out-of-network **provider** charges more than the **allowed amount**, you may have to pay the difference. For example, if an out-of-network hospital charges \$1,500 for an overnight stay and the **allowed amount** is \$1,000, you may have to pay the \$500 difference. (This is called **balance billing**.)
- This plan may encourage you to use **In-Network providers** by charging you lower **deductibles**, **copayments** and **coinsurance** amounts.

Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use a Non-Network Provider	Limitations & Exceptions
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	\$25 copay per visit	50% coinsurance	-----none-----
	Specialist visit	\$50 copay per visit	50% coinsurance	-----none-----
	Other practitioner office visit	Manipulative Therapy \$50 copay per visit Acupuncture Not covered	Manipulative Therapy 50% coinsurance Acupuncture Not covered	Manipulative Therapy Coverage for In-Network Providers and Non-Network Providers combined is limited to 20 visits per benefit period. Deductible does not apply to In-Network providers. Limit applies to chiropractic and osteopathic services. Acupuncture -----none-----
	Preventive care/screening/immunization	No charge	50% coinsurance	Non-Network preventive care services for children prior to their 6th birthday have no deductible.
If you have a test	Diagnostic test (x-ray, blood work)	Lab – Office No charge X-Ray – Office \$25 copay per visit	Lab – Office 50% coinsurance X-Ray – Office 50% coinsurance	Lab – Office Deductible does not apply to In-Network providers. X-Ray – Office Costs may vary by site of service. Deductible does not apply to In-Network providers.
	Imaging (CT/PET scans, MRIs)	20% coinsurance	50% coinsurance	-----none-----
	Tier1 - Typically Generic	\$15 copay per	\$15 copay per	You pay additional copays or

Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use an Non-Network Provider	Limitations & Exceptions
<p><b>If you need drugs to treat your illness or condition</b></p> <p>More information about <b>prescription drug coverage</b> is available at <a href="http://www.anthem.com/pharmacyinformation/">http://www.anthem.com/pharmacyinformation/</a></p> <p>National</p>		prescription (retail only) and \$15 copay per prescription (home delivery only)	prescription (retail only) and \$15 copay per prescription (home delivery only)	coinsurance on all tiers for retail fills that exceed 30 days. Covers up to a 90 day supply (retail pharmacy) Covers up to a 90 day supply (home delivery program) Prescription Drug deductible does not apply.
	Tier2 - Typically Preferred / Brand	\$45 copay per prescription (retail only) and \$90 copay per prescription (home delivery only)	\$45 copay per prescription (retail only) and \$90 copay per prescription (home delivery only)	If the member selects a brand drug when a generic equivalent is available the member is responsible for the generic copay + the cost difference between the generic and brand equivalent. Covers up to a 90 day supply (retail pharmacy) Covers up to a 90 day supply (home delivery program)
	Tier3 - Typically Non-Preferred / Specialty Drugs	\$85 copay per prescription (retail only) and \$255 copay per prescription (home delivery only)	\$85 copay per prescription (retail only) and \$255 copay per prescription (home delivery only)	If the member selects a brand drug when a generic equivalent is available the member is responsible for the generic copay + the cost difference between the generic and brand equivalent. Covers up to a 90 day supply (retail pharmacy) Covers up to a 90 day supply (home delivery program)
	Tier4 - Typically Specialty Drugs	20% coinsurance up to \$300 per prescription (retail only) and 20% coinsurance up to \$300 per prescription (home delivery only)	20% coinsurance up to \$300 per prescription (retail only) and 20% coinsurance up to \$300 per prescription (home delivery only)	If the member selects a brand drug when a generic equivalent is available the member is responsible for the generic copay + the cost difference between the generic and brand equivalent. Covers up to a 30 day supply (retail pharmacy and home delivery program) Specialty medications are limited to a 30 day supply retail or home delivery.
<p><b>If you have outpatient surgery</b></p>	Facility fee (e.g., ambulatory surgery center)	\$150 copay and then 20% coinsurance	50% coinsurance	-----none-----
	Physician/surgeon fees	20% coinsurance	50% coinsurance	-----none-----

Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use an Non-Network Provider	Limitations & Exceptions
<b>If you need immediate medical attention</b>	Emergency room services	\$150 copay and then 20% coinsurance	Covered as In-Network	Copay waived if admitted.
	Emergency medical transportation	20% coinsurance	Covered as In-Network	-----none-----
	Urgent care	\$60 copay per visit	50% coinsurance	Deductible does not apply to In-Network providers.
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	20% coinsurance	50% coinsurance	-----none-----
	Physician/surgeon fee	20% coinsurance	50% coinsurance	-----none-----
<b>If you have mental health, behavioral health, or substance abuse needs</b>	Mental/Behavioral health outpatient services	Mental/Behavioral Health Office Visit \$25 copay per visit Mental/Behavioral Health Facility Visit - Facility Charges 20% coinsurance	Mental/Behavioral Health Office Visit 50% coinsurance Mental/Behavioral Health Facility Visit - Facility Charges 50% coinsurance	Mental/Behavioral Health Office Visit Deductible does not apply to In-Network providers. Mental/Behavioral Health Facility Visit - Facility Charges -----none-----
	Mental/Behavioral health inpatient services	20% coinsurance	50% coinsurance	-----none-----
	Substance use disorder outpatient services	Substance Use Office Visit \$25 copay per visit Substance Use Facility Visit - Facility Charges 20% coinsurance	Substance Use Office Visit 50% coinsurance Substance Use Facility Visit - Facility Charges 50% coinsurance	Substance Use Office Visit Deductible does not apply to In-Network providers. Substance Use Facility Visit - Facility Charges -----none-----
	Substance use disorder inpatient services	20% coinsurance	50% coinsurance	-----none-----
<b>If you are pregnant</b>	Prenatal and postnatal care	\$25 copay per visit	50% coinsurance	Your doctor's charge for delivery are part of prenatal and postnatal care Deductible does not apply to In-Network providers.
	Delivery and all inpatient services	20% coinsurance	50% coinsurance	Applies to inpatient facility. Other cost shares may apply depending on services provided.
<b>If you need help recovering or have other special health needs</b>	Home health care	20% coinsurance	50% coinsurance	Coverage for In-Network Providers and Non-Network Providers combined is limited to 120 visits per benefit period.
	Rehabilitation services	\$50 copay per visit	50% coinsurance	Coverage is limited to 20 visits per



Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use an Non-Network Provider	Limitations & Exceptions
				benefit period for Physical and Occupational Therapy combined. Coverage is limited to 20 visits per benefit period for Speech Therapy. Apply to In-Network Providers and Non-Network Providers combined. Deductible does not apply to In-Network providers.
	Habilitation services	\$50 copay per visit	50% coinsurance	Habilitation visits count towards your rehabilitation limit. Deductible does not apply to In-Network providers.
	Skilled nursing care	20% coinsurance	50% coinsurance	Coverage for In-Network Providers and Non-Network Providers combined is limited to 60 day limit per benefit period.
	Durable medical equipment	20% coinsurance	50% coinsurance	-----none-----
	Hospice service	20% coinsurance	50% coinsurance	-----none-----
<b>If your child needs dental or eye care</b>	Eye exam	Not covered	Not covered	-----none-----
	Glasses	Not covered	Not covered	-----none-----
	Dental check-up	Not covered	Not covered	-----none-----

## Excluded Services & Other Covered Services:

### Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other excluded services.)

- Acupuncture
- Bariatric surgery
- Cosmetic surgery
- Dental care (adult)
- Hearing aids
- Infertility treatment
- Long- term care
- Private-duty nursing
- Routine eye care (adult)
- Routine foot care unless you have been diagnosed with diabetes.
- Weight loss programs

### Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

- Chiropractic care
- Most coverage provided outside the United States. See [www.bcbs.com/bluecardworldwide](http://www.bcbs.com/bluecardworldwide)

## Your Rights to Continue Coverage:

If you lose coverage under the plan, then, depending upon the circumstances, Federal and State laws may provide protections that allow you to keep health coverage. Any such rights may be limited in duration and will require you to pay a **premium**, which may be significantly higher than the premium you pay while covered under the plan. Other limitations on your rights to continue coverage may also apply.

For more information on your rights to continue coverage, contact the plan at (855) 333-5731. You may also contact your state insurance department, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or [www.dol.gov/ebsa](http://www.dol.gov/ebsa), or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov).

## Your Grievance and Appeals Rights:

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to **appeal** or file a **grievance**. For questions about your rights, this notice, or assistance, you can contact:

ATTN: Grievances and Appeals  
P.O. Box 105449  
Atlanta, GA 30548-5449

Department of Labor, Employee  
Benefits Security Administration  
(866) 444-EBSA (3272)  
[www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform)

Georgia Office of Insurance and  
Safety Fire Commissioner  
Consumer Services Division 2  
Martin Luther King, Jr. Drive  
West Tower, Suite 716  
Atlanta, Georgia 30334  
(800) 656-2298  
<http://www.oci.ga.gov/ConsumerService/Home.aspx>



## Does this Coverage Provide Minimum Essential Coverage?

The Affordable Care Act requires most people to have health care coverage that qualifies as “minimum essential coverage.” **This plan or policy does provide minimum essential coverage.**

## Does this Coverage Meet the Minimum Value Standard?

The Affordable Care Act establishes a minimum value standard of benefits of a health plan. The minimum value standard is 60% (actuarial value). **This health coverage does meet the minimum value standard for the benefits it provides.**

## Language Access Services:

如果您是非會員並需要中文協助，請聯絡您的銷售代表或小組管理員。如果您已參保，則請使用您 ID 卡上的號碼聯絡客戶服務人員。

Doo bee a'tah ni'liigoo eí dooda'í, shikáa adoolwol ínízinigo t'áá diné k'éjígoo, t'áá shoodí ba na'alníhí ya sidáhí bich'í naabídíílkíid. Eí doo biigha daago ni ba'nija'go ho'aalagí bich'í hodiilní. Hai'daa iini'taago eíya, t'áá shoodí diné ya atáh halne'ígú ní béesh bee hane'í wólta' bi'ki si'niilígú bi'kéhgo bich'í hodiilní.

Si no es miembro todavía y necesita ayuda en idioma español, le suplicamos que se ponga en contacto con su agente de ventas o con el administrador de su grupo. Si ya está inscrito, le rogamos que llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación.

Kung hindi ka pa miyembro at kailangan ng tulong sa wikang Tagalog, mangyaring makipag-ugnayan sa iyong sales representative o administrator ng iyong pangkat. Kung naka-enroll ka na, mangyaring makipag-ugnayan sa serbisyo para sa customer gamit ang numero sa iyong ID card.

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*To see examples of how this plan might cover costs for a sample medical situation, see the next page.*

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## About These Coverage Examples:

These examples show how this plan might cover medical care in given situations. Use these examples to see, in general, how much financial protection a sample patient might get if they are covered under different plans.



**This is not a cost estimator.**

Don't use these examples to estimate your actual costs under this plan. The actual care you receive will be different from these examples, and the cost of that care will also be different.

See the next page for important information about these examples.

### Having a baby (normal delivery)

- Amount owed to providers: \$7,540
- Plan pays \$5,651
- Patient pays \$1,889

#### Sample care costs:

Hospital charges (mother)	\$2,700
Routine obstetric care	\$2,100
Hospital charges (baby)	\$900
Anesthesia	\$900
Laboratory tests	\$500
Prescriptions	\$200
Radiology	\$200
Vaccines, other preventive	\$40
<b>Total</b>	<b>\$7,540</b>

#### Patient pays:

Deductibles	\$1,000
Copays	\$45
Coinsurance	\$694
Limits or exclusions	\$150
<b>Total</b>	<b>\$1,889</b>

### Managing type 2 diabetes (routine maintenance of a well-controlled condition)

- Amount owed to providers: \$5,400
- Plan pays \$4,034
- Patient pays \$1,366

#### Sample care costs:

Prescriptions	\$2,900
Medical Equipment and Supplies	\$1,300
Office Visits and Procedures	\$700
Education	\$300
Laboratory tests	\$100
Vaccines, other preventive	\$100
<b>Total</b>	<b>\$5,400</b>

#### Patient pays:

Deductibles	\$0
Copays	\$1,326
Coinsurance	\$0
Limits or exclusions	\$40
<b>Total</b>	<b>\$1,366</b>

# Questions and answers about the Coverage Examples:

## What are some of the assumptions behind the Coverage Examples?

- Costs don't include **premiums**.
- Sample care costs are based on national averages supplied by the U.S. Department of Health and Human Services, and aren't specific to a particular geographic area or health plan.
- The patient's condition was not an excluded or preexisting condition.
- All services and treatments started and ended in the same coverage period.
- There are no other medical expenses for any member covered under this plan.
- Out-of-pocket expenses are based only on treating the condition in the example.
- The patient received all care from in-network **providers**. If the patient had received care from out-of-network **providers**, costs would have been higher.

## What does a Coverage Example show?

For each treatment situation, the Coverage Example helps you see how **deductibles**, **copayments**, and **coinsurance** can add up. It also helps you see what expenses might be left up to you to pay because the service or treatment isn't covered or payment is limited.

## Does the Coverage Example predict my own care needs?

- ✗ **No.** Treatments shown are just examples. The care you would receive for this condition could be different based on your doctor's advice, your age, how serious your condition is, and many other factors.

## Does the Coverage Example predict my future expenses?

- ✗ **No.** Coverage Examples are **not** cost estimators. You can't use the examples to estimate costs for an actual condition. They are for comparative purposes only. Your own costs will be different depending on the care you receive, the prices your **providers** charge, and the reimbursement your health plan allows.

## Can I use Coverage Examples to compare plans?

- ✓ **Yes.** When you look at the Summary of Benefits and Coverage for other plans, you'll find the same Coverage Examples. When you compare plans, check the "Patient Pays" box in each example. The smaller that number, the more coverage the plan provides.

## Are there other costs I should consider when comparing plans?

- ✓ **Yes.** An important cost is the **premium** you pay. Generally, the lower your **premium**, the more you'll pay in out-of-pocket costs, such as **copayments**, **deductibles**, and **coinsurance**. You should also consider contributions to accounts such as health savings accounts (HSAs), flexible spending arrangements (FSAs) or health reimbursement accounts (HRAs) that help you pay out-of-pocket expenses.

**Questions:** Call (855) 333-5731 or visit us at [www.bcbsga.com](http://www.bcbsga.com)

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at [www.cciio.cms.gov](http://www.cciio.cms.gov) or call (855) 333-5731 to request a copy.

GA/L/F/OAP5 1K 20 4K K-POS/NA/ZPEGD/NA/01-17



## Language Access Services:

(TTY/TDD: 711)

**Albanian (Shqip):** Nëse keni pyetje në lidhje me këtë dokument, keni të drejtë të merrni falas ndihmë dhe informacion në gjuhën tuaj. Për të kontaktuar me një përkthyes, telefononi (855) 333-5731

**Amharic (አማርኛ):-** ስለዚህ ሰነድ ማንኛውም ጥያቄ ካለዎት በራስዎ ቋንቋ እርዳታ እና ይህን መረጃ በነጻ የማግኘት መብት አለዎት። አስተርጓሚ ለማናገር (855) 333-5731 ይደውሉ።

**Arabic (العربية):** إذا كان لديك أي استفسارات بشأن هذا المستند، فيحق لك الحصول على المساعدة والمعلومات بلغتك دون مقابل. للتحدث إلى مترجم، اتصل على (855) 333-5731.

**Armenian (հայերեն).** Եթե այս փաստաթղթի հետ կապված հարցեր ունեք, դուք իրավունք ունեք անվճար ստանալ օգնություն և տեղեկատվություն ձեր լեզվով: Թարգմանչի հետ խոսելու համար զանգահարեք հետևյալ հեռախոսահամարով՝ (855) 333-5731:

**Bassa (Bàsɔ̀ Wùdù):** M̄ dyi dyi-diè-dɛ̀ bɛ̀ bédé b́á céè-dɛ̀ nìà ke dyí ní, ɔ̀ m̀ò nì dyí-bédɛ̀in-dɛ̀ bɛ̀ m̀ ké gbo-kpá-kpá kè b̄́ kp̄́ dɛ̀ m̀ bídǐ-wùdù̀ùn b́ó pídyi. B́é m̀ ké wuɖu-zìin-nyò d̀ò gbo wùdù̀ ke, d́á (855) 333-5731.

**Bengali (বাংলা):** যদি এই নথিপত্রের বিষয়ে আপনার কোনো প্রশ্ন থাকে, তাহলে আপনার ভাষায় বিনামূল্যে সাহায্য পাওয়ার ও তথ্য পাওয়ার অধিকার আপনার আছে। একজন দোভাষীর সাথে কথা বলার জন্য (855) 333-5731 -তে কল করুন।

**Burmese (မြန်မာ):** ဤစာရွက်စာတမ်းနှင့် ပတ်သက်၍ သင့်တွင် မေးမြန်းလိုသည်များရှိပါက အချက်အလက်များနှင့် အကူအညီကို အခကြေးငွေ ပေးစရာမလိုပဲ သင့်ဘာသာစကားဖြင့် ရယူနိုင်ခွင့် သင့်တွင် ရှိပါသည်။ စကားပြန် တစ်ဦးနှင့် စကားပြောနိုင်ရန် ဖုန်း (855) 333-5731 သို့ ခေါ်ဆိုပါ။

**Chinese (中文):** 如果您對本文件有任何疑問，您有權使用您的語言免費獲得協助和資訊。如需與譯員通話，請致電 (855) 333-5731。

**Dinka (Dinka):** Na nɔŋ thiëc në ke de yā thorë, ke yin nɔŋ loŋ bē yi kuony ku wër alëu bē gɛɛr yic yin ne thoŋ du ke cin wëu tāäuë ke piny. Te kør yin ba jam wënë ran ye thok geryic, ke yin cəl (855) 333-5731.

**Dutch (Nederlands):** Bij vragen over dit document hebt u recht op hulp en informatie in uw taal zonder bijkomende kosten. Als u een tolk wilt spreken, belt u (855) 333-5731.

**Farsi (فارسي):** در صورتی که سؤالی پیرامون این سند دارید، این حق را دارید که اطلاعات و کمک را بدون هیچ هزینه‌ای به زبان مادری‌تان دریافت کنید. برای گفتگو با یک مترجم شفاهی، با شماره (855) 333-5731 تماس بگیرید.

**French (Français):** Si vous avez des questions sur ce document, vous avez la possibilité d'accéder gratuitement à ces informations et à une aide dans votre langue. Pour parler à un interprète, appelez le (855) 333-5731.

## Language Access Services:

**German (Deutsch):** Wenn Sie Fragen zu diesem Dokument haben, haben Sie Anspruch auf kostenfreie Hilfe und Information in Ihrer Sprache. Um mit einem Dolmetscher zu sprechen, bitte wählen Sie (855) 333-5731.

**Greek (Ελληνικά):** Αν έχετε τυχόν απορίες σχετικά με το παρόν έγγραφο, έχετε το δικαίωμα να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας δωρεάν. Για να μιλήσετε με κάποιον διερμηνέα, τηλεφωνήστε στο (855) 333-5731.

**Gujarati (ગુજરાતી):** જો આ દસ્તાવેજ અંગે આપને કોઈપણ પ્રશ્નો હોય તો, કોઈપણ ખર્ચ વગર આપની ભાષામાં મદદ અને માહિતી મેળવવાનો તમને અધિકાર છે. દુભાષણ સાથે વાત કરવા માટે, કોલ કરો (855) 333-5731.

**Haitian Creole (Kreyòl Ayisyen):** Si ou gen nenpòt kesyon sou dokiman sa a, ou gen dwa pou jwenn èd ak enfòmasyon nan lang ou gratis. Pou pale ak yon entèprèt, rele (855) 333-5731.

**Hindi (हिंदी):** अगर आपके पास इस दस्तावेज़ के बारे में कोई प्रश्न हैं, तो आपको निःशुल्क अपनी भाषा में मदद और जानकारी प्राप्त करने का अधिकार है। दुभाषिये से बात करने के लिए, कॉल करें (855) 333-5731 ।

**Hmong (White Hmong):** Yog tias koj muaj lus nug dab tsi ntsig txog daim ntawv no, koj muaj cai tau txais kev pab thiab lus qhia hais ua koj hom lus yam tsim xam tus nqi. Txhawm rau tham nrog tus neeg txhais lus, hu xov tooj rau (855) 333-5731.

**Igbo (Igbo):** O bụr u na i nwere ajuju o bula gbasara akwukwo a, i nwere ikike inweta enyemaka na ozi n'asusu gi na akwughị ugwo o bula. Ka gi na okowa okwu kwuo okwu, kpoo (855) 333-5731.

**Ilokano (Ilokano):** Nu addaan ka iti aniaman a saludsod panggep iti daytoy a dokumento, adda karbengam a makaala ti tulong ken impormasyon babaen ti lenguahem nga awan ti bayad na. Tapno makatungtong ti maysa nga tagipatarus, awagan ti (855) 333-5731.

**Indonesian (Bahasa Indonesia):** Jika Anda memiliki pertanyaan mengenai dokumen ini, Anda memiliki hak untuk mendapatkan bantuan dan informasi dalam bahasa Anda tanpa biaya. Untuk berbicara dengan interpreter kami, hubungi (855) 333-5731.

**Italian (Italiano):** In caso di eventuali domande sul presente documento, ha il diritto di ricevere assistenza e informazioni nella sua lingua senza alcun costo aggiuntivo. Per parlare con un interprete, chiami il numero (855) 333-5731

**Japanese (日本語):** この文書についてなにかご不明な点があれば、あなたにはあなたの言語で無料で支援を受け情報を得る権利があります。通訳と話すには、(855) 333-5731 にお電話ください。

**Khmer (ខ្មែរ):** បើអ្នកមានសំណួរផ្សេងទៀតអំពីឯកសារនេះ អ្នកមានសិទ្ធិទទួលជំនួយនិងព័ត៌មានជាភាសារបស់អ្នកដោយឥតគិតថ្លៃ។ ដើម្បីជជែកជាមួយអ្នកបកប្រែ សូមហៅ (855) 333-5731 ។

## Language Access Services:

**Kirundi (Kirundi):** Ugize ikibazo ico arico cose kuri iyi nyandiko, ufise uburenganzira bwo kuronka ubufasha mu rurimi rwawe ata giciro. Kugira uvugishe umusemuzi, akura (855) 333-5731.

**Korean (한국어):** 본 문서에 대해 어떠한 문의사항이라도 있을 경우, 귀하에게는 귀하가 사용하는 언어로 무료 도움 및 정보를 얻을 권리가 있습니다. 통역사와 이야기하려면 (855) 333-5731 로 문의하십시오.

**Lao (ພາສາລາວ):** ຖ້າທ່ານມີຄໍາຖາມໃດໆກ່ຽວກັບເອກະສານນີ້, ທ່ານມີສິດໄດ້ຮັບຄວາມຊ່ວຍເຫຼືອ ແລະ ຂໍ້ມູນເປັນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ເພື່ອໂອ້ນລັບວ່າມແບພາສາ, ໃຫ້ໂທຫາ (855) 333-5731.

**Navajo (Diné):** Dít naaltsoos biká'ígíí lahgo bína'idíłkídgó ná bohónéedzá dóó bee ahóót'i' t'áá ni nizaad k'ehǫ́ bee nít hodoonih t'áadoo bááh ilínígóó. Ata' halne'ígíí la' bich'í' hadeesdzih nínizingo kojí' hodiílnih (855) 333-5731.

**Nepali (नेपाली):** यदि यो कागजातबारे तपाईंसँग केही प्रश्नहरू छन् भने, आफ्नै भाषामा निःशुल्क सहयोग तथा जानकारी प्राप्त गर्न पाउने हक तपाईंसँग छ। दोभाषेसँग कुरा गर्नका लागि, यहाँ कल गर्नुहोस् (855) 333-5731

**Oromo (Oromifaa):** Sanadi kanaa wajiin walqabaate gaffi kamiyuu yoo qabduu tanaan, Gargaarsa argachuu fi odeeffanoo afaan ketiin kaffaltii alla argachuuf mirgaa qabdaa. Turjumaana dubaachuuf, (855) 333-5731 bilbilla.

**Pennsylvania Dutch (Deutsch):** Wann du Frooge iwwer selle Document hoscht, du hoscht die Recht um Hilfe un Information zu griege in dei Schprooch mitaus Koscht. Um mit en Iwwersetze zu schwetze, ruff (855) 333-5731 aa.

**Polish (polski):** W przypadku jakichkolwiek pytań związanych z niniejszym dokumentem masz prawo do bezpłatnego uzyskania pomocy oraz informacji w swoim języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer (855) 333-5731.

**Portuguese (Português):** Se tiver quaisquer dúvidas acerca deste documento, tem o direito de solicitar ajuda e informações no seu idioma, sem qualquer custo. Para falar com um intérprete, ligue para (855) 333-5731.

**Punjabi (ਪੰਜਾਬੀ):** ਜੇ ਤੁਹਾਡੇ ਇਸ ਦਸਤਾਵੇਜ਼ ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹੁੰਦੇ ਹਨ ਤਾਂ ਤੁਹਾਡੇ ਕੋਲ ਮੁਫਤ ਵਿੱਚ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਅਤੇ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੁੰਦਾ ਹੈ। ਇੱਕ ਦੁਬਾਸੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, (855) 333-5731 ਤੇ ਕਾਲ ਕਰੋ।

**Romanian (Română):** Dacă aveți întrebări referitoare la acest document, aveți dreptul să primiți ajutor și informații în limba dumneavoastră în mod gratuit. Pentru a vă adresa unui interpret, contactați telefonic (855) 333-5731.

**Russian (Русский):** Если у вас есть какие-либо вопросы в отношении данного документа, вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы связаться с устным переводчиком, позвоните по тел. (855) 333-5731.



## Language Access Services:

**Samoan (Samoa):** Afai e iai ni ou fesili e uiga i lenei tusi, e iai lou 'aia e maua se fesoasoani ma faamatalaga i lou lava gagana e aunoa ma se totogi. Ina ia talanoa i se tagata faaliliu, vili (855) 333-5731.

**Serbian (Srpski):** Ukoliko imate bilo kakvih pitanja u vezi sa ovim dokumentom, imate pravo da dobijete pomoć i informacije na vašem jeziku bez ikakvih troškova. Za razgovor sa prevodiocem, pozovite (855) 333-5731.

**Spanish (Español):** Si tiene preguntas acerca de este documento, tiene derecho a recibir ayuda e información en su idioma, sin costos. Para hablar con un intérprete, llame al (855) 333-5731.

**Tagalog (Tagalog):** Kung mayroon kang anumang katanungan tungkol sa dokumentong ito, may karapatan kang humingi ng tulong at impormasyon sa iyong wika nang walang bayad. Makipag-usap sa isang tagapagpaliwanag, tawagan ang (855) 333-5731.

**Thai (ไทย):** หากท่านมีคำถามใดๆ เกี่ยวกับเอกสารฉบับนี้ ท่านมีสิทธิ์ที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของท่านโดยไม่มีค่าใช้จ่าย โดยโทร (855) 333-5731 เพื่อพูดคุยกับล่าม

**Ukrainian (Українська):** якщо у вас виникають запитання з приводу цього документа, ви маєте право безкоштовно отримати допомогу й інформацію вашою рідною мовою. Щоб отримати послуги перекладача, зателефонуйте за номером (855) 333-5731.

**Urdu (اردو):** اگر اس دستاویز کے بارے میں آپ کا کوئی سوال ہے، تو آپ کو مدد اور اپنی زبان میں مفت معلومات حاصل کرنے کا حق حاصل ہے۔ کسی مترجم سے بات کرنے کے لئے، (855) 333-5731 پر کال کریں۔

**Vietnamese (Tiếng Việt):** Nếu quý vị có bất kỳ thắc mắc nào về tài liệu này, quý vị có quyền nhận sự trợ giúp và thông tin bằng ngôn ngữ của quý vị hoàn toàn miễn phí. Để trao đổi với một thông dịch viên, hãy gọi (855) 333-5731.

**(Yiddish) (אידיש):** אויב איר האט שאלות וועגן דעם דאקומענט, האט איר די רעכט צו באקומען דעם אינפארמאציע אין אייער שפראך אהן קיין פרייז. צו רעדן צו אן איבערזעצער, רופט (855) 333-5731.

**Yoruba (Yorùbá):** Tí o bá ní èyíkẹyí ibèrè nípa àkọsílẹ̀ yí, o ní ètọ́ láti gba ìrànwọ́ àti ìwífún ní èdè rẹ̀ lẹ́fẹ́. Bá wa ògbùfọ̀ kan sọrọ̀, pe (855) 333-5731.

## Language Access Services:

### **It's important we treat you fairly**

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TDD: 1- 800-537-7697) or online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

# Blue Cross Blue Shield Healthcare Plan of Georgia

## Blue Open Access POS - OAP5 500/20 2K A

Summary of Benefits and Coverage: What this Plan Covers & What it Costs

Coverage Period: 03/01/2017 – 02/28/2018  
 Coverage for: Individual + Family | Plan Type: POS



**This is only a summary.** If you want more detail about your coverage and costs, you can get the complete terms in the policy or plan document at <https://eoc.bcbsga.com/eocdps/fi> or by calling (855) 333-5731.

Important Questions	Answers	Why this Matters:
What is the overall <u>deductible</u> ?	<b>\$500</b> single / <b>\$1,500</b> family for In-Network Providers. Does not apply to Primary Care visit, Preventive care, Prescription Drugs, and Specialist visit. <b>\$1,500</b> single / <b>\$4,500</b> family for Out-of-Network Providers.	You must pay all costs up to the <u>deductible</u> amount before this plan begins to pay for covered services you use. Check your policy or plan document to see when the <u>deductible</u> starts over (usually, but not always, January 1st). See the chart starting on page 3 for how much you pay for covered services after you meet the <u>deductible</u> .
Are there other <u>deductibles</u> for specific services?	No.	You don't have to meet <u>deductibles</u> for specific services, but see the chart starting on page 3 for other costs for services this plan covers.
Is there an <u>out-of-pocket limit</u> on my expenses?	Yes; <b>\$2,000</b> single / <b>\$6,000</b> family for In-Network Providers. <b>\$6,000</b> single / <b>\$18,000</b> family for Out-of-Network Providers.	The <u>out-of-pocket limit</u> is the most you could pay during a coverage period (usually one year) for your share of the cost of covered services. This limit helps you plan for health care expenses.
What is not included in the <u>out-of-pocket limit</u> ?	Premiums, Balance-Billed charges, and Health Care this plan doesn't cover.	Even though you pay these expenses, they don't count toward the <u>out-of-pocket limit</u> .
Is there an overall annual limit on what the plan pays?	No.	The chart starting on page 3 describes any limits on what the plan will pay for <i>specific</i> covered services, such as office visits.
Does this plan use a <u>network of providers</u> ?	Yes, Blue Open Access POS. For a list of In-Network providers, see <a href="http://www.bcbsga.com">www.bcbsga.com</a> or call <b>(855) 333-5731</b> .	If you use an in-network doctor or other health care <u>provider</u> , this plan will pay some or all of the costs of covered services. Be aware, your in-network doctor or hospital may use an out-of-network <u>provider</u> for some services. Plans use the term in-network, <u>preferred</u> , or

**Questions:** Call (855) 333-5731 or visit us at [www.bcbsga.com](http://www.bcbsga.com)

If you aren't clear about any of the underlined terms used in this form, see the Glossary. You can view the Glossary at [www.cciio.cms.gov](http://www.cciio.cms.gov) or call (855) 333-5731 to request a copy.

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Important Questions	Answers	Why this Matters:
		participating for <b>providers</b> in their <b>network</b> . See the chart starting on page 3 for how this plan pays different kinds of <b>providers</b> .
<b>Do I need a referral to see a <u>specialist</u>?</b>	No; you do not need a referral to see a specialist.	You can see the <b>specialist</b> you choose without permission from this plan.
<b>Are there services this plan doesn't cover?</b>	Yes.	Some of the services this plan doesn't cover are listed on page 7. See your policy or plan document for additional information about <b>excluded services</b> .



- **Copayments** are fixed dollar amounts (for example, \$15) you pay for covered health care, usually when you receive the service.
- **Coinsurance** is *your* share of the costs of a covered service, calculated as a percent of the **allowed amount** for the service. For example, if the plan's **allowed amount** for an overnight hospital stay is \$1,000, your **coinsurance** payment of 20% would be \$200. This may change if you haven't met your **deductible**.
- The amount the plan pays for covered services is based on the **allowed amount**. If an out-of-network **provider** charges more than the **allowed amount**, you may have to pay the difference. For example, if an out-of-network hospital charges \$1,500 for an overnight stay and the **allowed amount** is \$1,000, you may have to pay the \$500 difference. (This is called **balance billing**.)
- This plan may encourage you to use **In-Network providers** by charging you lower **deductibles**, **copayments** and **coinsurance** amounts.

Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use an Non-Network Provider	Limitations & Exceptions
If you visit a health care provider's office or clinic	Primary care visit to treat an injury or illness	\$25 copay per visit	50% coinsurance	-----none-----
	Specialist visit	\$50 copay per visit	50% coinsurance	-----none-----
	Other practitioner office visit	Manipulative Therapy \$50 copay per visit Acupuncture Not covered	Manipulative Therapy 50% coinsurance Acupuncture Not covered	Manipulative Therapy Coverage for In-Network Providers and Non-Network Providers combined is limited to 20 visits per benefit period. Deductible does not apply to In-Network providers. Limit applies to chiropractic and osteopathic services. Acupuncture -----none-----
	Preventive care/screening/immunization	No charge	50% coinsurance	Non-Network preventive care services for children prior to their 6th birthday have no deductible.
If you have a test	Diagnostic test (x-ray, blood work)	Lab – Office No charge X-Ray – Office \$25 copay per visit	Lab – Office 50% coinsurance X-Ray – Office 50% coinsurance	Lab – Office Deductible does not apply to In-Network providers. X-Ray – Office Costs may vary by site of service. Deductible does not apply to In-Network providers.
	Imaging (CT/PET scans, MRIs)	20% coinsurance	50% coinsurance	-----none-----
	Tier1 - Typically Generic	\$15 copay per	\$15 copay per	Covers up to a 90 day supply (retail)

Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use an Non-Network Provider	Limitations & Exceptions
<p><b>If you need drugs to treat your illness or condition</b></p> <p>More information about <b>prescription drug coverage</b> is available at <a href="http://www.anthem.com/pharmacyinformation/">http://www.anthem.com/pharmacyinformation/</a></p> <p>National</p>		prescription (retail only) and \$15 copay per prescription (home delivery only)	prescription (retail only) and \$15 copay per prescription (home delivery only)	pharmacy) Covers up to a 90 day supply (home delivery program) If the member selects a brand drug when a generic equivalent is available the member is responsible for the generic copay + the cost difference between the generic and brand equivalent.
	Tier2 - Typically Preferred / Brand	\$35 copay per prescription (retail only) and \$70 copay per prescription (home delivery only)	\$35 copay per prescription (retail only) and \$70 copay per prescription (home delivery only)	Covers up to a 90 day supply (retail pharmacy) Covers up to a 90 day supply (home delivery program) If the member selects a brand drug when a generic equivalent is available the member is responsible for the generic copay + the cost difference between the generic and brand equivalent.
	Tier3 - Typically Non-Preferred / Specialty Drugs	\$60 copay per prescription (retail only) and \$180 copay per prescription (home delivery only)	\$60 copay per prescription (retail only) and \$180 copay per prescription (home delivery only)	Covers up to a 90 day supply (retail pharmacy) Covers up to a 90 day supply (home delivery program) If the member selects a brand drug when a generic equivalent is available the member is responsible for the generic copay + the cost difference between the generic and brand equivalent.
	Tier4 - Typically Specialty Drugs	20% coinsurance up to \$300 per prescription (retail only) and 20% coinsurance up to \$300 per prescription (home delivery only)	20% coinsurance up to \$300 per prescription (retail only) and 20% coinsurance up to \$300 per prescription (home delivery only)	Covers up to a 30 day supply (retail pharmacy and home delivery program) Specialty medications are limited to a 30 day supply retail or home delivery. If the member selects a brand drug when a generic equivalent is available the member is responsible for the generic copay + the cost difference between the generic and brand equivalent.
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	\$150 copay and then 20% coinsurance	50% coinsurance	-----none-----
	Physician/surgeon fees	20% coinsurance	50% coinsurance	-----none-----
<b>If you need</b>	Emergency room services	\$150 copay and then	Covered as In-Network	Copay waived if admitted.



Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use an Non-Network Provider	Limitations & Exceptions
<b>immediate medical attention</b>		20% coinsurance		
	Emergency medical transportation	20% coinsurance	Covered as In-Network	-----none-----
	Urgent care	\$60 copay per visit	50% coinsurance	Deductible does not apply to In-Network providers.
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	20% coinsurance	50% coinsurance	-----none-----
	Physician/surgeon fee	20% coinsurance	50% coinsurance	-----none-----
<b>If you have mental health, behavioral health, or substance abuse needs</b>	Mental/Behavioral health outpatient services	Mental/Behavioral Health Office Visit \$25 copay per visit Mental/Behavioral Health Facility Visit - Facility Charges 20% coinsurance	Mental/Behavioral Health Office Visit 50% coinsurance Mental/Behavioral Health Facility Visit - Facility Charges 50% coinsurance	Mental/Behavioral Health Office Visit Deductible does not apply to In-Network providers. Mental/Behavioral Health Facility Visit - Facility Charges -----none-----
	Mental/Behavioral health inpatient services	20% coinsurance	50% coinsurance	-----none-----
	Substance use disorder outpatient services	Substance Use Office Visit \$25 copay per visit Substance Use Facility Visit - Facility Charges 20% coinsurance	Substance Use Office Visit 50% coinsurance Substance Use Facility Visit - Facility Charges 50% coinsurance	Substance Use Office Visit Deductible does not apply to In-Network providers. Substance Use Facility Visit - Facility Charges -----none-----
	Substance use disorder inpatient services	20% coinsurance	50% coinsurance	-----none-----
<b>If you are pregnant</b>	Prenatal and postnatal care	\$25 copay per visit	50% coinsurance	Your doctor's charge for delivery are part of prenatal and postnatal care Deductible does not apply to In-Network providers.
	Delivery and all inpatient services	20% coinsurance	50% coinsurance	Applies to inpatient facility. Other cost shares may apply depending on services provided.
<b>If you need help recovering or have other special health needs</b>	Home health care	20% coinsurance	50% coinsurance	Coverage for In-Network Providers and Non-Network Providers combined is limited to 120 visits per benefit period.
	Rehabilitation services	\$50 copay per visit	50% coinsurance	Coverage is limited to 20 visits per benefit period for Physical and

Common Medical Event	Services You May Need	Your Cost if You Use an In-Network Provider	Your Cost if You Use an Non-Network Provider	Limitations & Exceptions
				Occupational Therapy combined. Coverage is limited to 20 visits per benefit period for Speech Therapy. Apply to In-Network Providers and Non-Network Providers combined. Deductible does not apply to In-Network providers.
	Habilitation services	\$50 copay per visit	50% coinsurance	Habilitation visits count towards your rehabilitation limit. Deductible does not apply to In-Network providers.
	Skilled nursing care	20% coinsurance	50% coinsurance	Coverage for In-Network Providers and Non-Network Providers combined is limited to 60 day limit per benefit period.
	Durable medical equipment	20% coinsurance	50% coinsurance	-----none-----
	Hospice service	20% coinsurance	50% coinsurance	-----none-----
<b>If your child needs dental or eye care</b>	Eye exam	Not covered	Not covered	-----none-----
	Glasses	Not covered	Not covered	-----none-----
	Dental check-up	Not covered	Not covered	-----none-----

## Excluded Services & Other Covered Services:

### Services Your Plan Does NOT Cover (This isn't a complete list. Check your policy or plan document for other excluded services.)

- Acupuncture
- Bariatric surgery
- Cosmetic surgery
- Dental care (adult)
- Hearing aids
- Infertility treatment
- Long- term care
- Private-duty nursing
- Routine eye care (adult)
- Routine foot care unless you have been diagnosed with diabetes.
- Weight loss programs

### Other Covered Services (This isn't a complete list. Check your policy or plan document for other covered services and your costs for these services.)

- Chiropractic care
- Most coverage provided outside the United States. See [www.bcbs.com/bluecardworldwide](http://www.bcbs.com/bluecardworldwide)



## Your Rights to Continue Coverage:

If you lose coverage under the plan, then, depending upon the circumstances, Federal and State laws may provide protections that allow you to keep health coverage. Any such rights may be limited in duration and will require you to pay a **premium**, which may be significantly higher than the premium you pay while covered under the plan. Other limitations on your rights to continue coverage may also apply.

For more information on your rights to continue coverage, contact the plan at (855) 333-5731. You may also contact your state insurance department, the U.S. Department of Labor, Employee Benefits Security Administration at 1-866-444-3272 or [www.dol.gov/ebsa](http://www.dol.gov/ebsa), or the U.S. Department of Health and Human Services at 1-877-267-2323 x61565 or [www.cciio.cms.gov](http://www.cciio.cms.gov).

## Your Grievance and Appeals Rights:

If you have a complaint or are dissatisfied with a denial of coverage for claims under your plan, you may be able to **appeal** or file a **grievance**. For questions about your rights, this notice, or assistance, you can contact:

ATTN: Grievances and Appeals  
P.O. Box 105449  
Atlanta, GA 30548-5449

Department of Labor, Employee  
Benefits Security Administration  
(866) 444-EBSA (3272)  
[www.dol.gov/ebsa/healthreform](http://www.dol.gov/ebsa/healthreform)

Georgia Office of Insurance and  
Safety Fire Commissioner  
Consumer Services Division 2  
Martin Luther King, Jr. Drive  
West Tower, Suite 716  
Atlanta, Georgia 30334  
(800) 656-2298  
<http://www.oci.ga.gov/ConsumerService/Home.aspx>

## Does this Coverage Provide Minimum Essential Coverage?

The Affordable Care Act requires most people to have health care coverage that qualifies as “minimum essential coverage.” **This plan or policy does provide minimum essential coverage.**

## Does this Coverage Meet the Minimum Value Standard?

The Affordable Care Act establishes a minimum value standard of benefits of a health plan. The minimum value standard is 60% (actuarial value). **This health coverage does meet the minimum value standard for the benefits it provides.**

## Language Access Services:

如果您是非會員並需要中文協助，請聯絡您的銷售代表或小組管理員。如果您已參保，則請使用您 ID 卡上的號碼聯絡客戶服務人員。

Doo bee a'tah ni'liigoo eí dooda'í, shikáa adoolwol ínízinigo t'áá diné k'éjígoo, t'áá shoodí ba na'alníhí ya sidáhí bich'í naabídíílkíid. Eí doo biigha daago ni ba'nija'go ho'aalagí bich'í hodiilní. Hai'daa iini'taago eíya, t'áá shoodí diné ya atáh halne'ígú ní béesh bee hane'í wólta' bi'ki si'niilígú bi'kéhgo bich'í hodiilní.

Si no es miembro todavía y necesita ayuda en idioma español, le suplicamos que se ponga en contacto con su agente de ventas o con el administrador de su grupo. Si ya está inscrito, le rogamos que llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación.

Kung hindi ka pa miyembro at kailangan ng tulong sa wikang Tagalog, mangyaring makipag-ugnayan sa iyong sales representative o administrator ng iyong pangkat. Kung naka-enroll ka na, mangyaring makipag-ugnayan sa serbisyo para sa customer gamit ang numero sa iyong ID card.

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*To see examples of how this plan might cover costs for a sample medical situation, see the next page.*

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## About These Coverage Examples:

These examples show how this plan might cover medical care in given situations. Use these examples to see, in general, how much financial protection a sample patient might get if they are covered under different plans.



**This is not a cost estimator.**

Don't use these examples to estimate your actual costs under this plan. The actual care you receive will be different from these examples, and the cost of that care will also be different.

See the next page for important information about these examples.

### Having a baby (normal delivery)

- Amount owed to providers: \$7,540
- Plan pays \$6,051
- Patient pays \$1,489

#### Sample care costs:

Hospital charges (mother)	\$2,700
Routine obstetric care	\$2,100
Hospital charges (baby)	\$900
Anesthesia	\$900
Laboratory tests	\$500
Prescriptions	\$200
Radiology	\$200
Vaccines, other preventive	\$40
<b>Total</b>	<b>\$7,540</b>

#### Patient pays:

Deductibles	\$500
Copays	\$45
Coinsurance	\$794
Limits or exclusions	\$150
<b>Total</b>	<b>\$1,489</b>

### Managing type 2 diabetes (routine maintenance of a well-controlled condition)

- Amount owed to providers: \$5,400
- Plan pays \$4,134
- Patient pays \$1,266

#### Sample care costs:

Prescriptions	\$2,900
Medical Equipment and Supplies	\$1,300
Office Visits and Procedures	\$700
Education	\$300
Laboratory tests	\$100
Vaccines, other preventive	\$100
<b>Total</b>	<b>\$5,400</b>

#### Patient pays:

Deductibles	\$0
Copays	\$1,226
Coinsurance	\$0
Limits or exclusions	\$40
<b>Total</b>	<b>\$1,266</b>



# Questions and answers about the Coverage Examples:

## What are some of the assumptions behind the Coverage Examples?

- Costs don't include **premiums**.
- Sample care costs are based on national averages supplied by the U.S. Department of Health and Human Services, and aren't specific to a particular geographic area or health plan.
- The patient's condition was not an excluded or preexisting condition.
- All services and treatments started and ended in the same coverage period.
- There are no other medical expenses for any member covered under this plan.
- Out-of-pocket expenses are based only on treating the condition in the example.
- The patient received all care from in-network **providers**. If the patient had received care from out-of-network **providers**, costs would have been higher.

## What does a Coverage Example show?

For each treatment situation, the Coverage Example helps you see how **deductibles**, **copayments**, and **coinsurance** can add up. It also helps you see what expenses might be left up to you to pay because the service or treatment isn't covered or payment is limited.

## Does the Coverage Example predict my own care needs?

- ✗ **No.** Treatments shown are just examples. The care you would receive for this condition could be different based on your doctor's advice, your age, how serious your condition is, and many other factors.

## Does the Coverage Example predict my future expenses?

- ✗ **No.** Coverage Examples are **not** cost estimators. You can't use the examples to estimate costs for an actual condition. They are for comparative purposes only. Your own costs will be different depending on the care you receive, the prices your **providers** charge, and the reimbursement your health plan allows.

## Can I use Coverage Examples to compare plans?

- ✓ **Yes.** When you look at the Summary of Benefits and Coverage for other plans, you'll find the same Coverage Examples. When you compare plans, check the "Patient Pays" box in each example. The smaller that number, the more coverage the plan provides.

## Are there other costs I should consider when comparing plans?

- ✓ **Yes.** An important cost is the **premium** you pay. Generally, the lower your **premium**, the more you'll pay in out-of-pocket costs, such as **copayments**, **deductibles**, and **coinsurance**. You should also consider contributions to accounts such as health savings accounts (HSAs), flexible spending arrangements (FSAs) or health reimbursement accounts (HRAs) that help you pay out-of-pocket expenses.

**Questions:** Call (855) 333-5731 or visit us at [www.bcbsga.com](http://www.bcbsga.com)

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## Language Access Services:

(TTY/TDD: 711)

**Albanian (Shqip):** Nëse keni pyetje në lidhje me këtë dokument, keni të drejtë të merrni falas ndihmë dhe informacion në gjuhën tuaj. Për të kontaktuar me një përkthyes, telefononi (855) 333-5731

**Amharic (አማርኛ):-** ስለዚህ ሰነድ ማንኛውም ጥያቄ ካለዎት በራስዎ ቋንቋ እርዳታ እና ይህን መረጃ በነጻ የማግኘት መብት አለዎት። አስተርጓሚ ለማናገር (855) 333-5731 ይደውሉ።

**Arabic (العربية):** إذا كان لديك أي استفسارات بشأن هذا المستند، فيحق لك الحصول على المساعدة والمعلومات بلغتك دون مقابل. للتحدث إلى مترجم، اتصل على (855) 333-5731.

**Armenian (հայերեն).** Եթե այս փաստաթղթի հետ կապված հարցեր ունեք, դուք իրավունք ունեք անվճար ստանալ օգնություն և տեղեկատվություն ձեր լեզվով: Թարգմանչի հետ խոսելու համար զանգահարեք հետևյալ հեռախոսահամարով՝ (855) 333-5731:

**Bassa (Bàsɔ̀ Wùdù):** M̄ dyi dyi-diè-dɛ̀ bɛ̀ bédé b́á céè-dɛ̀ nìà ke dyí ní, ɔ̀ m̀ò nì dyí-bédɛ̀in-dɛ̀ bɛ̀ m̀ ké gbo-kpá-kpá kè b̄́ kp̄́ dɛ̀ m̀ bídǐ-wùdùùn b́ó pídyi. B́é m̀ ké wuɖu-zìin-nyò d̀ò gbo wùdù ke, d́á (855) 333-5731.

**Bengali (বাংলা):** যদি এই নথিপত্রের বিষয়ে আপনার কোনো প্রশ্ন থাকে, তাহলে আপনার ভাষায় বিনামূল্যে সাহায্য পাওয়ার ও তথ্য পাওয়ার অধিকার আপনার আছে। একজন দোভাষীর সাথে কথা বলার জন্য (855) 333-5731 -তে কল করুন।

**Burmese (မြန်မာ):** ဤစာရွက်စာတမ်းနှင့် ပတ်သက်၍ သင့်တွင် မေးမြန်းလိုသည်များရှိပါက အချက်အလက်များနှင့် အကူအညီကို အခကြေးငွေ ပေးစရာမလိုပဲ သင့်ဘာသာစကားဖြင့် ရယူနိုင်ခွင့် သင့်တွင် ရှိပါသည်။ စကားပြန် တစ်ဦးနှင့် စကားပြောနိုင်ရန် ဖုန်း (855) 333-5731 သို့ ခေါ်ဆိုပါ။

**Chinese (中文):** 如果您對本文件有任何疑問，您有權使用您的語言免費獲得協助和資訊。如需與譯員通話，請致電 (855) 333-5731。

**Dinka (Dinka):** Na nɔŋ thiëc në ke de yā thorë, ke yin nɔŋ loŋ bē yi kuony ku wër alëu bē gɛɛr yic yin ne thoŋ du ke cin wëu tāäuë ke piny. Te kør yin ba jam wënë ran ye thok geryic, ke yin cəl (855) 333-5731.

**Dutch (Nederlands):** Bij vragen over dit document hebt u recht op hulp en informatie in uw taal zonder bijkomende kosten. Als u een tolk wilt spreken, belt u (855) 333-5731.

**Farsi (فارسي):** در صورتی که سؤالی پیرامون این سند دارید، این حق را دارید که اطلاعات و کمک را بدون هیچ هزینه‌ای به زبان مادری‌تان دریافت کنید. برای گفتگو با یک مترجم شفاهی، با شماره (855) 333-5731 تماس بگیرید.

**French (Français):** Si vous avez des questions sur ce document, vous avez la possibilité d'accéder gratuitement à ces informations et à une aide dans votre langue. Pour parler à un interprète, appelez le (855) 333-5731.

## Language Access Services:

**German (Deutsch):** Wenn Sie Fragen zu diesem Dokument haben, haben Sie Anspruch auf kostenfreie Hilfe und Information in Ihrer Sprache. Um mit einem Dolmetscher zu sprechen, bitte wählen Sie (855) 333-5731.

**Greek (Ελληνικά):** Αν έχετε τυχόν απορίες σχετικά με το παρόν έγγραφο, έχετε το δικαίωμα να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας δωρεάν. Για να μιλήσετε με κάποιον διερμηνέα, τηλεφωνήστε στο (855) 333-5731.

**Gujarati (ગુજરાતી):** જો આ દસ્તાવેજ અંગે આપને કોઈપણ પ્રશ્નો હોય તો, કોઈપણ ખર્ચ વગર આપની ભાષામાં મદદ અને માહિતી મેળવવાનો તમને અધિકાર છે. દુભાષણ સાથે વાત કરવા માટે, કોલ કરો (855) 333-5731.

**Haitian Creole (Kreyòl Ayisyen):** Si ou gen nenpòt kesyon sou dokiman sa a, ou gen dwa pou jwenn èd ak enfòmasyon nan lang ou gratis. Pou pale ak yon entèprèt, rele (855) 333-5731.

**Hindi (हिंदी):** अगर आपके पास इस दस्तावेज़ के बारे में कोई प्रश्न हैं, तो आपको निःशुल्क अपनी भाषा में मदद और जानकारी प्राप्त करने का अधिकार है। दुभाषिये से बात करने के लिए, कॉल करें (855) 333-5731 ।

**Hmong (White Hmong):** Yog tias koj muaj lus nug dab tsi ntsig txog daim ntawv no, koj muaj cai tau txais kev pab thiab lus qhia hais ua koj hom lus yam tsim xam tus nqi. Txhawm rau tham nrog tus neeg txhais lus, hu xov tooj rau (855) 333-5731.

**Igbo (Igbo):** O bụr u na i nwere ajuju o bula gbasara akwukwo a, i nwere ikike inweta enyemaka na ozi n'asusu gi na akwughị ugwo o bula. Ka gi na okowa okwu kwuo okwu, kpoo (855) 333-5731.

**Ilokano (Ilokano):** Nu addaan ka iti aniaman a saludsod panggep iti daytoy a dokumento, adda karbengam a makaala ti tulong ken impormasyon babaen ti lenguahem nga awan ti bayad na. Tapno makatungtong ti maysa nga tagipatarus, awagan ti (855) 333-5731.

**Indonesian (Bahasa Indonesia):** Jika Anda memiliki pertanyaan mengenai dokumen ini, Anda memiliki hak untuk mendapatkan bantuan dan informasi dalam bahasa Anda tanpa biaya. Untuk berbicara dengan interpreter kami, hubungi (855) 333-5731.

**Italian (Italiano):** In caso di eventuali domande sul presente documento, ha il diritto di ricevere assistenza e informazioni nella sua lingua senza alcun costo aggiuntivo. Per parlare con un interprete, chiami il numero (855) 333-5731

**Japanese (日本語):** この文書についてなにかご不明な点があれば、あなたにはあなたの言語で無料で支援を受け情報を得る権利があります。通訳と話すには、(855) 333-5731 にお電話ください。

**Khmer (ខ្មែរ):** បើអ្នកមានសំណួរផ្សេងទៀតអំពីឯកសារនេះ អ្នកមានសិទ្ធិទទួលជំនួយនិងព័ត៌មានជាភាសារបស់អ្នកដោយឥតគិតថ្លៃ។ ដើម្បីជជែកជាមួយអ្នកបកប្រែ សូមហៅ (855) 333-5731 ។



## Language Access Services:

**Kirundi (Kirundi):** Ugize ikibazo ico arico cose kuri iyi nyandiko, ufise uburenganzira bwo kuronka ubufasha mu rurimi rwawe ata giciro. Kugira uvugishe umusemuzi, akura (855) 333-5731.

**Korean (한국어):** 본 문서에 대해 어떠한 문의사항이라도 있을 경우, 귀하에게는 귀하가 사용하는 언어로 무료 도움 및 정보를 얻을 권리가 있습니다. 통역사와 이야기하려면 (855) 333-5731 로 문의하십시오.

**Lao (ພາສາລາວ):** ຖ້າທ່ານມີຄໍາຖາມໃດໆກ່ຽວກັບເອກະສານນີ້, ທ່ານມີສິດໄດ້ຮັບຄວາມຊ່ວຍເຫຼືອ ແລະ ຂໍ້ມູນເປັນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ເພື່ອໂອ້ນລັບກ່ຽວກັບພາສາ, ໃຫ້ໂທຫາ (855) 333-5731.

**Navajo (Diné):** Dít naaltsoos biká'ígíí lahgo bína'idíłkídgó ná bohónéedzá dóó bee ahóót'i' t'áá ni nizaad k'ehj̄ bee nił hodoonih t'áadoo bááh ilínígóó. Ata' halne'ígíí la' bich'í' hadeesdzih nínizingo koj̄' hodiłnih (855) 333-5731.

**Nepali (नेपाली):** यदि यो कागजातबारे तपाईंसँग केही प्रश्नहरू छन् भने, आफ्नै भाषामा निःशुल्क सहयोग तथा जानकारी प्राप्त गर्न पाउने हक तपाईंसँग छ। दोभाषेसँग कुरा गर्नका लागि, यहाँ कल गर्नुहोस् (855) 333-5731

**Oromo (Oromifaa):** Sanadi kanaa wajiin walqabaate gaffi kamiyuu yoo qabduu tanaan, Gargaarsa argachuu fi odeeffanoo afaan ketiin kaffaltii alla argachuuf mirgaa qabdaa. Turjumaana dubaachuuf, (855) 333-5731 bilbilla.

**Pennsylvania Dutch (Deutsch):** Wann du Frooge iwwer selle Document hoscht, du hoscht die Recht um Hilfe un Information zu griege in dei Schprooch mitaus Koscht. Um mit en Iwwersetze zu schwetze, ruff (855) 333-5731 aa.

**Polish (polski):** W przypadku jakichkolwiek pytań związanych z niniejszym dokumentem masz prawo do bezpłatnego uzyskania pomocy oraz informacji w swoim języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer (855) 333-5731.

**Portuguese (Português):** Se tiver quaisquer dúvidas acerca deste documento, tem o direito de solicitar ajuda e informações no seu idioma, sem qualquer custo. Para falar com um intérprete, ligue para (855) 333-5731.

**Punjabi (ਪੰਜਾਬੀ):** ਜੇ ਤੁਹਾਡੇ ਇਸ ਦਸਤਾਵੇਜ਼ ਬਾਰੇ ਕੋਈ ਸਵਾਲ ਹੁੰਦੇ ਹਨ ਤਾਂ ਤੁਹਾਡੇ ਕੋਲ ਮੁਫਤ ਵਿੱਚ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਅਤੇ ਜਾਣਕਾਰੀ ਪ੍ਰਾਪਤ ਕਰਨ ਦਾ ਅਧਿਕਾਰ ਹੁੰਦਾ ਹੈ। ਇੱਕ ਦੁਬਾਸੀਏ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ, (855) 333-5731 ਤੇ ਕਾਲ ਕਰੋ।

**Romanian (Română):** Dacă aveți întrebări referitoare la acest document, aveți dreptul să primiți ajutor și informații în limba dumneavoastră în mod gratuit. Pentru a vă adresa unui interpret, contactați telefonic (855) 333-5731.

**Russian (Русский):** Если у вас есть какие-либо вопросы в отношении данного документа, вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы связаться с устным переводчиком, позвоните по тел. (855) 333-5731.

## Language Access Services:

**Samoan (Samoa):** Afai e iai ni ou fesili e uiga i lenei tusi, e iai lou 'aia e maua se fesoasoani ma faamatalaga i lou lava gagana e aunoa ma se totogi. Ina ia talanoa i se tagata faaliliu, vili (855) 333-5731.

**Serbian (Srpski):** Ukoliko imate bilo kakvih pitanja u vezi sa ovim dokumentom, imate pravo da dobijete pomoć i informacije na vašem jeziku bez ikakvih troškova. Za razgovor sa prevodiocem, pozovite (855) 333-5731.

**Spanish (Español):** Si tiene preguntas acerca de este documento, tiene derecho a recibir ayuda e información en su idioma, sin costos. Para hablar con un intérprete, llame al (855) 333-5731.

**Tagalog (Tagalog):** Kung mayroon kang anumang katanungan tungkol sa dokumentong ito, may karapatan kang humingi ng tulong at impormasyon sa iyong wika nang walang bayad. Makipag-usap sa isang tagapagpaliwanag, tawagan ang (855) 333-5731.

**Thai (ไทย):** หากท่านมีคำถามใดๆ เกี่ยวกับเอกสารฉบับนี้ ท่านมีสิทธิ์ที่จะได้รับความช่วยเหลือและข้อมูลในภาษาของท่านโดยไม่มีค่าใช้จ่าย โดยโทร (855) 333-5731 เพื่อพูดคุยกับล่าม

**Ukrainian (Українська):** якщо у вас виникають запитання з приводу цього документа, ви маєте право безкоштовно отримати допомогу й інформацію вашою рідною мовою. Щоб отримати послуги перекладача, зателефонуйте за номером (855) 333-5731.

**Urdu (اردو):** اگر اس دستاویز کے بارے میں آپ کا کوئی سوال ہے، تو آپ کو مدد اور اپنی زبان میں مفت معلومات حاصل کرنے کا حق حاصل ہے۔ کسی مترجم سے بات کرنے کے لئے، (855) 333-5731 پر کال کریں۔

**Vietnamese (Tiếng Việt):** Nếu quý vị có bất kỳ thắc mắc nào về tài liệu này, quý vị có quyền nhận sự trợ giúp và thông tin bằng ngôn ngữ của quý vị hoàn toàn miễn phí. Để trao đổi với một thông dịch viên, hãy gọi (855) 333-5731.

**(Yiddish) (אידיש):** אויב איר האט שאלות וועגן דעם דאקומענט, האט איר די רעכט צו באקומען דעם אינפארמאציע אין אייער שפראך אהן קיין פרייז. צו רעדן צו אן איבערזעצער, רופט (855) 333-5731.

**Yoruba (Yorùbá):** Tí o bá ní èyíkẹyí ibèrè nípa àkọsílẹ̀ yí, o ní ètọ́ láti gba ìrànwọ́ àti ìwífún ní èdè rẹ̀ lẹ́fẹ́. Bá wa ògbùfọ̀ kan sọrọ̀, pe (855) 333-5731.

## Language Access Services:

### **It's important we treat you fairly**

That's why we follow federal civil rights laws in our health programs and activities. We don't discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age or disability. For people with disabilities, we offer free aids and services. For people whose primary language isn't English, we offer free language assistance services through interpreters and other written languages. Interested in these services? Call the Member Services number on your ID card for help (TTY/TDD: 711). If you think we failed to offer these services or discriminated based on race, color, national origin, age, disability, or sex, you can file a complaint, also known as a grievance. You can file a complaint with our Compliance Coordinator in writing to Compliance Coordinator, P.O. Box 27401, Mail Drop VA2002-N160, Richmond, VA 23279. Or you can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201 or by calling 1-800-368-1019 (TDD: 1- 800-537-7697) or online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## SECTION 5.6

### EDUCATION ASSISTANCE AND INCENTIVES

#### STANDARD

The JWSC recognizes the importance of continued life-long learning. The JWSC provides encouragement, assistance and financial incentives to employees who wish to continue their education. The JWSC values college education, as well as technical training and certification programs.

#### PRACTICE GUIDELINES

##### 1. *College Reimbursement Program:*

- A. Eligibility. Employees who have completed one year of regular employment with the JWSC are eligible to apply for college reimbursement.
- B. Program Provisions: An employee may be reimbursed for the cost of tuition and books upon completion of any job-related course or other course which is required while advancing toward a degree from an accredited institution which is related to the employee's current position or which will prepare the employee for other career assignments with the JWSC. Education reimbursement will be provided in any year based upon available funding provided by the JWSC.

(1) How to apply: Employees must complete a request form and submit the request to the supervisor for approval and the Human Resources Department for recommendation prior to submission to the Director. The Director will approve or disapprove the request, consistent with program guidelines. Application shall be made prior to the employee enrolling in the college course to help ensure reimbursement.

(2) Reimbursement may be requested upon completion of the course in accordance with the schedule below:

Grade A – 100%  
Grade B – 85%  
Grade C – 70%  
Grade D – 0%

Documentation of grades and expenses must be presented and attached to a request for reimbursement. The supervisor and Director must approve requests for reimbursement prior to submission for payment. An employee must be a current active employee at the time reimbursement is made. Employees who terminate employment (whether by resignation or discharge) will be required to repay any reimbursement made within the previous twenty-four (24) months.

(3) Class Scheduling: Classes will be scheduled during off-duty hours whenever possible. When a required class is not offered during off-duty hours, the



employee may request to use vacation time to attend. Approval must be obtained by the division head and Director prior to enrollment. Approval will be considered dependent upon work demands and available staffing.

## **2. *General Education Development (GED); Commercial Drivers' License (CDL); Incentives:***

- A. Eligibility: All regular full time employees are eligible to participate after completion of one year of service with the JWSC. For employees seeking CDL certification, the division head will verify that such certification is related to the employee's current position.
- B. Program Provisions and Incentives:
  - (1) GED: The JWSC shall provide a one-time \$200 incentive to each eligible employee who receives a GED certificate while in the employment of the JWSC. An employee receiving a GED certificate should notify his or her division head. The division head will prepare the appropriate documentation provided by the Human Resources Department, attach a copy of the GED verification, and return to the Human Resources Department.
  - (2) CDL: The JWSC shall provide a one-time incentive to each eligible employee who receives a Commercial Drivers' License through self-study and successful completion of the written and driving tests, and upon review of documentation to support the achievement, as follows:
    - (a) Classification:
      - (i) Class A: \$200.00
      - (ii) Class B: \$175.00
    - (b) Each additional endorsement: \$75.00  
The endorsement must be job-related and approved by the Director.

## **3. *Other Training and Development:***

- A. Eligibility: Regular full time employees will be eligible to participate in job-related training and development programs. Division heads will provide adequate on the job training for new and existing employees such that skill levels will continually improve. The JWSC will make every effort to provide financial support for employee training and development, as funds allow. The employee is expected to take initiative to identify training opportunities and to share the cost of such training when necessary. In addition, employees are encouraged to pursue training and education that may not necessarily be related to their current positions in preparation for promotion.
- B. Process: Employees who wish to participate in training programs must submit a request to the immediate supervisor. Employees must be prepared to show the job-relatedness of the training, the cost, and the anticipated benefit to the JWSC.

# Brunswick-Glynn County Joint Water and Sewer Commission

## Recruiting and Termination Statistics

### Current Job Postings

DATE POSTED	JOB TITLE	# OF APPLICATIONS
7/11/2017	Deputy Executive Director	14
7/10/2017	Administrative Coordinator for Planning & Construction	15
7/7/2017	GIS Analyst	6
2/3/2017	Manhole Rehab Technician	32
1/30/2017	Water Treatment Plant Operator III	31
7/9/2017	Water Distribution Crew Leader	9
5/1/2017	Equipment Operator	42
5/30/2017	Utility Service Worker	79

Number of applications (YTD) - 735

### New Hires

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Wastewater Maintenance Mechanic - *hired June 2017*  
Accounts Payable Coordinator - *hired June 2017*  
Customer Information Systems Analyst - *hired July 2017*

### Employment Offers

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Water Treatment Plant Operator III - *pending ED approval*

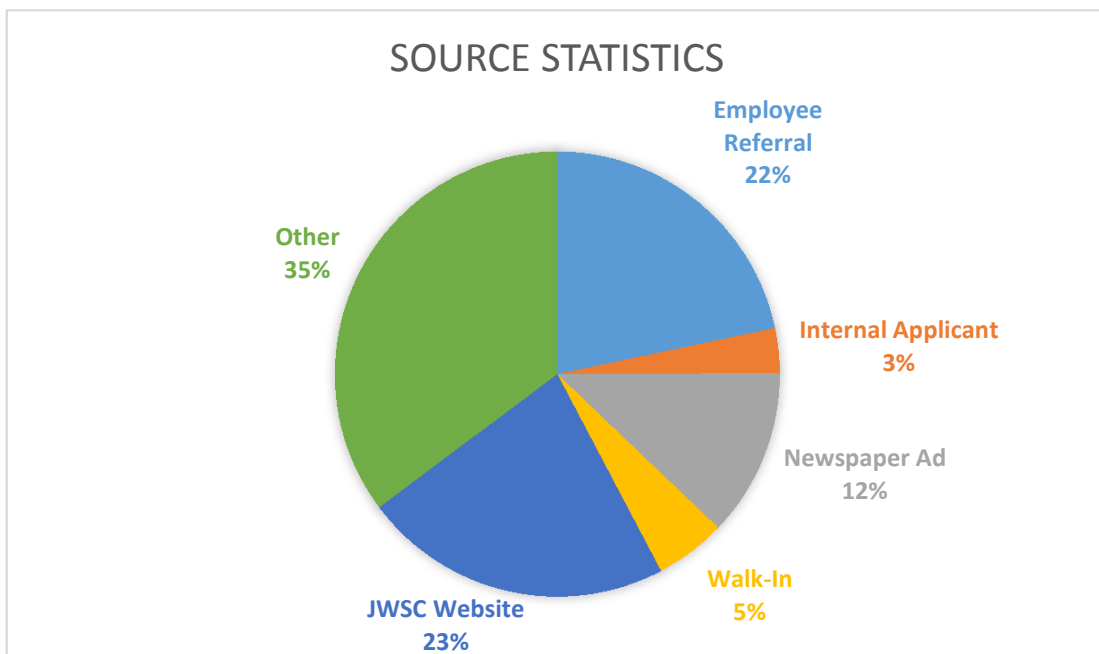
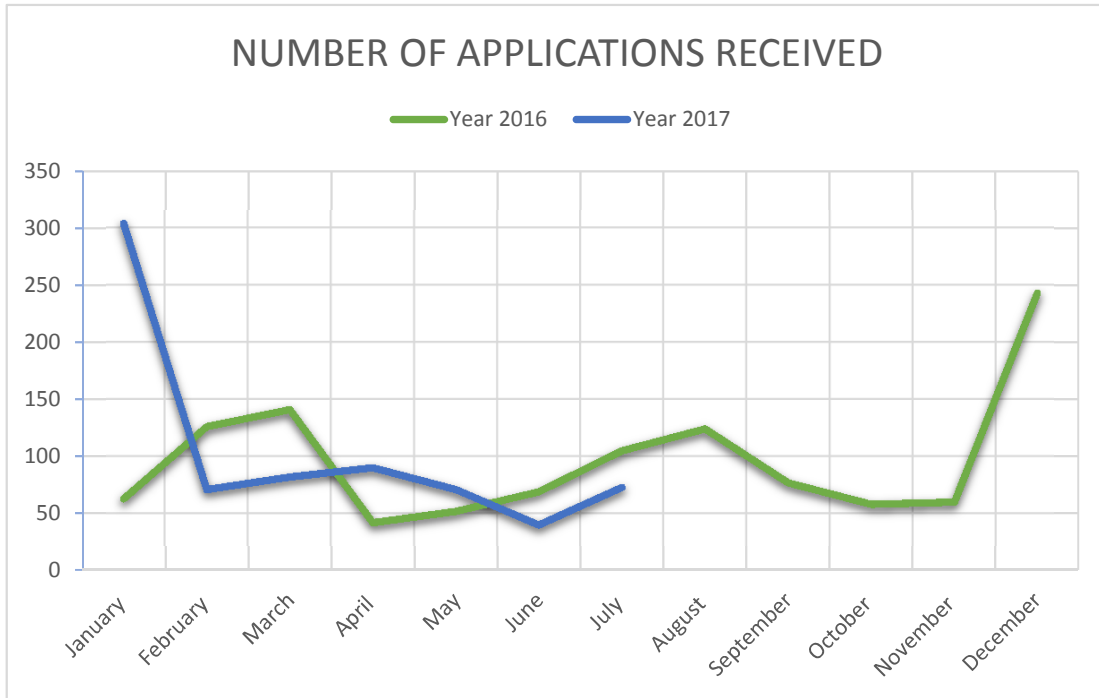
### Terminations w/ Reasons

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Retirement  
Quit w/ Notice - Personal Reasons  
Quit without Notice

# Brunswick-Glynn County Joint Water and Sewer Commission

## Recruiting and Termination Statistics





## BG-JWSC Workers' Compensation Claims Statistics

2017 has been an excellent year for injury frequency. As of July 18, 2017 there have only been two injuries resulting in workers' compensation claims. This number is down significantly from this time of year 2016 (12) and 2015 (12). Both employees are working light duty positions at the plant. One is expected to be back at regular duty soon and the other (the caught between hand injury) is more uncertain of a time frame for regular duty. See table below:

<b>JWSC CLAIMS HISTORY</b>			
<b>Type of Injury</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
Sprains	1	1	0
Inhalation	1	2	0
Slip/Trip/Fall	1	0	1
Allergic Reaction	1	1	0
Insect Bites	2	2	0
Contusions	1	0	0
Strains	1	2	0
Cuts	1	0	0
Heat Injury	2	0	0
Struck By	2	5	0
MVA	1	5	0
Wrist/Carpel	0	1	0
Eye Injury	0	0	0
Caught Between	0	1	1
<b>Total</b>	<b>14</b>	<b>20</b>	<b>2</b>

We have three claims from 2016 that remain open.

We have one claim from 2014 that has been re-opened.



# Director of Operations

**Class Title:** Director of Operations

**Pay Grade:** 26

**Salary:** \$91,878 - \$137,817 Annually

The purpose of this classification is provide leadership and perform managerial and administrative work functions associated with planning, developing, organizing, overseeing, and implementing activities within the operational divisions of the Brunswick-Glynn County Joint Water and Sewer Commission (JWSC). This position reports directly to the JWSC Executive Director.

## **Essential Functions:**

The following duties are normal for this classification. The omission of specific duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned. Specific duties listed may not be required for all positions within this classification, but are determined by the normal requirements for the particular position.

Maintain and ensure the operation of the JWSC's water production facilities, its wastewater treatment plants and related systems in an efficient and effective manner in order to meet the daily and yearly demands as well as regulatory permitting limits, maintaining adequate water supplies, and meeting anticipated daily demands.

Develops and implements immediate and long-range plans; establishes operational divisions' goals and objectives; consults with Executive Director and regulatory agencies.

Leads, supervises, directs and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, recommending disciplinary action and completing employee performance appraisals.

Plans and organizes operations related projects and workload; assigns work; develops employee work schedules to provide adequate coverage; monitors and reviews status of work activities and develops succession plans.

Oversees the ongoing implementation of the asset management program to set priorities for capital needs and to optimize operations and maintenance activities within the JWSC.

Assists in developing departmental policies and procedures to ensure compliance with state and federal guidelines.

Monitors and oversees the operations and activities of the water and sewer department; monitors and reviews procedures and operations; initiates problem resolution.

Consults with and/or coordinates work of engineering consultants, contractors and other department heads regarding design and construction of projects.

Prepares division budget; monitors expenditures and revises.

Develops short-term and long-range plans and specifications for expansion, modification and construction programs.

Processes documentation pertaining to payroll and personnel; completes, reviews, approves and/or forwards as appropriate; maintains records.

Prepares and/or completes correspondence, forms, reports, or other documents to meet state reporting requirements; forwards or maintains.

Directs the preparation of division reports to all agencies; receives reports, charts, blueprints, forms, correspondence, and contracts; monitors water quality from operational and chemical reports/data; reviews, processes or forwards as appropriate; maintains documentation for reference.

Responds to calls from the public concerning water system problems, complaints, or emergency situations; directs water and sewer questions/problems to appropriate division.

Maintains an awareness of new trends/advances in the profession; investigates and approves the use of new materials, methods and processes, in conjunction with engineers, department heads and regulatory agencies.

Consults with supervisors, regulatory agency personnel, engineers, contractors, and other agency officials to review departmental operations, discuss problems, coordinate activities, develop long-term plans, provide technical expertise, and receive advice/direction.

Establishes departmental goals and objectives; implements rules, regulations, and policies.

Creates/maintains positive public relations with the general public; provides education on water and sewer issues; interacts with the media.

Evaluates new products and services.

Assists with installation of computer programs; assists personnel with computer problems/questions.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Incorporates continuous quality improvement principles in daily activities.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must meet regular attendance requirements.

Performs other related duties as required.

#### **Minimum Qualifications:**

Five years of progressively responsible supervisory or management experience in civil engineering, water and wastewater treatment, water distribution, wastewater collection, or related field required. Bachelor's degree in Chemical, Mechanical, or Civil Engineering, or related field desired. Possession of Professional Engineering (P.E.) license is desirable. Must possess a valid driver's license.

#### **Minimum Requirements to Perform Essential Job Functions:**

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

**PHYSICAL REQUIREMENTS:** Must be able to operate a variety of automated office equipment including a computer, copiers, fax machines, telephone, etc. Physical demand requirements are at levels of those for sedentary work.

**DATA COMPREHENSION:** Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things which may include forms, reports, blueprints, reference materials, legal documents, technical journals, procedural manuals, and operational manuals.

**INTERPERSONAL COMMUNICATION:** Requires the ability to speak with and/or signal people to convey or exchange civil engineering, personnel, legal, and water utility-related information, including giving/receiving assignments and/or directions to/from co-workers, assistants, managers, or supervisors as well as communicating with engineers, regulatory personnel, the media, and the general public.

**LANGUAGE ABILITY:** Requires ability to read a variety of civil engineering, legal, and water utility-related documentation, directions, instructions, and methods and procedures. Requires the ability to write job related documentation and reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice such as public speaking situations before the city council, community groups and the general public.

**INTELLIGENCE:** Requires the ability to learn and understand complex environmental engineering, legal, and water utility-related principles and techniques, to understand departmental policies and procedures, to make independent judgments in absence of supervision, and to acquire and be able to expound on knowledge of topics related to primary occupation.

**VERBAL APTITUDE:** Requires the ability to record and deliver information, to explain procedures, and to follow verbal and written instructions.

**NUMERICAL APTITUDE:** Requires the ability to add and subtract totals, multiply and divide totals, determine percentages, determine time and weight, interpret statistical data, and utilize geometric and algebraic formulas.

**FORM/SPATIAL APTITUDE:** Requires the ability to visually inspect items for proper length, width, and shape using job related equipment which may include engineering scales and standard measuring devices.

**MOTOR COORDINATION:** Requires the ability to coordinate hands and eyes in using automated office equipment and to operate motor vehicles.

**MANUAL DEXTERITY:** Requires the ability to handle a variety of items, automated office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting motion or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

**COLOR DIFFERENTIATION:** May require the ability to discern color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to deal with and relate to people beyond giving and receiving instructions. Must be able to adapt to and perform under considerable stress when confronted with an emergency. Must relate to City leaders, staff, and customers and must be approachable.

**PHYSICAL COMMUNICATION:** Requires the ability to talk, express, or exchange ideas by means of spoken words and/or hear and perceive nature of sounds by ear.





## **Deputy Executive Director**

Executive Director

ED/4

### **JOB SUMMARY**

Under general direction oversees, directs, and administers the daily operations of the Brunswick-Glynn County Joint Water and Sewer Authority divisions assisting the Executive Director.

### **ESSENTIAL FUNCTIONS**

- Assists in long range planning for the physical development of JWSC infrastructure and environmental control systems.
- Assists in managing phases of project development and implementation.
- Provides engineering technical expertise and process analysis to evaluate and maximize short and long term project and infrastructure goals.
- Develops and utilizes analytical tools to provide total system support accountability to ongoing rehabilitation and long range project planning.
- Oversees and directs the daily operations and administration of the department.
- Reviews and authorizes proposals and budgetary decisions.
- Provides department policy development and implementation.
- Oversees the selection, training, and performance evaluation of all employees; provides for the training, and proper instruction of staff; manages performance standards and programs throughout the department; guides, coaches and assists employees in professional development; ensures that employees work safely, efficiently, and effectively in conjunction with the Executive Director.
- Determines work procedures, prepares work schedules, and expedites workflow; inspects the progress and status of all work projects and services regularly.
- Assists the Executive Director in preparing and submitting short and long-range plans to serve the community's needs.
- Prepares budget documents, reports, records, and written communications in support of departmental operations.

- Maintains close communications with the JWSC Executive Director and keeps the Executive Director informed at all times.
- Maintains close working relationship with Senior Engineer to analyze and assist in providing a holistic approach to construction programs and rehabilitation needs that meet agency objectives.
- Maintains close communications and working relationships with City and County Department Heads in order to coordinate and expedite work.
- Responsible for all external media communication. Writes and directs all press releases.
- Responds to emergency calls for assistance; coordinates with other local and state agencies whenever necessary or appropriate to maximize resources and services.
- Oversees project management for the construction of utility projects; oversees assigned projects to ensure contractor compliance with time and budgetary parameters.
- Responds to written and verbal inquiries and requests.
- Maintains effective working relationships with contractors, vendors, local, state, and federal agencies involved in public works projects, programs or services.
- Monitors the local environment and interagency actions that may affect projects, programs and services.
- Attends or approves the attendance at staff, regulatory and training meetings/conferences.
- Develops and manages a cost accounting and maintenance management system.
- Acts for the Executive Director in absence or when delegated.
- Performs related duties.

#### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of the safety hazards and safe practices in construction, operation, and maintenance of a full service water/wastewater facility.
- Knowledge of typical utilities projects, programs and services.
- Knowledge of applicable laws and regulations affecting water production, distribution, wastewater collection and treatment, and utility maintenance.
- Knowledge of Civil Lawsuits and Georgia (or similar) Open Records laws.
- Knowledge of automated applications to support administrative activities.
- Knowledge of Governmental Accounting Processes.

- Knowledge of Governmental Purchasing Policies.
- Skill in preparing short and long-term plans for water/wastewater facilities and infrastructure to serve a growing community. Experience in developing a Master Plan.
- Skills in Program Management with a strong knowledge of task breakdown.
- Skill in planning for appropriate resources and in providing services within budget.
- Proven Skill in public relations/communications with all types of media.
- Skill in working drawings for construction and maintenance projects.
- Skill in designing programs, organizing staff, and directing the full range of activities to support programs and services.
- Skill in directing and managing the cost-effectiveness of program activities.
- Skill in evaluating the effectiveness of programs and in making appropriate modifications.
- Proven skill in managing work, leading others, and delegating responsibility.
- Skill in interpersonal communication.
- Skill in public speaking.
- Skill in communicating effectively, both orally and in writing. Ability to work as a member of the management team and to promote the goals and objectives of the overall organization.
- Skill in maintaining accurate records, preparing effective reports, and making effective presentations.

#### SUPERVISORY CONTROLS

The Executive Director assigns work in terms of agency goals and objectives. Work is reviewed through conferences, reports, and observation of agency activities.

#### GUIDELINES

Guidelines include state water permit laws and regulations; EPA water treatment and water quality regulations; utility rate guidelines; state and federal employment laws; and open records laws and retention requirements. These guidelines require judgment, selection and interpretation in application. This position develops agency guidelines.

#### COMPLEXITY/SCOPE OF WORK

- The work consists of varied management and supervisory duties. The variety of operations to be overseen contributes to the complexity of the work.

- The purpose of this position is to assist the Executive Director in the direction of operations of the Brunswick-Glynn County Joint Water and Sewer Authority. Successful performance ensures the effective and efficient operation of the city government and affects the quality of life for city residents and visitors.

## CONTACTS

- Contacts are typically with Authority employees, Commission members, elected and appointed officials, attorneys, contractors, vendors, customers, government regulators, and members of the general public.
- Contacts are typically to give or exchange information; to resolve problems; to motivate or influence persons; or to justify, defend or negotiate matters.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light and heavy objects.
- The work is typically performed in an office and outdoors, occasionally in cold or inclement weather.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has indirect supervision over Director of Administration (1), Engineering Director (1), Purchasing Director (1), Systems Pumping and Maintenance Superintendent (1), Water Distribution Superintendent (1), Water Production Superintendent (1), Wastewater Treatment Superintendent (1), Commission Clerk/Liability Claim Manager (1) and Administrative Assistant (1).

## MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a master's degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.
- Ability to be bonded.



## **Systems Pumping and Maintenance Superintendent**

### **Systems Pumping and Maintenance**

SP/1

#### **JOB SUMMARY**

This position is responsible for directing the agency's systems pumping and maintenance operations.

#### **MAJOR DUTIES**

- Ensures division operations are in compliance with environmental regulations.
- Trains, assigns, directs, supervises, evaluates and disciplines personnel.
- Maintains equipment, parts and supplies inventory; assigns equipment, tools and vehicles to staff.
- Provides analysis of wastewater and potable water pumping and storage systems; designs or recommends design changes to increase or ensure efficient and effective operations.
- Manages the efficient and effective response to customer complaints.
- Develops and maintains an effective after-hours emergency call program.
- Prepares cost estimates for projects and plans; estimates resources needed, including human, financial, time and equipment.
- Assists in preparing annual operating budgets for the division.
- Directs and monitors the work of contractors.
- Coordinates activities with state and federal agencies.
- Oversees the utility locating program.
- Performs related duties.

#### **KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of personnel laws, policies, and regulations.
- Knowledge of state and federal environmental regulations.
- Knowledge of the safety hazards associated with the work.



- Knowledge of the development and administration of municipal budgets.
- Knowledge of inventory management principles.
- Knowledge of pump maintenance principles.
- Knowledge of modern office practices and procedures.
- Skill in interpreting engineering reports, maps, and construction drawings.
- Skill in the use of computers and various software programs.
- Skill in the training and supervision of personnel.
- Skill in oral and written communication.

#### SUPERVISORY CONTROLS

The Executive Director assigns work in terms of division goals and objectives. The supervisor reviews work through conferences, reports, and observation of division activities.

#### GUIDELINES

Guidelines include federal and state environmental regulations; local building, health, and environmental codes; the Manual of Uniform Traffic Control Devices; safety policies; and OSHA regulations. These guidelines require judgment, selection, and interpretation in application. This position develops division guidelines.

#### COMPLEXITY/SCOPE OF WORK

- The work consists of varied management, administrative, supervisory, and technical duties. Unforeseen equipment failures contribute to the complexity of the position.
- The purpose of this position is to oversee the activities of the Systems Pumping and Maintenance Division. Successful performance contributes to the efficiency and effectiveness of system operations.

#### CONTACTS

- Contacts are typically with agency personnel, elected and appointed officials, members of the general public, vendors, engineers, architects, developers, contractors, federal and state regulators, and members of the general public.
- Contacts are typically to give or exchange information, to resolve problems, to motivate or influence persons, and to negotiate or settle matters.

#### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while standing, walking, bending,

crouching or stooping. The employee occasionally lifts light objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity, distinguishes between shades of color, and utilizes the sense of smell.

- The work is typically performed in an office and outdoors, occasionally in cold or inclement weather. The employee may be exposed to noise, dust, dirt, grease, and machinery with moving parts. Work requires the use of protective devices such as masks, goggles, gloves, etc.

#### SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Lift Station Supervisor (1), Systems Monitoring Supervisor (1), Collections Systems Analyst (1), Wastewater Construction Supervisor (1), Line Cleaning Supervisor (1), and Administrative Coordinator (1).

#### MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.



## Wastewater Treatment Superintendent

### Wastewater Treatment

WWT/1

#### JOB SUMMARY

This position is responsible for managing the agency's wastewater treatment plant operations.

#### MAJOR DUTIES

- Manages the day-to-day operations of multiple wastewater treatment plants; ensures that plant effluents meet permitted limits; performs calculations and directs operations based on laboratory data and operator measurements.
- Supervises personnel involved in the operations and maintenance of treatment plant systems; trains, assigns, schedules, directs, supervises, evaluates and disciplines personnel.
- Ensures compliance with city, state and federal policies and ordinances, including the Safe Drinking Water Act, the Federal Clean Water Act and National Pollutant Discharge Elimination System requirements.
- Directs the day-to-day administration, operation and maintenance of treatment plant systems.
- Analyzes and evaluates operation and maintenance functions; initiates or recommends new or improved practices; prepares and monitors operating budgets and capital expenditures; ensures compliance with all federal, state, and local health regulations.
- Develops and implements division goals, objectives, policies and procedures.
- Oversees capital improvements to the wastewater treatment plant system.
- Develops process control strategies; analyzes operational and lab data; initiates control changes to maximize treatment effectiveness.
- Approves requisitions of supplies and materials; recommends the purchase of equipment and assists in the development of specifications and bid documents.
- Monitors changes in federal and state requirements.
- Maintains plant records and prepares a variety of regular and special reports, including reports required by regulatory agencies.
- Performs laboratory tests; reviews laboratory results daily.

- Performs related duties.

#### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of wastewater treatment plant principles, operations, and equipment.
- Knowledge of chemistry, mathematics, and biology.
- Knowledge of division and agency policies and procedures, and federal, state, and local laws and regulations.
- Skill in the interpretation of plans, diagrams, and specifications.
- Skill in the operation and maintenance of mechanical and electronic equipment.
- Skill in planning, organization, and decision making.
- Skill in the supervision of personnel.
- Skill in public speaking and public relations.
- Skill in oral and written communication.

#### SUPERVISORY CONTROLS

The Executive Director assigns work in terms of division goals and objectives. The supervisor reviews work through conferences, reports, and observation of division activities.

#### GUIDELINES

Guidelines include the Safe Drinking Water Act, the Federal Clean Water Act, National Pollutant Discharge Permit requirements, and other local, state and federal regulations. These guidelines require judgment, selection, and interpretation in application. This position develops division guidelines.

#### COMPLEXITY/SCOPE OF WORK

- The work consists of varied administrative, supervisory, and technical duties. Strict regulations contribute to the complexity of the position.
- The purpose of this position is to manage the agency's wastewater treatment operations. Successful performance contributes to the efficiency and effectiveness of plant operations and ensures compliance with federal and state regulations.

#### CONTACTS

- Contacts are typically with representatives of state and federal agencies, vendors, engineering firms, elected and appointed officials, contractors, and the general public.

- Contacts are typically to give or exchange information, resolve problems, motivate personnel, provide services, and justify, negotiate, or settle matters.

#### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while intermittently sitting, standing, stooping, walking, bending or crouching. The employee occasionally lifts light objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity, distinguishes between shades of color, and utilizes the sense of smell.
- The work is typically performed in an office, at wastewater treatment facilities, and outdoors, occasionally in cold or inclement weather. The employee may be exposed to machinery with moving parts, contagious or infectious diseases, or irritating chemicals. Work requires the use of protective devices such as masks, goggles, gloves, etc.

#### SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Wastewater Treatment Supervisor (1), Wastewater Pretreatment Compliance Coordinator (1), Senior Laboratory Analyst (1), Wastewater Maintenance Supervisor (1), and Wastewater Treatment Plant Operator (13).

#### MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- Possession of or ability to readily obtain an appropriate state-certified license for wastewater treatment.





## Water Distribution Superintendent

### Water Distribution

WD/1

#### JOB SUMMARY

This position is responsible for directing the operation and maintenance of the water distribution system and backflow prevention program.

#### MAJOR DUTIES

- Prepares and administers the annual budget; participates in the planning and implementation of operations and capital budgets to improve water distribution infrastructure.
- Develops and recommends distribution system maintenance and rehabilitation projects.
- Prepares cost estimates for projects, including time and labor estimates.
- Oversees and participates in the safe and efficient operation of the water distribution system; directs the training of personnel in work safety standards.
- Maintains project and operational records and reports.
- Responds to customer complaints regarding water quality and pressure; delegates such actions as may be necessary to mitigate the complaint.
- Maintains an adequate inventory of parts, supplies, tools, safety equipment, and chemicals to safely and efficiently perform work tasks in the water distribution system.
- Interviews, hires, trains, assigns, directs, supervises, evaluates and disciplines division personnel.
- Coordinates activities with other agency personnel, contractors, vendors, and other local, state and federal agencies.
- Directs field operations in the event of complex issues or problems; responds to after-hours emergencies.
- Directs the backflow prevention program.
- Reviews and approves of payroll reports.
- Performs related duties.

## KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of the operation and maintenance of a water distribution system.
- Knowledge of the operation of a variety of job-related tools and equipment.
- Knowledge of related state and federal regulations.
- Knowledge of budget development and management principles.
- Knowledge of relevant federal and state law and agency policies and procedures.
- Knowledge of computers and job-related software programs.
- Skill in management and supervision.
- Skill in problem solving.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in oral and written communication.

## SUPERVISORY CONTROLS

The Executive Director assigns work in terms of division goals and objectives. The supervisor reviews work through conferences, reports and observation of division activities.

## GUIDELINES

Guidelines include Georgia EPD rules and regulations, OSHA regulations, and division and agency policies and procedures. These guidelines require judgment, selection, and interpretation in application. This position develops division guidelines.

## COMPLEXITY/SCOPE OF WORK

- The work consists of varied management, supervisory, and technical duties. Strict regulations contribute to the complexity of the position.
- The purpose of this position is to direct the operations of the water distribution system. Successful performance helps ensure the efficient and effective delivery of drinking water to customers.

## CONTACTS

- Contacts are typically with coworkers, elected and appointed officials, representatives of state and federal agencies, contractors, vendors, and the general public.
- Contacts are typically to exchange information, motivate persons, negotiate matters, resolve

problems, and provide services.

#### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while intermittently sitting at a desk or table or while intermittently sitting, standing, stooping, walking, bending, crouching or stooping. The employee frequently lifts light and heavy objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity, and distinguishes between shades of color.
- The work is typically performed in an office, stockroom, warehouse, and outdoors, occasionally in cold or inclement weather. The employee is exposed to machinery with moving parts, contagious or infectious diseases, or irritating chemicals. Work requires the use of protective devices such as masks, goggles, gloves, etc.

#### SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Water Distribution Supervisor (1), Administrative Coordinator (1) and Water Distribution Crewleader (4).

#### MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.
- Possession of or ability to readily obtain an appropriate state-certified license for water distribution and backflow prevention.



## Water Production Superintendent

WP/1

Water Production

### JOB SUMMARY

This position is responsible for managing the agency's water treatment operations to deliver high quality potable water to customers.

### MAJOR DUTIES

- Ensures compliance with relevant federal and state regulations; gathers data and prepares reports to demonstrate compliance.
- Supervises and provides training and direction to Water Plant Operators.
- Maintains a certified laboratory for the analysis of drinking water.
- Prepares monthly and operating and ground water use reports; prepares chemical usage reports.
- Monitors the operation of wells, pumping stations, elevated storage tanks, and plant equipment.
- Develops annual budgets and administers approved funds.
- Analyzes proficiency tests as required.
- Reviews plans for water system improvements and makes recommendations.
- Responds to after-hours emergencies.
- Determines backflow device requirements.
- Coordinates division purchases; maintains inventory of necessary equipment and supplies.
- Oversees the management of the Supervisory Control and Data Acquisition (SCADA) system.
- Develops and implements maintenance procedures.
- Schedules and conducts weekly meetings/training sessions.
- Performs related duties.

**KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of water treatment principles, operations, and equipment.
- Knowledge of chemistry, mathematics, and biology.
- Knowledge of division and agency policies and procedures, and federal, state, and local laws and regulations.
- Knowledge of computers and job-related software programs.
- Skill in the interpretation of plans, maps, and specifications.
- Skill in the operation and maintenance of mechanical and electronic equipment.
- Skill in planning, organization, and decision making.
- Skill in the supervision of personnel.
- Skill in the management of budgets.
- Skill in oral and written communication.

**SUPERVISORY CONTROLS**

The Executive Director assigns work in terms of division goals and objectives. The supervisor reviews work through conferences, reports, and observation of division activities.

**GUIDELINES**

Guidelines include federal EPA and state EPD requirements, the Safe Drinking Water Act, and agency policies and procedures. These guidelines require judgment, selection, and interpretation in application. This position develops division guidelines.

**COMPLEXITY/SCOPE OF WORK**

- The work consists of varied administrative, supervisory, and technical duties. Changing water conditions and regulatory changes contribute to the complexity of the position.
- The purpose of this position is to supervise the production of drinking water. Successful performance helps ensure the provision of safe drinking water for customers.

**CONTACTS**

- Contacts are typically with co-workers, other agency employees, representatives of state and federal agencies, vendors, suppliers, contractors, and the general public.
- Contacts are typically to give or exchange information, resolve problems, motivate personnel, provide services, and justify, negotiate, or settle matters.



#### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping.
- The work is typically performed in an office, at water treatment facilities, and outdoors, occasionally in cold or inclement weather.

#### SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Water Treatment Plant Operator (4).

#### MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- Possession of or ability to readily obtain an appropriate state-certified license for water treatment or distribution.



## **Maintenance and Security Superintendent**

### Maintenance and Security

**MS/1**

#### **JOB SUMMARY**

This position is responsible for directing the agency's maintenance and security operations.

#### **MAJOR DUTIES**

- Manages the day-to-day maintenance, repair, and security of multiple properties and their facilities. Schedules work efficiently and effectively.
- Manage work planning.
- Track pertinent metrics and measurables to effect continuous improvement in daily operations. Oversee asset management for facilities.
- Interviews, hires, trains, assigns, directs, supervises, evaluates, and disciplines personnel.
- Performs work in compliance with safety policies and procedures.
- Enforces safe work procedures; ensures the establishment of safe work zones.
- Prepares cost estimates for projects and plans; estimates resources needed including human, financial, time and equipment.
- Assists in preparing annual operating budgets for the division and administers approved funds.
- Directs and monitors the work of contractors.
- Operates a truck to transport tools, equipment, supplies and personnel to and from work sites.
- Maintain an adequate inventory of parts, supplies, tools, safety equipment, and chemicals to safely and efficiently perform work tasks in the Maintenance and Security Division.
- Controls such activities as parking spaces, waste disposal and building security.
- Responds to after-hours emergencies.
- Prepares required reports.
- Reviews and approves of payroll reports.

- Performs related duties.

#### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of the hazards inherent to water and sewer facility maintenance work and the safety measures used to mitigate those hazards.
- Knowledge of the operation, maintenance and repair of a variety of job-related tools and equipment.
- Knowledge of agency policies and procedures.
- Knowledge of building maintenance and repair principles.
- Knowledge of safe work policies and procedures.
- Skill in planning, organization, problem solving, and decision making.
- Skill in interpersonal relations.
- Skill in oral and written communication, computers and job related software programs.
- Skill in the supervision of personnel.
- Skill in the management of budgets.

#### SUPERVISORY CONTROLS

The Executive Director assigns work in terms of division goals and objectives. The supervisor reviews work through conferences, reports, and observation of division activities.

#### GUIDELINES

Guidelines include safety and security standards, division policies, work safety guidelines, and supervisory instructions to ensure the workplace meets all legal expectations and actively supports occupational health and safety. These guidelines are generally clear and specific, but may require some interpretation in application.

#### COMPLEXITY/SCOPE OF WORK

- The work consists of varied management, administrative, supervisory, and technical duties. Unforeseen equipment failures contribute to the complexity of the position.
- The purpose of this position is to oversee the activities of the Maintenance and Security Division. Successful performance contributes to the efficiency and effectiveness of system operations.

#### CONTACTS

- Contacts are typically with agency personnel, elected and appointed officials, members of the

general public, vendors, engineers, architects, developers, contractors, federal and state regulators, and members of the general public.

- Contacts are typically to give or exchange information, to resolve problems, to motivate or influence persons, and to negotiate or settle matters.

#### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while standing, walking, bending, crouching or stooping. The employee occasionally lifts light objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity, distinguishes between shades of color, and utilizes the sense of smell.
- The work is typically performed in an office and outdoors, occasionally in cold or inclement weather. The employee may be exposed to noise, dust, dirt, grease, and machinery with moving parts. Work requires the use of protective devices such as masks, goggles, gloves, etc.

#### SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Maintenance and Security Crew Leader (1) and Maintenance and Security Crew Member (2).

#### MINIMUM QUALIFICATIONS

- Ability to produce reports and assist in developing relevant policies.
- Good knowledge of data analysis and risk assessment.
- Excellent organizational and motivational skills.
- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.