FP MANAGER MANUAL

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Leave of Absence - Procedure



To allow for proper staffing, benefits management and payroll the need for leave needs to be communicated and approved in advance whenever possible. The need for a leave of absence must be communicated on a Leave of Absence (LOA) request form. If a leave does not qualify under FML or Military Leave then the leave must be approved by the District Manager, VP, HR Director and President/CEO. When the need is foreseeable a request for leave should be made a minimum of 30 days in advance.

Types of leave:

Personal Leave: A Personal Leave of Absence may be granted without pay with approval from the Company President and Director, Human Resources.

Military Leave: Employees serving in the reserve or National Guard may take unpaid military leave, as needed, to enable them to fulfill their obligations as reservists or Guard members.

Jury Duty: The Company supports an employees need to fulfill their civic duties. To that end, employees will be granted leave to serve on a jury, if summoned. Documentation of the summons must be presented.

Maternity/Paternity Leave: Café Services will approve leave time in accordance with the laws of the state in which the employee works.

FMLA - To be eligible, the employee must have worked at least 1,250 hours in the preceding 12 months and be employed at least 12 months. Additional FML documentation is required.

- Maternity/Paternity Leave: To care for the employee's child after birth, or placement for adoption or foster care.
- Caretaker Leave: To care for the employee's spouse, child, or parent who has a serious health condition.
- Medical Leave: A serious health condition making the employee unable to perform essential functions of their job.
- Federal Family Medical Leave Act (FMLA) Employee, or their spouse, child or parent, has been called to active duty in the Armed Forces in support of a contingency operation or has incurred an injury or illness in the line of duty while on active duty.

Leave of Absence Request Form

The need for a leave of absence should be communicated at least 30 days in advance, when advance notice is possible. Supporting documentation regarding the need for leave must be attached to the Leave of Absence Request form. Upon receipt of this form HR will reach out to the employee to ensure they understand the process, to communicate any additional needs to qualify the leave and to discuss benefits and the use of paid time off when appropriate.

If an employee would like to discuss their need for leave and options prior to completing the request please have them contact Human Resources so we can answer any questions they may have.



Café Services, Inc. Leave of Absence Request Form

Employee's Name	Location	Position
Work Schedule (Days and Shift)	Date of Hire	Contact Number
Type of Leave: Check One Below		
	Date Leave Starts	Expected Return Date
Director, Human Resources. Each request for a	Absence may be granted without pay with appr a leave of absence will be evaluated on an indiv nd length of the leave. During an unpaid leave of ble for the full cost of the benefit.	idual basis, taking into consideration length of
Military Leave – Attach a copy of the n	military orders to the Leave of Absence Request	Form.
Federal Family Medical Leave Act (F be employed at least 12 months. Additional F	MLA) – To be eligible must have worked at lea ML documentation is required.	st 1,250 hours in the preceding 12 months and
Caretaker Leave: To care for the ended Medical Leave: A serious health confederal Family Medical Leave Ac	care for the employee's child after birth, or pla mployee's spouse, child, or parent who has a se andition making the employee unable to perform at (FMLA) – Employee, or their spouse, child or ngency operation or has incurred an injury or il	rious health condition. n essential functions of their job. parent, has been called to active duty in the
Reason For Leave: Provide a detail	il explanation below. If intermittent, includ	le proposed schedule.
Is this an extension of a current leave?	Yes No If yes, original dates were	
Signatures: I have read and under information is true an	rstand the Café Services policy concerning nd complete.	leave of absence and certify the above
Employee's Signature]	Pate
	Approval	
	1	1
District Manager (Print)	(Signature)	Date
VP, Operations (Print)	(Signature)	Date
HR Director (Print)	(Signature)	Date
President/CEO (for Personal LOA only) (Prin	nt) (Signature)	Date



FAMILY AND MEDICAL LEAVE ACT POLICY

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

The Family and Medical Leave Act ("FMLA") provides eligible employees the opportunity to take unpaid, job-protected leave for certain specified reasons.

Employee Eligibility - Employees of Café Services, Inc. are eligible for family and medical leave if they have at least 12 months of service, have worked at least 1,250 hours within the preceding 12-month period, and work at a worksite where there are at least 50 employees within a 75-mile radius. If eligible, an employee may be able to take up to 12 weeks of unpaid leave during a 12-month period.

<u>Basic Leave Entitlement</u> - FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

<u>Military Family Leave Entitlements</u> - Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Exigencies is defined as a pressing or urgent situation and may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform his or her duties for which the servicemember is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

<u>Use of Leave</u> - An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

<u>FMLA and Workers Compensation</u> - FMLA and worker's compensation leave will be applied concurrently, provided that the reason for the absence is due to a qualified job-related serious illness or injury and the employer properly notifies the employee in writing that the leave will be counted as FMLA leave.

<u>Substitution of Paid Leave for Unpaid Leave</u> - Employees must use any accumulated sick leave, vacation time, or paid time off (PTO) to the extent available during FMLA leave unless such leave is covered under workers' compensation, in which case the employee may use accumulated leave time only for the purpose of satisfying any waiting period. Absences in excess of these accumulated days will be treated as FMLA leave without pay.

<u>Employee Responsibilities</u> - Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

<u>Employer Responsibilities</u> – As a covered employer, Café Services, must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, Café Services must provide a reason for the ineligibility.

Café Services must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If Cafe Services determines that the leave is not FMLA-protected, Café Services must notify the employee.

<u>Benefits and Protections</u> - During FMLA leave, Café Services must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

<u>Fitness for Duty Certifications</u> - Because Cafe Services wishes to ensure the well-being of all employees, any employee returning from FMLA leave for his/her own serious health condition may need to provide a Fitness for Duty (FFD) certification signed by his/her health care provider. An employee who fails to provide an FFD certification upon request will be prohibited from returning to work until it is provided. An employee who fails to provide an FFD certification may lose FMLA restoration rights.

FFD certifications may be required when an employee returns from intermittent FMLA leave if serious concerns exist regarding the employee's ability to resume his/her duties safely.

<u>Married Couples Who Work for Café Services, Inc</u> - If an employee and his/her spouse both work for Cafe Services, they are both eligible for leave. The employee and employee spouse may be limited to a combined total of 12 weeks of FMLA leave in a 12-month period if the leave is taken for:

- The birth, adoption, or foster placement of a child;
- To care for and bond with such child who does not suffer from a serious health condition;
- To care for a parent with a serious health condition; or
- A combination of the above.

For military caregiver leave, the employee and employee spouse may be limited to a combined total of 26 weeks of leave in a 12-month period, including the types of leave listed above in this paragraph.



1 E Commons Dr., Unit 25 PO Box 1069 Londonderry, NH 03053

5/31/2012

Jane Doe Somewhere St. Londonderry, NH 03053

Dear: Jane

You meet the eligibility guidelines to potentially qualify for leave time under the Family Medical Leave Act. This letter and enclosed information regarding the Family and Medical Leave Act is to give you an overview of our responsibility as an employer and what is expected of you to certify your need for leave and while on leave.

Enclosed please find:

- Café Services' FMLA policy
- Notice of Eligibility and Rights
- Certification of Health Care Provider This form must be returned to us within 15 days
- Health Insurance Premium breakdown

Please review and keep for your records, our FMLA policy, the Notice of Eligibility and Rights form and the Health Insurance Premium breakdown.

The Certification of your Health Care Provider form will need to be given to your health care provider for completion and sent back to Café Services by you or the certifying health care provider. Please be sure that this completed form is returned to us within 15 days following this notice. Failure to provide certification may result in a denial of commencement of your leave (please see our FMLA policy for further information). All medical information received for FMLA leave is considered confidential and shall be disclosed only to those involved in the FMLA leave determination.

After receipt and review of the forms, we will make a determination on if your circumstances qualify and will be designated as FMLA leave. If you have any questions or would like more information on FMLA leave, please contact Human Resources at 603.437.0200.

Sincerely,

Human Resources

Notice of Eligibility and Rights & Responsibilities (Family and Medical Leave Act)

U.S. Department of Labor Wage and Hour Division



OMB Control Number: 1235-0003 Expires: 2/29/2012

In general, to be eligible an employee must have worked for an employer for at least 12 months, have worked at least 1,250 hours in the 12 months preceding the leave, and work at a site with at least 50 employees within 75 miles. While use of this form by employers is optional, a fully completed Form WH-381 provides employees with the information required by 29 C.F.R. § 825.300(b), which must be provided within five business days of the employee notifying the employer of the need for FMLA leave. Part B provides employees with information regarding their rights and responsibilities for taking FMLA leave, as required by 29 C.F.R. § 825.300(b), (c).

[Part A	- NOTICE OF ELIGIBILITY
TO:	
	Employee
FROM:	Employer Representative
D + EE	
DATE:	
On	, you informed us that you needed leave beginning on for:
	The birth of a child, or placement of a child with you for adoption or foster care;
	Your own serious health condition;
	Because you are needed to care for your spouse;child; parent due to his/her serious health condition.
	Because of a qualifying exigency arising out of the fact that your spouse;son or daughter; parent is on active duty or call to active duty status in support of a contingency operation as a member of the National Guard or Reserves.
	Because you are the spouse;son or daughter; parent; next of kin of a covered servicemember with a serious injury or illness.
This No	tice is to inform you that you:
	Are eligible for FMLA leave (See Part B below for Rights and Responsibilities)
A	not eligible for FMLA leave, because (only one reason need be checked, although you may not be eligible for other reasons):
	You have not met the FMLA's 12-month length of service requirement. As of the first date of requested leave, you will have worked approximately months towards this requirement. You have not met the FMLA's 1,250-hours-worked requirement. You do not work and/or report to a site with 50 or more employees within 75-miles.
If you h	ave any questions, contact or view the
	poster located in
ID A D.T.	D DICHTE AND DECRONGIBH ITIES FOR TAYING EMI A LEAVEL
As explained as the second of	B-RIGHTS AND RESPONSIBILITIES FOR TAKING FMLA LEAVE] ained in Part A, y ou meet the eligibility requirements for taking FMLA leave and still have FMLA leave available in the applicable the period. However, in order for us to determine whether your absence qualifies as FMLA leave, you must return the ag information to us by
	Sufficient certification to support your request for FMLA leave. A certification form that sets forth the information nec essary to support your requestis/ is not enclosed.
	Sufficient documentation to establish the required relationship between you and your family member.
	Other information needed:
	No additional information requested

	Contact	at	to ma ke arr	angements to continue to make y our share
	longer period, if applicable) gracancelled, provided we notify y	our health insurance to maintain health beneace period in which to make premium paymerou in writing at least 15 days before the date MLA leave, and recover these payments from	efits while you are on leave. ents. If payment is not made that your health coverage w	You have a minimum 30-day (or, indicate timely, your group health insurance may be ill lapse, or, at our option, we may pay your
	You will be required to use yo means that you will receive you entitlement.	ur available paid sick, va ur paid leave and the leave will also be con	cation, and/orothersidered protected FMLA le	er leave during your FMLA absence. This ave and counted against your FMLA leave
	employment may be denied fol	ompany, you are considered a "key employe lowing FMLA leave on the grounds that suctermined that restoring you to employment a	h restoration will cause substa	antial and grievous economic injury to us.
		uired to furnish us with periodic reports of yo ports, as appropriate for the particular leave		to work every
		ge, and you are able to return to work ear rkdays prior to the date you intend to rep		on the reverse side of this form, you will
If your	leave does qualify as FMLA leav	re you will have the following rights while o	n FMLA leave:	
• Yo	ou have a right under the FMLA for	or up to 12 weeks of unpaid leave in a 12-mc	nth period calculated as:	
	the calendar year (Ja	nuary – December).		
	a fixed leave year ba	sed on		
	the 12-month period	measured forward from the date of your firs	t FMLA leave usage.	
	a "rolling" 12-month	period measured backward from the date of	any FMLA leave usage.	
• Y	ou have a right under the FMLA fo	or up to 26 weeks of unpaid leave in a single	12-month period to care for	a covered servicemember with a serious
	_	nth period commenced on	_	
_	· ·	ined during any period of unpaid leave unde		
 You If wo you pa If 	ou must be reinstated to the same of MLA-protected leave. (If your lead you do not return to work following ould entitle you to FMLA leave; 2 to FMLA leave; or 3) other circuid on your behalf during your FM we have not informed you above to sick, vacation, and/or the leave policy. Applicable conditions.	or an equivalent job with the same pay, bene we extends beyond the end of your FMLA er ag FMLA leave for a reason other than: 1) the the continuation, recurrence, or onset of a cumstances beyond your control, you may be	fits, and terms and conditions titlement, you do not have re e continuation, recurrence, or overed servicemember's serior required to reimburse us for a lking your unpaid FMLA leaved aid leave entitlement, provide are referenced or set forth by	of employment on your return from turn rights under FMLA.) conset of a serious health condition which ous injury or illness which would entitle our share of health insurance premiums we entitlement, you have the right to have ed you meet any applicable requirements
	For a copy of conditions applic	able to sick/vacation/other leave usage pleas	e refer toavai	lable at:
_	Applicable conditions for use o	f paid leave:		
_				
		ou as specified above, we will inform you, MLA leave entitlement. If you have any o		
		at	·	
	DADE	DWODE DEDUCTION ACT NOTICE AN	D DUDLIC DUDDEN CTATI	MENT

It is mandatory for employers to provide employees with notice of their eligibility for FMLA protection and their rights and responsibilities. 29 U.S.C. § 2617; 29 C.F.R. § 825.300(b), (c). It is mandatory for employers to retain a copy of this disclosure in their records for three years. 29 U.S.C. § 2616; 29 C.F.R. § 825.500. Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. The Department of Labor estimates that it will take an average of 10 minutes for respondents to complete this collection of information, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. If you have any comments regarding this burden estimate or any other aspect of this collection information, including suggestions for reducing this burden, send them to the Administrator, Wage and Hour Division, U.S. Department of Labor, Room S-3502, 200 Constitution Ave., NW, Washington, DC 20210. DO NOT SEND THE COMPLETED FORM TO THE WAGE AND HOUR DIVISION.

Certification of Health Care Provider for Employee's Serious Health Condition (Family and Medical Leave Act)

U.S. Department of Labor

Wage and Hour Division



OMB Control Number: 1235-0003 Expires: 2/29/2012

SECTION I: For Completion by the EMPLOYER

INSTRUCTIONS to the EMPLOYER: The Family and Medical Leave Act (FMLA) provides that an employer may require an employee seeking FMLA protections because of a need for leave due to a serious health condition to submit a medical certification issued by the employee's health care provider. Please complete Section I before giving this form to your employee. Your response is voluntary. While you are not required to use this form, you may not ask the employee to provide more information than allowed under the FMLA regulations, 29 C.F.R. §§ 825.306-825.308. Employers must generally maintain records and documents relating to medical certifications, recertifications, or medical histories of employees created for FMLA purposes as confidential medical records in separate files/records from the usual personnel files and in accordance with 29 C.F.R. § 1630.14(c)(1), if the Americans with Disabilities Act applies.

Act applies.	
Employer name and contact:	
Employee's job title:	Regular work schedule:
Employee's essential job functions:	
Check if job description is attached:	
SECTION II: For Completion by the EMPLOYEE INSTRUCTIONS to the EMPLOYEE: Please complete S provider. The FMLA permits an employer to require that yo certification to support a request for FMLA leave due to your employer, your response is required to obtain or retain the be 2614(c)(3). Failure to provide a complete and sufficient med request. 20 C.F.R. § 825.313. Your employer must give you § 825.305(b).	u submit a timely, complete, and sufficient medical r own serious health condition. If requested by your enefit of FMLA protections. 29 U.S.C. §§ 2613, ical certification may result in a denial of your FMLA
Your name: Middle	Last
SECTION III: For Completion by the HEALTH CAR INSTRUCTIONS to the HEALTH CARE PROVIDER Answer, fully and completely, all applicable parts. Severa duration of a condition, treatment, etc. Your answer should knowledge, experience, and examination of the patient. B "unknown," or "indeterminate" may not be sufficient to decondition for which the employee is seeking leave. Please	R: Your patient has requested leave under the FMLA. It questions seek a response as to the frequency or ld be your best estimate based upon your medical e as specific as you can; terms such as "lifetime," etermine FMLA coverage. Limit your responses to the
Provider's name and business address:	
Type of practice / Medical specialty:	
Telephone: ()_	Fax:()

PART A: MEDICAL FACTS 1. Approximate date condition commenced: Probable duration of condition: Mark below as applicable: Was the patient admitted for an overnight stay in a hospital, hospice, or residential medical care facility? No Yes. If so, dates of admission: Date(s) you treated the patient for condition: Will the patient need to have treatment visits at least twice per year due to the condition? No Yes. Was medication, other than over-the-counter medication, prescribed? ___No ___Yes. Was the patient referred to other health care provider(s) for evaluation or treatment (e.g., physical therapist)? No Yes. If so, state the nature of such treatments and expected duration of treatment: 2. Is the medical condition pregnancy? ___No ___Yes. If so, expected delivery date: ____ 3. Use the information provided by the employer in Section I to answer this question. If the employer fails to provide a list of the employee's essential functions or a job description, answer these questions based upon the employee's own description of his/her job functions. Is the employee unable to perform any of his/her job functions due to the condition: No Yes. If so, identify the job functions the employee is unable to perform: 4. Describe other relevant medical facts, if any, related to the condition for which the employee seeks leave (such medical facts may include symptoms, diagnosis, or any regimen of continuing treatment such as the use of specialized equipment):

PART B: AMOUNT OF LEAVE NEEDED 5. Will the employee be incapacitated for a single continuous period of time due to his/her medical condition, including any time for treatment and recovery? No Yes. If so, estimate the beginning and ending dates for the period of incapacity: 6. Will the employee need to attend follow-up treatment appointments or work part-time or on a reduced schedule because of the employee's medical condition? No Yes. If so, are the treatments or the reduced number of hours of work medically necessary? ___No ___Yes. Estimate treatment schedule, if any, including the dates of any scheduled appointments and the time required for each appointment, including any recovery period: Estimate the part-time or reduced work schedule the employee needs, if any: hour(s) per day; days per week from through 7. Will the condition cause episodic flare-ups periodically preventing the employee from performing his/her job functions? No Yes. Is it medically necessary for the employee to be absent from work during the flare-ups? ____ No ____Yes. If so, explain: Based upon the patient's medical history and your knowledge of the medical condition, estimate the frequency of flare-ups and the duration of related incapacity that the patient may have over the next 6 months (e.g., 1 episode every 3 months lasting 1-2 days): : times per week(s) month(s) Frequency Duration: hours or day(s) per episode ADDITIONAL INFORMATION: IDENTIFY QUESTION NUMBER WITH YOUR ADDITIONAL ANSWER.

Signature of Health Care Provider	
Signature of Health Care I Iovider	Date

PAPERWORK REDUCTION ACT NOTICE AND PUBLIC BURDEN STATEMENT

If submitted, it is mandatory for employers to retain a copy of this disclosure in their records for three years. 29 U.S.C. § 2616; 29 C.F.R. § 825.500. Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. The Department of Labor estimates that it will take an average of 20 minutes for respondents to complete this collection of information, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. If you have any comments regarding this burden estimate or any other aspect of this collection information, including suggestions for reducing this burden, send them to the Administrator, Wage and Hour Division, U.S. Department of Labor, Room S-3502, 200 Constitution Ave., NW, Washington, DC 20210. DO NOT SEND COMPLETED FORM TO THE DEPARTMENT OF LABOR; RETURN TO THE PATIENT.



Londonderry, NH 03053

May 31, 2012

Jane Doe Somewhere St. Londonderry, NH 03053

Re: Payment of benefits

Dear Jane:

While on leave, your portion of the health insurance premiums will be your responsibility. Below please find a breakdown of your weekly benefit premium(s). Please contact Human Resources regarding schedule of payment for your portion of your insurance premiums while on leave.

The following rates are based on your weekly portion deducted from your paycheck:

•	Employee Medical	\$69.23/week
•	Employee Dental	\$4.15/week
•	Short Term Disability	\$5.12/week
•	Long Term Disability	\$3.81/week

Total amount per week: \$82.31

Should you have any questions, please contact Human Resources at 603.437.0200.

Thank you,

Human Resources



1 E Commons Dr., Unit 25 PO Box 1069 Londonderry, NH 03053

5/31/2012
<pre>«First_Name» «Last_Name» «Street» «City», «State» «Zip»</pre>
Dear «First_Name»:
You are currently on an approved FMLA leave; all leave taken for this reason will be designated as FMLA leave.
Date of Leave:
The FMLA requires that you notify us as soon as practicable if dates of scheduled leave change or are extended, or were initially unknown. Based on the information you have provided to date, we are providing the following information about the amount of time that will be counted against your leave entitlement:
Provided there is no deviation from your anticipated leave schedule, the following number of hours, days, or weeks will be counted against your leave entitlement: 12 weeks of continuous leave
Please be advised (check if applicable):
☐ You have requested to use paid leave during your FMLA leave. Any paid leave taken for this reason will count against your FMLA leave entitlement.
We are requiring you to substitute or use paid leave during your FMLA leave.
You will be required to present a fitness-for-duty certificate to be restored to employment. If such certification is not timely received, your return to work may be delayed until certification is provided. A list of the essential functions of your position is attached is not attached. If attached, the fitness-for-duty certification must address your ability to perform these functions.
Anticipated Return Date:

If you have any questions or would like more information on FMLA leave, please contact Human Resources at 603.437.0200.

Sincerely,