



# **TEAMMATE NEW LEAVE TOOL KIT**

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# BENEFITS WHILE ON LEAVE

Return completed BWOL form to your local  
McLane HR Department, not FMLASource

TEAMMATE NAME		TEAMMATE ID#	DATE OF HIRE
DIVISION #	DEPARTMENT	POSITION	MANAGER

**LEAVE REQUEST** Teammates-select the leave type and enter the estimated leave dates requested:

☐ Family Medical Leave Act(FMLA) ☐ Medical Leave ☐ Personal Leave(non-medical) ☐ USERRA(Military)

*If you would like a printed copy of the McLane LOA or STD policies, please request a copy from your local HR Department.*

**Estimated Leave Dates:** From \_\_\_\_\_ To \_\_\_\_\_

**BENEFIT OPTIONS (does not apply to 401k plan)** Teammates-click on the box of your choice or to acknowledge.

☐ **Option 1: Pay upon return.** Benefit premiums will be deducted from any McLane pay received during leave, including paid time-off and short-term disability. I elect to have any missed deductions taken from my pay check when I return to work. I understand that the current benefit deduction plus one missed deduction will be taken out of each paycheck until the balance is paid off. Default Election.

☐ **Option 2: Pay while on leave.** Benefit premiums will be deducted from any McLane pay received during leave, including paid time-off and short-term disability. I elect to continue to make my benefit payments while on a Leave of Absence, understanding that if I miss any payments they will automatically go into arrears. I will receive instructions one time from Corporate Benefits on making benefit premium payments while on leave. When I return to work the current benefit deduction plus one missed deduction will be taken out of each paycheck until the balance is paid off, if applicable.

☐ **Option 3: Terminate benefits.** I elect to terminate all or some of my benefits while on a Leave of Absence (my qualifying event). Once I return to work (qualifying event) I understand that I must re-enroll within 30 days to start my benefits. I understand that if I elect Option 3 and then terminate while on leave I am not eligible for COBRA benefits.

☐ Medical ☐ Dental ☐ Vision ☐ Legal ☐ Accident ☐ Hospital ☐ Critical Illness ☐ \*Life Insurance ☐ \*Spouse Life ☐ Child Life

☐ \*Long-Term Disability ☐ \*Voluntary AD&D ☐ \*I understand that if I stop Life Insurance, Spouse Life, or Long Term Disability I will have to complete Lincoln's Evidence of Insurability form and be approved by Lincoln before those benefits will be restarted.

## ACKNOWLEDGMENTS:

**I understand and acknowledge that the following provisions apply to the leave I am requesting:**

- It is my responsibility to contact FMLASource and my Human Resources Department regarding the leave I am requesting.
- Documentation may be required to support the need and the eligibility for leave.
- If I chose Option 3 to terminate benefits while on leave I understand it means I will not have coverage for those benefits until I re-elect benefits upon my return from leave (my qualifying event).
- If I do not return to work in accordance with applicable statutes and Company Policies I may be subject to termination.
- I understand being on leave for a total of 28 or more days, added together in the calendar year, will decrease my available vacation in the new year.
- I understand being on leave may affect any incentive or bonus for which I am eligible. I will contact my supervisor or HR Manager for more information.
- It is my responsibility to keep in contact with my supervisor, HR Manager, and FMLASource as to my status throughout my leave.
- I understand that I am responsible for the repayment of benefit premiums that are outstanding, even upon my termination.

\_\_\_\_\_  
**Teammate Signature**

\_\_\_\_\_  
**Date Signed**

## DIVISION RESPONSIBILITY:

- ☐ Give teammate a New Leave Kit with information on contacting FMLASource
- ☐ Send the completed BWOL form to the FMLA email box at [FMLA@mcclaneco.com](mailto:FMLA@mcclaneco.com)
- ☐ Confirm Benefits While on Leave form is scanned and uploaded into OnBase
- ☐ Verify the teammate contacted FMLASource when reviewing the weekly FMLASource reports.
- ☐ Verify the teammate's Peoplesoft status matches the dates and leave reason provided by FMLASource

\_\_\_\_\_  
**Supervisor / Manager Signature**

\_\_\_\_\_  
**Human Resource Manager Signature**

\_\_\_\_\_  
**Date Signed**

\_\_\_\_\_  
**Date Signed**

# FMLASource Process for All Leaves

## FMLA, Worker's Comp, Medical (any), Personal, and USERRA



- Teammate receives New Leave Kit from Division HR
- Teammate submits completed Benefits While on Leave Form to Division HR
- Teammate submits request to FMLASource via website or phone
- During intake teammate provides their 9-digit ID and health care provider's contact information
- Throughout leave, teammate keeps McLane supervisor and FMLASource updated

### Leave Request Packet Issued

- Within 5 business days of request, FMLASource verifies eligibility and sends packet to teammate, including: Leave "Request Letter", "Your Next Steps" documents, required rights and responsibilities documents, blank medical certification form and any applicable return to work documentation
- Teammate should work with their health care provider to ensure medical documentation is completed and returned to FMLASource within 15 days. With teammate authorization, FMLASource can fax health certification forms to doctor

### Review Medical Documents

- Completed medical documentation due 15 days after issuance
- Incomplete paperwork: FMLASource may reach out to the health care provider (if authorized) for information needed
- Once FMLASource receives completed documents, they will be reviewed in order to issue a decision to teammate

### Decision Issued | 5 Business Days

- Decision issued within 5 business days of receiving completed documentation
- Teammate receives: Leave "Decision Letter" indicating approval, denial or partial approval, "Your Next Steps" document and any applicable return to work documentation
- Teammate should contact FMLASource with any leave updates, questions, and to confirm return to work date

## Resources

### Service Inbox

- General FMLA questions and status updates
- Leave adjustments including revision of dates, adding extensions, return to work confirmation, track intermittent time, and share medical documentation

### 24/7 Online Portal

- Request a new leave, track intermittent time
- View leave status and correspondence

### Mobile App

- On-the-go access available through iTunes or Google Play
- Login process is the same for both the app and the website
- Scan the QR code for easy access from smartphone



## FMLASource - here when you need us

### Call

### Live Service

Due to our high call volume this number is a 24-hour automated phone system.

Please leave a message including your name, teammate ID, and contact phone number

## Guide to IVR (Interactive Voice Response) 1-866-380-0680

### The teammate will first hear:

"Most FMLA needs are now handled on our website. Requesting, tracking and managing family and medical leaves is now faster and easier than ever. To hear our website and fax information, press 1 now. For existing leave requests, you will need your leave request number to proceed. If opening a new leave request, please have your teammate ID readily available."

### If you press 1 you will hear:

- "The website address for FMLASource is [www.fmlasource.com](http://www.fmlasource.com). Our confidential fax numbers are 877.309.0218 or 312.660.1065. To repeat this information please press 1."
- Note: After selecting this option, the call will end. Please call back again for the full list of IVR options.

### If you do not press 1 you will be given a list of options:

1. To track time, **press 1**
2. To check claim status, **press 2**
3. To report return to work date, **press 3**
4. For maternity date of delivery, **press 4**
5. To open a new claim or speak with a specialist, **press 5**

### After selecting your option you will hear:

- To enter your **leave request number**, press 1
- To enter your **nine-digit teammate ID**, press 2
- By pressing 1 or 2, the teammate will be asked to enter their *home ZIP code* per the client's eligibility file. Once entered, they will be able to finish their requested action.

### Helpful IVR Tips

- Please have your **leave request number** and/or your **nine-digit teammate ID** number ready prior to calling.
- When reporting an absence, you will need to enter the date with the following format: MM/DD/YYYY. For example, January 1, 2019 would be 01/01/2019.
  - Hours will use this format: HH/MM. For example, 7 hours and 30 min. would be 0730.

## Here when you need us.

Call: 1.866.380.0680

TTY: 800.697.0353

Fax: 1.877.309.0218

Online: [www.fmlasource.com](http://www.fmlasource.com)

## How to Track Absences

After requesting a leave through FMLASource, you may be approved for the below leave types:

	Intermittent Leave	Continuous Leave	Reduced Schedule Leave
<b>Definition</b>	Sporadic absences for the following reasons: <ul style="list-style-type: none"> <li>Treatment or appointment with a health care provider</li> <li>Flare-up or episodic incapacitation caused by the health condition</li> </ul>	Uninterrupted block of days missed	Pre-arranged schedule of days/hours to be missed, as dictated by your health care provider
<b>Examples</b>	<ul style="list-style-type: none"> <li>Occasional migraines</li> <li>Pre-scheduled doctor appointment</li> </ul>	<ul style="list-style-type: none"> <li>New child bonding</li> <li>Recovery after surgery</li> </ul>	<ul style="list-style-type: none"> <li>Kidney dialysis appointments</li> </ul>
<b>Teammate's responsibility</b>	Teammate must do two things: <ol style="list-style-type: none"> <li>Follow your normal call-off procedure for each absence (call within 2 hours)</li> <li>Contact FMLASource within <b>twenty-four hours</b> of each absence.</li> </ol>	After the initial approval has been received, no need to call with each absence; approved leave serves as notice BUT teammate needs to contact FMLASource if there is a change in the start date or end date of the leave.	After the initial approval has been received, no need to call with each absence; approved leave serves as notice BUT teammate needs to contact FMLASource if schedule needs to be changed.

### How do you track intermittent time?

You can track intermittent time via the website, smartphone app, email, or phone.



#### Website

[www.FMLASource.com](http://www.FMLASource.com)



#### Smartphone App

[FMLASourceNow](#)



#### Email

[FMLACenter@FMLASource.com](mailto:FMLACenter@FMLASource.com)



#### Phone

**Live Service** 1-866-380-0680

**24 hour automated system – press option 1**

### What information do you need to provide?

You will need to provide: your name, your leave request number, the date that you missed work, how much time you missed, and if the time you missed was due to an Episode or an Appointment/Treatment.

### What is the difference between Episode of Incapacity and Appointment/Treatment?

#### Episode of Incapacity

- If leave is for your own serious health condition, an episode is a period of time when symptoms of a serious health condition prevent you from attending work.
- If leave is for care of a family member's serious health condition, an episode is a period of time when your family member is experiencing severe symptoms and you cannot attend work because you must care for them.
- Episodes tend to be unscheduled and unpredictable.
- Example: migraine, asthma attack, seizure.

#### Appointment/Treatment

- An appointment/treatment is a period of time you cannot attend work due to your or your family member's treatment, recovery from a treatment, or for an appointment with the health care provider related to the serious health condition.
- Example: physical therapy treatment, chemotherapy appointment, insulin treatment.

# Communication Touchpoints

**BEGIN:** Leave of Absence Requested

**END:** Employee Has Returned to Work

## Request Packet

**What:** Provides a summary of employee's request for leave of absence and includes notice of eligibility, relevant forms and instructions, and any supplemental material.

**When:** Within up to 5 business days of the request.

## Reminder of Documentation Due

**What:** Reminds the employee that the due date for their documentation is coming up

**When:** 6 and 10 days from the original request and on the day before the due date to submit.

## Notification of Document Received

**What:** Notifies employee that a document has been received and is being reviewed.

**When:** Each time paperwork is received and uploaded into our system.

## Decision Packet

**What:** Provides a summary of a decision made on employee's request for leave of absence and includes any additional forms, instructions, or supplemental material.

**When:** Within up to 5 business days of receipt of sufficient and complete documentation.

## Maternity or Parental Date Confirmation

**What:** Seeks confirmation of actual date of delivery or placement for Maternity or Parental Bonding Leaves.

**When:** After the original estimated date of delivery or placement has passed.

## Return to Work Date Confirmation

**What:** Notifies employees and requests confirmation that the end of their leave is approaching and a request for confirmation that they intend to return to work as scheduled.

**When:** 2 weeks, 1 week, and 1 day before their estimated return to work date.

## Additional Notifications

### Undeliverable Email

**When:** Daily each time an email comes back as "undeliverable".

### Unprotected Absence

**When:** Daily upon receipt of tracking that is not protected.

### Failed Fax

**When:** Daily each time an attempted fax to a health care provider comes back failed.

## HOW IT'S SENT

Employees have the option to receive Request and Decision Packets by email or postal mail.

All other notifications are sent via email, phone, or text depending on the type of notice and the employee's preference.

## Your Next Steps

(Provided to teammates by FMLASource)

### What you need to do after you've made a request:

- **Make FMLASource your first point of contact for your absence.** If you have questions about your absence request or need to change your requested dates, live representatives are available to guide you through the absence process Monday through Friday between the hours of 7:30 AM and 9:30 PM Central Time at **866-380-0680**. You can also email us at [fmlacenter@fmlasource.com](mailto:fmlacenter@fmlasource.com) and check the status of your request at any time by logging on to [www.fmlasource.com](http://www.fmlasource.com).
- **Submit necessary documentation for your absence.** If you are required to submit documentation for your absence, take the Medical Certification form to your health care provider for completion, or provide us with their fax number and we will send a copy on your behalf. Verify that your health care provider fully and accurately completes all fields on the Medical Certification form and send it to FMLASource fax number 877-309-0218 within the certification period stated on your Request letter. Please do not return the completed Medical Certification to McLane.
- **If you are going to be absent from work intermittently, track your absence dates.** Intermittent leave means leave taken in intervals of hours or days rather than longer, consecutive periods of days or weeks. Examples include medical appointments or shortened workdays (hours). Intermittent leave is tracked or documented in increments of at least 1 hour. Regulations require you to provide advance notification whenever possible.  
You will need to continue to follow the McLane Attendance policy requirement and notify your supervisor/manager within 2 hours of your scheduled shift and report your absence to FMLASource within 24 hours of your absence. Report any absences related to your intermittent FMLA leave even if your leave is not yet approved.
- **If you are going to be absent on a continuous basis,** the dates you requested are already in our system. Continuous leave under FMLA means you will be out between 3 days and 12 weeks. You do not need to call and report the time you're out, however you should let us know if your needs change.
- **If you are on maternity or parental leave,** you will need to confirm your delivery or placement date for adoption so that we can adjust your absence dates if necessary. You will receive an email or automated phone call after your expected delivery or placement date. You can simply respond to that email or phone call to confirm your delivery or placement date.



- **Keep an eye out for your decision packet** and any notifications about your absence - sent via email or postal mail, depending on the delivery preference you selected when filing your FMLA request with FMLASource.
- **Before your return to work**, you will be required to coordinate your return to work at least 2 weeks prior to the return date, if possible, by notifying your supervisor/manager and your Human Resources Department. There will be a Return to Work form for your doctor to complete before you return if the leave was for your own serious health condition. This notice period also allows you to schedule required exams or fitness-for-duty tests, including those required by the DOT. If such certification is not received, your return to active employment will be delayed until certification is provided. Refer to the McLane Attendance Policy for more information.
- **If you are returning to work earlier than anticipated**, you must notify your Human Resources Department at least 2 weeks prior to your expected return date, if possible, but no later than 2 days. Failure to notify your Human Resources Department may delay your return to active employment. There will be a Return to Work form for your doctor to complete before you return if the leave was for your own serious health condition.

### What you need to know after you've made a request

- **Each time we receive documentation for your absence**, you will receive a notification that we have the documentation. A decision packet will be sent via your preferred communication method within 48 hours of receipt of the documentation.
- **When we don't receive documentation for your absence in time**, we'll send a reminder that your certification deadline is coming up and a decision packet once the deadline has passed. You can still submit paperwork after the deadline - we will process it according to your company's policy regarding late paperwork, which may result in your absence being delayed or denied.

### What you need to know after you've received a decision

- **If you need to change your absence dates**, you will receive an email or call two weeks before the end of your absence so that we can confirm you will be returning to work on time. You can simply reply to our outreach or contact us at any time to request an adjustment or extension.
- **When your approved absence period ends, you will be expected to return to work.** Failure to return on or before the specified return date *without an approved extension* may result in discipline up to and including the termination of employment.
- **If you need to renew your intermittent absence**, contact us at any time 30 days prior to the end of your approved time to request a renewal.

- **If you are using leave intermittently** and exceed your approved intermittent frequency/duration or the situation necessitating your absence appears to change, you may be asked to have your absence recertified. This request will come via your preferred method of communication (email or postal mail). Please follow up with your health care provider to ensure that we receive the documentation necessary to recertify your absence.
- **Moonlighting while on absence:** You may not work for another employer while on family or medical absence. Such outside employment may result in immediate termination.

## What you need to do to maintain health benefits and receive pay

- **To maintain your health benefits,** McLane maintains an eligible teammate's existing group health, vision, dental, life, and disability insurance coverage during FMLA leave the same as if the teammate had been at work. The teammate is responsible for paying their full portion of applicable insurance premiums. All teammates must contact their Human Resources Department to complete a Benefits While on Leave form. If a teammate receives pay from McLane while on leave, their benefit premiums will be deducted, otherwise the premium(s) will be due upon return to work or immediately if not returning. If you choose to pay your benefit premiums while out on leave, the Benefits Department will contact you to make payment arrangements.
- **If you are on leave due to the birth or adoption of a child and would like to add your child to your medical coverage,** you are required to complete the proper paperwork within 60 days of the date of birth or placement of your child for adoption. Your child will not be covered under your medical benefits if you do not complete the necessary Qualifying Event paperwork within the first 60 days. Contact your Human Resources Department for assistance with completing this task or for more information.
- **To receive short term disability:** If you are disabled, you may be entitled to disability benefits and should contact Lincoln Financial at 877-321-1139. See attached documents for further information. Any notifications or communications about disability claim status will arrive separately from Lincoln Financial. Do not contact FMLASource about your disability benefits.
- **Use of Paid Time Off:** Unless approved for short term disability you will be required to use any paid time off concurrently with your absence. Once your paid time off has exhausted, the remainder of your leave will be unpaid.
- FMLA will run concurrent with your approved short-term disability, Workers Compensation, or Texas Injury Benefit leave up to the maximum FMLA time available.

# Questions and Answers About the Family and Medical Leave Act (FMLA)

## What is the Family and Medical Leave Act (FMLA)?

FMLA is a federal law that entitles employees to 12 weeks of unpaid leave for qualifying medical and family reasons. This time can be used over the course of 12 months for qualifying medical and family reasons. If taking leave to care for an injured service member, an employee is eligible for a one-time allotment of 26 weeks of leave in a single 12-month period.

## When can an employee take FMLA?

You are eligible to take FMLA when you are facing:

- The birth of a child
- Adoption or foster care
- Care for your own serious health condition
- Care for a child, spouse or parent with a serious health condition
- Care for a child, spouse, parent or next of kin who is an injured service member
- The need to be with a child, spouse, parent or next of kin who is on active duty or call to active duty status in support of a contingency operation

## How do I know if I am eligible for FMLA?

An employee must meet two requirements to be eligible for FMLA:

1. You must have worked for your employer for at least 12 months, and
2. You must have worked at least 1,250 hours during the last 12 months

## Will an employee be paid for hours protected under FMLA?

No. FMLA does not require your employer to pay you during your leave. In some circumstances, accrued paid sick leave or vacation time may be used.

## Here when you need us.

Call: 866.380.0680

TDD: 800.697.0353

Fax: 877.309.0218

Online: [fmlasource.com](http://fmlasource.com)

## How is "family" defined under FMLA?

Family members are defined under FMLA as:

- The employee's parent
- The employee's child, including adult children who are incapable of caring for themselves
- The employee's spouse when he or she has a serious medical condition
- The employee's "next of kin," but only in situations of caring for an injured service member

## Can an employee take a few hours every week to take a family member to a medical appointment?

Yes. Family leave may be taken intermittently when medically necessary. An employee may take leave in blocks of time such as an hour, a half-day, a day, a week, four weeks or 12 weeks to care for a family member.

## Will an employee have the same job when he or she returns from FMLA leave?

The employer must reinstate an employee to the position held before leave began or must provide a position that has the same benefits, pay, working conditions and seniority.

## Will an employee have insurance while on leave?

The employer must continue to pay for the employee's health insurance coverage as it normally would. If an employee contributes to the health insurance plan he or she is required to continue making payments while on leave.

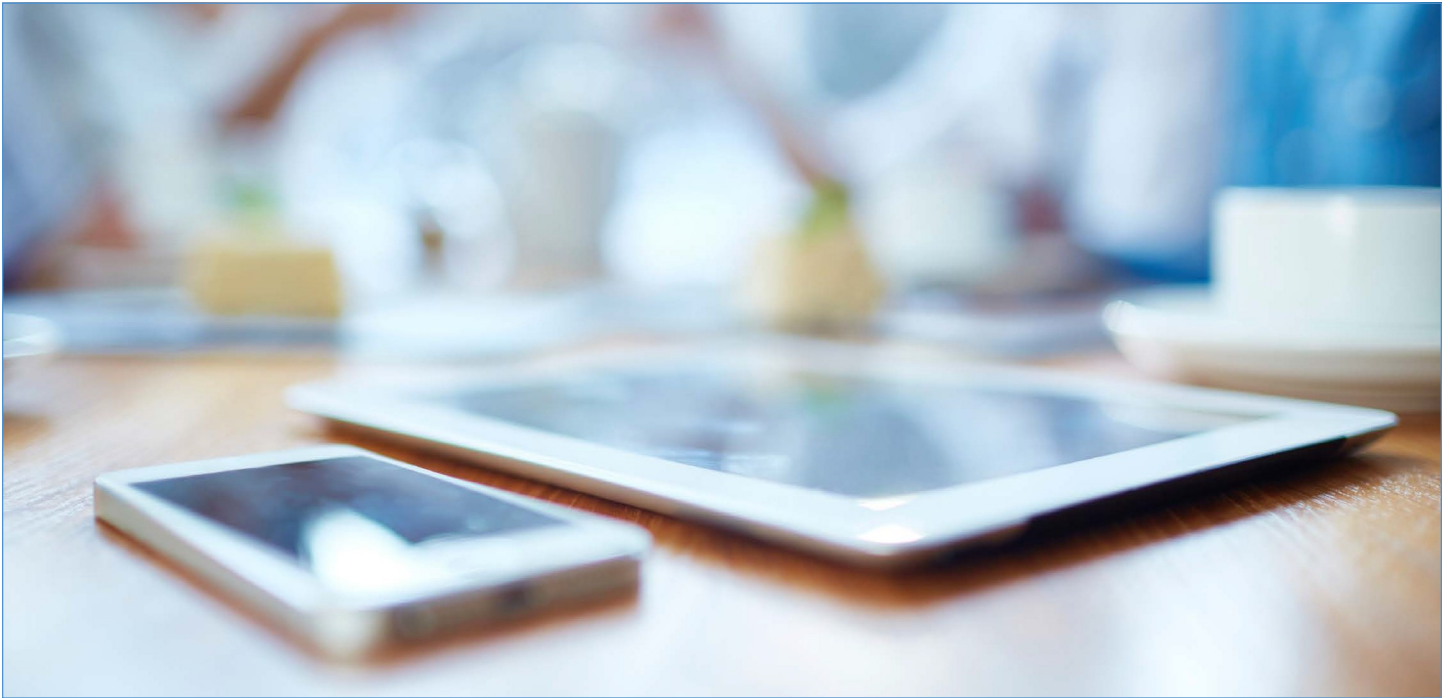
## Can my employer stop making insurance payments?

Yes. If an employee does not return to work after 12 weeks or if an employee tells the employer that he or she does not intend to return to work, the employer can stop making insurance payments. If an employee does not return from leave, the employer may require the employee to pay back the money paid to maintain the employee's health insurance during leave.

## For More Information

FMLASource provides you with quick access to experts who will answer questions, review guidelines and provide information regarding a job-protected medical or family leave of absence. Please contact FMLASource for information and forms required for your leave.

Contact us anytime for confidential assistance.



## FMLASource On The Go

With the new FMLASource mobile platform you now have anywhere, anytime access to FMLASource.com and its most important features. The mobile platform is free, easy to download, easy to navigate and simple to use. Download it today to:

- Open a new leave request
- View leave request details and decisions
- Generate absence reports
- Update current approved leaves
- Learn about federal FMLA regulations
- Contact FMLASource directly

To get started today, simply register on [fmlasource.com](http://fmlasource.com) and download the free mobile platform.

### Check it out!

#### Register as a first-time user on [fmlasource.com](http://fmlasource.com)

- Go to [fmlasource.com](http://fmlasource.com)
- Click Register
- Enter nine-digit teammate ID and home ZIP code
- Enter a Username (must be 6 characters and no spaces e.g., joesmith) and password
- Answer the other questions as accurately as possible

#### Download the app

- Search FMLASource (no space, one word)
- Select Install

#### For More Information

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Online: [fmlasource.com](http://fmlasource.com)



Scan the QR code for easy access from your smartphone.





## Answers when you have questions. Guidance when you need support.

Are any of these in your future?

- Birth of a child
- Care for an injured service member
- Adoption or foster care
- Care for your own serious health condition
- Care for a child, spouse or parent with serious health conditions

FMLASource provides teammates with quick access to experts who will answer questions, review guidelines and provide information regarding a job-protected medical or family leave of absence. Please contact FMLASource for information and forms required for your leave.

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# Leaves of Absence

## Administered by FMLASource®

FMLA, Worker’s Compensation, Medical, Personal, USERRA

STEP 1

- 1. Let your Human Resources (HR) Department know of your need for leave and they’ll provide you with a Teammate New Leave Kit
- 2. Complete the Benefits While on Leave (BWOL) form that is part of the kit and submit to HR
- 3. Review the kit for important leave information from FMLASource®

Teammates already registered on [fmlasource.com](https://fmlasource.com), sign in and proceed to Step 3

If this is your first FMLASource® leave request, continue to Step 2

STEP 2

- Go to [fmlasource.com](https://fmlasource.com)
- Click Register
- Enter 9 digit Teammate ID and home ZIP code
- Enter a Username (must be 6 characters and no spaces, e.g., joesmith) and password
- Answer the other questions as accurately as possible


For more information:

- **Call:** 866.380.0680
- **Fax:** 877.309.0218
- **TRS:** Dial 711
- **Online:** [fmlasource.com](https://fmlasource.com)

FMLASource® provides you with quick access to experts who will answer questions, review guidelines and provide information regarding a job-protected medical or family leave of absence. Please contact FMLASource® for information and forms required for your leave.

**Download the app**

- Search FMLASource® (no space, one word)
- Select Install



Scan the QR code for easy access from your smartphone.

STEP 3



**Submit Your Leave | Estimated time to complete: 15 minutes**

- Submit your leave information to FMLASource® via website, phone or app
- FMLASource® handles the claim and completes the intake questions



**Receive Your Leave Request Packet from FMLASource®**

- Review request packet and all attachments for important company information
- Work with your health care provider to ensure medical documentation is completed and returned to FMLASource® within 15 days
- With your authorization, FMLASource® can fax the health certification forms to your doctor
- Ensure the completed forms are returned to FMLASource®



**FMLASource® Reviews Documents and Issues Decision | 5 Business Days\***

- FMLASource® receives the completed documents and reviews them in order to issue a decision
- You are notified of the decision by email and/or postal mail and provided with next steps, if necessary
- Please contact FMLASource® with any leave updates or questions

\*Estimation: Once FMLASource® receives all completed documentation

- Teammates approved for leave are responsible for keeping track of available time and updating their McLane supervisor and HR as needed
  - Check your FMLA balance in the app 24/7
  - **For continuous leave:** Pay attention to the approved dates and keep McLane and FMLASource® informed of any change
- **For intermittent leave:** It is the teammate’s responsibility to notify FMLASource® of intermittent use within 24 hours of date of absence via phone call, email or through the app. Teammates must also follow their McLane department’s call-off procedures. Failure to call off to both parties may be subject to disciplinary action.

