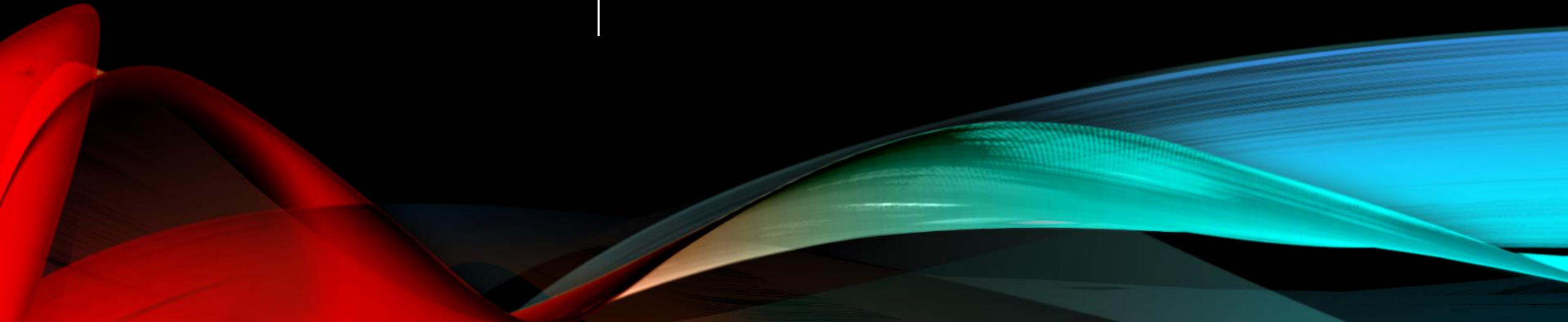


RESIDENTIAL CARE HOMES
NEW HIRE ORIENTATION



VERMONT CATHOLIC CHARITIES, INC.





WELCOME

Our people are our greatest asset!

OUR HISTORY

- Vermont Catholic Charities, Inc. was incorporated in 1929
- We are a state-wide social service agency of the Roman Catholic Diocese of Burlington, VT
- We have offices in South Burlington (main office) & Rutland, VT

OUR SERVICES

- Vermont Catholic Charities, Inc. provides a broad spectrum of human services: Counseling—individual, marriage, and family; Post Adoption; Prison Ministry; Project Rachel (post abortion counseling/reconciliation program); Emergency Aid; and Denture Program.
- Our services are offered to all. VCCI does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law.
- Our four residential homes are: Loretto Home and St. Joseph-Kervick Residence in Rutland; Michaud Memorial Manor in Derby Line; and St. Joseph's Residential Care Home in Burlington.



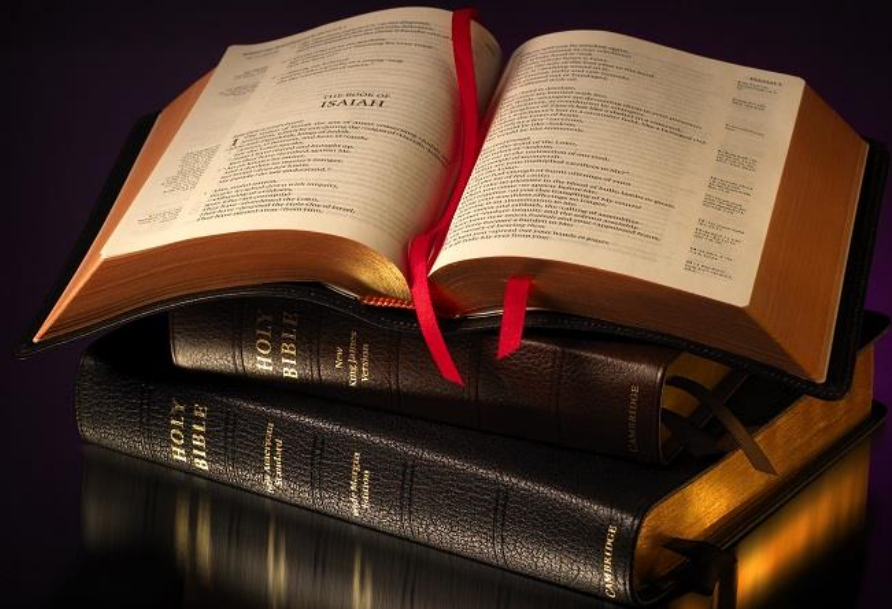
OUR SUCCESS



...comes from working together!

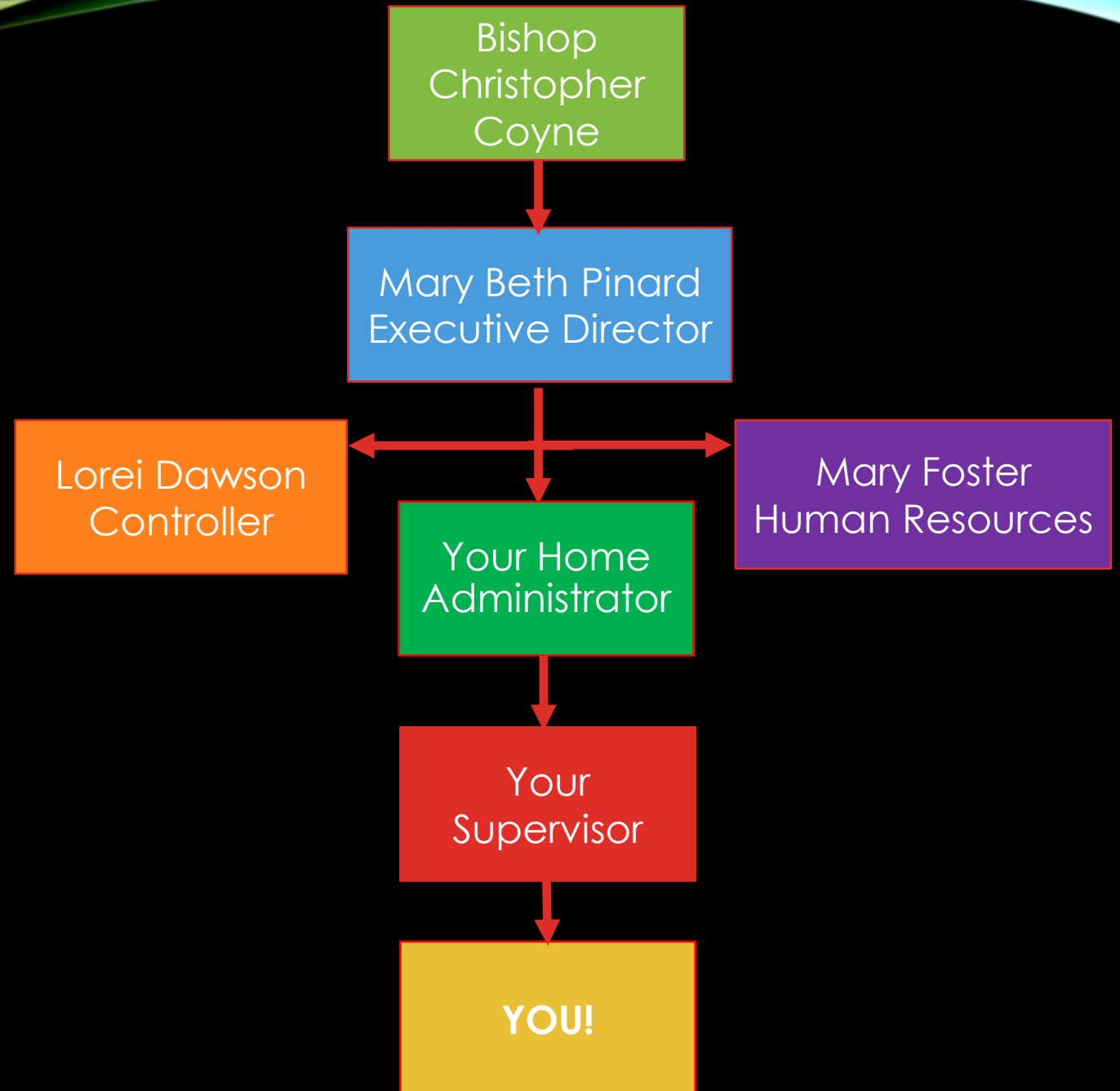
OUR MISSION

Guided by the teachings of the Gospel of Jesus Christ, Vermont Catholic Charities, Inc. seeks to enhance the dignity, self-respect, confidence and personal development of individuals who engage in the agency's programs.



OUR STRUCTURE

Our organizational structure provides support for you!



OUR PEOPLE

Our people are our greatest asset! Our residents look to you for:

Compassion and Care



Dignity and Respect



OUR PRIORITIES

Every employee represents Vermont Catholic Charities, Inc.

No matter what your role...you are important.

"The way we do our jobs presents an image of our entire organization. Our clients, residents, visitors, and co-workers judge all of us by how they are treated with each employee contact. Therefore, our first priority is to assist each client, resident, visitor, or co-worker."

Mary Beth Pinard, Executive Director

Nothing is more important than being:

- Courteous
- Friendly
- Helpful
- Prompt





NEW HIRE ORIENTATION

Let's get started...

TODAY'S DISCUSSION TOPICS

What to Expect the
First Day

Employment
Details

Employment
Policies

Professional Dress &
Grooming

Time Clock
Standards

Open Door Policy

Harassment Policy
& Video

Substance Abuse

HIPAA Compliance

Confidentiality

Health & Safety /
OSHA

Infection Control
Program

Internet/Telephone
Usage

Employee Health
Benefits

Employee Benefit
Summary

Employee 403(b)

WHAT TO EXPECT THE FIRST DAY

- Orientation PowerPoint
- Tour of building
- Introductions to all employees
- Location of restrooms
- Keys provided, if necessary
- Evacuation Plan
- Job Description
- Parking
- Schedule
- Service Philosophy
- Accountability
- Confidentiality
- Ethics
- Office Resources (directories, manual, staff listing, etc.)
- Policy Sign-off
- Benefits (Healthcare, PTO)



OUR POLICIES

- **General Terms of Employment**

- Vermont Catholic Charities, Inc., is committed to creating a positive work environment and offering an equal employment opportunity to all qualified persons without regard to race, color, national origin, sex, age ancestry, religion, place of birth, physical or mental condition, veteran or handicap status or any other factor which may be considered discriminatory. VCC will follow the teachings of the Catholic Faith in regards to employment and organizational decisions.
- We are an “at will” employer, which means employee and employer are free to separate the relationship as they choose for any reason.

- **Policies**

- Following the presentation, we will review various policies for you to understand, follow and sign-off on. You will be given a copy and a copy will be placed in your personnel file.

EMPLOYMENT DETAILS

Your Pay

- Pay periods are biweekly.
- Speak to your supervisor about where to pick up your check, having it mailed, or participating in direct deposit.

Time-Off

- Vermont Catholic Charities is committed to ensuring that eligible (full-time) employees have Paid Time Off (PTO). All employees are eligible, after a 90 day orientation period, for time-off, based on the hours they work.
- HR Policy #00019 is available online.

PROFESSIONAL DRESS AND GROOMING



Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affects the image of Vermont Catholic Charities, presents to clients and visitors.

Appropriate Appearance

During business hours, you are expected to present a clean, neat and professional appearance. You should dress and groom yourself according to the requirements of your position. Consult with your supervisor if you have questions as to what constitutes appropriate appearance.

TIME CLOCK STANDARDS/POLICY

In an organization such as Vermont Catholic Charities Inc., rules are necessary for your protection as well as ours. Here are some basics for hourly staff.

All work must be recorded on our Time and Attendance ADP system online. Your supervisor can provide instructions on how this system works.

Record the exact hours you arrive, and leave work each day (lunch hours must be recorded if you leave the building).

All employees are expected to work their scheduled hours.

The system is based on quarter hour rounding

Overtime must have prior authorization. Please consult with your supervisor.

EMPLOYEE BENEFITS

- Eligible full-time regular active employees may elect from four coverage options; employee only, couple, parent and child(ren) or family. This is paid by the employee and employer. Coverage can begin right away.
- You have 30 days to make a decision. If paperwork is not received within the 30 days, then no coverage is available until the next open enrollment period.
- Part-time employees are not eligible.

* Stop: Please Review
Plan Coverage and
Benefit Summary
Sheet



EMPLOYEE BENEFIT SUMMARY

Hand out
and review

Employee
Time Off

EMPLOYEE 403 (B)

- Lay employees may participate in Tax-Sheltered Annuity 403(b) plans. Employees' participation in the plan is completely voluntary – employees decide whether or not to participate, how much they want to contribute, and how to invest their savings. Please refer to the Plan Summary hand out for further details.
- Employees may contribute to their own T.S.A. accounts without contributions from VCCI, from their first day of employment.
- The T.S.A. account is the sole property of the employee.
- After two years of full-time employment, the VCCI contributes according to the following schedule:

Years Employed	Employer Contribution
Less than 2 years	0% of Compensation
2 years but less than 5	3% of Compensation
5 years but less than 10	4% of Compensation
10 years but less than 15	5% of Compensation
15 years but less than 20	6% of Compensation
20 plus years	7% of Compensation

OPEN DOOR POLICY

All employees are entitled to bring up concerns regarding working conditions, employee relations, or other job-related issues to the attention of their supervisor and if not resolved, to Human Resources.

Follow-up may include discussion with other employees.

All information received is strictly confidential, unless reportable by law.

If you have an idea or suggestions, please share with your supervisor.

UNDERSTANDING WORKPLACE HARASSMENT

Vermont Catholic Charities, Inc., prohibits harassment of any employee. There are two types of harassment:



The diagram consists of two identical rectangular boxes side-by-side. Each box has a thick orange border and a light beige inner rectangle. The word 'General' is centered in the left box, and the word 'Sexual' is centered in the right box.

General

Sexual

UNDERSTANDING WORKPLACE HARASSMENT

Unlawful harassment is a form of discrimination that violates Title VII of the Civil Rights Act of 1964 and federal authority.

Unwelcome verbal or physical conduct based on race, color, religion, sex (whether or not of a sexual nature and including same-gender harassment and gender identity harassment), national origin, age (40 and over), disability (mental or physical), sexual orientation, or retaliation (sometimes collectively referred to as “legally protected characteristics”) constitutes harassment when:

UNDERSTANDING WORKPLACE HARASSMENT



The conduct is sufficiently severe or pervasive to create a hostile work environment; or



A supervisor's harassing conduct results in a tangible change in an employee's employment status or benefits (for example, demotion, termination, failure to promote, etc.)

EXAMPLES OF SEXUAL HARASSMENT

Actions which may result in hostile work environment harassment, but are non-sexual in nature include:

Use of racially derogatory words, phrases, epithets;

Demonstrations of a racial or ethnic nature such as a use of gestures, pictures or; drawings which may offend a particular racial or ethnic group;

Comments about an individual's skin color or other racial/ethnic characteristics;

Making disparaging remarks about an employee's religious beliefs (or lack of religious beliefs)

Expressing negative stereotypes regarding an employee's birthplace or ancestry;

Negative comments regarding an employee's age when referring to employees 40 and over

Derogatory or intimidating references to an employee's mental or physical impairment.

SEXUAL HARASSMENT

Sexual harassment is a form of sexual discrimination that is illegal under Title VII of the Civil Rights Act of 1964.

The Equal Employment Opportunity Commission (EEOC), defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and/or verbal or physical conduct of a sexual nature which can occur between persons of the same or different genders.

- Submission is made either explicitly or implicitly a term or condition of an individual's employment or participation in a sponsored educational program or activity;
- Submission to or rejection of such conduct is used to influence employment or decisions affecting the individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance, or of creating an intimidating, hostile, or offensive educational or working environment.

TYPES OF SEXUAL HARASSMENT

Quid Pro Quo: *This for That*, means something that is given in return for something else. A supervisor makes unwanted sexual advances and either states or implies that the victim must submit if he/she wants to keep their job or have a chance at a promotion

Hostile Environment: Repetitive, unwelcome sexual conduct in the classroom/workplace, that interferes with the individual's performance or creates an intimidating, hostile, or offensive environment (*i.e. rude behavior directed toward men or women, sexually explicit jokes, pin-ups, calendars, cartoons, overt sexual conduct or comments*).

TYPES OF SEXUAL HARASSMENT

Sexual Favoritism: Occurs when a supervisor rewards only those employees who submit to sexual advances. Other individuals who are denied rewards (raises/promotions, etc.) can claim that they are penalized by the sexual attention directed at the favored individuals.

Harassment by Non-Employees: Title VII of the Civil Rights Act of 1964 prohibits discrimination against any individual with respect to terms and conditions of employment based on race, color, sex, or national origin. Establishes sexual harassment as a form of discrimination.

SEXUAL HARASSMENT FACTS

The victim may be male or female.

The victim may be the same sex as the harasser.

The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a coworker, student, or non-employee (ex. A contractor).

The victim doesn't have to be the person harassed but could be anyone affected by the offensive behavior.

Sexual harassment may occur without economic injury to, or discharge of the victim.

The victim has a *responsibility* to establish that the harasser's conduct is *unwelcome*.

EXAMPLES OF SEXUAL HARASSMENT

1

Leering, i.e. staring in a sexually suggestive manner.

2

Making offensive remarks about looks, clothing, body parts;

3

Touching in a way that may make an employee feel uncomfortable, such as patting, pinching, or intentional brushing against another's body;

4

Telling sexual or lewd jokes, hanging sexual posters, making sexual gestures, etc;

5

Sending, forwarding or soliciting sexually suggestive letters, notes, emails, or images.

- 
- Getting it RIGHT from the beginning...

Any form of harassment is WRONG. The consequences vary, but you will be held accountable for your actions.

FILING A FORMAL COMPLAINT

- If any of our employees believes that he or she has been subjected to harassment, the employee has the right to file a complaint with our organization.
 - ***This may be done in writing or verbally.***
- If an employee would like to file a complaint he or she may do so by contacting one of the following:
 - 1.) Vicar or Executive Director
 - 2.) Human Resources for Vermont Catholic Charities, Inc. (802)658-6111 ext. 1341
- S(he) is also available to discuss any concerns the employee may have and to provide information to the employee about our policy on sexual harassment and our complaint process.



FILING A FORMAL COMPLAINT

CONTINUED...

- The employee may also file a formal complaint with either or both of the government agencies set forth below. Using our complaint process does not prohibit the employee from filing a complaint with these agencies. Each of the agencies has a short period for filing a claim (EEOC -180 days; Attorney General's Office-300 calendar days).

1.) The United States Equal Employment Opportunity Commission ("EEOC")

JFK Federal Government Center Room, Room 475

Boston, MA. 02203

617-565-3200

2.) Office of the Attorney General :Civil Rights Division

109 State St.

Montpelier, VT. 05602

#888-745-9195



VCCI SUBSTANCE ABUSE POLICY

- VCCI reserves the right to take any and all appropriate lawful actions necessary to enforce this policy including but not limited to the inspection of employee's personal property in certain circumstances, as well as **employee areas** or other areas that are suspected of concealing alcohol or controlled substances. Full compliance with this policy is a condition of hiring and for continued employment.
- VCCI maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts or alcoholics; those perceived as having a dependency, but are actively engaged in a rehabilitation program, and those having a medical history reflecting treatment for this condition.

PHYSICIAN ASSISTED SUICIDE POLICY

- Vermont Catholic Charities, Inc. Residential Care Homes profess and defend the sanctity of human life at all stages from conception to natural death.
- VCCI's policy of the Vermont Catholic Charities Residential Care Homes to prohibit physicians from prescribing or providing a dose(s) of medication(s) intended to be lethal for a patient who is a resident in or admitted to a Vermont Catholic Charities Residential Care Home.
- Any physician violating this policy may be subject to sanctions allowable under law or contract notwithstanding 18 V.S.A. Chapter 113, Section 5285(b).



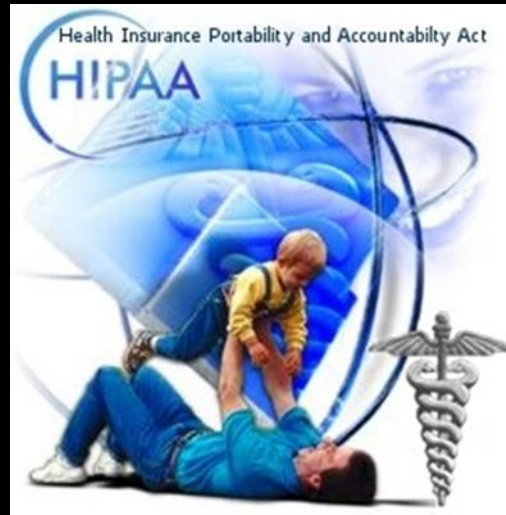
HIPAA



- The U.S. Department of Health and Human Services (HHS) issued the *Privacy Rule* to implement the requirement of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- We are required by law to maintain the privacy of client and resident protected health information and provide them with notice of legal duties and a description of our privacy practices.
- Protected health information includes basic demographic information that may identify you and relate to your past, present, or future physical and mental health or condition related to health services.

HIPAA

- The Privacy Rule standards address the use and disclosure of individuals' health information – called “protected health information”.
- The major goal of the Privacy Rule is to assure that *individuals' health information is properly protected* while allowing the flow of health information needed to provide and promote high quality health care and to protect the public's health and well being.



HIPAA CONTINUED...

- You are required to sign a HIPAA form stating,

“I will not disclose protected health information with anyone except the client and my supervisor.”
- ***STOP:** HIPPA training is mandatory, and your signature is required to confirm that you have participated in this training.*

UNDERSTANDING OSHA COMPLIANCE

38

- Pay attention and ask any questions when a general explanation of the epidemiology and symptoms of blood borne diseases is given;
 - **Blood borne Pathogens** means pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).
- Know the modes of transmission of blood borne pathogens;
- Recognizing tasks and other activities that may involve exposure to blood and other potentially infectious materials;
- Understanding the explanation of the use and limitations of methods that will prevent or reduce exposure to your benefit and safety;
- Make sure you are comfortable with the types, proper use, location, removal, handling, decontamination and disposal of personal protective equipment.



METHODS OF COMPLIANCE



- Universal Precautions
- Engineering and Work Practice Controls
- Personal Protective Equipment

UNIVERSAL PRECAUTIONS

- **Universal Precautions** is an approach to infection control. According to the concept of Universal Precautions, all human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, and other blood borne pathogens.
- VCCI requires that all employees know, understand, and implement universal precautions at all times to protect yourself and others from the risk of occupational exposure to blood borne pathogens and other infectious diseases. Equipment and supplies are provided at all times for protection and are expected to be utilized by the employee.

ENGINEERING AND WORK PRACTICE CONTROLS

- Engineering and work practice controls shall be used to eliminate or minimize employee exposure. Where occupational exposure remains after institution of these controls, personal protective equipment shall also be used. Controls (e.g., sharps disposal containers and safer medical devices,) that isolate or remove the blood borne pathogens hazard from the workplace.



CONTINUED-ENGINEERING AND WORK PRACTICE CONTROLS

Following OSHA requirements, Use Gloves for all Procedures Involving Blood or Other Potentially Infectious Materials:

- After removing gloves, wash hands as soon as possible, if a sink is not readily available, use antiseptic hand cleanser in conjunction with clean cloth/paper towels or antiseptic towelettes.
- There are first aid kits throughout the building, these kits are stocked with protective gloves.



PERSONAL PROTECTIVE EQUIPMENT

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- **Personal Protective Equipment** is specialized clothing or equipment worn by an employee for protection against a hazard. General work clothes (e.g., uniforms, pants, shirts or blouses) not intended to function as protection against a hazard are not considered to be personal protective equipment.
- **1910.132(a)&(b)**
 - Protective equipment, including personal protective equipment for eyes (i.e. protective goggles), face, head, and extremities, protective clothing, respiratory devices, and protective shields and barriers, shall be provided, used, and maintained in a sanitary and reliable condition wherever it is necessary by reason of hazards of processes or environment, chemical hazards, radiological hazards, or mechanical irritants encountered in a manner capable of causing injury or impairment in the function of any part of the body through absorption, inhalation or physical contact.
 - All personal protective equipment shall be of safe design and construction for the work to be performed.

HAZARDOUS CHEMICALS

Be aware of the hazardous chemicals you may be exposed to in the workplace.



- **A Potential for Hazard Exposure** exists in hazardous cleaning chemicals found and used in the process of cleaning the building. Soaps and detergents may cause allergic reactions and dermatitis (inflammation of the skin).
- Broken skin from soap or detergent irritation may provide an avenue for infection or injury if exposed to chemical or biological hazards.
- Always use appropriate PPE: (e.g., gloves, goggles, splash aprons), when handling hazardous chemicals.

HAZARDOUS CHEMICALS

- Follow protocol which meets the requirements of the Hazard Communication Standard (HCS), rely on knowledge gained during training, pay attention to warning labels and Material Safety Data Sheets (MSDS).
- Mixing cleaning solutions that contain ammonia and chlorine will form a deadly gas.

*Medical Services and First Aid:

If your eyes or another body part is exposed to injurious corrosive materials, make sure to utilize facilities for quick drenching/flushing of said exposed area.



ACCIDENTS/FALLS/INCIDENTS

- VCCI requires all employees to immediately report any potential health or safety issues.
 - If you see an injury or injure yourself, please report this immediately. (No matter how severe)
 - If a client or visitor falls or injures themselves, please report this immediately.



EMERGENCY CODES



Page 4

VCC staff only

Page 0

Everyone in the
building

Page 9

Steve, Peter,
Martin, Kevin,
and Msgr.
McDermott

TECHNOLOGY

- **Computer and Email Usage:** Computers, computer files, the email system, and software furnished to employees are property of Vermont Catholic Charities, Inc., and are for business use only.
 - Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.
 - Vermont Catholic Charities, Inc. strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, Vermont Catholic Charities, Inc. prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.



TECHNOLOGY



Telephone: Employees should use the telephone for facility business only. We recognize that occasionally we must make or receive personal telephone calls. These calls should be made during your break time. All personal long-distance calls must be made collect or on a calling card.



Cellular Phones: The use of cell phones within the facility should be kept to a minimum. Your personal cell phone should be turned off during working hours. Use of your cell phone should be limited to your break and lunch period.

COMPUTER AND EMAIL USAGE CONTINUED....

- **Email** may not be used to solicit others for commercial ventures, political causes, outside organizations, or other non-business matters.
- **Internet Usage:** Internet access to global electronic information resources on the World Wide Web is provided by Vermont Catholic Charities, Inc. to assist employees in obtaining work-related data and technology. Personal use of the internet and email should be limited to your break.
- All internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Vermont Catholic Charities, Inc., and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.
- The equipment, services, and technology provided to access the internet remain at all times the property of Vermont Catholic Charities, Inc. Vermont Catholic Charities reserves the right to monitor internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

AGAIN...

We welcome you to our family and ask that you continue our efforts in creating a professional atmosphere for the individuals we serve as well as your fellow employees!

Your actions and words of care and compassion are what our clients look forward to daily.

Kind & thoughtful words and expressions are appreciated by our clients and your co-workers!

A smile is one small gesture!

Thank you for joining our team!

THANK YOU



Questions?

Comments?

Welcome to Vermont Catholic
Charities, Inc.