



EMPLOYEE RESOURCES GUIDE

Where to turn? We highly encourage employees to seek the assistance of their supervisory chain and/or local HR Business Center Director/Manager as their *first* resource in resolving workplace issues and to effect change. If this attempt does not resolve the situation satisfactorily, the following offices will be your main point of contact depending on the issue to be addressed. If you first would like to discuss your concerns confidentially, please contact UCF's Ombuds Office (contact information is noted below).

University Ombuds Office

Unsure of which avenue to take? This office is an informal, independent, confidential, neutral resource that offers assistance and impartial guidance regarding concerns related to UCF. The office staff, as impartial facilitators, will listen to concerns and assist visitors by developing a range of options in an informal attempt to achieve resolution. It is NOT an office of notice or wrongdoing and cannot participate in any formal grievance or appeal process.

In-Person: Millican Hall 243 or 247
Phone: 407-823-6440 or 407-823-6441
Website: [Ombuds Office Website](http://www.ombuds.ucf.edu) (<http://www.ombuds.ucf.edu>)
Email: Shreya.Trivedi@ucf.edu
Daniel.Thompson2@ucf.edu

Employee Relations

If you have an inquiry regarding your formal rights or responsibilities as a university employee, please contact Employee Relations (ER). ER is predominately an advisory office. We strive to uphold compliance with various university governing employment information. As such, we provide interpretation regarding the AFSCME & PBA collective bargaining agreements, university personnel regulations and policies applicable to A&P (non-unit), USPS, and OPS employment. We support and partner with HR Business Centers and the various university resources listed throughout this document, to navigate complex employment matters. Overall, we are committed in providing support to employees to ensure they are cognizant of their rights and responsibilities with the goal of supporting a productive and satisfying work experience.

In-Person: 12201 Research Parkway, Suite 200, Orlando, FL 32826-0141
Phone: 407-823-2771
Website: [UCF Human Resources Website](https://hr.ucf.edu) (<https://hr.ucf.edu>)
Email: eerelations@ucf.edu

Faculty Excellence

The mission of Faculty Excellence is to strengthen and support all UCF faculty in advancing the mission of discovery, learning, and engagement through strategic recruitment, development, and retention initiatives with a commitment to communication, recognition, inclusivity, and partnership. If you are a faculty and have questions or concerns, please begin with this office for guidance and assistance.

In-Person: Millican Hall 331
Phone: 407-823-1113
Website: [Faculty Excellence Website](https://facultyexcellence.ucf.edu) (<https://facultyexcellence.ucf.edu>)
Email: facultyexcellence@ucf.edu

Contract Compliance & Administrator Support

Contract Compliance and Administrator Support, works to uphold the UFF [Collective Bargaining Agreement](#) and support administrators with faculty-related matters. This office reports to the Provost, appears at the bargaining table with the UCF faculty union, and works closely with UCF's Office of Nondiscrimination & Accommodations Compliance (ONAC), University Compliance and Ethics, University Audit, Human Resources, Academic Affairs Operations, and all Deans offices

across campus, among others. It is tasked with providing administrator support for personnel issues, including discipline, layoffs, non-reappointments, grievances, and other issues that relate to topics covered by University regulation, policy, or the CBA.

In-Person: Millican Hall 350
Phone: 407-823-5420
Website: [Contract Compliance & Administrator Support Website](https://ccas.aa.ucf.edu) (https://ccas.aa.ucf.edu)
Email: ccas@ucf.edu

Office of Nondiscrimination & Accommodations Compliance (ONAC)

If you have a concern about unlawful discrimination, harassment, or retaliation, or you need an accommodation based on disability, religion, or a pregnancy-related condition, please contact ONAC. If you are a supervisor and become aware of a concern of discrimination or harassment, you must contact this office. Also, if you are a responsible person (as set forth in the University's Reporting Requirements Related to Nondiscrimination Policy) and become aware of an incident of sex discrimination (including sexual violence) involving a student, you must contact this office.

In-Person: Barbara Ying CMMS Building 81, Suite 101
Phone: 407-823-1336
Website: [Office of Nondiscrimination & Accommodations Compliance](https://onac.ucf.edu) (https://onac.ucf.edu)
[UCF Let's Be Clear](http://letsbeclear.ucf.edu) for reporting sex discrimination (http://letsbeclear.ucf.edu)
Email: onac@ucf.edu

UCF Police Department

The mission of the UCF Police Department is to reduce crime and the fear of crime by providing a safe environment for students, faculty, staff and visitors and the safeguarding of constitutional guarantees. If at any point you fear for your safety or feel threatened, **contact the UCF Police immediately.**

In-Person: 3610 Libra Drive, Orlando, FL 32816
Emergencies: Please dial 911
Non-Emergencies: 407-823-5555
Website: [UCF Police Website](http://www.police.ucf.edu) (http://www.police.ucf.edu)
Email: policedept@ucf.edu

University Audit

If you have a complaint which alleges any type of fraud, misuse, or waste of University resources or identify the need for a process improvement, this is the office to contact. This office serves as the University's internal auditor by performing internal audits, program/process reviews, and investigations among many other services. Also, if you are **NOT** reporting your complaint anonymously and are seeking whistle-blower status under the "Florida Whistle-blower's Act", please file your complaint directly with University Audit via email or phone. For more information about whistle-blower status, please see [UCF Policy 2-010 Whistle-blower Determination and Investigation Policy](#).

In-Person: Research Pavillion, First floor, Suite 170
Phone: 407-823-2889
Website: [University Audit Website](http://www.universityaudit.ucf.edu) (http://www.universityaudit.ucf.edu)
Email: audit@ucf.edu

University Compliance and Ethics

If you have questions or concerns related to compliance or ethics, or you wish to anonymously raise concerns of potential misconduct, University Compliance and Ethics is the office to contact. Reports of misconduct submitted by individuals who identify themselves to University Compliance and Ethics may be referred to University Audit to determine whistle-blower eligibility under UCF Policy 2-010 Whistle-blower Determination and Investigation Policy. University Compliance and Ethics supports and promotes a culture of **ethics** (integrity, trust, and respect), **compliance** (compliant behavior in accordance with applicable laws, regulations, requirements, and University policies and procedures), and **accountability**.

In-Person: Millican Hall 396
Phone: 407-823-6263
Website: [University Compliance and Ethics Website](http://www.compliance.ucf.edu) (<http://www.compliance.ucf.edu>)
Email: complianceandethics@ucf.edu

Victim Services

UCF Victim Services provides **confidential** advocacy, support and safety planning to all staff and faculty members of the UCF community that have been or are being impacted by crime, violence, harassment, stalking or abuse etc. Victim/survivor specialists are available 24/7 to provide confidential crisis intervention and safety planning while supporting individuals in their choices as they access a wide array of options and resources applicable to their unique situation.

In-Person: 12424 Research Parkway, Suite 115, Orlando, FL 32826
24/7 Hotline: 407-823-1200
24/7 Text line: 407-823-6868
Website: [Victim Services Website](http://www.victimservices.ucf.edu) (<http://www.victimservices.ucf.edu>)
Live chat is available during M-F, 8:30 am to 4:00 pm via the website
Email: askanadvocate@ucf.edu

UCF IntegrityLine

If an individual is reluctant to report suspected misconduct or ethical concerns directly to their supervisor or other University administrative or central office, the IntegrityLine allows you to report securely and anonymously. Reports of misconduct, submitted by individuals who identify themselves through the UCF IntegrityLine, will be evaluated by University Audit to determine whistle-blower eligibility under UCF Policy 2-010 Whistle-blower Determination and Investigation Policy. The UCF IntegrityLine is administered by a third-party vendor. [Whistleblower Determination and Investigation Policy number 2-010](#)

Toll Free Phone: 1-855-877-6049
Website: [UCF IntegrityLine Website](http://www.ucfintegrityline.com) (<http://www.ucfintegrityline.com>)

Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) is a university-funded benefit that offers the support and resources you need to address any personal challenges and/or concerns that may affect your personal well-being and/or work performance. It is confidential and free to all employees (excluding OPS student employees) as well as their eligible family members, including spouses, dependent children, parents and parents-in-law. Benefits include:

- 24-hour emergency hotline.
- In-person, telephonic or video counseling with licensed professional counselors for issues such as grief and loss, depression, relationship dynamics, divorce, job stress and burnout, addiction, eating disorders, mental illness, among others.
- Six in-person visits per issue per year (including video counseling).
- Unlimited work/life service telephonic support for issues such as adoption, childcare, eldercare, financial and legal issues, identity theft, and more.
- Medical Bill Saver which includes expert negotiators who assist with lowering medical bills.

Phone: 877-240-6863
Website: [Employee Assistance Program - UCF Human Resources](https://hr.ucf.edu/current-employees/benefits/additional-employee-benefits/employee-assistance-programs) (<https://hr.ucf.edu/current-employees/benefits/additional-employee-benefits/employee-assistance-programs>)

In a crisis, emergency help is available 24 hours a day/7 days per week