

Public Health and Prevention Research Center for H

# **FreshLink Ambassador**

# **EMPLOYMENT HANDBOOK**



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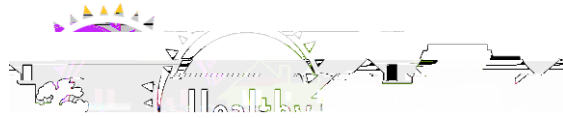
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## Welcome to the PRCHN!

Congratulations on being selected to work with us here at the Prevention Research Center for Healthy Neighborhoods! We are excited that you will be joining our team.

This information has been prepared for you to explain the foundation, the philosophies, and the policies of the PRCHN. We hope you are excited about getting started. We are here to provide you with the assistance you will need to make your time as an ambassador a rewarding experience for you.

The keys to having a successful employment experience are staying in contact with the staff, asking for help when you need it, understanding your community, and building relationships. This orientation manual will guide you through your first few days at the PRCHN and help you to become acquainted with your new position. If at any time you have questions or need more information, please ask your preceptor or our deputy director for assistance.

All of us at the PRCHN at Case Western Reserve University look forward to working with you!

Sincerely,

Elaine A. Borawski, Ph.D.

PRCHN Director

Angela Bowen Williamson Professor of Community Nutrition

Departments of Epidemiology and Biostatistics and Nutrition

Case Western Reserve University

# PRCHN Contact Information

## **Mailing Address**

Prevention Research Center for Healthy Neighborhoods  
Case Western Reserve University  
10900 Euclid Avenue  
Cleveland, Ohio 44106-7069

## **Center Address (Deliveries/Visitors)**

Prevention Research Center for Healthy Neighborhoods  
BioEnterprise Building Fourth Floor  
11000 Cedar Ave  
Cleveland, Ohio 44106-3056

## **Important Contacts**

PRCHN Deputy Director: Suzanne Johnson (sxj301@case.edu)  
FreshLink Program Manager: Rachael Sommer (ras333@case.edu)  
FreshLink Program Facilitator: Lauren Vargo (Inv10@case.edu)





### **Ambassador Time Commitment**

The hours required to complete the Ambassador Program training will depend on the research project. The days and times for Ambassadors' work schedule will vary according to each project, and the individual's schedule. Your supervisor will explain the expectations for your specific role on your project.

### **Ambassador Orientation**

The Ambassador Program begins with a mandatory orientation to introduce the Ambassadors to the PRCHN and to the specific project(s) to which the Ambassador is assigned. This is also a great opportunity to meet your fellow Ambassadors and staff at the Center. A specific orientation to your project will follow general orientation.

### **Ambassador Duties**

The specific duties of each PRCHN Ambassador will vary depending on the project. You will be given more information on your project specific duties by your direct supervisor.

The following are example duties that Ambassadors may be asked to complete:

- Set up for a community event
- Distribute incentives / coupons to community members
- Conduct



- ” Represent the PRCHN and the identified project with professionalism throughout the community (outreach sites, community meetings and events).
- ” Treat others (colleagues, professionals, community members) with dignity and respect.
- ” Understand individual and team responsibilities/obligations.
- ” Represent the PRCHN in an appropriate manner and appearance when attending to



# PRCHN Work Policies

## Attendance Policy

- x Punctuality and regular attendance are essential to insure optimal productivity. Ambassadors are expected to report to work on time every day that they are scheduled to work and to maintain a satisfactory record of attendance, limiting excused absences.
- x Ambassadors are expected to report to their work site as scheduled. Unexcused absences are not acceptable and subject to disciplinary action as outlined in the progressive discipline policy with discretion determined by your supervisor.
- x Some projects may require you to check in (via phone or text) when you arrive at a job site. This will be discussed with you by your supervisor.
- x Ambassadors are responsible for ensuring that their actual hours worked are recorded accurately in their timesheet/system provided.

## Tardy Policy

**Definition:** To be “on time” means individuals will report to their appointed workplace/workspace and ready to begin work by the time specified by their supervisor, i.e. If your shift is scheduled to begin at 1:30pm, you should have already arrived and be ready to start your duties, arriving at any time after 1:30pm would be considered tardy.

If the Ambassador expects to be late, he/she is to contact their supervisor to inform them of his/her lateness and the expected time of arrival. Excessive tardiness will also be subject to disciplinary action as outlined in the progressive discipline policy with discretion from your supervisor. If you are expected to meet other Ambassadors, it is your responsibility to contact/notify those ambassadors as well.

## **Procedure for Requesting Leave:**

For unplanned absences:

**Step 1:** The Ambassador will call and/or email the supervisor at least 30 minutes prior to the start of his/her scheduled arrival time to require leave if sick and/or unable to come to work.

**Step 2:** The Ambassador will also contact other PRCHN staff/Ambassadors who are expecting the Ambassador at least 30 minutes prior to the start of his/her scheduled arrival time.

**Step 3:** The supervisor will notify the Ambassador of whether or not the leave is approved, and the approval may be contingent on the Ambassador providing documentation. Leave for being sick will generally be approved.

**Step 4:** The supervisor will document the information in an email to the Ambassador, indicating whether or not the leave was granted.

**Step 5:** The supervisor files a copy of the email in the Ambassador's PRCHN file. Depending on the situation, the supervisor may schedule a meeting with the Ambassador following this absence to discuss.

For planned absences:

**Step 1:** The Ambassador will request approval for leave from the supervisor prior to the leave (at least two weeks in advance) in the form of an email.

**Step 2:** The Ambassador will ensure all PRCHN staff who work with the Ambassador are aware of the approved leave.

**Step 3:** The supervisor will document the information in an email to the Ambassador, indicating whether or not the leave was granted.

**Step 4:** The Ambassador will update the supervisor on any changes in leave plans as far in advance as possible.

**Step 5:** The supervisor files a copy of the email in the Ambassador's file.

## **University Closings for Observance of National Holidays**

The University and PRCHN observes the following holidays by closing for business:

New Year's Day	Martin Luther King, Jr. Day
Memorial Day	Independence Day
Labor Day	Thanksgiving Day
Day after Thanksgiving	Christmas Day
University-designated holiday(s)	

## **Inclement Weather**

PRCHN Ambassadors are expected to attend work as scheduled. In the event of inclement weather (e.g. snow or ice), Ambassadors should follow the Center procedure:

- " In the event of inclement weather, the University has, on occasion, closed. If the University is closed, the PRCHN is also closed.
- " The Director of the PRCHN may also decide to close the Center, even if the University is not closed. In that case, an email and text message will be sent indicating that the Center is closed.
- " Ambassadors should check their email and texts on days when they suspect that the Center may be closed due to inclement weather.
- " During orientation, your supervisor will explain inclement weather policies with you.
- " Once a decision is made, any additional concerns related to inclement weather that the Ambassadors may have can be addressed by contacting your supervisor via e-mail/call or text.

**Other Closings/Emergencies:** The University may announce other closings from time to time relating to national or regional celebration or as a result of inclement weather or other unusual circumstances. If possible, these closings will be announced in advance or announced at the time of the closing through the President's Office and using local authorized media. Your supervisor will notify you of any closings or changes to the schedules.

## **Access to the BioEnterprise Building**

The BioEnterprise Building and the PRCHN 4<sup>th</sup> floor suite is open between the hours of 8:00AM - 6:00PM. Ambassadors will not normally require access to the building and the PRCHN suite outside of these hours. Any access outside of these hours will be coordinated with the Ambassador's supervisor. Ambassadors may not work in the Center without PRCHN staff or faculty present.

## **Parking**

Unfortunately, free campus parking is not provided as part of employment. Ambassadors may purchase a temporary parking pass through Parking Services. However, there are limited metered spaces where anyone can pay to park daily in the building parking lot and there are other on street parking options close to the building. Please allow adequate time as you arrive each day you are scheduled to work to secure parking. If Ambassadors ever have any issues with parking, their supervisor should be contacted immediately.

You will notice that there is Visitor Parking in front of the BioEnterprise building; however, these spaces are reserved for community members attending meetings at the PRCHN and not to be used by staff/interns/Ambassadors or other individuals conducting work for the PRCHN. Visitor spaces may be reserved in advance of meetings through the security officer at the front desk. Please check with your supervisor if you need to reserve visitor spaces for a meeting that involves community members.

## **Travel Reimbursement**

Ambassadors who work in the field as part of their program may be eligible for mileage



typically done as an exit interview but may vary across projects. The project supervisor will inform you of the opportunities available to share feedback about your experiences as an Ambassador. Identities and statements made in the interview are kept confidential and interviews are not conducted without the consent of the participant. The PRCHN is dedicated to supporting Ambassadors and will offer itself as a reference base upon satisfactory job completion.

## PRCHN Performance Expectations

### Conduct and Behavior While at Work

PRCHN Ambassadors are expected to follow the guidelines for conduct and behavior as stated in the Case Western Reserve University Handbook, and described below. Ambassadors serve as representatives of both the PRCHN and CWRU when out within the community. It is important that Ambassadors conduct themselves in ways that honor and respect both of these entities. Any type of behavior that does not comply with PRCHN/CWRU expectations can be subject to discipline.

**Code of Conduct:** It is the policy of Case Western Reserve University that all members of the University community adhere to the highest ethical standards of professional conduct and integrity. All members are expected to understand and comply fully with all state and federal laws, regulations, and interpretations thereof that are related to their particular duties. This code of conduct is meant to outline professional behavior guidelines for working at the PRCHN. You can learn more about the code of conduct here:

<http://case.edu/compliance/media/case.edu/compliance/documents/code-of-conduct.pdf>

**Community - (C) - (S) - (T) - (C) - (W) - (D) - (T) - (E) - (M) - (C) - (P) - (M) - (C) - (I) - (D) - (B) - (D) - (C) - (T) - (T) - (I) - (F) - (C) - (O) - (W) - (S) - (T) - (C) - (A) - (M) - (M) - (U) - (N) - (I) - (T) - (Y)**



## Performance

The PRCHN considers the Ambassador program as a form of workforce development, meaning, that not only is successful completion of project responsibilities crucial to the success of a program, personal and professional development relevant to the Ambassador's future goals are of equal importance to the center. The PRCHN is committed to assist Ambassadors in any future employment or research opportunities that may arise.

That being stated, Ambassadors can develop and grow from positive and specific feedback about their performance. Unproductive performance cannot be corrected without constructive comments and counseling for improvement. Furthermore, Ambassadors who demonstrate unacceptable behavior deserve communication in reference to that behavior. These policies provide the opportunity for regular and constructive communication.

Ambassadors should be aware that the Center will not tolerate certain acts and behaviors that are unproductive or detrimental to the Center or University. These are usually basic acts of noncompliance or misconduct and are handled through disciplinary action.

~~Examples of unacceptable behavior include:~~

When an act of noncompliance has occurred, the supervisor will:

- " Schedule a time to talk with the Ambassador in order to discuss the disciplinary program.
- " The supervisor will identify the act of noncompliance to the Ambassador as well as the accompanying discipline (**verbal warning, written warning, suspension/final written warning, termination**) and what actions need to be taken to correct the problem. This conversation will be documented on a positive corrective action form and signed by all parties.

If the disciplinary problem continues after 30 days, the supervisor will refer the matter to the HR department for further action.

recommendation to terminate employment. The PRCHN and respective projects will try to exercise the progressive nature of this policy by first providing warnings, a final written warning or suspension from the workplace before proceeding to a recommendation to terminate employment.

However, the PRCHN reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the offense. Furthermore, Ambassadors may be terminated without prior notice or disciplinary action.



laboratory, the office, and the solitary examination desk. Without a prevailing ethic of honor and integrity, not only in scientific pursuits but in all scholarly activity, the very search for knowledge is impaired. In these respects, each employee—especially but not exclusively faculty—must regard oneself as a mentor for others.

These principles make it possible for the larger society to place trust in the degrees conferred, the research produced, the scholarship represented and disseminated, and the critical assessments made of the performance of students and faculty, as well as judgments of staff and administrators.

## **Computing Ethics**







Case Western Reserve University  
Prevention Research Center for Healthy Neighborhoods  
Media Release and Clearance Form

I authorize Case Western Reserve University and/or the Prevention Research Center for Healthy Neighborhoods to create recordings of my image, likeness, and/or voice, and materials presented (hereby referred to as "recordings.") I agree the recordings may take the form of photographs,

Prevention Research Center for Healthy Neighborhoods Ambassador  
Assurance of Confidentiality and Release Form

I have agreed to participate in the Ambassador Program with Case Western Reserve University and the Prevention Research Center for Healthy Neighborhoods under the direct mentorship of Center staff.

As part of my role, I am aware I may have access to confidential data and data findings and hereby acknowledge I will not share data and data findings with outside sources. I may also be asked to participate in field projects where I will be an ambassador of Case Western Reserve University and the Prevention Research Center for Healthy Neighborhoods and understand I should act in a professional and courteous demeanor when representing the University and Center.

I understand that in the ambassador role there is a risk of injury, illness, damage, and loss, and I hereby release and discharge Case Western Reserve University, its trustees, officers, and employees, from any and all claims, costs, liabilities, expenses, and judgments whatsoever