

# What to Expect When You Take Protected Leave



## To Start

- **Requesting leave** To request a protected leave of absence or file a short-term disability claim (called a "claim") call The Standard at 1-866-756-8116 or file online using this [link](#). If this is your first time filing with The Standard you will first need to create an online account which can be accessed [here](#). There is also a step-by-step guide to creating an account which can be found [here](#).
- **Reporting Absences**
  - You must tell your supervisor about your need to take leave following the County's usual call-in processes.
  - You must report your absences to The Standard to be a protected leave of absence.
  - If you are on intermittent leave you must report the hours or days taken as intermittent leave to The Standard, as well as to your supervisor. **Tip:** You may want to wait until the end of the day or to the next day to report the amount of time you miss work so that you don't report more time than you actually took in leave.
  - All County or department call out procedures must be followed.
- **Medical** You will need to provide The Standard with a medical certification for most kinds of leave. The Standard will send you the form and you need to have your or your family member's healthcare provider fill it out and send it back to The Standard. You can also ask the medical provider to send the completed certification to you, and you can provide it to The Standard. This **must** be completed and sent back by your or your family member's healthcare provider within **15 calendar days** or your leave request may be denied.
- **Eligibility** The Standard determines your eligibility for most kinds of leaves, and tracks the amount of time you take on leave.
- **Accruals** Leave Administration will send you an accrual use form if you want to use your accruals for absences covered by Paid Family and Medical Leave (PFML). Using accruals while on PFML is optional, but PFML is only available for full-day absences. When taking partial day absences under other leaves, available accruals are required to be used per Clackamas County policies, refer to the first page of the Accrual Election Form for details.
- **Checklist** Use the [leave of absence checklist](#) to ensure you don't miss any steps.
- **PFML Benefits** You can estimate your Paid Family and Medical Leave benefits using this [calculator](#). PFML can only be used in one-day increments.
- **Questions** You can contact The Standard with questions at 1-866-756-8116 or via email at [absence@standard.com](mailto:absence@standard.com). You can also contact the Leave Administration specialist assigned to your department, which can be found on our [website](#).

## Your Timesheet

- Report all protected leave absences to The Standard and record them on your timesheet. For more information about timesheets see this [slide showing responsibilities](#) and these [timesheet FAQs](#) for common questions about timesheets.
- For intermittent leave you must inform your supervisor and The Standard for each time or day you miss work. **Tip:** You may want to wait until the end of the day or to the next day to report the amount of time you miss work so that you don't report more time than you actually took in leave.

## Your responsibilities

- Report all absences to The Standard and record them on your timesheet.
- Report any changes in your address or contact information to The Standard, and update the changes in the County's ESS system.
- Return your accrual form to [LeaveAdmin@clackamas.us](mailto:LeaveAdmin@clackamas.us)
- Notify The Standard and your supervisor of any changes to your leave dates or return to work date. For more information about return to work see this [link](#).
- Tell your supervisor and The Standard if you need an accommodation of your workspace or schedule when you return to work. You should provide The Standard any medical documentation showing your need for accommodation.
- Provide The Standard and your supervisor your healthcare provider's release to return to work three (3) business days before you return to work. A medical release is **not** needed if you are on an approved intermittent absence, or you are returning to work from caring for a family member or from your pregnancy/baby bonding time.
- Return to work. If you don't return when first expected you must notify your supervisor and The Standard.

## For more information

See the Leave Administration webpage which has more resources and FAQs on leave of absence issues: [www.clackamas.us/des/leave-administration](http://www.clackamas.us/des/leave-administration)

Call Leave Administration for help with the process or for questions about your leave at **503-742-5460** or email the team at [LeaveAdmin@clackamas.us](mailto:LeaveAdmin@clackamas.us).