

Supervisor &
Employee
Quick Guide
Norfolk State
University

FMLA DOS & DON'TS



- ▶ Provides eligible employees with job-protected leave for qualifying medical and family reasons.
- ▶ Maintains group health benefits during approved leave.
- ▶ Protects employees from interference or retaliation.
- ▶ Ensures employees can return to the same or equivalent position.

PURPOSE OF FMLA



Employees do not have to say "FMLA."

Notify HR when employees mention surgery, hospitalization, or ongoing treatment.

Refer cases involving pregnancy, chronic conditions, or family care needs.

When in doubt, contact HR.

SUPERVISOR DOS – RECOGNIZE POTENTIAL FMLA SITUATIONS



Immediately refer employees to HR for leave processing.



Maintain confidentiality of medical information.



Track attendance consistently and coordinate with HR.



Support approved leave exactly as certified.

SUPERVISOR DOS – RESPONSIBILITIES

01

Do not request medical diagnoses or documentation.

02

Do not discourage employees from taking leave.

03

Do not modify schedules or duties without HR review.

04

Do not count approved FMLA absences as misconduct.

SUPERVISOR DON'TS



Provide notice when leave is needed.



Submit required certification paperwork on time.



Follow departmental call-out procedures unless medically unable.



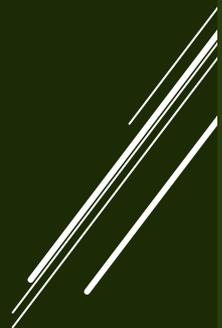
Use leave consistent with medical certification.

EMPLOYEE RESPONSIBILITIES

- ▶ HR provides Medical Certification Forms to the employee.
- ▶ Employee must have healthcare provider complete the form.
- ▶ Certification must support the need for leave.



FMLA CERTIFICATION PROCESS



FMLA DOCUMENTATION SUBMISSION TIMELINE

- ▶ Employees have 15 calendar days to return certification to HR.
- ▶ Extensions may be approved only by HR when appropriate.
- ▶ Timely submission ensures leave protection.

HOW FORMS MUST BE RETURNED

- ▶ Forms must be submitted directly to HR — not supervisors.
 - ▶ Acceptable methods: secure email or fax directly from the Medical Provider.
 - ▶ Supervisors must not collect or store medical documentation.
- 



Leave may be delayed or denied.



Absences may not be FMLA-protected until certification is received and approved.



HR will communicate next steps with the employee.

IF DOCUMENTATION IS
NOT RETURNED ON
TIME OR COMPLETED



Remind employees to follow up with HR regarding deadlines.



Refer all leave status questions to HR.



Maintain consistent attendance practices.

SUPERVISOR ROLE DURING CERTIFICATION

KEY REMINDERS

- ▶ HR determines eligibility and approval — not supervisors.
- ▶ Medical privacy is mandatory.
- ▶ When unsure, contact HR first.