



Get Help Calling The
**Best Practice
Help Line**

The best practice help line is a service that provides best practice consultation via the telephone or online conference on how to effectively manage employee relations and address day-to-day workplace incidents and concerns including:

- Termination
- Discipline
- Hiring
- Responding to incidents of wrongdoing
- Threats of litigation
- Crisis management
- Lowering exposure and
- Other events that can occur in the workplace.

Best practice advice focuses on:

- Risk management
- Loss prevention
- Litigation avoidance

The best practice help line calls are scheduled during work hours from 10:00 a.m. to 5:00 p.m. Eastern Standard Time.

Most calls can be scheduled on the same business day or within 24 hours of the receipt of the request.

There is no limit to the amount of times a user may request a call or the time a caller is allotted.

Help Line users must be able to provide proof of being an insured and must sign an acknowledgement form that states:

- Legal advice is not provided
- The service is not for making claims and
- The service does not replace the advice of an attorney in their jurisdiction.

To schedule a call, please complete the Best Practice Help Line Request Form. If you need further assistance, you can call the number below.

1-888-712-7668



Available Resources With
**Univantage
Helpforce**

Newsletter and Informational Articles

Weekly articles to help you stay up to date on issues vital to your workplace.

Online Management Training

Online training to save you time and money. Training modules are free of charge to registered organizations.

Knowledge Vault

Reference section of the site provides:

- Links to important federal and state government websites
- Model forms, including Incident Report, Reprimand, and Commendation. Policies can be downloaded and adapted to meet the needs of your organization. Eleven key policies are also available in Spanish.

Best Practice Help Line

Schedule a consultation with an employment expert on areas of risk, such as hiring and termination, responding to reports of wrongdoing, and crisis management.

**How to Register Your Organization
on UnivantageHelpforce.com**

First, decide who will manage the site for your organization. This person will register first and become the site administrator by following these steps:

1. Go to www.univantagehelpforce.com
2. Click Register Here above the login box
3. Enter your passcode (your Univantage policy number)
4. Complete registration