

2016

Veteran's Haven Policy and Procedures

NJ Department of Military and Veteran's Affairs

Veteran's Transitional Housing Program
December 2016





State of New Jersey
DEPARTMENT OF MILITARY AND VETERANS AFFAIRS
VETERAN'S HAVEN SOUTH
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December 2016

INTEROFFICE MEMORANDUM

TO: All Staff
DVS-VTHP(S)

FROM: Superintendent, DVS-VTHP

SUBJECT: Policy and Procedure manual

This manual has been prepared to insure that the Veteran's Transitional Housing Program (VTHP) at Hickory Hall provides and/or coordinates supportive counseling, training and other services to eligible homeless veterans of the State of New Jersey. It includes policies and procedures which are the guidelines for all program operations and activities. These procedures are in accordance with the New Jersey Department of Military and Veteran's Affairs and the U.S. Department of Veterans Affairs.

All staff and volunteers of Veteran's Haven South are required to implement and follow these policies and procedures

Every Veteran's Haven South employee shall read this manual. Each individual will sign a statement verifying that they have read and understand its contents during their first day on the job. Current employees will be required to read and sign for this manual annually, or whenever updates or addendums are added to it. Failure to abide by the policies and procedures outlined herein could result in corrective or disciplinary action.

Veteran's Transitional Housing Program Policy and Procedure Manual

Chapter 1: General Information

Section 1. Mission Statement

Under the direction of the New Jersey Department of Military and Veteran's Affairs, the New Jersey Veteran's Transitional Housing Program shall insure that homeless veterans are treated and cared for in a dignified, compassionate and professional manner so as to reach an optimal level of independence and aid them in developing the skills and ability to live in the community without public assistance while maintaining their self sufficiency.

Section 2. Authority

The State of New Jersey under the jurisdiction of the Department of Military and Veteran's Affairs administers Veteran's Haven South.

Section 3. Scope

This policy and procedure manual contains guidelines intended to ensure that quality care and services are delivered at Veteran's Haven South.

Section 4. Statement of purpose

The Department of Military and Veteran's Affairs transitional housing program provides care and services to meet the needs of New Jersey's homeless veterans whom are eligible for the program. These services include but are not limited to:

- Housing
- Medical evaluation and treatment programs
- Nutritionally balanced meals and prescribed diets
- Rehabilitation programs
- Referral information and education services for benefits and programs.\
- Advocacy services.
- General welfare and financial services.
- Psychosocial therapies
- Vocational programs and counseling
- Addiction counseling
- Recreational activities.

Chapter 2: Administrative Section

Section 1. Chain of Command

Veteran's Haven South is a program for homeless veterans within the NJ Department of Military and Veteran's Affairs. The Superintendent of Veterans' Haven South is responsible for the overall operations of the program and exercises supervision and control through the Assistant Superintendent, Staff Supervisor and Shift Supervisors.

The chain of command is the most direct and effective way to express concerns, make recommendations or suggestions and to resolve problems. Failure to use the chain of command often causes delays since the chain is used to evaluate situations and to develop solutions to problems.

Staff members are encouraged to seek information, advice or solutions to their problems at the lowest level possible of the chain of command in order to allow the chain to work as it was intended. (See appendix 1 for a current copy of the Veteran's Haven South chain of command)

Section 2. Open Door Policy

It is the position of the Superintendent to maintain an "open door policy." All staff that have attempted to utilize the chain of command, or have issues that need to be addressed directly to the Superintendent are encouraged to do so providing that they have informed their supervisor and it would not result in a coverage situation. Appointments to see the Superintendent can be made through his office on an as needed basis.

Section 3. Staff communications

Various methods are used to disseminate information to staff:

- a. Memorandums- Memoranda provide information to individuals, specific groups or the employee population in general as needed. These are routine daily operational communications. Memorandums will always be signed and dated by the author. Sometimes an individual signature will be required to verify receipt.
- b. Policy Letters- Policy letters are changes to current policy, or implementation of a new policy. The purpose of the policy letter is to inform staff of the policy change without having to republish the entire policy and procedure manual. Policy letters are only published by the Superintendent. They will remain in effect until a revision is completed of the policy and procedure manual and the policy letter can be incorporated into it. Individual signature will always be required to verify the receipt of a new policy letter or the addendum of an old one.
- c. E-mail- Email is one of the primary means of day to day communications at Veteran's Haven South. Staff are required to check their email at least twice during each 8 hour shift worked. Email should be checked upon arriving to work and during the shift at least one other time. Staff are encouraged to get into the habit of checking

- more than twice per shift. All usage of the state's email system and computers and equipment is bound by the Department's Computer Resources Acceptable use policy.(See appendix 2 for Computer Resources Acceptable Use policy). Staff are required to sign for this policy annually.
- d. Telephones- Telephones will be used for official business only. Staff are not authorized to use state phones for personal use unless there is an emergency.
1. Answering the telephone- When answering the telephone, all calls will be answered in the following manner, "Thank you for calling Veteran's Haven South, (your name) speaking, How may I help you?"
 2. Taking phone messages- When taking messages for residents or staff, the person taking the telephone call will obtain the following information at a minimum: Name of caller, telephone number of caller, time of call, who the message is for, your name, and any additional information the caller leaves. This information will be annotated in the telephone message book. A copy of which will be left for the intended recipient of the phone call.
 3. Cellular Phones- The use of personal cellular phones is restricted during the employee's hours of work. The following guidelines apply:
 - a. Personal cell phones are not to be used in the front office or any other central work location. This usage includes but is not limited to texting, surfing the web, playing games, and making or receiving phone calls. If a call/text is received while on duty in a central work location, ask the caller if you can call/text them back on your break, or if it is an emergency, excuse yourself from the central location and answer the call as quickly as possible.
 - b. Blue tooth devices or any other kind of cellular attachments will not be worn during working hours unless you are on your break and in a non central work location.
 - c. Cell phones are not to be used in the presence of veterans or visitors while on work at the facility.
 - d. Personal and state cell phones are not authorized to be used while operating a state vehicle.

Section 4. Staff Identification

All staff that are employed at Veteran's Haven South will be given a state issued ID card. As such, the card is the property of the State of NJ. This card will be issued as soon as possible upon the hiring of the individual and must be forfeited immediately upon the employee's resignation or termination. Guidance for the wearing of the employee Identification card is as follows:

1. Employees are required to wear their state issued identification card at all times while on duty.
2. The ID card will be worn in the ID card holder supplied by the department.
3. ID cards must be displayed prominently on the employees' outer garments, above the waist.

Section 5. Mail

Mail for the facility is routed through the Winslow post office (08095), Monday through Saturday.

1. **Outgoing mail-** Outgoing mail is collected in the Main Office office and taken to the post office Monday through Friday during the 12:30pm run and Saturday during the 10:15am run. There is a mail container in the main office to collect outgoing mail for residents and staff alike. Mail is not taken to the post office on Sunday's or federal holidays.
2. **Incoming mail-** Mail is picked up from the Winslow post office (08095), Monday through Friday during the 12:30pm run and Saturday during the 10:15am run. In order to pick up mail, staff should have their employee ID card and tell the postmaster they are picking up for Veteran's Haven South, Post Office box 80. Once the mail is returned to the facility it is sorted into the appropriate mail boxes in the main office. Resident's mail is placed in the appropriate resident's mailbox. Mail for the Superintendent, Assistant Superintendent and Staff Supervisor is placed in the Administration mailbox. Mail for the treatment team is placed in the treatment team mailbox. All mail for former residents and former staff will be placed in the outgoing mail bin and returned to the post office the next day there is a post office run. Mail will not be held for anyone. Neither staff nor residents will accept the responsibility of holding mail for someone that is no longer here.

Section 6. Key Control

Each staff member will be issued a set of keys upon being hired to a position at Veteran's Haven South. The keys that each staff are issued will vary depending on the job title or position they hold. At a minimum every staff member will be issued a "C" key and an electronic key tag (FOB) which grants keyless access to the building. Staff will sign for and are responsible for the safety and security of the keys issued to them. Other keys that may be issued to, or signed out by staff for use are as follows:

1. VA1 key- Grants access to elevator room closet.
2. "B" key- Grants access to residents rooms
3. Storage building key- Grants access to the storage building where most supplies are stored
4. Elevator key/elevator drop key- used to manually operate the elevator when it becomes necessary.
5. Van key- used to operate the vehicles assigned to Veteran's Haven South.
6. Refrigerator key-used to lock and unlock the refrigerator in the kitchen.

The security of keys belonging to the facility is of the utmost importance. When any of the above keys are removed from the main office, a note is to be made in the daily log, as to who took which key, what time and date it was taken, and when it was returned. The exception to this rule is any key that is signed out to an individual which they carry on themselves at all times, i.e....the "C" key. The loss of any keys or FOBs needs to be reported up the chain of command as soon as possible so that proper security precautions can be taken. Corrective and/or disciplinary action may be taken in the event of key loss. The key control officer for Veteran's Haven South is the Superintendent or his designee.

Section 7. Smoking

Veteran's Haven South is committed to maintaining a safe, healthy environment for residents, employees and visitors. The following guidelines are provided according to State, Department and facility guidelines. The primary purpose of this policy is to support and reinforce the Department's policy on the control of smoking in Department facilities through the establishment of smoking guidelines.

1. Public law 1981, Chapter 319 finds that the right of the non-smoker to breathe clean air supersedes the right of the smoker to smoke.
2. Smoking is not permitted in any Veteran's Haven South facilities, storage buildings or vehicles. This policy applies to any Veteran's Haven South resident, employee, visitor or volunteer.
3. Smoking is only authorized in the two identified smoking areas: the gazebo at the front of the facility, and the concrete pad at the rear of the facility by the kitchen. Lighters, matches, cigarettes, cigars, pipe residue, and other incendiary products will not be thrown into trash cans, on the ground, or into the flower beds, or pots. They should be disposed of in the containers provided at each smoking area for that purpose.
4. Smoking is not authorized in state vehicles at any time.
5. Employees are only authorized to smoke on their meal break or 15 minute breaks, and then only in an authorized smoking area.
6. Further guidance on smoking policy and fire procedures is located in the fire safety policy and procedure (appendix 4).

Section 8. Personnel Policy

It is the policy of the New Jersey Department of Military and Veteran's Affairs and Veteran's Haven South to employ the most qualified individuals in accordance with the NJ Civil Service Commission rules and regulations. It is also our intent to comply with all rules and regulations governing equal opportunity employment and departmental directives for personnel, discipline, time and attendance etc...

In order to ensure the highest quality care for our veterans, all license requirements for staff as well as the facility will meet or exceed those required by the United States Department of Veteran's Affairs, and the New Jersey Department of Military and Veteran's Affairs.

All solicitation, interviewing, and hiring of selected individuals will be done in accordance with standards as outlined by the NJ Civil Service Commission and the human resources department of the NJ Department of Military and Veteran's Affairs.

Section 9. Operating hours

Normal business hours are considered Monday through Friday from 8:00 am to 4:00 pm, except during holidays. Outside of normal business hours, supervision of the facility is conducted by the assigned shift supervisors, with the Superintendent, Assistant Superintendent and Staff Supervisor being “on-call” in case of emergencies.

The current administration on-call roster is posted in the main office. When utilizing the on-call roster, every attempt will be made to notify the person “on call” for that week, before proceeding to the next person on the list.

Unless it is an emergency, a reasonable amount of time (30 minutes) should lapse to allow the on call administrator to return the phone call. If the on call administrator does not return the phone call within 30 minutes, the next administrator in line will be called.

Section 10. Professional Standards

The New Jersey Department of Military and Veteran’s Affairs has deemed all Human Services Staff as “Professional and Essential” employees.

Professional standards of the staff in the facility include but are not limited to:

1. Punctuality- when reporting for duty, outside events, or meeting time lines.
2. Respect for Veterans, visitors and other facility staff.
3. Maintaining the same standards as outlined and expected of all residents and staff.
4. Keeping personal life separate from professional.
5. Completing assigned tasks as directed, to time and standard.
6. Following the facility mission as directed by superiors regardless of personal opinion.
7. Following all policies of the facility and the department.

Maintaining professional standards is one of the most important responsibilities of the staff employed at Veteran’s Haven South. Staff must maintain consistency in adhering to the standards as outlined. Consistency will make the facility stronger and more effective for our customers, the Veterans. Behavior that is inconsistent with professional standards will be subject to appropriate corrective and /or disciplinary action.

Further guidance is provided in the Prohibited practices policies and procedures enclosure (appendix 3).

Section 11. Personal dress and appearance

It is the policy of this department that an employee’s dress and appearance shall be appropriate for the job. The appearance that employees present to the public and the residents is important. Every employee has contact with residents, visitors, salespeople and the general public and therefore represents the image of the department and the facility through their appearance.

Dress and appearance appropriate for employees in an office setting is appropriate and encouraged. Each employee is governed by the requirements of safety in reference to clothing, shoes, jewelry etc when working in the facility or operating its vehicles.

Shoes worn by employees must be rubber soled, closed toe and back shoes. The list of unauthorized shoes includes but is not limited to, flip flops, open toed shoes, sling back shoes, slippers, sandals and slides.

Employees must always be aware of the customers we serve on a daily basis and must always be vigilant of appearances so as not to attract unwanted and unwarranted attention.

Section 12. Subpoenas/Warrants/Arrests

It is the policy of the New Jersey Department of Military and Veteran's Affairs that Veteran's Haven South shall not accept responsibility for subpoenas, warrants, lawsuits delivered to the facility for its residents or employees.

- a. When a serving officer of a subpoena, warrant, lawsuit arrives on grounds, the Superintendent or his designee will be notified immediately.
- b. If the legal document being served concerns an employee, the server will be directed to the: Office of the Attorney General, Hughes Justice Complex, 25 Market St, Trenton, NJ.
- c. No staff member is to accept a service of any legal documents while at the facility.

If the service of a legal document or arrest is for a resident:

- a. The Superintendent or his designee shall be notified immediately.
- b. The resident will be escorted to a private area for the service of the subpoena warrant, etc...
- c. Only the Superintendent or his designee has the authority to supervise the transaction in conjunction with the serving officer.
- d. If the resident is not at the facility, the Superintendent will provide the serving officer with the necessary information to contact the resident.
- e. The Superintendent /designee cannot accept subpoenas, warrants etc...for residents.
- f. Employees or residents do not have the authority to accept or sign for any subpoenas warrants etc... not pertaining to them.
- g. Under no circumstance will a serving officer be allowed unrestricted access to the facility and its residents or staff.

Section 13. Reporting Accidents, Incidents

This section establishes the procedure for reporting unusual incidents or accidents that occur at the facility, or while on facility time at outside events, involving residents, staff members, volunteers, state property or any combination of the aforementioned.

An accident is defined as: "An unexpected or unintended happening, as one resulting in injury, loss etc." Accidents can include but are not limited to: non suspicious injuries, slips, falls, broken equipment/state property.

An unusual incident is defined as: “an event, especially a minor one, a minor conflict.” Unusual incidents can include but are not limited to: death, missing resident, threats of violence, major operational breakdown, injuries with a suspicious nature, any incident which could be news worthy or draw public attention, drinking / drug use, alleged rape sexual assault, or exploitation of a resident or staff member, any situation where residents and staff members may be in imminent danger, possession of any contraband by a staff or resident.

In the event of an accident or unusual incident involving a resident:

- a. Upon notification of an accident that may require emergency medical care the Nurse is to be summoned immediately. In the event the nurse is not available or the accident happens outside the facility, the emergency response system will be activated immediately for any injury that could be life threatening.. If outside the facility grounds, 911 should be called and the appropriate information given to the 911 operator. If on facility grounds, staff are to call 609-561-1700. Press “0” to bypass prompts. The emergency operator will be informed of the medical emergency and any other requested information will be supplied.
- b. The Nurse/Shift Supervisor will complete the incident form as soon as possible after treating the resident. Any staff member that has direct knowledge of, or witnessed the accident or unusual incident is also required to fill out an incident form and detail the facts as they know them.
- c. Incident reports will be forwarded to the Superintendent/Assistant Superintendent through the chain of command.
- d. When completed, incident reports will:
 1. Be filled out electronically
 2. Answer to Who, What, When, Why, Where and How.
 3. Be filled out completely.
 4. Contain no opinion or conjecture, only facts, and factual statements.
 5. Be signed in ink and submitted through the chain of command.
 6. Contain truthful statements.
- e. All incident and accidents will also be annotated in the 24 hour log.
- f. All unusual incidents are reported to the Superintendent or his designee immediately.

In the event of an accident or unusual incident involving a staff member:

- g. The emergency response system will be activated immediately for any injury that could be life threatening. If on facility grounds, staff are to call 609-561-1700. Press “0” to bypass prompts. The emergency operator will be informed of the medical emergency and any other requested information will be supplied.
- h. With any accident or unusual incident, the Shift Supervisor will provide the “Work Related Injury” packet to the employee for immediate completion. In the event that the injured employee is unable to complete the packet due to the extent of his injuries, the shift supervisor will complete the packet for them. Any staff member that has direct knowledge of, or witnessed the accident or unusual incident is also required to fill out an incident report and detail the facts as they know them.
- i. The “Work Related Injuries” packet, as well as any witness Incident reports will be forwarded to the Staff Supervisor through the employees’ chain of command.

- j. When completed, incident reports will:
 - 7. Be filled out electronically
 - 8. Answer to Who, What, When, Why, Where and How.
 - 9. Be filled out completely.
 - 10. Contain no opinion or conjecture, only facts, and factual statements.
 - 11. Be signed in ink and submitted through the chain of command.
 - 12. Contain truthful statements.
 - k. All incident and accidents will also be annotated in the 24 hour log.
- All unusual incidents are reported to the Superintendent or his designee immediately.

Chapter 3: Transportation

Section 1. Personal Vehicles

All staff are required, when hired, to have reliable transportation to get to and from the facility when working. The following applies to staff when operating a personal vehicle in and around state property:

1. **All staff vehicles will be parked in the parking lot in the rear of the building.**
Parking in the driveway, on the street, in the “horseshoe” in front of the building, on any grassy area is not authorized, unless approved by the Superintendent or his designee in case of weather related emergency.
2. Any personal vehicle brought onto state property by a staff member is required to be properly registered, inspected and insured in accordance with state law.
3. Staff are expected to follow all traffic safety laws when operating a personal vehicle on state property.
4. Employees of Veteran’s Haven South are not authorized to transport residents of the facility in their personal vehicles for any reason.
5. Residents are not authorized to operate a staff member’s personal vehicle at any time.
6. The speed limit in the parking area, as well as the driveway leading to the parking area is 15mph.

Section 2. Driver’s License

All employees hired to work at Veteran’s Haven South are required to possess a driver’s license valid in the state of New Jersey. It is the responsibility of the individual to notify his/her supervisor immediately if the status of that license changes for any reason, up to and including revocation and suspension of the license. Driver’s abstracts will be collected on every employee on a yearly basis. Failure to maintain a current, valid driver’s license will impact the employee’s ability to do the job they were hired for, and will be addressed accordingly.

Photocopies of each employee’s driver’s license will be kept on file. It is the responsibility of the employee to ensure that the Staff Supervisor is given a copy of the current, valid license for that individual.

All employees of Veteran’s Haven South shall be familiar with and sign a read receipt for Departmental Directive 451, which outlines the responsibilities and guidance for state employees when operating state vehicles and personal vehicles on state property or for state business. A copy of this directive along with a signature sheet is located in the front office in the policy and procedure binder.

Section 3. State vehicles

The vehicles assigned to this facility belong to the State of New Jersey. They are registered and insured as such. When operating a state vehicle, the following guidelines need to be kept in mind:

1. Only state employees employed at Veteran's Haven South are authorized to operate a vehicle assigned to the facility.
2. Anyone operating a state vehicle must have a driver's license valid in the State of New Jersey, in their possession, while operating the vehicle.
3. Residents are not authorized to operate a state vehicle for any reason.
4. State vehicles are not authorized for personal use by staff for any reason; meal breaks and 15 minute breaks are not to be taken while in possession of a state vehicle.
5. **When operating the state vehicle, staff is expected to follow all traffic safety laws and rules governing the use of a motor vehicle. Any tickets, summons or citations issued to a driver of a state vehicle during the operation of that vehicle are the responsibility of the driver unless the violation is due to an equipment malfunction on the vehicle that is of no fault of the drivers'.**
6. **There is no smoking in a state vehicle, by employees or residents.**
7. **There is no eating or drinking in a state vehicle by employees or residents. Food and beverage may be transported in the vehicle, but may not be consumed in the vehicle.**
8. The driver and all passengers of the vehicle are required to wear seatbelts when the vehicle is in operation.
9. **Residents are not to be left in the vehicle while the vehicle is running or the key is in the ignition, unless there is another staff member in the vehicle.**
10. The use of a personal and state cell phone is prohibited while operating a state vehicle. This includes text messaging, checking email, searching the web or other operations of the device.
11. Transporting staff for any reason other than facility needs is not authorized. Staff will not be transported to or from home, bus stops, personal appointments or errands.
12. Co-workers are not permitted to "ride-along" with the driver. Any residents transported in state vehicles will disembark at one of the approved locations along the established routes.

Section 4. Transportation of residents

Transportation is provided to residents under the following circumstances:

1. For all residents with a valid medical appointment at the Philadelphia VA hospital, Camden Clinic or Gloucester County Clinic. These trips run at 7am and 11am every weekday; pickup runs depart at 11am and again upon conclusion of the last appointment scheduled.
2. Transportation to and from the 2 approved bus stop locations, the Waterford Wawa and the Avandale bus depot in Sicklerville. The bus stop run leaves the Haven according to the established schedule and is to be conducted in one continuous loop (Haven→Wawa→Avandale→Haven).
3. Transportation is provided for all AA/NA/GA meetings, according to the established meeting schedule. State vehicles are not to stay on site during these activities and are to return to the facility upon dropping off.

4. Transportation is also provided for all scheduled outside activities where applicable. The outside activity will have been previously scheduled through the Superintendent or the Staff Supervisor.
5. Transportation is provided to the Berlin market on Saturday and Walmart run on Sunday. These runs are drop off and pick up runs. The residents are dropped off at 10:00 am, and picked up at 12:00 pm. State vehicles are not to stay on site during these activities and are to return to the facility upon dropping off.
6. Transportation will be provided for residents that are scheduled to vote in Camden county.
7. Transportation will be provided, for residents who are involuntarily discharged, to one of the 2 locations below:
 - **The Office of Supportive Housing** - 802 North Broad Street, Philadelphia.
This option is only available from Monday at 9:00 am to Friday at 3:30.
 - **Station House** - 2601 N. Broad Street, Philadelphia.
Option is available 7 days a week and opens at 3:30 pm.

*Both the Office of Supportive Housing and Station House are Walk-in – no call to them is necessary.
8. Transportation routes, stops and pickups are subject to change at the discretion of the Superintendent or his designee in order to better facilitate the needs of our veterans.
9. Residents are not permitted to “ride-along” with the driver. All residents transported in state vehicles will disembark at one of the approved locations along the established routes.

Section 5. Transportation of former residents

Transportation of former residents will be limited to approved medical appointments where the former resident has no means of getting to and from facility approved appointments. The Superintendent or his designee will review, and approve or deny all requests for transportation by former residents.

Section 6. Resident vehicles

1. Residents with motor vehicles will park their vehicles only in a parking spot in the main parking lot at the rear of the facility. Residents will not park in handicapped spots (unless with an approved placard or plates), on the street, in the entrance driveway, or on the grass.
2. Residents who own vehicles or who have access to vehicles which will be parked on State property, will produce the following documents prior to bringing them onto state property:
 - a. A valid driver's license
 - b. Valid vehicle registration
 - c. Valid vehicle insurance

These documents will be copied, and the copies kept on file in the Superintendent's office.

3. If, during their tenure, any of the car documents become invalid, the vehicle will be required to be moved from state property.

Chapter 4: Time and Attendance

Section 1. Hours of work

1. The activities of Veteran's Haven South make it a 24 hour facility. Employees of the facility are required to work the number of hours per week which are specified in the State of New Jersey Compensation plan, Fair Labor Standards Act, as prescribed by the New Jersey Civil Service Commission, and in accordance with the applicable negotiated agreements and contracts. Work schedules will be consistent with current contractual languages and the operational requirements of the department. When and where appropriate, supervisors will publish changes to work schedules in accordance with the applicable negotiated contracts and agreements. Additionally, work schedules will be posted in accordance with appropriate union contract. At the time of publication, shift times are as follows:

First Shift 7:00 am-3:30 pm
Second Shift 3:00 am-11:30 pm
Third Shift 11:15 pm-7:15 am

2. All personnel are expected to arrive within 5 minutes of the start of their scheduled shift, in order to sign in on time. Employees arriving for shift must sign in the daily log upon their arrival. At the end of each respective shift, the employee is expected to sign out no later than 5 minutes after the end of their shift. Employees that are not on duty are not authorized to loiter in the workplace.

Section 2. Breaks

1. Each employee that works a full shift on first or second shift is authorized 2 fifteen minute breaks, and 1 thirty minute meal break. Employees on third shift that work a full shift, are authorized 2 fifteen minute breaks.
2. Each employee that works 4 hours or more must take a thirty minute meal break.
3. Breaks are not optional; they must be taken by each staff member. Upon arrival to each shift, break times will be decided and based on the operational needs of the facility, by the shift supervisor on duty.
4. Employees must sign out and back in, in the log in the front office for all assigned breaks.
5. Breaks cannot be taken in the front office or at individual work stations. **Conversely there is no eating in the front office at any time.** Beverages may be consumed in the front office during the course of a shift, however the trash from any beverages are the responsibility of the owner and must be disposed of prior to leaving shift.
6. Breaks are not permitted to be taken at the start of the shift, within 60 minutes of the start of the shift, within 60 minutes of the end of the shift, or at the end of the shift.

7. Break times are not to be combined to create larger breaks, or broken down to create smaller ones.

Section 3. Overtime/Compensatory Time

1. Due to the 24/7 nature of this facility, there are often times when Overtime or Compensatory time is available. Overtime is the payment of money for extra time worked. Compensatory time is the crediting of time, for time worked. Both overtime and compensatory time are paid at the rate of time and a half and must be approved by supervisory personnel before being worked.
 - a. **Holidays-** Any employee that works on a state or federal holiday will be paid cash overtime for the holiday at the time and a half rate.
 - b. **Scheduled overtime/compensatory time-** When there exists a need for coverage that cannot be covered by normal staffing procedures and there is advance notice of that need, overtime/compensatory time will be offered to staff by a supervisor or an administrator. Overtime/compensatory time is offered based on union seniority and will be offered in accordance with the union contract. It is the employee's choice whether they take overtime or compensatory time for extra hours worked.
 - c. **Unscheduled overtime/compensatory time-** Unscheduled overtime is overtime or compensatory time worked in excess of 15 minutes that is created with no advance notice, usually due to lateness, a late call out or unforeseen circumstance. Whenever possible and where time allows, this overtime will be offered in the same manner as scheduled overtime/compensatory time. Unscheduled overtime must also be approved by a supervisor or administrator.
 - d. **Overtime Log-** An overtime rotation log is maintained by the shift supervisors and is kept in their office to document all instances/offers of overtime and to ensure that each employee eligible receives the same consideration for available extra time.
 - e. **Mandatory overtime/compensatory time-** During the course of normal operations there may come a time when it is not possible to find volunteer coverage for a shift shortage. An employee may be mandated by a Supervisor or Administrator to work overtime /compensatory time in order to ensure that the operational needs of the facility are met. Mandatory overtime/compensatory time is made according to reverse union seniority. This means that the least senior person available would be required to stay. This person would not be required to stay the next time however, as the responsibility would progress up the seniority list.
 - f. **Compensatory time-** The use of compensatory time will be in accordance with the union contract. Employees may not carry more than 60 hours of compensatory time. When a balance exceeds sixty hours, the employee and supervisor will meet with the Staff Supervisor to coordinate amicable scheduled time off to bring the remaining balance to under sixty hours.
2. Any instance of overtime or compensatory time worked will be reflected on the employee's time sheet for that pay period. Each employee will also submit with their time sheet a OT/CT sheet detailing the extra time worked for that pay period.

3. Overtime that has been accepted by one employee may not be transferred, or “given” to another staff member.

Section 4. Lateness

1. Each employee assigned to the facility is expected to be at work, and prepared to work, at the time of their scheduled shift. Chronic lateness is disrespectful to the people you work with and causes decreased morale and efficiency in the work unit. Chronic lateness will not be tolerated.
2. It is the individual’s responsibility to notify the shift supervisor at the facility prior to the start of the shift or as soon as possible, if they are going to be late and how late they will be. Supervisors will notify the main office when they will be late and how late they will be, as well as the staff supervisor.
3. Records of lateness will be maintained and may be charged against the employees compensatory time accruals or vacation time balances.
4. Chronic or excessive lateness is considered to be 4 lateness’s in one month.
5. Lateness’s are tracked and reviewed on a quarterly basis by the Assistant Superintendent or his designee.

Section 5. Time sheets

1. Bi-weekly timesheets are due to the time keeper no later than 7:00 am on the last Thursday of each pay period. Exceptions will be made when there is a holiday during the final pay week and DMAVA calls for the time sheets earlier. All employees will be notified through their supervisor when this is the case. Supervisors will request timesheets earlier so that she/he can verify its contents and sign off on it prior to its turn in.
2. Staff members who work overtime but turn their timesheets in after they are due, will not receive that overtime with their regular pay; once the timesheet is received, the hours will be added to the next verification report and paid out once processed by HR.
LATE TIMESHEETS = DELAYED OVERTIME PAY!
3. Each employee will fill out and complete their time sheet electronically. Once completed, the time sheet will be printed and signed by the employee and turned in to their immediate Supervisor for verification and turn in to the time keeper. Hand written time sheets will not be accepted.
4. Employees are required to make daily entries on their time sheet for each day worked, to accurately reflect time worked.

5. When annotating a shift worked on a time sheet, all employees will annotate the time of that shift, as long as they worked the entire shift and were not late. For example, employees who work:
 - 1st Shift- will annotate 7:00 am- 3:30 pm
 - 2nd Shift-will annotate 3:00 pm- 11:30 pm
 - 3rd Shift- will annotate 11:15pm- 7:15 am
6. Off times preceding the start of a shift are not authorized, ie... 6:57 am, 2:58 pm, 11:31 pm etc. Each full shift worked will be annotated as outlined above.
7. Meal breaks must also be taken as and annotated on time sheets for employees that work 1st and 2nd shifts. Third shift employees are not authorized a 30 minute meal period.
8. If an employee arrives late to work a scheduled shift, the actual time of arrival is annotated in the start work box.
9. An employee that works past the end of his/her scheduled shift, and is *authorized* to accrue CT or OT for it, will annotate the extra time worked in the Extra time box. If an employee turns in a time sheet with any accrual of CT or OT, then a CT/OT authorization sheet must be filled out completely and attached to the time sheet. Failure to attach the required documentation could result in delays in pay.
10. When reviewing the timesheets for accuracy, the shift supervisors will verify the overtime on the overtime authorization sheets by making notations on each overtime entry as to the reason for the overtime (ex. "GN lateness coverage", "PR callout coverage", "Elks fishing trip", etc.)
11. An employee that uses available sick/AL time to cover a callout or vacation/comp to cover any lateness during the pay period must submit a completed leave slip for the time used along with their completed time sheet at the end of the pay period.
12. Previously approved vacation slip originals must be turned in with the pay period in which it was taken.
13. Employees that accept or are called in to work CT or OT will record the actual arrival time on the shift they will be working, if it is later than the normally scheduled start time of that shift.
14. Employees are not authorized to sign in more than 5 minutes before the start of their scheduled shift.
15. The accuracy and timeliness of timesheets and all associated documents are the responsibility of the individual employee.
16. No employee will fill out, sign or alter the time sheet of another employee, unless in a Supervisory capacity, and then only to verify the accuracy of the document.

17. Due to the fact that time sheets are due on the final Thursday of the pay period employees that are scheduled to work after that day will annotate the shift they are scheduled to work on their time sheet. It is assumed that you will report to work on time and stay for the duration of the shift.
18. If there is a change to the employee's time sheet after it is turned in, i.e....late for a shift, worked over time or left shift early, a new time sheet must be submitted to the time keeper within 48 business hours documenting the change to the original time sheet. Along with this changed time sheet, should be a leave slip for the time used.
19. All staff receive their monthly TALRS reports and are responsible for reviewing it for accuracy as well as knowing the types, and amounts, of time they have available. Staff will have until the end of the following month to report any discrepancies regarding their TALRS reports to their direct supervisor (Ex. Staff have until March 31st to report February TALRS discrepancies).
20. Staff will adhere to all guidelines as stated in the timesheet training packet.

Section 6. Holidays

1. The following 12 days have been recognized as holidays by the State of New Jersey:

New Years Day
Martin Luther King Jr. Birthday
Presidents' Day
Good Friday
Memorial Day
Independence Day
Labor Day
Columbus Day
Election Day
Veteran's Day
Thanksgiving Day
Christmas Day
2. When an authorized holiday falls on a Sunday, the following Monday will be observed as the holiday. Holidays falling on a Saturday will be observed on Friday.
3. When a designated holiday falls on an employee's regular day off, an alternate day off will be scheduled for the employee within the same pay week, based on operational effectiveness.
4. An employee must be in pay status, or an approved furlough, the day before the holiday in order to receive payment for the holiday.

Section 7. – Call outs

1. Employees that are not able to make it to a scheduled shift are required to call the front office and speak with the supervisor on duty if they will not be reporting to work. Supervisors who are calling out are required to speak with the Staff Supervisor after speaking with the front office. If the staff supervisor is not present, the call should be sent to her voice mail. Record of the call out will be made in the daily log, and an email will be sent out to the facility documenting the call **(the time of the call out, the date and shift the callout is for, and the type of time that is requested to be used)**.
2. Employees calling out for a shift must call at least one hour prior to the start of their shift.
3. **When calling out, employees must state the type of time they are requesting to use.**
4. The only authorized leave time to use for a call out is administrative leave or sick time.
5. Vacation time will only be authorized in lieu of sick time for call outs if all remaining sick time has been exhausted and medical documentation has been received by the department verifying the absence.
6. Compensatory time is not authorized for call outs.
7. Requests for no pay in lieu of using leave time for callouts is not authorized.
8. Weather related call outs will be handled in accordance with the union contract.
9. Callouts will not be authorized if the Governor announces a state of emergency unless medical documentation is provided to HR. If a staff member calls out prior to a state of emergency being announced, medical documentation will be required of them as well.
10. Employees who have accepted an overtime shift and then call out will be considered to be missing a scheduled shift and held to the same standards.
11. Callouts are tracked and reviewed on a quarterly basis by the Assistant Superintendent or his designee.

Section 8.- Requests for leave

All requests for time off will go through the shift supervisor to the staff supervisor for consideration.

1. AFSCME staff members are required to submit vacation requests for the current calendar year between March 1st, and March 15th of each year. Each member of the bargaining unit will be notified in writing whether the request has been granted no later than April

15th of the same year. Requests for vacation to be taken prior to April 15th will be submitted on December 1st of the preceding year, with notice being given within 3 weeks of submission as to the status of those requests. Conflicts concerning choice of dates when scheduling vacations will be resolved within the facility on the basis of established state seniority.

2. CWA staff members are expected to follow the same time line for submission of vacation requests as the AFSCME staff members. Conflicts concerning choice of dates will be resolved at the facility according to state seniority.
3. NJDMAVA form 101 will be used to request all leave. The form will be submitted through the shift supervisor to the staff supervisor for consideration.

Section 9. – Essential Employees

All state employees of the facility have been designated by the department as “essential attendance employees.” The designation of essential requires employees at 24/7 facilities to be present due to inclement weather conditions and government emergencies. It is understood that all direct care employees shall be required to be present during such conditions in order to sustain operations.

Section 10.- Staff duties and responsibilities

Duties and responsibilities for members of the human services staff vary according to the shift worked. All staff members employed at the Veteran’s Transitional Housing Program are expected to perform all assigned duties and responsibilities according to the task, condition and standard as outlined in the Human Services Core Task training manual(appendix 5).

Section 10. – Staffing/Shift Minimums

In order to ensure operational effectiveness of the facility, minimum staffing requirements for each shift are as follows:

- Each shift will have a supervisor present (Staff Assistant 1 or Cottage Training Supervisor) unless approved otherwise by the on-call administrator. In situations where an Administrator is serving as the shift supervisor, staffing minimums will still be maintained in the front office (Administrator is not included in the minimum # of staff).
- 4 staff is required on 1st and 2nd shift each day. 3 staff is required on 3rd shift each day. At no time will a shift operate below the minimum staffing levels, for any reason. Minimum staffing numbers may be increased at the discretion of the Superintendent or his designee in order to accommodate events, trips, or emergent circumstances.
- In the event that a shift is determined to be short due to a callout, staff will provide the necessary coverage until relief is found.

Chapter 5: General information

Section 1. – Donations

The Superintendent (or his designee) is responsible for the acceptance, distribution and accountability of donations to the facility. Donations will not be accepted from individuals or businesses whose actions may result in the appearance of a conflict of interest or a violation of any public law.

1. Everyone dropping off a donation will fill out the donation receipt book and take a copy of the donation receipt with them before they leave.
2. Donations of used items, ie...clothing, books, videos etc... are placed in the donation room for residents to go through. Periodically, all remaining donations are bagged up and taken to an appropriate drop box in Hammonton or to another facility identified by the Superintendent or his designee.
3. Donations of new items should be placed in the storage building by the Superintendent's designee.
4. Staff will write on the donation receipt where the donation was placed.
5. Staff will sign the bottom of each donation receipt that they verified the donation.
6. Staff are NOT to assign a monetary value to any donation given to the facility. That responsibility is for the donor only.
7. Donations with a cash value, ie... cash, checks, gift cards, phone cards etc... are only to be submitted through the Superintendent's office, or his designee. Staff are not permitted to accept donations of anything with a cash value. If an organization is attempting to make a donation of anything with a cash value, they need to be referred to the Superintendent.
8. An entry will be made in the daily log whenever a donation is received. The entry will state the date and time of the donation and a brief description.
9. The guidelines detailing the task of receiving a donation are outlined in the Human Services Core Task Training Manual.
10. A thank you letter will be prepared by the Superintendents' office and mailed to each individual donating to the facility.

Section 2: Food Services

The Veteran's Transitional Housing Program feeds the residents of the facility up to three times per day. No meals are prepared on site. All three meals are prepared by the kitchen staff on site at the Ancora Psychiatric Hospital and transported to the Haven by the Staff and residents. Ancora Hospital provides weekly menu's that are conspicuously hung in the kitchen for all residents to see.

1. When picking up a meal, staff must check to ensure the quality and quantity of each item on the menu prior to leaving the kitchen. Staff will report any discrepancies to the Head Cook *prior to leaving the kitchen*.
2. The guidelines detailing the performance of kitchen duty are outlined in the "Human Services Core Task Training manual."
3. Food or beverages prepared for or given to the residents of the facility by the Ancora kitchen may be consumed at the discretion of the Superintendent or his designee.

4. Food or beverages provided by outside sources or by management of the facility may be consumed at the discretion of the Superintendent or his designee.

Section 3: Curfew

Due to the nature of this facility, and its' security requirements, it is necessary to have a curfew in place that all residents must abide by. All residents, regardless of what phase they are in will abide by the curfews for the facility. Curfew times have been established as:

Sunday through Thursday- 11:00 pm
Friday and Saturday- 1:00 am

1. Staff will ensure that residents are accounted for at all times by making sure residents sign in and out. Residents out of the building past curfew without an approved pass, working, attending school or approved medical appointments will be considered AWOL.
2. Residents that will arrive past curfew have the responsibility of calling the facility and letting the front office staff know of their intentions. If a call is received, that call should be annotated in the daily log, as well as an email sent out to the facility detailing the call.
3. Residents that are listed as AWOL will be given a urinalysis, in addition to the breathalyzer, immediately upon return to the facility; the urinalysis will either be read in-house or sent out to the lab.
4. Once a resident becomes AWOL, an annotation will be made in the daily log and on the census board, and an email sent out to the facility informing everyone of the resident's status.
5. Upon return from AWOL status, staff will advise the house of the residents return and the results of the breathalyzer and urinalysis.

Section 4: The Census Board

The Census board is located in the front office. The census board contains the name, room number and pertinent information on every resident currently living in the facility. The census board allows for the tracking of each resident into and out of the facility. It is imperative that there be an accurate accounting for all residents at all times.

1. The census board will be updated by main office staff on a "real time" basis. This means that, as there is a change to the status of a resident, it is annotated on the census board. Changes will not be made once or twice per shift, but as they happen, in "real time."
2. The date and census number on the census board will be changed by midnight shift each night.
3. Rooms that are empty on the census board will have their key and FOB hung in the room slot where the resident tag would be.
4. As residents leave the facility, a destination magnet is placed next to their name, signifying their destination ie...work, school, pass etc...
5. Once a resident becomes AWOL, the magnet next to their name is removed and an AWOL magnet is placed there.

6. Once a resident signs back in to the facility, the destination magnet is removed from their name.
7. Checks should be made periodically to ensure that the census board matches what is written in the resident sign out log.

Section 5: The Daily Log

The daily log book is an official and legal document of all that occurs in the 24 hour day to day operations of the facility. The logbook will always be a bound ledger with each page pre-numbered. It is the responsibility of all 24/7 staff to place entries in this log consistent with the guidelines below. The guidelines below are not all inclusive. If there is any doubt about whether or not it should be written in the book, write it in the book. When the log book is filled, another will be issued and the filled one will be turned over to the Staff Supervisor for storage.

1. All entries written in the log book must be written legibly.
2. All entries in the log book will contain a date, time and staff initials.
3. No staff member will make an entry in the log book for another staff member.
4. Upon reporting for work all staff members will review the log book entries from the past shift (or shifts) to familiarize themselves with the day's activities and events.
5. The following is a list of occurrences that will always be annotated in the daily log
 - a. Staff signing in or out of work, and on or off of 30 minute break or 15 minute breaks
 - b. Routine building checks- to include any deficiencies found, and the resolution of the deficiencies.
 - c. All staff call outs, regardless of shift or day
 - d. All fire alarm activation, reasons for activation, outcome, and individuals notified of activation.
 - e. Resident AWOLS
 - f. Meal pick ups
 - g. Mail pick up
 - h. Donation drop offs
 - i. All drug testing performed, to who, and by who.
 - j. Any state vehicle leaving the property (including WHICH vehicle it is), who is driving, who are the passengers and what is the destination.
 - k. Any unusual findings or occurrences.
 - l. Any incident involving, staff, residents, vehicles and the building will be entered into the daily log. Disputes amongst residents, disgruntled residents etc...
 - m. Supervisors will acknowledge in the log that they have received all property assigned to the shift, vehicle keys, building keys etc.
 - n. When in doubt...put it in the log.

Section 6: Visitors

All visitors to Veteran's Haven South are expected to abide by the rules of the facility while they are here. The following guidelines apply to all visitors of the facility.

1. If a visitor fails to abide by the rules of the facility or the instruction of staff, they may be barred from the facility.
2. Visiting hours for all guests are:
 - a. Monday –Thursday 4:30 pm -11:00 pm
 - b. Friday-Saturday 11:00 am- 1:00 am
 - c. Sunday 11:00 am- 11:00 pm
3. Visitors will not be allowed to stay beyond visiting hours. Visitors caught in the facility after visiting hours may be barred from the facility and the resident they are visiting may have visitation privileges amended by the Superintendent.
4. Visitors will not consume meals intended for the residents.
5. Residents are authorized to have visitors in their rooms with the door closed, provided they are not disturbing other residents.
6. Visitors will only use the bathrooms designated for visitors and staff in the lobby on the first floor. Visitors will not use the showers or laundry facilities in the building. Visitors that appear to be impaired, or in some way under the influence of alcohol or drugs may be denied entrance to the facility. If staff on duty feels that a visitor is under the influence of alcohol, they may request a visitor to submit to a breathalyzer test. Failure to submit to the breathalyzer exam will result in the visitor being denied access to the facility.
7. All visitors must sign in and out of the facility themselves.
8. All visitors must enter and exit the facility through the main lobby doors. Visitors are not authorized to come into or exit the facility from the rear or side entrances.

Section 7: Sales and or Solicitations

It is the responsibility of all employees to prevent the exploitation of residents and staff members and to report to their Supervisor any actual or alleged solicitation or distribution of literature, items, or catalogues for the purposes of solicitation by another employee, resident, former resident or non-employee of this facility.

1. Solicitation includes but is not limited to the act of requesting money, goods, services, or favors.
2. Cosmetics, jewelry, clothing, food, money, raffle tickets, electronics as well as any unnamed items are prohibited from being solicited.
3. Anyone wishing to sell products, goods or services on the premises must have the written approval from the Superintendent or his designee to do so.
4. Solicitations of employees only, for the purpose of employee retirements, resignations, illness, weddings, etc...may be permitted with the proper authorization by the Superintendent or his designee. In no instance will pressure be placed on any employee to make such a contribution. The amounts of any contribution will not be disclosed. In all cases, contributions for gifts must comply with the parameters of the DMAVA Ethical Standards Policy.

Section 8: Policy on sexual harassment/retaliation and discrimination

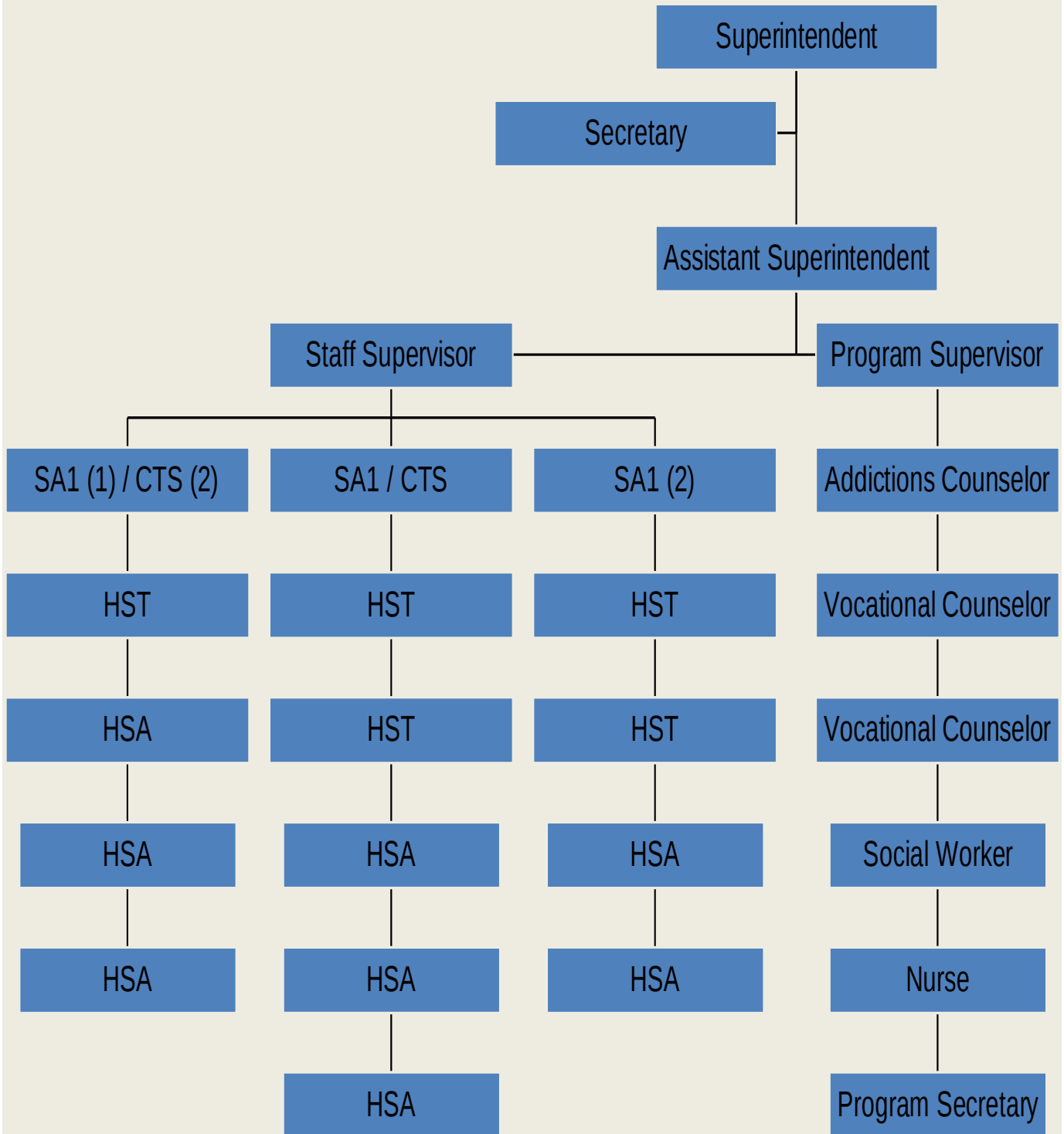
Veteran's Haven South is governed by the policy of the New Jersey Department of Military and Veteran's Affairs when it comes to matters of sexual harassment/retaliation and discrimination. The current policy is attached in appendix 7.

APPENDICES:

Appendix 1:	Organizational Chart
Appendix 2:	DMAVA Computer resources acceptable use policy
Appendix 3:	Prohibited practices, policies and procedures.
Appendix 4:	Fire safety and Prevention policy/procedure
Appendix 5:	Human Services Core task Training manual
Appendix 6:	Resident Chore Manual
Appendix 7:	DMAVA sexual harassment/retaliation policy
Appendix 8:	Timesheet Training Packet

Appendix 1

Veteran's Transitional Housing Program Organizational Chart



Appendix 2

New Jersey Department of Military and Veterans Affairs (DMAVA)

Current Computer Resources Acceptable Use Policy

(As of 20 October 2014)

Purpose

To outline guidelines for the acceptable utilization of DMAVA computing systems and facilities located at or operated by DMAVA. The purpose of these guidelines is to ensure that all DMAVA users (support personnel and management) use the DMAVA computing facilities in an effective, efficient, ethical, and lawful manner.

Scope

This policy applies to all DMAVA employees and system users whether authorized or unauthorized who access and use DMAVA computing systems and facilities, to include the Internet, and encompasses all decisions and activities affecting or affected by access or use of the network by DMAVA employees and system users whether authorized or unauthorized. This policy is established under authority of State of New Jersey P.L.2007.c.56 and is published IAW with guidance from State of New Jersey IT Circular 09-07-NJOIT, dated 30 January 2009. The policies set forth in this document are limited and qualified by the Federal Wire Tap Act, 18 U.S.C. §2710 et seq, and the New Jersey Wiretap Act, N.J.S.A 2A:156A-1 et seq.

By accessing the State's network or Internet system a user agrees to adhere to the State's policies, including agency specific policies, regarding their use.

Definitions

As used in this policy, unless the context clearly requires a different meaning, the following words shall have the meaning indicated:

"Access" means the ability to receive, use, and manipulate data and operate controls included in information technology.

A **"cache"** is a hiding and/or safe place to store valuables for concealment; a fast storage buffer in the central processing unit of a computer to store something more or less temporarily. Web pages, which employee's request, are stored in the browser's cache directory.

"Computing systems and facilities" are defined as any computer, server, or network provided by or supported by the DMAVA Customer Support Center.

A **"cookie"** is a special text file that a web site puts on the user's hard disk so that it can remember something about the user at a later time. Typically, a cookie records the user's preferences when using a particular site.

"Information infrastructure" means telecommunications, cable, and computer networks and the Internet, including the World Wide Web, e-mail, File Transfer Protocol, Usenet, bulletin board systems, on-line systems, and telephone networks.

"Instant messaging" is a type of communications service that enables a user to create a private chat room with another individual. Typically, the instant messaging system alerts a user whenever somebody on the user's private list is online. A user can then initiate a chat session with that particular individual. This type of communication constantly searches the Internet looking for persons on the private list. Instant messaging requires larger amounts of network resources (bandwidth).

"Information technology" means all electronic information processing hardware and software, including telecommunications.

The **"Internet"** is a worldwide system of interconnected computer networks in which users at any one computer can obtain and exchange information with any other computer.

"Malicious software" is software designed to infiltrate or damage a computer system without the owner's informed consent. The expression is a general term used by computer professionals to mean a variety of forms of hostile, intrusive, or annoying software or program code.

"Network" in information technology, is a system that transmits any combination of voice, video, and/or data between users. The network includes the network operating system in the client and server machines, the cables connecting them and all the supporting hardware in between, such as bridges, routers, and switches. In wireless systems, the antennas and towers are also part of the network. In this document, the network is the Garden State Network, which is ultimately managed by the NJ Office of Information Technology. DMAVA-IASD manages our portion of this network.

"Path Records" are the combination of history, cache, cookie, and e-mail header files that record the Internet pages visited.

"Personal Information" is information about a person that identifies or describes an individual, including, but not limited to, his or her name, social security number, physical description, home address, home telephone number, education, financial matters, and medical or employment history, readily identifiable to a specific individual.

"Sexually explicit content" means content having as a dominant theme (i) any lascivious description of or (ii) any lascivious picture, photograph, drawing, motion picture film, digital image or similar visual representation depicting a lewd exhibition of nudity, sexual excitement, or sexual conduct.

"State-provided" means access to the Internet via computer system networks owned, leased, or operated by the State of New Jersey and/or DMAVA. Use of these services shall be subject to monitoring for security or network management reasons.

"Streaming media" is streaming video with sound. With media streaming, a web user does not have to wait to download a large file before seeing the video or hearing the sound. Instead, the media is sent in a continuous stream and is played as it arrives. Streaming media requires larger amounts of network resources (bandwidth).

"Streaming video" is a sequence of "moving images" that are sent in compressed form over the Internet and displayed by the viewer as they arrive. An example of a streaming video is a stock market ticker. With streaming video, a web user does not have to wait to download a large file before seeing the video. Instead, the video is sent in a continuous stream and is played as it arrives. Streaming video requires larger amounts of network resources (bandwidth).

"Telecommunications" means the transmission of information, images, pictures, voice, or data by radio, video, or other electronic or impulse means.

Policy

Network access, to include the Internet, provides DMAVA with critical business advantages as a source of research and technical information, improved communication, public access and visibility, business and recruiting contacts, and electronic commerce. It is, therefore, in DMAVA's best interest to encourage prudent use of the network for State business purposes. The network presents employees with opportunities for easy, rapid and efficient global communications and research but also creates certain risks, including security risks, and legal liability. In order for the State to maximize the benefits and minimize the risks associated with use of the network, to include the Internet, this statement sets policy for network, to include Internet, access and use by all users whether authorized or unauthorized.

The only persons who may access the Internet through the DMAVA information infrastructure or information technology are DMAVA employees and such other persons as DMAVA may specifically authorize.

Employees are given DMAVA-provided access to the network to assist them in the performance of their jobs. DMAVA monitors network activity and therefore users should have no expectation of privacy. All records created by network use, including path records, are property of DMAVA, and are subject to monitoring. Users are expected to conduct their electronic communications in a professional, responsible, and courteous manner. Misuse of DMAVA's information infrastructure, information technology and electronic communications media, including, but not limited to, the unauthorized transmission of confidential or proprietary information; the use of profane, harassing or other offensive language; or other inappropriate uses, including, but, not limited to, those listed below, may subject the user to discipline, including termination of employment, initiation of civil action, or criminal prosecution.

The ability to access the network, to include the Internet, using DMAVA-provided software, hardware, information infrastructure, information technology and other facilities is governed by several existing State policies summarized below. In addition, the following Internet-specific policies must be followed to maintain a secure and harassment free work environment.

No Privacy Expectations

DMAVA reserves the right to access and disclose, for any purpose, the contents of any Internet messages sent to and from DMAVA's computer equipment, information infrastructure or information technology including e-mail, attachments to e-mail, and World Wide Web (www) browsing without prior notice. All users, including State employees, using the DMAVA-provided network waive any right to privacy in such messages, and consent to their being accessed and disclosed by DMAVA personnel. Users of the computers and computer network of DMAVA specifically authorize DMAVA to monitor, intercept, read, copy, or capture in any manner any information placed on this computer or computer system. DMAVA may disclose or use any information monitored, intercepted, read, copied, or captured to authorized personnel or law enforcement to be used for disciplinary or civil action or criminal prosecution.

The State may release or provide data or information if directed to do so by operation of law, pursuant to a lawfully issued subpoena, or pursuant to a ruling by a court or arbitrator of competent jurisdiction.

Nothing in this policy shall be taken to waive, relinquish or abrogate any privilege or confidentiality recognized by law or to authorize disclosure of any privileged, confidential or proprietary information except as provided by law.

DMAVA System Security

All employees shall ensure that their use of the network does not compromise the security and integrity of DMAVA's information infrastructure or information technology, networks and computer equipment, whether by allowing intruders into the networks or by introducing viruses or other threats.

Employees shall not use another employee's computer to gain access to the network without that employee's consent or supervisory approval. An employee shall not permit another person to access the Internet using the employee's computer, except as provided by the Department's policy. Users shall not share their network login information with anyone.

The DMAVA computing systems are unclassified systems. Classified information may not be processed, entered, or stored on a DMAVA computing system. Information is considered classified if it is Top Secret, Secret, and/or Confidential Information that requires safeguarding in the interest of National Security.

Users are to report any weaknesses in DMAVA computing system security, any incidents of possible misuse or violation of computer systems to the DMAVA Chief Information Officer.

Incident Response Handling

Upon identification of an incident, or suspected incident, the following actions must be taken: First, isolate the system by unplugging the network cable, but do not shutdown the system. Next, notify the Customer Support Center at 609-530-7177. The purpose is to compile supporting

evidence, impact assessments, associated costs; and effect containment, eradication and reconstruction measures necessary to effectively manage the breach.

Acceptable Use Policy

Employees are given access to the network through DMAVA information infrastructure and information technology to carry out DMAVA business. All State policies, including but not limited to the State's policies prohibiting harassment, work-place violence and sexual harassment, the Conflict of Interest Law and the agency code of ethics, apply to an employee's access or use of DMAVA information infrastructure and technology. Users must comply with all State and Federal laws and regulations applicable to the Internet and government network computer usage. Employees must adhere to the following conditions and/or restrictions regarding network access and use as set by DMAVA.

1. All data/information stored on DMAVA Computers and servers are the property of the State of New Jersey.
2. LAN/WAN resources are to be used by authorized users for business purposes only. They are not for personal use.
3. Installing software on a computer connected to DMAVA/GSN network is expressly prohibited without the written permission of the Chief Information Officer or designee.
4. Unauthorized software will not be used on DMAVA computers. All software used on State owned computers must be the legitimate property of the State of New Jersey and / or authorized for agency use in writing. Unauthorized or pirated software cannot be copied or used on any microcomputer. Software audits may be performed at any time. Employees who create, install, or use unauthorized, illegal, or unlicensed software may be subject to disciplinary action up to and including termination from State service.
5. Users will not run software applications (i.e. Firefox, Video Games, etc.) from a USB device, CD-ROM, or external hard drive in an effort to bypass network policies or security.
6. Users are required to change network passwords every 90 days. Non-DMAVA network passwords should be changed based on the schedule set forth by the individual application and/or systems administrator policies (i.e. NCFS, MACS, PMIS, every 45 days, etc.).
7. A DMAVA network account will be automatically disabled after three consecutive unsuccessful login attempts, and the lockout recorded.
8. To ensure all data/files are backed up and secure, they must be stored on network file servers. DMAVA-IASD is not responsible for files saved on a local "C" drive. If an employee operates a standalone Computer (not connected to the network), it is his/her responsibility to ensure files are backed up and secure, except where agreed upon by the Chief Information Officer for security or operational requirements.
9. DMAVA creates and saves "disk images" of standard PC configurations. These images are used to repair problems and install or upgrade software. DMAVA-IASD reserves the right to

re-image any agency computer at any time without prior notification.

10. The use of modems within DMAVA is restricted. Written approval from the Chief Information Officer or their designee is required for PC modem installation and/or modem access to any DMAVA computer system.
11. Users shall not divulge dialup modem phone numbers to anyone.
12. All computer hardware used for State business or located on State property must be the legitimate property of the State of New Jersey. Use of personally owned equipment on the DMAVA/GSN network is not permitted. Written approval of the agency Chief Information Officer or his/her designee is required for any exceptions to these policies.
13. All computer hardware purchased for business use by DMAVA employees is the legitimate property of the State of New Jersey. While responsibility for asset tracking is distributed across the Department, DMAVA-IASD has authority over the assignment and disposition of all computer equipment.
14. DMAVA-IASD is the primary office responsible for maintaining all DMAVA network infrastructure components (hubs, switches, and supporting UPS units) and all DMAVA agency servers, regardless of funding source.
15. At no time shall changes/modifications/additions be done to DMAVA/GSN network cabling, data jacks, wiring closets, or infrastructure without approval of the Chief Information Officer or his/her designee. No equipment shall be connected to cabling that has not been certified to be in compliance with industry standards by either an authorized cabling vendor or member of the IASD technical support staff.
16. Unauthorized access of, or attempts to gain unauthorized access to, any computer, records, data, databases or electronically stored information is prohibited.
17. Any user finding he/she has accessed an area of a system and/or file store to which he/she should not have access will immediately note the directory, menu or file information/name and location and notify the IASD Help Desk. If familiar with the menu, he/she should then exit that area of the system.
18. Passwords should never be stored in unprotected files or displayed on workstations. Users are responsible for maintaining password security. Never give your password to another user. Do not log onto the network under another users ID and password.
19. A Property Hand Receipt must be completed whenever any (IT) equipment is removed from DMAVA facilities. Long-term hand receipts will be utilized for assigned PDA's and laptops.
20. At no time should any computer or peripherals that are connected to DMAVA network be relocated or removed without prior authorization from appropriate directors and/or managers

and the Chief Information Officer or his/her designee.

21. Any person discovering missing computer equipment shall immediately notify the IASD Help Desk and submit a written incident report to the agency Chief Information Officer.
22. Games are not permitted on DMAVA computers. If a user is aware of a game that is on his/her computer, the user should notify the IASD Help Desk immediately in order to have it removed. Use of games on DMAVA computers is a violation of department policy and is subject to appropriate disciplinary action.
23. The E-mail system is the property of the DMAVA and should be used for business purposes only. A more than incidental or occasional use of e-mail for non-work related purposes is not permitted. Incidental personal use may NOT include using the computer or email to view or to distribute items of a religious nature or any item, which would be in violation of the State or departmental policy prohibiting racial, gender, sexual, ethnic discrimination, and harassment in the workplace.
24. Users should be aware that electronic mail is inherently neither private nor secure.
25. E-mail is not to be used for the distribution of copyrighted, discriminatory, pornographic, religious, or other non-State business material.
26. E-mail may not be utilized at any time for advertising or political lobbying, or for the distribution of chain letters or jokes.
27. No user shall attempt to gain access to another's e-mail account without his/her authorization, except where specifically authorized by the Chief Information Officer for departmental business or investigative purposes.

Software for browsing the Internet is provided to users for State related business use only. As with the telephone, limited incidental personal use that does not interfere with work duties, that does not consume significant state resources, that does not constitute a use prohibited by this policy and that does not interfere with the activities of others are permitted by DMAVA. Personal use of DMAVA equipment shall not amount to more than occasional use and is to be limited to employees break times, scheduled lunch break and/or off duty hours. More than limited incidental personal use may subject an employee to disciplinary action and/or removal of their Internet access. Incidental personal use of the Internet is subject to monitoring or interception like any other Internet use.

Examples of Impermissible Uses

The following are examples of impermissible uses of DMAVA information infrastructure or information technology systems. This list is by way of example and is not intended to be exhaustive or exclusive. A user may not:

- Violate or infringe on a recognized privilege or the right to privacy;

- Transmit defamatory, false, inaccurate, abusive, profane, threatening, racially offensive, or otherwise biased, discriminatory or illegal material;
- Violate agency or departmental regulations or policies prohibiting harassment, workplace violence or sexual harassment;
- Violate any local, state, or Federal law;
- Conduct personal, for profit business activity;
- Solicit for religious, political, charitable or other causes;
- Conduct any non-governmental related fund raising or public relations activities;
- Gain or attempt to gain unauthorized access to any computer, computer records, data, databases or electronically stored information;
- Violate trademark or copyright laws; including software violations
- Knowingly cause the transmission of a program, information, code or command, and as a result of such conduct, intentionally causes damage to a computer;
- Play games on the Internet or gamble.
- Engage in instant messaging, streaming media, or streaming video for non-work related purposes.
- No user shall utilize DMAVA owned or leased information infrastructure or information technology to access, download, print or store any information infrastructure files or services having sexually explicit content.

Monitoring of Site Access and System Use

DMAVA reserves the right to monitor site access by users and to review data downloaded from the Internet. DMAVA may also monitor access to the DMAVA information infrastructure and information technology system (including successful and failed login attempts and logouts); inbound and outbound file transfers, and sent and received e-mail messages. DMAVA may monitor, intercept, read, copy, or capture in any manner any information placed on its computers or computer systems. DMAVA may disclose or use any information monitored, intercepted, read, copied, or captured to authorized personnel or law enforcement in any disciplinary or civil action or criminal prosecution.

Software

The DMAVA Chief Information Officer (CIO) must approve all software used on the DMAVA segment of the Garden State Network (SGN).

Virus Scanning

All files downloaded to the network must be scanned for viruses, using virus detection software approved by the DMAVA CIO.

Representing DMAVA

Employees must exercise the same care in posting information to the Internet or sending official correspondence via the email system as they would with any external communication by the Department.

Proprietary and Confidential Information

Users shall maintain all proprietary and confidential information in confidence and shall not use the Internet or the DMAVA information infrastructure or technology to access, disclose or distribute such information in an unauthorized manner or attempt to do so.

Copyright

Users should not violate any of the copyright laws when accessing printing or disseminating materials found on the Internet.

Consent

Access or use of DMAVA furnished computers, network infrastructure or Internet facilities constitutes consent to this policy on Acceptable Use of the DMAVA/GSN network

Responsibilities

Employee

- Employees shall adhere to this agreement and follow all State and Departmental Information Technology policies and procedures.

Agency

- DMAVA may develop agency guidelines, procedures, and internal controls for monitoring compliance with this policy.
- DMAVA shall distribute this policy to agency employees, and provide referenced standards and guidelines, as required.
- DMAVA may discipline employees for violations of this policy or any standards or guidelines referenced.
- DMAVA may promote awareness of acceptable usage policy by training employees in the use of tools and programs to access both the network and the Internet.
- DMAVA shall immediately furnish their current employees copies of this notice, and shall furnish all new employees copies of this policy concurrent with authorizing them to use agency computers.

References

Title VII of the Civil Rights Act of 1964 (as amended)

Communications Decency Act of 1996

Privacy Act of 1974, 5 U.S.C. 552a

Law Against Discrimination Act, N.J.S.A. 10:5-1 et. seq.

Civil Service Act N.J.S.A. 11A:1-1 et. seq.

Identity Theft Prevention Act, N.J.S.A. 56:11-44

N.J.A.C. 4A:7-1.3

Governmental Code of Ethics/New Jersey Conflicts of Interest Law

Executive Order 49 (April 17, 1996)

IT Circular 12-08-NJOIT Acceptable Internet Usage Policy, (August 24, 2012)

Department of State Letter 03-10-ST Managing Electronic Email: Guidelines and Best Practices

IT Circular 06-05-NJOIT Online Privacy Policy (November 20, 2006)

IT Circular 09-07-NJOIT Acceptable Usage Agreement (January 30, 2009)

IT Circular 12-01-NJOIT Security Awareness Program Policy (March 21, 2012)

IT Circular 12-02-NJOIT Portable Computing Use and Temporary Worksite Assignment Policy (June 20, 2013)

IT Circular 13-11-NJOIT Password Management Policy (July 8, 2013)

IT Circular 13-11-S1 NJOIT Password Management Standard (July 8, 2013)

Joint Circular 13-05-OIT Assignment and Use of State Owned Cellular Wireless Devices (September 18, 2012)

Departmental Directive 25.2.3 Information Security Program

Departmental Directive 25.2.4 Safeguarding Confidential and Privacy Act – Protected Data

Departmental Directive 25.2.5 COOP/COG Policies & Guidelines for State Laptop Users

Departmental Directive 25.2.7 Social Media Policy

Departmental Directive 105.6 Assignment and Use of Wireless Communications Devices
OIT-0159 Portable Computing User Agreement (September 5, 2013)

New Jersey Department of Military and Veterans Affairs (DMAVA)

Computer Resources Acceptable Use Policy Agreement

(Revised 20 October 2014)

Use of the DMAVA computing systems are with the understanding that such use serves as consent to monitoring of any type of use, including incidental and personal uses, whether authorized or unauthorized.

Any noncompliance with the requirements outlined in this agreement will constitute a violation of this policy, will be reported to the management of the DMAVA network and the State Information Security Officer, and can result in disciplinary action, as well as, short-term or permanent loss of access to DMAVA computing systems. Serious violations may result in civil or criminal prosecution.

I have read and understand this Computer Resources Acceptable Use Policy (dated 20 October 2014) for use of the DMAVA computing systems and facility and agree to abide by it.

Signature_____

Date: _____

Printed: First Name, M. Last Name

Grade/Rank/Title

Organization

Duty Phone

Appendix 3

May 2010

Veteran's Transitional Housing Program Prohibited Practices Policy

1. Purpose: This policy letter sets forth the standards of conduct concerning leadership and professionalism expected of the Veteran's Haven South staff in the treatment of veterans enrolled in the Veteran's Transitional Housing Program. It defines conduct that is expected as well as prohibits conduct that is harmful to mission accomplishment. The goal of this policy is to establish and maintain an environment necessary to develop pride, motivation, life-coping skills, discipline and confidence in the veterans so they will have an opportunity to develop to their full potential. Involvement with or toleration of any of the prohibited practices outlined herein or failure to comply with the requirements listed in this policy, provides a basis for disciplinary action, including termination of employment.
2. General: A veteran's initial, most important impression of the program is based on the qualities of the staff that are their direct contacts. Veterans must be exposed to sound leadership by example on a consistent basis throughout the Veteran's Transitional Housing Program, from beginning to end. Furthermore, veterans are entitled to all rights of protection of person, property and from abuse, as is any other person. Maltreatment of veterans in any way: physically, mentally, verbally or morally is an act of unsatisfactory conduct and is contrary to the Veteran's Haven South Standards of Conduct. Positive leadership is the key in the process of transforming veterans into proud, motivated, confident, self-disciplined and responsible members of society.
3. Philosophy: Dedication to veterans, concern for their welfare and zealous protection of their unalienable rights to human dignity are required in the fulfillment of Veteran's Haven South staff responsibilities. All staff members must maintain the highest standards of ethics and professional conduct at all times, both in dealing with veterans and with other staff members. All Veteran's Haven South staff must be above reproach especially in their dealings with the veterans. There can be no compromise in this area. The question that must be applied to every act is: "Will my actions enhance the training, attitude, morale, and self-esteem of the veterans entrusted to me? If the answer is not an unequivocal "YES", don't do it. Neither a veteran's welfare nor dignity can ever be sacrificed in the name of training or discipline.

The philosophy that must govern the actions of every Veteran's Haven South staff member is that the emotional welfare, safety and dignity of each veteran are our primary concern. Everything within reason must be done to ensure that each veteran successfully completes the Veteran's Transitional Housing Program, while recognizing that each veteran's personal goals, motivational level and sense of personal responsibility and accountability may be different. The primary goal of the Veteran's Haven South staff, both individually and collectively, is to draw out the best in each veteran so that every

veteran may be influenced to become a more responsible and productive member of society. Everything that is done must be of a positive nature and for the specific purpose of mentoring all veterans in a positive way. Veteran's Haven South staff cannot abdicate the responsibilities inherent in taking care of veterans. If their motives are derived from these high ideals and if they employ sound judgment, then there can be no doubt about Veteran's Haven South staff members' standards of conduct.

4. Responsibilities:

- a. All Veteran's Haven South staff members will be thoroughly familiar with this Prohibited Practices policy before coming into contact with veterans. This policy is required reading at least once annually.
- b. Supervisors will ensure that all Veteran's Haven South staff members assigned to them sign a statement indicating that they fully understand the requirements and procedures stated herein and will wholeheartedly abide by them.

5. Reporting Procedures: Abuse; physically, mentally, verbally or morally, is a serious matter and must be treated with a sense of professionalism and urgency. At the same time, the chain-of-command must not overreact to the information simply because an allegation has been made.

- a. All Veteran's Haven South staff members and veterans, who witness, learn about or suspect an alleged incident of abuse will immediately report that information through the chain-of-command up to the Assistant Superintendent for investigation. In instances where it is clear that an incident of abuse has occurred, an investigation will be conducted in a timely manner and appropriate disciplinary measures, to include termination of employment, will be taken.
- b. Any suggestion or hint to a staff member or veteran that he/she should make a false statement or no statement at all to an investigating official of Veteran's Haven South or the New Jersey DMAVA, is considered an endeavor to impede the administration of justice. **Likewise, any threats of retaliation, coercion or unlawful inducements are considered such an endeavor.** The only advice that may be given to a veteran in these matters is that they have an obligation to testify truthfully and completely on matters of which they were a witness and/or has knowledge.

6. Prohibited Practices between Veteran's Haven South Staff and Veterans: The following practices are expressly prohibited:

- a. Pursuing any personal or financial gain as a result of position in respect to veterans. In view of the authority and influence which staff exercise during the program, any hint of financial distress or desire for a gift, loan or testimonial communicated in any way to a veteran is generally interpreted by the veteran to

be a request for money or gifts from him/her. Therefore, any such communications whether by statement, hint or suggestion is prohibited.

- b. Engaging in any commercial enterprise, other than that approved by the Superintendent, or acting as an agent for any unapproved commercial enterprise. This includes encouragement and referral as well as actual sales.
- c. Borrowing money from or loaning money to veterans regardless of the amount and duration of time.
- d. Collecting or taking money from veterans for **any reason**, including cleaning funds, party funds, charitable or church contributions, etc., except as approved by the Superintendent and conducted uniformly by the chain-of-command, to include proper documentation.
- e. Allowing veterans to perform any personal services for Veteran's Haven South staff members regardless of the nature of the service. For example, caring and cleaning of personal equipment or vehicles, shining shoes, having veterans run personal errands to purchase snacks from vending machines, retrieve beverages, and fill empty containers and other acts of a similar nature.
- f. Providing transportation for hire to veterans or driving veterans in staff personal vehicles or in veteran's personal vehicles unless approved by the Superintendent in advance or for emergencies.
- g. Gambling in any form.
- h. Engaging in any relationship that involves or gives the appearance of partiality, preferential treatment or improper use of position.
- i. Hazing of any kind. Veteran's Haven South staff members are prohibited from ordering or allowing veterans to participate in activities of initiations or hazing. **The definition of hazing is to oppress by forcing to do hard, unnecessary work; to initiate or discipline by means of horseplay, practical jokes, or tricks, often in the nature of humiliation or painful ordeals.** Too often in training programs, acts of hazing are conducted, condoned or encouraged by supervisory personnel. These acts of **bad judgment** risk unnecessary injury to veterans, loss of valuable time and **allegations of mistreatment.**

Any act is forbidden which degrades, causes inappropriate action or is designed for the personal enjoyment of the perpetrator. Listed below are some examples of hazing and harassment, which are specifically prohibited. This list is not all-inclusive.

- (1) Having one or more veterans assault other veterans who enter their area, participate in "belt lines" or "blanket parties".

- (2) Causing veterans to perform foolish acts or pranks or ordering veterans to go to other veterans or staff members conveying objectionable jokes or unnecessary messages.
- (3) Adding unnecessary harassment to normal functions. Veterans will not be required to engage in any function intended to inflict pain or humiliation.
- (4) Requiring veterans to eat or drink anything or smoke tobacco products, in any quantities, or under conditions beyond their desires and normal consumption. In addition, drinking hot sauce, eating excessively spiced food or any other inedible/unpalatable substance is prohibited.
- (5) Conducting “kangaroo courts” or any other ceremony, practice, or ritual designed to humiliate, embarrass or intimidate the veterans.
- (6) Embarrassing veterans concerning their religious beliefs and/or practices, physical or mental aptitude, physical appearance, speech, etc.
- (7) Using foul, abusive, profane, insulting and demeaning language, to include gender comparison, directed at the veterans, to other staff members, or in potential hearing distance of veterans. Veterans will not be cursed; their actions or shortcomings will not be ridiculed and they will not in any way be made to suffer humiliation or embarrassment. Taunting does not result in better performance.

j. Physical contact with veterans or physically abusing veterans in any manner, including, but not limited to:

- (1) Manhandling veterans in any way to include pushing, kicking, shoving or “guiding” veterans against their will by physical contact of any sort. Physical actions, which are intended to instruct or teach a technique, are acceptable, and even then, the right of a veteran’s “space” must be honored.
- (2) This policy does not preclude Veteran’s Haven South staff members from exercising reasonable force in self-defense, or in the defense of another.

k. Inciting or allowing abuse between veterans. Any Veterans Haven staff member who suggests, encourages or allows one veteran to strike or inflict physical abuse on another veteran, causes such abuse to take place by suggestion or coercion of another veteran or subjects another veteran to any form of abuse or intimidation, or tolerates such actions to any degree, either directly or indirectly, is considered guilty of such misconduct themselves and will be held fully accountable.

- l. **“Horseplay”** among veterans is strictly forbidden at all times as it may escalate into more serious physical contact. Therefore, at no time will Veteran’s Haven South staff members tolerate **“horseplay”** among veterans and thus will take active measures to prevent even minor infractions from occurring. Similarly, Veteran’s Haven South staff members are strictly forbidden from engaging in any type of **“horseplay”** with veterans or other staff members.
 - m. Denying or delaying meals (or portions of a meal), water, rest, or mail as a form of punishment. Not only is this ineffective, it is a destructive practice which poses a danger to the veterans’ physical and emotional well-being. Negative leadership such as this on a consistent basis indicates a serious lack of judgment and maturity on the part of the individual and causes his/her motives and leadership ability to be seriously questioned.
 - n. Denying, discouraging or delaying reasonable access to the nurse, counselors or the Veteran’s Haven South chain-of-command. All veterans will be made fully aware of their rights to such access. There must be no perception that a veteran exercising his/her right to legitimate access of the above agencies will in any way face retribution or scorn from Veteran’s Haven South staff members, provided the proper procedures are followed by the veteran.
 - o. Exposing the veterans to the elements unnecessarily. No veteran or group of veterans will be caused to stand in the sun, rain, cold, or any other environmental elements over and above that required for training or transportation.
 - p. Subjecting veterans to public humiliation. When possible, counseling will be accomplished in private. Counseling, whether in private or on-the-spot, should be done dispassionately. In training, there is no room for anger or emotional reactions. Veterans are expected to be courteous to Veteran’s Haven South staff members; Veterans will receive the same courtesy in return from Veteran’s Haven South staff members.
 - q. Using any racial, ethnic, sexual or religious slurs toward, about or in the presence of veterans.
7. **Fraternization:** Fraternization includes any unprofessional or inappropriate relationship of a personal nature that occurs outside the limits of any duty association required to accomplish the mission.
- a. **Fraternization between Veterans Haven staff members and veterans enrolled in the Veteran’s Transitional Housing Program is strictly prohibited.** An improper relationship, whether real or perceived, will cause the character, discipline and judgment of all parties involved to be questioned. Furthermore, fraternization is detrimental to the morale of the entire program and will adversely affect organizational effectiveness.

- b. Incidents of fraternization will result in strict and immediate administrative actions, including termination of employment. Fraternization will not be considered by degree, but merely confirmed. Any incident or suspected incident of fraternization will be reported through the chain-of-command *IMMEDIATELY*.
- 8. Sexual Harassment: It is the policy of the Veteran's Transitional Housing Program to provide equal opportunity and treatment to all personnel, military and civilian, staff and veterans, irrespective of race, color, religion, gender or national origin, and to provide an environment free of sexual harassment. Sexual harassment is a form of sex discrimination that involves unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal or physical contact of a sexual nature.
 - a. Sexual harassment occurs when anyone makes deliberate or repeated verbal comments, innuendoes, suggestions, references or physical contact of a sexual nature.
 - b. Sexual harassment is not limited to the workplace; it can occur anywhere, and violates acceptable standards of integrity and impartiality required within a professional organization. It interferes with mission accomplishment and unit cohesion and will not be engaged in or tolerated by Veteran's Haven South staff members or veterans.
 - c. All members of the Veteran's Transitional Housing Program, to include veterans, are responsible to report any incident of sexual harassment or fraternization without delay to the appropriate member of the chain-of-command. Any allegation of these offenses will be thoroughly investigated. Anyone who spreads false rumors of sexual harassment, favoritism, or fraternization in an effort to damage the character of another individual or the Veteran's Transitional Housing Program without provable justification will be appropriately disciplined.
- 9. Conclusion: Nothing stated in this Prohibited Practices Policy Letter is intended to limit the initiative of those charged with the care of the veterans assigned to the Veteran's Transitional Housing Program, nor will it be construed as a relaxing of standards of discipline, professionalism or excellence in training.

Appendix 4

Fire Prevention and Safety regulation

(revised June 2014)

Fire Drill Procedures:

Model: MS-9200 UD
Fire-Lite Alarms

Buttons on Panel:

ACK/STEP
ALARMSILENCE
DRILL(HOLD2SEC)
RESET

No code needed on fire alarm box. The code is needed when you call AFFILIATED (Fire Alarm monitoring company) @ (1-800)- 434-4000 to reset the alarm and bring it back online.

Code words: B & C wings: Account #: 0614327 - Veterans Hall/Hickory Hall 1, Passcode = Haven

A wing: Account # 0614328 – Veterans Haven/Hickory Hall 2, Passcode = Haven).

Affiliated and Ancora Fire Department must be notified at least 30 minutes prior to any fire drill.

Fire Drill:

1. Push and hold the drill button on the fire panel for at least 2 seconds or until alarm sounds, in order to initiate the fire drill.
2. Announce on public address(PA) system to evacuate building(if time permits)
3. Shift supervisor assigns shift personnel responsibilities during the fire drill
4. Senior person on shift grabs resident list from board, as well as the sign out log.
5. Staff member grabs “C” key, elevator keys, and electrical room key.
6. Check if elevator has power, if not turn on power (outside key-turn to bypass, then back to off position.)
7. Take resident list and go to collection point, directly across the street from the main entrance. As residents and staff come out, they are checked off for accountability.
8. One staff member shall remain in the lobby as required to direct residents to the collection point.
9. Another staff member will position themselves at the rear of the building in order to direct evacuees to the collection point.
10. Staff will also check the rooms of any residents determined to be hard of hearing in order to ensure that they heard the alarm.(Fire drill only) A list of these residents will

be furnished by the staff nurse and kept in the fire safety log book. **This list is to be treated as confidential.**

11. Staff will ensure building is cleared of all occupants.(Fire drill only)
12. After building has been evacuated, and all residents/staff have been accounted for, shut off the alarm and have the residents and staff return to the building.
13. Call Affiliated to inform them that the fire drill is completed.
14. Senior staff member will fill out the fire drill log and report. A listing of any residents in the building that failed to respond to the fire alarm will be forwarded to the Assistant Superintendent ASAP.

To reset the fire alarm after the fire drill button has been pushed:

1. Push the ACK/STEP button
2. Push the RESET button.(If the sequence doesn't work, do it again)

To reset the alarm after a pull box test:

1. Push ACK/STEP button
2. Push ALARM SILENCE button.
3. Push RESET button.
4. At pull station, use the appropriate key, open the box and reset the switch. Close box. (When using actual pull boxes to trigger the alarm call AFFILIATED (Fire Alarm monitoring company) @ (1-800)- 434-4000

To return elevator to operational status:

1. If elevator has no power, go to electrical room on side of building and reset the elevator circuit breaker.(Key is at front desk)
2. On red key panel outside elevator on 1st floor, use key marked "outside elevator" and cycle key to "bypass" then to "off". Elevator should now operate normally.

SCOPE

This policy contains guidelines intended to ensure that the individual safety of all residents and staff are protected.

SECTION I: Employee/Resident Responsibilities

1. It is the responsibility of all Veteran's Haven South staff and residents to know, obey, and enforce the Fire and Safety regulations of Veteran's Haven South in order to provide protection for yourself and the residents under our care.
2. Staff and residents are required to perform any reasonable duty necessary for the protection of life and property when directed to do so by the Chief Fire Officer of Ancora hospital or the Superintendent of Veteran's Haven South or his designee.
3. Staff will immediately report fire hazards or unsafe conditions to their supervisor. Residents will report any unsafe conditions to a staff member.
4. Staff and Residents are required to know the locations of all exits, fire alarm boxes, and fire extinguishers, as well as become familiar with the proper use of them.
5. All staff and residents are required to know how to report a fire.
6. All staff and residents are required to know the safe evacuation routes from each point in the building.

SECTION III: Fire Regulations

1. Supervision
 - a. All Veteran's Haven South staff and residents are responsible for the general physical condition of all Veteran's Haven South property.
2. General Housekeeping
 - a. Corridors, exits, fire towers, and all stairways must be kept clear of obstructions at all times.
 - b. Work areas, offices, and resident rooms must be arranged to provide clear access to doorways and fire exits.
 - c. Trash must be removed from all offices, rooms and latrines daily.
3. Smoking regulations
 - a. Smoking is prohibited in any Veteran's Haven South buildings or vehicles, to include but not limited to, the main building, electrical room, storage buildings and transport vans.
 - b. Smoking residues, (cigarette butts, cigars, ash, matches etc...) must be disposed of only in the proper containers designed for them. These containers are located in the only 2 authorized smoking areas at Veteran's Haven South; the gazebo at the front of the Haven, and the concrete pad at the rear of the Haven. Smoking is not authorized at any other location in or around the Haven.

- c. Smoking in areas where flammable liquids or gases are stored is strictly prohibited.
 - d. Smokers will not put their cigarettes out on the metal lids of the garbage cans and then dispose of the butts in the can itself. This is an extremely dangerous practice.
 - e. Smokers will not put their cigarettes out on the exterior surfaces (walls, columns, etc) of the building
- 4. Flammable liquids and gases
 - a. Flammable liquids will not be stored in residential buildings, office buildings, or storage trailers.
 - b. Flammable liquids may be stored in approved areas providing:
 - i. They are stored under lock and key
 - ii. Smoking or open flames are prohibited within 50 feet of all flammable storage areas.
 - iii. Storage of flammable liquids must be approved by the Superintendent or his designee.
 - c. Flammable gases will not be stored in buildings.
 - i. All gas cylinders will be chain secured during use and storage.
 - ii. All gas cylinders will be stored in locked areas or containers.
 - iii. Smoking or open flames are prohibited within 50 feet of all flammable storage containers.
 - iv. Storage of flammable gases must be approved by the Superintendent or his designee.
- 5. Electrical devices
 - a. Use of the following electrical devices is expressly prohibited in resident's suites or office areas:
 - 1. Hot plates
 - 2. Toasters/toaster ovens
 - 3. Convection ovens
 - 4. Electric frying pans
 - 5. Electric crock pots
 - 6. Electric space heaters
 - 7. Air conditioners not supplied by Veteran's Haven South.
 - 8. Microwave ovens
 - 9. Coffee pots
 - b. The following electric devices are permitted but must be inspected and approved by the Superintendent or his designee:
 - 1. Fans
 - 2. Radios
 - 3. Televisions
 - 4. Stereos
 - 5. DVD players
 - 6. Lamps

- 7. Hair dryers
 - 8. Curling irons
 - 9. Irons
 - 10. Computers
 - 11. Gaming systems
- c. All electrical devices must have either a three pronged grounded plug or a polarized plug.
- d. Extension cords and outlet multipliers are forbidden to be used in any resident rooms. Residents may purchase and use electrical surge protector strips as long as they are approved for personal use.
- 5. Trash
 - a. All trash containers will be emptied and trash removed daily from all rooms, offices and common areas within Veteran's Haven South.
 - b. Rags, drop cloths, mops, etc... that are oil soaked, paint soaked, grease coated or have been used in contact with flammable liquids must be placed in covered metal safety cans and disposed of daily.
 - c. All trash dumpsters will be tightly packed and all lids closed at all times. No trash will be allowed to accumulate on the ground around dumpsters.
- 6. Open flame devices
 - a. The use of open flame torches, burners or other devices is permitted only under the supervision of Veteran's Haven South staff.
- 7. Open fires
 - a. Open burning is prohibited at all times.
 - b. Use of charcoal grills, gas grills, hibachi's are permitted outside but only under the supervision of a Veteran's Haven South staff member.

SECTION IV: Fire Safety equipment and alarms

1. Veterans' Haven is protected by an automatic fire detection system (alarms), and an automatic fire suppression (sprinkler) system. In addition, there are manual alarm pull stations located in each end of each wing hallway, and next to the stair exits of all floors of the building. The automatic and manual systems will transmit both audible and visual alarms throughout the entire building.
2. Staff and residents are required to know the locations of all manual pulls located in the building.
3. The activation of the alarms will automatically send a signal to a 24 hour monitoring service, Affiliated. The service will verify the nature of the emergency within 30 to 60 seconds from the start of the alarm. The 24 hour service will then notify the Ancora Fire Department, who will respond as soon as possible.

4. In the event of a malfunction or a false alarm, the on duty staff will call the alarm service, AFFILIATED (Fire Alarm monitoring company) @ (1-800)- 434-4000 and notify the service of the nature of the alarm. Code words: B & C wings: Account #: 0614327 - Veterans Hall/Hickory Hall 1, Passcode = Haven; A wing: Account # 0614328 – Veterans Haven/Hickory Hall 2, Passcode = Haven)
5. Any alarm that is sounded is to be treated like a real fire. Don't become complacent. If the alarm sounds, get everyone out, and follow procedure!
6. To report a fire or other emergency to Ancora Hospital:
 - a. Dial 609-561-1700.
 - b. Give the following information: Your name, the type of emergency (medical, police, fire), and location of the emergency.
7. Fire extinguishers are located in each wing on all floors of Veteran's Haven South. Extinguishers are type A, B, and C and may be used on:
Type A extinguishers- wood, paper, cloth
Type B extinguishers- flammable liquids
Type C extinguishers- electrical fires

Section V- In the Event of a Fire

1. In the event of a fire remember the following:
 - a. Isolate the fire; close the door to the room.
 - b. Report the fire. Activate an alarm box and call 609-561-1700
 - c. Evacuate the building and assemble at the assembly point
 - d. Take a headcount. Account for all staff and residents.
 - e. Assist emergency service personnel whenever and wherever possible.

Section VI- Fire Drills

1. Fire drills will be conducted on a monthly basis. All fire drills will be initiated by the shift supervisor according to the fire drill schedule posted by the Staff Supervisor. Fire drills will not be limited to specific times of day or night, but will be random. Fire drills will be conducted at least once per shift per quarter (12 per year). All staff and residents are expected to act accordingly during these drills. Fire drills are designed for the safety of all personnel concerned and not as a punitive measure or harassment.
2. Evacuation plans are posted in all resident suites, offices, dayrooms, bathrooms, halls, and dining rooms. It is the responsibility of all staff and residents to familiarize

themselves with these plans, where the nearest manual pull box is located, the location of the nearest fire extinguisher, and the nearest exits.

3. Prior to beginning a drill, AFFILIATED (1-800)- 434-4000 and Ancora Fire Department (609-567-7250) will be notified at least 30 minutes prior to the start of the drill.
4. Veteran's Haven South staff will evacuate the entire building. Staff will conduct a headcount to account for all personnel. All personnel will assemble across the street from the main entrance, under the trees by the fence (the rally point). A room by room search will be conducted by on duty staff. Residents who are assigned to rooms next to a handicapped resident will assist that resident in evacuating the building. A roster of residents that are "hard of hearing" will be maintained in the fire safety log. These residents will be checked by staff to ensure that they heard the alarm and have begun to evacuate the building.
5. All residents and staff will assemble at the rally point no later than 3 minutes after the alarm has sounded.
6. A headcount will be conducted by the on-duty supervisor. If the headcount does not match the daily resident count, minus the residents out as per the sign out log, a room and area search will be conducted. No one will be allowed back into the building until everyone is accounted for.
7. When the fire drill is concluded, an entry will be made in the fire drill log as to the date and time the drill started and ended, headcount, what staff were present, escape paths used for the evacuation, and how long it took to evacuate the entire building and get complete accountability. Any deficiencies should also be annotated and reported to the Superintendent.

Section VII- Policy disbursement

1. A copy of this regulation will be included in the initial resident orientation packet so that the resident can become familiar with the contents.
2. A copy of this policy will be issued to all staff of Veteran's Haven South. All staff are required to become proficient with this regulation for their own safety as well as the safety of the residents in their charge

Appendix 5

State of New Jersey
DEPARTMENT OF MILITARY AND VETERANS AFFAIRS
VETERANS HAVEN SOUTH
P.O. BOX 80, 301 SPRING GARDEN ROAD
WINSLOW, NEW JERSEY 08095-0080

CHRIS CHRISTIE
Governor
Commander-in-Chief

☆
MICHAEL L. CUNNIFF
Brigadier General
The Adjutant General

June 2015

INTEROFFICE MEMORANDUM

TO: All SA1, CTS, HST, HSA, & Hourly staff

FROM: Superintendent, VTHP

SUBJECT: Human Services Staff Core Task Training Manual

One of the qualities of a successful team or organization is its ability to take many moving parts and have them function as one cohesive unit in order to facilitate mission accomplishment. You may have heard the reference of “everyone being on the same page”. This is crucial for success in the environment that we work in. If we, as a staff, are not on the same sheet of music, then we have a breakdown in the most fundamental aspect of teamwork. If there is a breakdown in the way we do things, it will be noticed by anyone that observes the day to day operations of our facility, but most importantly, the Veteran’s that we serve, will see it.

Enclosed within this manual are the tasks, conditions and standards required for almost every conceivable task required of a member of the Human Services Staff. Whether this is your first day on the job, or your twentieth year with the state, you should learn each and every task in this manual like you have never seen it before. These pages outline each task required, what needs to be done in order to successfully complete the task, and how you will know the task is complete.

This manual was designed to assist and help you, and to clarify any possible ambiguities that may exist about what the requirements are for each of the tasks required of you. This is a living document as well, and may be subject to change, as new and improved methods of accomplishing assigned tasks may surface.

As a team, the responsibility belongs to all of us to ensure that the Veterans we serve get the best that we can possibly give them. This manual will help us do that.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #1: Making Shift coverage calls (Supervisors only)

ETTC: varies, according to shift coverage needs

Materials needed/used: Daily log, pen, OT call log, telephone call list, staff schedule

Condition: You have been tasked to make shift coverage calls because there has been a call out that has created a shift shortage.

1. A notation should be made in the daily log that a callout was received that created a shift shortage and coverage calls are being made.
2. An email to the house should be sent notifying the house of the date/time of the call out, date the callout is for, type of time requested by the staff calling out and the number of staff and supervisors still scheduled.
3. If coverage is not necessary, because the minimum staffing requirement is still met, calls will not need to be initiated.
4. If the callout brings staffing below minimum levels, coverage calls will be initiated
5. Using the overtime log, check to see who the last full time staff member was that worked overtime. Calls begin with the person next in line after the last person to work OT/CT, according to seniority
6. All full timers are called in order. As each person is contacted, if they refuse the OT, an annotation is made in the log saying that they declined the OT opportunity. If an individual accepts the OT, that is also annotated in the log, and the calls stop at that point. An email is then sent to the house, stating who has accepted the OT for that shift. An entry is also made in the daily log of the coverage arrangement.
7. If the individual does not accept the OT, then calls are continued down the list of full timers until all have been called. If there is no answer at a full timers phone, a message should be left stating the date and times and reason for the call. An annotation should be made in the OT log that a message was left.
8. If no one can be found through the call system, then you will need to mandate someone on the current shift to stay according to reverse seniority. If the person with the least seniority was the last individual to be mandated to stay, then they will not be mandated for this shortage, rather it will fall to the next least senior person.
9. The coverage solution will be emailed to the house as well as annotated in the daily log.
10. The last person to work OT/CT should be annotated with an arrow next to their name in the OT call log.

Standard: This task will be successfully completed when:

1. Minimum staffing requirements are met on each shift.
2. All calls are logged and properly annotated in the OT call log.
3. In house communications are sent as instructed.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #2: Checking Resident Chores

ETTC: 10 minutes

Materials needed/used: Resident chore manual, pen, staff chore check sheet, residents chore completion sheet.

Condition: It is your turn, according to the rotation, to check resident chores for the duration of the shift.

1. Ensure the office will be covered before you leave. If your absence will cause the office to not be covered, tell the Resident that you will check it when there is coverage.
2. Take the resident chore manual, staff chore check sheet, and a pen with you to the chore area that the resident has been assigned.
3. Inspect the residents assigned chore area to ensure that he/she has completed **all** requirements for the chore. The chore requirements are listed in the resident chore manual. If a chore is not to standard, inform the resident what needs to be done in order to bring it up to standard.
4. Upon your satisfaction that the chore is completed to standard, sign/initial the resident's chore completion sheet, making sure to note the time and date of the check on this sheet, and return it to the resident.
5. Upon your satisfaction that the chore is completed to standard, sign/initial the chore completion sheet, making sure to note the time and date of the check on this sheet.
6. Do not sign or initial **either** sheet unless you personally checked the chore.
7. If a resident asks you to sign off on a chore because someone else inspected it but forgot to sign off, politely tell the resident that you need to recheck the chore, or he/she needs to get the original staff member that inspected the chore to sign off on it.
8. Return the resident chore manual to the front office area.
9. At the conclusion of the shift, place the staff chore check sheet in the Staff Supervisor's locked mailbox.

Standard: This task will be successfully completed when:

1. The resident's chore has been checked and the resident has completed all assigned tasks for the chore.
2. The staff has signed, noted the time of the check and initialed the resident's chore sheet.
3. The staff has signed, noted the time of the check and initialed the staff chore check sheet.
4. The chore check sheet has been placed in the Staff Supervisor's mailbox at the end of the shift.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #3: Clear a resident from a room- Voluntary discharge/Room move

ETTC: 10 minutes

Materials needed/used: Room inventory sheet, pen, "B" key

Condition: You are assigned to clear a resident from a room who is leaving the program voluntarily or moving from one room to another.

1. If the resident is leaving the program, retrieve the resident's key to the room as well as his/her proximity FOB. If the resident is switching rooms, switch out only the two room keys – the fob is assigned to the resident for the duration of their stay. The fob from the room they are moving into will be attached to their old room key and put on the census board at their old room.
2. Ensure the office will be covered before you leave. If your absence will cause the office to not be covered, tell the Resident that you will check them out when there is coverage.
3. Take the room inventory sheet located in that room's folder in the filing cabinet, a pen, and the "B" key from the RLS office.
4. Accompany the resident to the assigned room.
5. Enter the room with the resident.
6. Conduct a complete inventory of all assigned furniture and appliances in the room according to the room inventory check list. Have the resident verify that the inventory is complete and accurate.
7. Ensure that everything in the room is operational, AC/heat, TV, sink etc...
8. Ensure that the room has been swept and mopped and is clean, free from trash, dust etc...
9. Both staff member and resident sign the room inventory form.
10. Close and lock the door behind you, making sure that all lights and appliances are off.
11. Return to the main office, and file the room inventory in the appropriate room file in the filing cabinet. Return the "B" key to the keybox.
12. Send an email to the house informing them that the resident has been checked out, and hang the room key and FOB on the census board next to that room number.

Standard: This task will be successfully completed when:

1. The resident has been cleared from the room.
2. The room inventory is updated and signed by staff member and resident.
3. All paperwork has been returned to its original location.
4. The house has been notified of the resident move.

5. The key and FOB are placed on the census board.
6. The room has been cleaned and neat prior to resident departure.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #4: Clear a resident from a room- Involuntary Discharge

ETTC: 10-45 minutes

Materials needed/used:: Room inventory sheet, pen, clipboard, "B" key, trash bags

Condition: You are assigned to clear a resident from a room that is being involuntarily discharged.

1. Retrieve the resident's key to the room as well as his/her proximity FOB and hang the room key and FOB on the census board next to that room number..
2. Ensure the office will be covered before you leave. If your absence will cause the office to not be covered, tell the Resident that you will check them out when there is coverage (have the resident wait in the lobby until there is coverage.)
3. Take the room inventory sheet located in that room's folder in the filing cabinet, a pen, clipboard and "B" key from the front office.
4. Accompany the resident to the assigned room.
5. Enter the room with the resident.
6. Conduct a complete inventory of all assigned furniture and appliances in the room according to the room inventory check list. Have the resident verify that the inventory is complete and accurate.
7. Ensure that everything in the room is operational, AC/heat, TV, sink etc...
8. Ensure that the room has been swept and mopped and is clean, free from trash, dust etc...
9. Both staff member and resident sign the room inventory form.
10. Close and lock the door behind you, making sure that all lights and appliances are off.
11. Return to the front office, and file the room inventory in the appropriate room file in the filing cabinet.
12. Send an email to the house informing them that the resident has been checked out and that the room key and FOB have been placed on the census board.

Standard: This task will be successfully completed when:

1. The resident has been cleared from the room.
2. The room inventory is updated and signed by staff member and resident.
3. All paperwork has been returned to its original location.
4. The house has been notified of the resident move.
5. The key and FOB are placed on the census board.
6. The room has been cleaned and neat prior to resident departure.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #5: Conducting a PVA/Camden/Gloucester Clinic run

ETTC: 2 hours (round trip)

Materials needed/used: vehicle key, daily log, vehicle log, EZ pass

Condition: You have been tasked to conduct a medical appointment run

1. Get a vehicle key from the key box in the main office. Medical runs leave at 7am and 11am. Anyone with appointments before 12 noon will be on the 7am run. Appointments after 12 noon will be on the 11am run. All medical appointment locations will be combined on the same run for operational effectiveness. Gloucester clinic appointments are rare, but when they occur, they will be dropped off with the 7am medical run.
2. Check the transportation board in the front office to see which residents are scheduled for appointments.
3. Make an entry in the daily log, indicating what time you are leaving, what vehicle you have and which residents you will be taking.
4. Go to the vehicle in the parking lot. Unlock all doors on the vehicle as you conduct a cursory outside inspection to ensure the tires are inflated and there is no notable damage to the vehicle.
5. Once inside the vehicle, begin your entry into the vehicle log in order to document your trip.
6. Buckle your seatbelt and start the vehicle, pulling it around to the front of the building to pick up any residents.
7. Once residents enter the vehicle ask them to ensure that they are signed out, and ensure that they wear seat belts at all times while inside the vehicle.
8. Drive to the applicable locations, using the established route. Staff are required to obey all motor vehicles laws while operating a state vehicle. Summonses or citations issued to staff while operating a state vehicle are staff responsibility, unless the citation or summons is not a direct result of your operation of the vehicle.
9. Drop off residents and pick up any residents that may be waiting for a ride back to the VTHP.
10. Return to the VTHP using the established route.
11. Drop residents off in front of the building.
12. Pull the vehicle around to the back of the parking, and utilizing back-in parking, park the vehicle in its designated spot.
13. Complete the vehicle log, closing out the trip. If your trip entry filled the vehicle log form, bring the filled vehicle log form into the main office and place it in the proper location. Ensure that there is a fresh vehicle log form in the van on the clipboard.

14. Turn off the vehicle and ensure all doors to the vehicle are locked, and all windows are closed.
15. Return to the front office and return the vehicle key to the key box.
16. Sign in to the daily log annotating your return from the medical run, and which residents you brought back with you.
17. Check the breathalyzer log, to ensure that all of the residents that returned with you were tested according to policy and procedure.

Standard: This task will be successfully completed when:

1. All residents with medical appointments were transported on time.
2. All residents due to return to the VTHP were picked up and returned to the VTHP.
3. All residents returning were issued a breathalyzer test.
4. Vehicle was operated IAW policy and procedure.
5. All relevant documents were filled out and turned in IAW policy and procedure.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #6: Conducting Resident Room Inspections

ETTC: 5 minutes per room

Materials needed/used: Room inspection check lists, "B" key, pen, additional staff member

Condition: You have been tasked to conduct resident room inspections.

1. Human Services staff will conduct bi-weekly room inspections in pairs.
2. Take the "B" key from the key cabinet, a pen, and a clipboard with as many room inspection checklists as you will need.
3. Proceed to the area that you have been assigned to inspect.
4. Ensure that you are using the inspection sheet that correlates to the room you are inspecting.
5. At the first resident's room, knock on the door and call out their name. Then announce your name and say "room inspection." If no answer, knock and repeat. If after the second knock, there is no answer use the "B" key and open the door to the room. As you open the door, say the residents name again, just in case they did not hear the first two calls.
6. Both staff members enter the room. At no time should a staff member be alone in a resident's room.
7. Both staff members conduct a visual inspection of the room according to the inspection check list, ensuring that each item on the list has been inspected, and the room inventory has been complete.
8. Staff members are not authorized to open closets or look in resident's drawers. If inventory ie...remotes, headboards etc are missing, ask the resident where the items are. If the resident is not available, write the item as missing on the room inspection sheet.
9. Once the visual room inspection has been complete, both staff members leave the room ensuring that the room is left the way it was found, ensuring that the room door is closed and locked behind them.
10. Inspecting staff ensure that the room inspection checklist is completely filled out, and signed by both staff members. Staff is not to indicate pass or fail on the report, that will be annotated by a supervisory staff.
11. Repeat room inspection procedure on all assigned rooms.
12. After completion of room inspections, return "B" key and clip board to the front office.
13. Completed inspection reports should be given to the shift supervisor for review before submission to the Staff Supervisor.

Standard: This task will be successfully completed when:

1. All room inspections have been completed by the assigned deadline.

2. All rooms have been inspected according to the room inspection check list, and their conditions accurately reflected on the forms.
3. All room inspection forms are completely filled out and signed by both inspecting staff members.
4. All room inspection forms are turned in to the appropriate supervisor in order to meet the assigned deadline.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #7: Fueling a VTHP vehicle

ETTC: 30 minutes (round trip- Hammonton CMP) (Buena CMP -50 minutes round trip)

Materials needed/used: vehicle key, daily log, vehicle log, vehicle gas card

Condition: You have been tasked to fuel a VTHP vehicle.

1. Get the vehicle key from the key box in the front office.
2. Make an entry in the daily log, indicating what time you are leaving, what vehicle you have and where you are going.
3. Go to the vehicle in the parking lot. Conduct a cursory outside inspection to ensure the tires are inflated and there is no notable damage to the vehicle.
4. Once inside the vehicle, begin your entry into the vehicle log in order to document your trip.
5. Buckle your seatbelt and start the vehicle, driving to the CMP for fuel. (The CMP in Hammonton is the nearest fuel point and should be used unless it is out of fuel.)
6. All staff are required to obey all motor vehicles laws while operating a state vehicle. Summonses or citations issued to you while operating a state vehicle are your responsibility, unless the citation or summons is not a direct result of your operation of the vehicle.
7. Pull up to the fuel pump at the CMP and shut off the vehicle.

Follow the steps below for vehicles that *are not* equipped with a fuel ring (the use of the fuel card is required):

8. Open the vehicle fuel door and unscrew the cap.
9. Slide the vehicle fuel card through the slot on the fueling pump.
10. Enter the information that is requested on the fuel pump. Do not enter your social security number when prompted. You can use any 9 digit combination of numbers.
11. Place the fuel pump nozzle into the fuel tank and fuel the vehicle. Make a note of how many gallons of fuel were pumped into the vehicle and annotate that number on the vehicle log in the remarks section.
12. Return fuel pump and replace fuel cap when finished. Close fuel door on van.
13. Return fuel card to the holder inside the vehicle.

Follow the steps below for vehicles that *are* equipped with a fuel ring:

8. Open the vehicle fuel door and unscrew the cap.
9. Place the fuel pump nozzle into the fuel tank.
10. Push "1" and "Enter".
11. Lift the lever and gas will begin to flow into the gas tank.
12. When it stops, push the lever down, remove the fuel pump and hang the hose.

*Make a note of how many gallons of fuel were pumped into the vehicle and annotate that number on the vehicle log in the remarks section.

13. Replace the fuel cap and close fuel door on van.

14. Return to the VTHP.

15. Pull the vehicle around to the back of the parking, and utilizing back-in parking, park the vehicle in its designated spot.

16. Complete the vehicle log, closing out the trip. If your trip entry filled the vehicle log form, bring the filled vehicle log form into the front office and place it in the proper location. Ensure that there is a fresh vehicle log form in the van on the clipboard.

17. Turn off the vehicle and ensure all doors to the vehicle are locked, and all the windows are closed.

18. Return to the front office and return the vehicle key to the key box.

19. Sign in to the daily log annotating your return from the fueling run.

Standard: This task will be successfully completed when:

1. All designated vehicles are filled with fuel without any incidents.
2. Vehicle was operated IAW policy and procedure.
3. All relevant documents were filled out and turned in IAW policy and procedure.
4. All state property is present and accounted for.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #8: Pick up meals

ETTC: 20 minutes

Materials needed/used: state vehicle, push cart, food containers, menu

Condition: You are assigned to pick up chow for a selected meal period.

1. Page the kitchen detail to the front lobby at the top of the hour.
2. Sign out in the daily log, retrieve the meal van and back it up to the loading dock outside the kitchen.
3. Have the kitchen crew load the food containers into the meal van. As the residents are loading the containers staff should be familiarizing themselves with the menu for that meal so they know what is being picked up at the kitchen.
4. At 10 minutes past the hour, drive to the kitchen on Ancora, and back the van up to the loading dock.
5. Have the residents unload the food containers and load them onto a push cart.
6. Go into the head cooks office and sign for the meal in the Veteran's Haven South binder located on the shelf.
7. Escort the residents into the kitchen/food holding area, and watch as they load the food into the food containers.
8. Ensure that everything on the menu is picked up and accounted for. Ensure that quality and quantity are acceptable for all items being given to us. Notify head cook of any issues with missing, spoiled, outdates, under/overcooked etc food or other items.
9. Have the residents load the food containers into the van.
10. Return to Veteran's Haven South and have the residents unload the meal at the loading dock and take the food into the kitchen.
11. Return the vehicle to parking lot.

Standard: This task will be successfully completed when:

1. The meal is picked up on time.
2. The meal is returned to the "Haven" on time.
3. All food items on the menu have been picked up.
4. All necessary paperwork is completed, accurately and on time.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task # 9: Signing residents out on pass.

ETTC: < 5 minutes

Materials needed/used: completed pass form, pen, pass book

Condition: A resident has come to the window looking to sign out on pass.

1. Retrieve the pass book form the book shelf in the front office.
2. Locate the residents pass.
3. Check the pass form to ensure that the pass has been approved, and that it is for the current date.
4. Check to see that they are signing out at a time that has been approved and noted on the pass form.
5. Make a note on the pass of the date and time the resident signed out, as well as the initials of the staff member who signed them out.
6. Sign the resident sign out log, in the "pass out" section, to include the date , time and staff initials.
7. Place the pass in the front inside pocket of the pass binder.
8. Return the pass binder to the book shelf.

NOTE: When accepting pass request forms from residents:

Check to ensure that the pass request is no longer than 2 days. If it is, return it to the resident and advise them that the pass must be approved by the Assistant Superintendent or Superintendent prior to submission.

For all traditional passes, complete the top right section of the pass to include the time the pass was received, the date it was received and the initials of the receiving staff.

The pass is to be then placed in the pass folder in the front office.

PASS REQUEST FORMS ARE NOT TO BE ACCEPTED AFTER 11:00PM ON MONDAYS

Standard: This task will be successfully completed when:

1. All pass request forms received are properly annotated and filed.
2. Late pass request forms are not accepted.
3. Residents are signed out according to the parameters of their pass approval.
4. All relevant documentation is completed in an accurate and timely manner.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task # 10: Receive donations

ETTC: 15 minutes

Materials needed/used: Daily log, pen, donation receipt book

Condition: You have been assigned to receive donations being dropped off from someone on the outside.

1. Give the receipt book to the person making the donation, and have them fill out the entire form to include name, complete address, and list of items being donated.
2. Help the donor retrieve the items being donated. Obtain several resident volunteers to assist with the unloading of the donations.
3. Donations of used items, ie...clothing, books, magazines, videos etc are place in the clothing donation room for the residents to look through. Any new items should be cleared through the Superintendent, and placed in the storage building. On the donation receipt staff will annotate where the donation was placed, ie...donation room, storage building etc. Staff must also sign the bottom of the donation receipt as the person receiving the donation.
4. Donations of money or checks, or gifts of monetary value, ie... gift cards, phone cards etc, may only be submitted through the Superintendent's office.
5. Prior to the donor leaving, ensure that they get the white copy of the donation receipt that they filled out. Of the remaining two copies, one copy is given to the Superintendent, by placing it in his mailbox in the front office, the third copy is left in the receipt book.
6. Make an annotation in the daily log that the donation was received and a brief description of what it is.

Standard: This task will be successfully completed when:

1. The donor was greeted and assisted in a helpful, friendly manner.
2. The donation was received and placed in the appropriate location.
3. The donation receipt was filled out completely and the appropriate copies were put in the corresponding places.
4. All documentation and logs were completed accurately and in a timely manner.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task# 11: Checking a Resident into a room

ETTC: 10 minutes

Materials needed/used:: Room inventory sheet, pen, clipboard, resident room key

Condition: You are assigned to check a resident into a room.

1. Ensure the office will be covered before you leave. If your absence will cause the office to not be covered, tell the Resident that you will check them in when there is coverage.
2. Take room inventory sheet located in that room's folder in the filing cabinet, a pen, clipboard and residents room key from the main office.
3. Accompany the resident with his/her belongings to the assigned room.
4. Enter the room with the resident.
5. Conduct a complete inventory of all assigned furniture and appliances in the room according to the room inventory check list. Have the resident verify and sign that the inventory is complete and accurate.
6. Have resident unpack all of his/her belongings to include medication to ensure that there is no contraband coming into the facility. Advise resident that he/she is to take their medication to the staff nurse to be checked.
7. Ensure that everything in the room is operational, AC/heat, TV, sink etc...
8. Both staff member and resident sign the room inventory form.
9. Give resident the key to the room as well as his/her proximity FOB.
10. Return to the main office, and file the room inventory in the appropriate room file in the filing cabinet.
11. Send an email to the house informing them that the resident has been checked in, and verify the room they were checked in to and the fob # they were issued.

Standard: This task will be successfully completed when:

1. The correct resident is checked into the correct room.
2. The room inventory is updated and signed by staff member and resident.
3. All paperwork has been returned to its original location.
4. The house has been notified of the resident move.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #12: Conducting shift transitions and van checks

ETTC: 15 minutes

Materials needed/used: All assigned vehicle keys, shift transition log, supervisor from previous shift

Condition: Conduct shift change and van checks.

1. The incoming and outgoing staff members collect all assigned vehicle keys and proceed to the vehicle parking area.
2. The incoming staff opens each van one at a time to check to ensure that each vehicle has a vehicle registration, vehicle insurance card, gas card, and vehicle log.
3. The incoming staff starts each vehicle to ensure that each vehicle starts.
4. While running, the fuel level should be checked. The mileage is also checked to ensure that it matches what is on the vehicle log report.
5. The vehicle is turned off and the inside of the vehicle is checked to ensure there is no trash or that the vehicle isn't visibly dirty inside.
6. The incoming staff shuts the vehicle off, ensuring to lock all doors and ensure all windows are closed.
7. Both staff conduct a walk around of each vehicle to ensure that there are no flat tires or any visible body damage to the vehicle that has not been reported.
8. Any deficiencies with the condition of the vehicles should be resolved prior to the outgoing shift leaving for the day.
9. Both staff return to the main office and return all vehicle keys to the key box.
10. The outgoing supervisor informs the incoming supervisor of any pertinent information (AWOLS, discharges, shift issues).
11. The incoming supervisor inspects the kitchen, supervisors' office and main office and discusses any deficiencies with the outgoing supervisor. The outgoing supervisor will correct all deficiencies before departing the facility.
12. The shift transition log is documented in order to account for all vehicle keys, the status of each vehicle, and building cleanliness.

Standard: This task will be successfully completed when:

1. All assigned vehicles have been inspected according to the outlined standards.
2. The shift transition log is properly annotated to reflect the condition of the kitchen and offices and accountability of all assigned vehicles.
3. All vehicles and vehicle keys are present and accounted for.

4. Any deficiencies found during the van checks or office checks are corrected prior to the outgoing shift leaving.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #13: Operating a state vehicle

ETTC: Varies

Materials needed/used:: State vehicle, vehicle keys, vehicle log, drivers license

Condition: You have been assigned to operate a state vehicle.

1. Sign out in the daily log book in the main office. Include in your entry your destination, what vehicle you are taking and if you have any passengers and what their names are.
2. Take the keys to the vehicle and proceed to the parking lot.
3. Conduct a complete walk around inspection of the vehicle you are taking, unlocking the doors on your way around. Look for any damage not previously noted, dents, cracked glass, body damage, etc... Ensure that there are no flat tires, and that the mirrors are in place. Report any damage not noted to the shift supervisor immediately and before taking the vehicle from the parking lot.
4. Once inside the vehicle, check to make sure the registration and insurance cards are present. Also check to make sure the EZ Pass is present and operational. Briefly check the inside of the vehicle for trash, damage, stains, dirt, and evidence of smoking. Report any unsatisfactory conditions to your supervisor before taking the vehicle out of the parking lot.
5. Prior to leaving the parking lot, fill out the vehicle log form to include drivers name, passenger names, mileage, date and time out and destination.
6. Buckle your seat belt and start the vehicle. It is the driver's responsibility to tell all of the passengers to wear their seatbelts. The vehicle should not move, until every passenger in it, is wearing a seat belt.
7. It is the driver's responsibility to obey all applicable motor vehicle laws while operating a state vehicle. Any fines or tickets incurred during the operation of a state vehicle that are the result of the operation of that vehicle, are the responsibility of the driver.
8. There is no smoking in a state vehicle at any time.
9. There is no eating or drinking in a state vehicle at any time.
10. Any passengers being picked up or dropped off will be picked up or dropped off in the front of the building at the main entrance. No resident passengers will load or unload the vehicle at the rear of the facility.
11. Once the trip is completed, the vehicles will be parked in the parking lot at the rear of the facility. **State vehicles are not to be parked in the front of the facility for any reason.**
12. Once parked, the vehicle log is to be completed, to include date and time in, mileage and passengers.
13. The driver exits the vehicle and does a complete walk around inspection of the vehicle to ensure that all doors are locked and that there is no visible damage not previously noted.

14. Return to the main office and annotate your return in the daily log, and return the vehicle keys to the key box.

Standard: This task will be successfully completed when:

1. The vehicle is operated within the laws of motor vehicle operation in the State of NJ.
2. Pre and post operation vehicle inspections are completed.
3. All appropriate paperwork is filled out timely, completely and accurately.
4. All departmental rules and regulations governing the operation of a state vehicle have been followed.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #14: Kitchen pantry inventory.

ETTC: 15 minutes

Materials needed/used: Notepad, pen, "C" key

Condition: You have been tasked to inventory the kitchen pantry.

1. Sign out in the main office daily log. Ensure that your absence will not cause the office to be left unattended.
2. Take a pen and pad with you to the kitchen pantry, and open the pantry.
3. Compare the contents of the pantry with the pantry inventory sheet. Make a list of items that are low, and need to be refilled. Advise the shift supervisor of the items that are needed.
4. Make a list of items that need to be ordered from the Ancora kitchen that we do not have on hand. Turn this list over to the shift supervisor so that an item requisition form can be filled out and submitted to Ancora kitchen at the next meal.
5. At the next meal, the requisition is taken with staff during meal pick up and dropped off in the office of the Head Cook. The supplies will usually be ready by the next meal.
6. When the supplies are picked up, items that are short should immediately be stocked in the kitchen pantry.
7. Once stocking is complete, close the kitchen pantry door.

Standard: This task will be successfully completed when:

1. The kitchen pantry is fully restocked, and or items that are needed are communicated and/or ordered.
2. The kitchen pantry is not left unsecured.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #15: Conducting Breathalyzer testing

ETTC: 2 minutes

Materials needed/used: Breathalyzer machine, pen, new straw, breathalyzer/drug testing log

Condition: You have been assigned to administer breathalyzer testing to a resident.

1. Remove the breathalyzer machine from the case in the front office.
2. Have the resident, standing at the window, remove a new, sealed, breathalyzer straw from the basket and insert it into the machine properly.
3. Press the button on the rear of the machine one time. This will turn the machine on.
4. When the machine is ready it will flash the letters "blo" on the screen. At this point have the resident blow into the straw with a slow steady airflow. After enough of a sample has been taken by the machine, it will click. Once it clicks observe the readout window. The window should read ".000", if no alcohol has been detected in the residents breath. If the readout window reads ".000", the veteran has passed the breathalyzer.
5. Have the resident remove his/her straw from the machine and throw it in the garbage can outside the front office window. Place the machine back into its case.
6. In the corresponding boxes of the breathalyzer log, annotate the resident, date of test, time of test, type of test, staff conducting test, and staff witness if there was one. Also annotate the result of the test. If the test is negative, than a minus symbol (-) is placed in the corresponding box.
7. If the test is positive for alcohol, it will give a number read out. For example ".09", or ".156." Immediately make a note of the read out number in the test log, and inform the resident that they have failed the breathalyzer test. The resident has failed a breathalyzer test and has 8 hours to pack his or her room and leave the facility.
8. **There is a "short" version of the breathalyzer test, which is only to be administered to residents that have been identified by the staff nurse as having asthma, COPD, or some other pulmonary issues that may make the full test difficult for them. All staff will be kept updated on the listing of the personnel that meet this criteria.**
9. To initiate the "short" version of the test, turn the machine on by simultaneously pressing the front and rear buttons together. "rcl" will appear on the readout screen. Then press the rear button, "PAS" will appear on the screen. Then press the front button and a number followed by the letter "c" will appear. For example "21c". Once that appears the machine will beep to let you know it is ready. Have the resident blow into his/her straw. If the test is negative, "neg" will appear. If the test is positive, instead of a number, the read out screen will just say

“POS”. If you get a positive reading on the short version, the long version must then be administered in order to get the BAC reading.

10. The results of the test are annotated in the breathalyzer log book.
11. Any positive result is also annotated in the daily log book.
12. The Superintendent is to be notified immediately of any positive result.

Standard: This task will be successfully completed when:

1. Each resident returning to the facility is tested.
2. Testing is conducted properly.
3. All testing results are annotated in the breathalyzer log.
4. The Superintendent has been notified of any positive result.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #16: Checking in a resident visitor

ETTC: 5 minutes

Materials needed/used:: pen, visitor log

Condition: You have been tasked to check in a visitor for a resident.

1. The visitor is to report to the front window immediately upon entering the facility with the resident they are visiting
2. Give the visitor the visitor sign in log and a pen. Once completed, ensure that all of the required information is filled out on the sign in form.
3. All visitors must adhere to the following curfew times:
 Monday- Thursday: 11pm
 Friday& Saturday 1am
 Sunday: 11pm
4. 30 minutes prior to curfew, the visitor log is to be checked to see if any visitors signed in, have been signed out, or are still in the facility.
5. At curfew time, any visitors remaining in the building need to be found, and asked to leave the facility.
6. Ensure that every visitor that leaves the facility signs out in the visitor sign out log.

*Note: Veteran's Haven South reserves the right to request that all visitors provide staff with a breathalyzer and a urine screen upon entry into our facility. We also reserve the right to search any bags or containers for contraband before admittance to the facility. If a staff member believes that a visitor is under the influence of alcohol or drugs he /she may request a breathalyzer or drug screen in accordance with policy and procedures. Any visitor failing to comply with a reasonable request will not be allowed entry to the facility.

Standard: This task will be successfully completed when:

1. All visitors have been properly checked into and out of the facility.
2. All required paperwork has been completed and turned in.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #17: Conducting a bus stop run ("the loop")

ETTC: 40 minutes (round trip) - Bus stop runs depart according to the established run schedule.

Materials needed/used: vehicle key, daily log, vehicle log

Condition: You have been tasked to conduct a bus stop run.

1. Get a vehicle key from the key box in the main office.
2. Make an entry in the daily log, indicating what time you are leaving, what vehicle you have and which residents you will be taking.
3. Go to the vehicle in the parking lot. Unlock all doors on the vehicle as you conduct a cursory outside inspection to ensure the tires are inflated and there is no notable damage to the vehicle.
4. Once inside the vehicle, begin your entry into the vehicle log in order to document your trip.
5. Buckle your seatbelt and start the vehicle, pulling it around to the front of the building to pick up any residents.
6. Once residents enter the vehicle ask them to ensure that they are signed out, and ensure that they wear seat belts at all times while inside the vehicle.
7. Drive to the Waterford WaWa, following the established route. All staff are required to obey all motor vehicles laws while operating a state vehicle. Summonses or citations issued to you while operating a state vehicle are your responsibility, unless the citation or summons is not a direct result of your operation of the the vehicle.
8. Drop off residents and pick up any residents that may be waiting for a ride back to the VTHP.
9. Drive to the Avandale bus hub, following the established route.
10. Drop off residents and pick up any residents that may be waiting for a ride back to the VTHP.
11. Return to the VTHP, following the established route.
12. Drop residents off in front of the building.
13. Pull the vehicle around to the back of the building, park the vehicle in a parking spot.
14. Complete the vehicle log, closing out the trip. If your trip entry filled the vehicle log form, bring the filled vehicle log form into the front office and place it in the proper location. Ensure that there is a fresh vehicle log form in the van on the clipboard.
15. Turn off the vehicle and ensure all doors to the vehicle are locked and ensure all windows are closed.
16. Return to the front office and return the vehicle key to the key box.

17. Sign in to the daily log annotating your return from the bus stop locations, and which residents you brought back with you.
18. Check the breathalyzer log, to ensure that all of the residents that returned with you were tested according to policy and procedure.

Standard: This task will be successfully completed when:

1. All residents signed up for a bus stop run were transported to WaWa and Avandale.
2. All residents due to return to the VTHP were picked up and returned to the VTHP.
3. All residents returning were issued a breathalyzer test.
4. Vehicle was operated IAW policy and procedure.
5. All relevant documents were filled out and turned in IAW policy and procedure.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #18: Conducting building rounds (twice per shift)

ETTC: 30 minutes

Materials needed/used:: pen, clipboard, building rounds checklist

Condition: You have been tasked to conduct building rounds

1. Ensure the office will be covered before you leave. If your absence will cause the office to not be covered, rounds should be completed once someone returns to the office.
2. Sign out in the daily log that you are leaving for building rounds.
3. Check each floor of the building beginning with the basement. You are checking and documenting the cleanliness of every area in the building to ensure: that emergency lights are operational, regular lights are operational, nothing appears broken or out of place, there is no unauthorized smoking in the building, no loud music/noises, fire exits are not blocked, no doors are propped open, all doors that are required to be locked, are locked (Fire tower doors), there are no leaks, or any other damage not previously reported and that all areas are clean.
4. Rounds begin in the basement then proceed to the 1st floor, then 2nd floor, and finally third floor.
5. Any deficiencies noted are written down for reporting purposes.
6. Return to the main office after the completion of the building rounds.
7. Sign back in, in the daily log that you have returned from building rounds, and annotate any deficiencies that you may have found in the daily log.
8. Send an email to the house annotating any deficiencies that you may have found. If there are no deficiencies, than an email does not have to be sent to the house.

NOTE: Building rounds are meant to be an all encompassing inspection of every nook and cranny of the facility. **NOTE: Building rounds are to be completed twice per shift on all shifts.**

9. Upon completion of the second set of building rounds, the completed sheet will be given to the supervisor for turning in.

Standard: This task will be successfully completed when:

1. All four levels and all three wings of the building have been checked in accordance with prescribed policy and procedure.
2. All paperwork has been completed and issued in accordance with policy and procedure.
3. All noted deficiencies have been reported.
4. Building rounds have been completed at least twice per shift on all 3 shifts.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #19: Conducting urinalysis testing- Lab test

ETTC: 15 minutes

Materials needed/used: latex gloves, specimen cup, lab form, drug test log

Condition: You have been tasked to administer a urinalysis to a resident for outside testing.

1. Collector (you) completes section 1 and 2 of the Quest Diagnostics lab form.
2. Retrieve a specimen collection cup and a pair of latex gloves.
3. Put on the latex gloves, ensuring there are no holes in the gloves.
4. Escort the resident to the same sex staff latrine of one of the resident latrines on the first floor. (Staff are only authorized to collect samples from same sex residents!)
5. Give the resident the specimen cup and cap.
6. In your presence, have the donor urinate into the cup, filling it past the minimum fill volume indicated on the cup.
7. Observe the color code at the bottom of the cup. The temperature should be approximately 98.6 (average body temperature.). (If the test appears to be tainted, request a second sample from the resident.)
8. The resident then replaces and tightly secures the cap.
9. The resident then signs his or her initials next to their name.
10. Ensure that the resident cleans up any "biological" mess that he or she may have left behind.
11. In the presence of the resident, the collector affixes the bottle seal to the bottle. The collector dates the seal and the resident initials the seal.
12. Collector completes their portion of Step 4 (sign and print name, date and time of collection) as well as checking the "Quest Diagnostics Courier" box under "Specimen Bottle(s) Released To" section.
13. The resident then completes Step 5.
14. Copies 1 and 2 are separated from the last three copies. Have the resident place the specimen cup and the top two copies in the plastic bag provided with the testing kit. This bag is then sealed and placed in the refrigerator in the supervisors' office.
15. Place copy 3 and 4 in the mailbox of the Program Supervisor (Krasicki)
16. Resident receives copy 5.
17. Annotate in the drug test log in the main office that the test was completed to include all relevant information.
18. Remove latex gloves, discard.
19. Send an email to all staff advising them of the urinalysis and where the specimen is located.
20. Contact Quest to request pickup.

NOTE: At no time during the testing process, can you lose sight of the specimen until it is bagged, tagged and placed in the refrigerator in the supervisor's office. If that happens, the chain of custody has been broken and the test is invalid.

NOTE:

If the donor is unable to provide a specimen when requested, he/she is to sit in the lobby in front of the main office until he/she is able to do so. They have four hours in which to donate a specimen once requested. Failure to provide a specimen in the four hour period will be considered a positive test. Protocol for a positive result will be followed at that point.

Standard: This task will be successfully completed when:

1. The resident has successfully donated a urine specimen.
2. Chain of custody was followed for the entire testing procedure.
3. All relevant paperwork is completed and submitted in accordance with policy and procedure.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #20: Conducting urinalysis testing- In-House Test

ETTC: 15 minutes

Materials needed/used: latex gloves, specimen cup, drug test log

Condition: You have been tasked to administer a urinalysis to a resident for in-house testing.

1. Collector (you) completes section 1 and 2 of the Quest Diagnostics lab form.
2. Retrieve a specimen collection cup and a pair of latex gloves.
3. Put on the latex gloves, ensuring there are no holes in the gloves.
4. Escort the resident to the same sex staff latrine of one of the resident latrines on the first floor. (Staff are only authorized to collect samples from same sex residents!)
5. Remove the key by twisting it from the center of the cup. Open cap with the Pull Tab.
6. Hold onto the key and give the resident the specimen cup and cap.
7. In your presence, have the resident urinate into the cup, filling it past the minimum fill volume indicated on the cup and secure the cap by pressing down on the Pull Tab until an audible click is heard. Retrieve collection cup from resident.
8. Check the cap for a tight seal.
9. Observe the color code on the side of the cup. The temperature should be approximately 98.6 (average body temperature.). (If the test appears to be tainted, request a second sample from the resident.)
10. On a flat surface, insert the key and push in.
11. Peel off the label to view the results.
12. Ensure that the resident cleans up any "biological" mess that he or she may have left behind.
13. Annotate in the drug test log in the main office that the test was completed to include all relevant information.
14. Remove latex gloves, discard.
15. Send an email to all staff advising them of the urinalysis and the results.

NOTE: At no time during the testing process, can you lose sight of the specimen. If that happens, the chain of custody has been broken and the test is invalid.

NOTE:

If the donor is unable to provide a specimen when requested, he/she is to sit in the lobby in front of the main office until he/she is able to do so. They have four hours in which to donate a specimen once requested. Failure to provide a specimen in the four hour period will be considered a positive test. Protocol for a positive result will be followed at that point.

Standard: This task will be successfully completed when:

1. The resident has successfully donated a urine specimen.

2. Chain of custody was followed for the entire testing procedure.
3. All relevant paperwork is completed and submitted in accordance with policy and procedure.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #21: Perform Kitchen Duty

ETTC: 1 hour

Materials needed/used: disposable gloves, disposable apron, hair net, completed meal trays for saved meals, scale, kitchen serving utensils

Condition: You are assigned to perform kitchen duty for a selected meal period.

1. Report to the kitchen in order to be prepared to serve the first meal at the bottom of the hour.
2. Put on disposable gloves and apron. Hair net and gloves must be worn by anyone serving food or behind the steam table. Hair net must also be worn so that it covers all exposed hair. Baseball caps or other hats are not authorized substitutions for a hair net.
3. Place the correct serving utensils in each food serving tray.
4. Unlock refrigerator and have kitchen crew remove the meals saved from the same meal the previous day and place them on the table for the residents to choose from.
5. Lock refrigerator.
6. Make the meals requested to be saved by residents not present for the meal.
7. Begin serving lunch to the residents on site according to the portion guidelines issued by Ancora. Scale will be used to help identify portion size.
8. Each meal period lasts for one hour. Employees are to stay in the kitchen during the entire meal period. When not serving or making meals staff are to stay in the vicinity of the steam table at all times. Sitting down watching TV is not authorized.
9. Food in the steam table is to be covered at all times when not being served.
10. Residents are not allowed to serve themselves from the steam table.
11. Staff are not authorized to eat any food prepared or received for the residents from the Ancora kitchen without prior consent from the Superintendent.
12. Service is complete at the bottom of the hour.
13. Freshly prepared meal trays are put into the refrigerator and locked up.
14. Saved meals from the previous day are discarded.
15. Dispose of gloves, hairnets, and aprons and allow kitchen detail to begin clean up.
16. The shift supervisor will inspect the kitchen chore after the residents have completed it.

Standard: This task will be successfully completed when:

1. The meal is served on time.
2. All food service guidelines have been met.
3. All take out trays for residents not present have been made and stored.
4. The kitchen chore has been inspected and passed.

**Veteran's Haven South
Human Services Staff
Common Tasks Instruction Sheet**

Task #22: Inventory of the supply closet

ETTC: 30 minutes

Materials needed/used: note pad, pen

Condition: You have been assigned to inventory the supply closet.

1. Ensure the office will be covered before you leave. If your absence will cause the office to not be covered, the closet can be restocked at a later time.
2. Go to the supply closet and open it with the "C" key.
3. Compare the amount of each item, with what the supply inventory on the inside door says should be in the closet. Make an annotation in your notepad as to how many are needed in order to bring each item level to maximum.
4. Close the supply closet.
5. Inform the shift supervisor of the items needed. The shift supervisor will ensure that this information is communicated to the 1st shift supervisors.
6. A note should be made in the daily log that the supply closet was inventoried.

Standard: This task will be successfully completed when:

1. Notification has been sent to the appropriate person if any supplies are low
2. All relevant paperwork has been completed.

Appendix 6

Veteran's Transitional Housing Program Resident Chore Manual

General Rules

1. Chores are to be completed 5 out of 7 days for the assigned week. **On the first and last day of the chore week it is mandatory that the chore is completed.**
2. Chore completion credit may only be given once within a 24 hour period.
3. Chores checked before midnight will be given credit for that day; chores checked after midnight will be credited for the next day.
4. Ensure that a shift supervisor or an HST checks your chore and signs off on your chore completion form. This form is for your protection, and must be signed daily when the chore is completed to ensure that you get credit for completing the chore. Failure to get the chore completion sheet signed means that you will not get credit for the chore, which could result in a "bad" week. Failure to complete chores will result in placement on the disciplinary plan, resulting in sanctions up to and including discharge. **DO NOT LEAVE YOUR CHORE SHEET IN YOUR MAILBOX IN THE MAIN OFFICE – THIS IS YOUR PROOF THAT YOUR CHORE WAS DONE.**
5. All latrine chores must be completed by 0830 hours.
6. All cleaners, detergents or chemicals used to clean are to stay only in the containers they were packaged in, or other containers approved by the Human services staff for use.
7. No chemicals are to be mixed or combined, either straight or diluted in water.
8. **Cleaners or detergents are not to be used on floors that are waxed. Waxed floors are only to be mopped with cool, clean water.**
9. Always empty mop buckets and wring out mops when putting them away after completion of a chore.
10. Immediately after mopping any floor in the facility, a "wet floor" sign should be placed in the area where the floors are wet. Once the floors are dry, the signs should be put away.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores- Chore #1**

Task: Cleaning the fire towers

ETTC: 25 minutes per tower

Materials needed: Broom, Dust pan, Wet rag

Condition:

1. Put on latex gloves.
2. Check emergency lights in each tower, at each floor. Report any deficiencies to staff.
3. Use brooms to dust in the corners to remove any cob webs.
4. Wipe down railings and doors from the third floor to the first floor with a damp cloth.
5. Sweep from the third floor to the first floor. Pick up any debris and place in the trash.
6. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

4. Emergency lights are operational.
5. Fire tower is free of cob webs and dust.
6. Railings and doors are free of dust.
7. The floor is clean with no noticeable dust or debris.
8. There are no reportable deficiencies, i.e....burned out lights, broken fixtures not reported etc...

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #2**

Task: Cleaning the weight room

ETTC: 30 minutes

Materials needed: Broom, Dust pan, Mop Bucket, Mop, Clean rag, paper towels, glass cleaner, disinfectant

Condition:

1. Put on latex gloves.
2. Spray each piece of gym equipment with disinfectant and wipe down with a clean rag.
3. Clean all windows with glass cleaner and paper towels.
4. Dust all window ledges and window frames with damp rag.
5. Ensure all gym equipment is turned off, or put in its proper place.
6. Sweep entire floor.
7. Mop entire floor with clear cool water.
8. Remove any trash from the fitness room.
9. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. Lights are operational.
2. Fitness room is free of cobwebs and dust.
3. All equipment is clean and serviceable. Any deficiencies have been reported to staff.
4. The floor is clean with no noticeable dust or debris.
5. There are no reportable deficiencies, i.e....burned out lights, broken fixtures not reported etc...

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores- Chore #3**

Task: Cleaning the Hallways and washrooms

ETTC: 30 minute per Hall

Materials needed: Broom, Dust pan, Mop Bucket, Mop, Clean rag, paper towels, glass cleaner, bleach

Condition:

1. Put on latex gloves.
2. Check emergency lights. Report any deficiencies to staff.
3. Clean window glass at stairwell entrances with glass cleaner and paper towels.
4. Dust all ledges in the hall with a clean, wet rag.
5. Check and replace any light bulbs that need replacing.
6. Sweep entire floor, remove debris with dustpan and place debris in the trash.
7. Set out "wet floor" signs.
8. Mop entire floor with clear cool water. **NO DETERGENT or CLEANSER** in mop water.
9. Sweep washroom floor, remove debris with dustpan and put in trash.
10. Mop washroom floor with hot water. 1 capful of pine quat may be used in mop water for washroom floor only.
11. Empty mop bucket in sink in washroom, Hang mop to dry.
12. Clean out washroom sink with hot water and bleach.
13. Remove any trash and take it to the dumpster.
14. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.
15. Ensure washroom door is closed and locked.

Standard:

1. Emergency lights are operational.
2. Hallway and washroom is clean, and odor free, with everything stored neatly.
3. The hall floor is clean with no noticeable dust or debris.
4. There are no reportable deficiencies, i.e....burned out lights, broken fixtures not reported etc...
5. All surfaces in the hallway are dusted and clean.
6. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores- Chore #4**

Task: Cleaning the Laundry room

ETTC: 30 minute per room

Materials needed: Broom, Dust pan, Mop Bucket, Mop, Clean rag, paper towels, glass cleaner, pine quat

Condition:

1. Put on latex gloves.
2. Check emergency lights. Report any deficiencies to staff.
3. Wipe down washers and dryers with clean wet rag. Also clean the inside lip of the washing machines to remove any detergent build up.
4. Remove lint from lint filters.
5. Clean windows (B&C wings) with glass cleaner and paper towels.
6. Dust all window ledges (B&C wings) and window frames with damp rag.
7. Dust laundry room and remove cob webs and dust.
8. Sweep entire floor.
9. Mop entire floor with clear cool water, and a small amount of pine quat.
10. Remove any trash and take it to the dumpster.
11. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. Emergency lights are operational.
2. Laundry room is free of cobwebs and dust.
3. All machines are clean and operational. Any deficiencies have been reported to staff.
4. The floor is clean with no noticeable dust or debris.
5. Windows and window sills have been cleaned (if applicable).
6. There are no reportable deficiencies, i.e....burned out lights, broken fixtures not reported etc...

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #5**

Task: Clean the lobby latrines

ETTC: 25 minutes per latrine.

Materials needed: Broom, Mop, Dust pan, Mop Bucket, Cleanser, Glass cleaner, Grout & Tile cleaner, Pine cleaner, paper towels, toilet paper, trash bags.

Condition: Ask staff to unlock latrines for detail.

1. Put on latex gloves.
2. Pour cleanser in toilet bowl. Let stand.
3. Spray walls with grout/tile cleaner, wet rag and wipe all walls first.
4. Scrub inside toilet bowl with brush. Wipe down toilet to include the base of the toilets. With rag and cleanser
5. Replace paper towels and toilet tissue if necessary.
6. Wipe down all stainless steel, (faucet handles, mirror, towel holder and toilet handle) with glass cleaner and shine with paper towels.
7. Clean sink with cleanser and wet rag.
8. Sweep floor.
9. Check for any broken / loose parts on dispensers, note and report.
10. Fill bucket with hot water and add pine cleaner.
11. Mop floor with water, pine cleaner.
12. Rinse mop, wash bucket and hang mop to dry. Put bucket in the utility room completely clean.
13. Let floor dry then replace or put things back in their place (trash can, toilet brush, etc...)
14. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. Sink and mirror area is clean with no deficiencies.
2. All toilets are clean and operational
3. All restock items are filled and ready for use.
4. The floor is clean with no noticeable deficiencies.
5. There are no reportable deficiencies, i.e....burned out lights; broken fixtures not reported etc... the latrine presents a clean and neat appearance.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores- Chore #6**

Task: Outside Front and Rear

ETTC: 30 minutes

Materials needed: Broom, Dust pan, trash bags,

Condition:

1. Put on latex gloves.
2. Conduct a police call around the entire perimeter of the building, picking up any trash, cigarette butts etc...
3. Empty all trash cans and replace trash bags.
4. Empty all ashtrays.
5. Sweep out gazebo, ensure all chairs are present.
6. Water all flowers(as needed)
7. Shake out /Sweep off rug outside of front door.
8. Sweep front walk and paver stones.
9. Remove any trash and take it to the dumpster.
10. Seasonal maintenance may be required at times (grass cutting, snow removal, watering plants,etc.)
11. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. The perimeter of the building is free of trash and debris, to include cigarette butts.
2. All trash cans and ashtrays have been emptied.
3. Front walk is clear and free of debris.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #7**

Task: Clean the resident latrines

ETTC: 45 minutes per latrine.

Materials needed: Broom, Mop, Dust pan, Mop bucket, Cleanser, Glass cleaner, Grout & Tile cleaner, Pine cleaner, paper towels, toilet paper, trash bags.

Condition:

1. Put on latex gloves.
2. Pour cleanser in toilet bowls/urinals. Let stand.
3. Spray walls with grout/tile cleaner, wet rag and wipe all walls first.
4. Scrub inside toilet bowl/urinal with brush. Flush. Wipe down the outside of the toilets to include the base of the toilets with rag and cleanser
5. Wipe down all stainless steel, (faucet handles, mirror, towel holder and toilet handle) with glass cleaner and shine with paper towels.
6. Clean mirrors with glass cleaner and paper towels.
7. Clean sinks with cleanser and wet rag.
8. Spray showers with tile and grout cleaner. Wipe down with a wet rag.(Hard to clean areas may require a scrub brush)
9. Clean shower faucets with glass cleaner and paper towels.
10. Shower curtains need to be replaced when torn or filthy. Front office staff will supply new curtains as needed – ask for them.
11. Sweep floor. Dispose of debris in trash can.
12. Check for any broken / loose parts on dispensers, note and report.
13. Fill bucket with hot water and add 2 caps of pine quat.
14. Mop entire floor.
15. Empty trash receptacles and replace bags.
16. Replace paper towels and toilet tissue if necessary.
17. Rinse mop, wash bucket and hang mop to dry. Put bucket in the utility room completely clean.
18. Let floor dry then replace or put things back in their place (trash can, toilet brush, etc...)
19. Take trash to dumpster.
20. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. Sink and mirror area is clean with no deficiencies.
2. All toilets/urinals are clean and operational
3. The shower area is clean and free of mold and mildew.

4. All restock items are filled and ready for use.
5. The floor is clean with no noticeable deficiencies.
6. There are no reportable deficiencies, i.e....burned out lights; broken fixtures not reported etc... the latrine presents a clean and neat appearance.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #8**

Task: Cleaning the stairwells

ETTC: 30 minute per stairwell

Materials needed: Broom, Dust pan, Mop Bucket, Mop, Clean rag, paper towels, glass cleaner, pine quat

Condition:

1. Put on latex gloves.
2. Check emergency lights in stairwell. Report any deficiencies to staff.
3. Check and replace light bulbs as needed.
4. Dust and remove cob webs with rag/broom.
5. Dust window sills and railings with damp rag.
6. Clean all windows with glass cleaner and paper towels.
7. Sweep stairwell from the third floor to the first floor. Use dust pan to pick up dirt and debris.
8. Mop entire floor with clear warm water, and a small amount of pine quat.
9. Remove any trash and take it to the dumpster.
10. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. Emergency lights are operational.
2. Stairwell is free of cobwebs and dust...
3. The floors are clean with no noticeable dust or debris.
4. Windows and window sills have been cleaned.
5. There are no reportable deficiencies, i.e....burned out lights, broken fixtures not reported etc...

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #9**

Task: Lobby

ETTC: 30 minutes.

Materials needed: Broom, Mop, Dust pan, Mop bucket, Glass cleaner, bleach solution, spray bottle, rags, paper towels, vacuum

Condition:

1. Clean all glass in the lobby and main entrance with glass cleaner and paper towels.
2. Vacuum the carpets in the lobby and foyer areas.
3. Sweep the entire lobby and foyer. Remove debris and place it in the trash.
4. Mop the entire floor with clean, cool water. Do not put any bleach or cleaners in the mop water.
5. Wash down the seats in the lobby with the spray solution and a rag.
6. Clean the outside of the RLS office window with glass cleaner and paper towels.
7. Empty the garbage can underneath the RLS window.
8. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. All glass surfaces are cleaned
2. All floors are swept and mopped.
3. All furniture is dusted and cleaned.
4. All trash and debris is removed.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #10**

Task: Perform Kitchen detail

ETTC: 1 hour per meal

Materials needed: Broom, Mop, Dust pan, Mop bucket, Cleanser, Glass cleaner, bleach/spray bottle, stainless steel cleaner, paper towels, trash bags, paper napkins, condiment refill supplies,

Condition:

1. Kitchen detail will be ready to pick up meals at **0610, 1110, and 1610**. They should be prepared with all trays and crates by those times loaded into the vehicle. Prior to leaving to pick up each meal, the steam table should be turned on and each individual tray loaded with about 1" of water.
2. Meal times are as follows: **B- 0630-0730, L- 1130-1230, D- 1630-1730**. Meals will begin and end on time.
3. Upon arrival to the Ancora kitchen, staff will sign for the meal in the Head Cook's office. After staff check the quality and quantity of the items provided to us, the residents will load the contents into the travel cases and load the meal into the van.
4. Upon arrival to the Haven, residents will load the hot containers into the steam table. Cold containers will be placed in the cool side of the steam table. Bread will be placed on the top of the cold side of the steam table, fruits and other items will be placed on the side table next to the steam table
5. Only Staff are authorized to serve the meal. Residents on kitchen detail will remain in kitchen during all meals. During the meal service, the dishwasher will be turned on prepared for use.
6. Upon completion of the meal: Leftover food, not being saved for residents is discarded. The metal food containers are cleaned out and placed in the brown food carrying containers in order to be returned to the Ancora kitchen at the next meal.
7. Dirty dishes and flatware that are in the sink are loaded into the dishwasher, and washed. This process is repeated until the dishes are all cleaned. As each load is completed, the clean dishes and utensils are returned to dish cart. Residents are not authorized to take plates, bowls, flatware, cups or mugs out of the kitchen area.
8. The steam table is turned off after the meal service. The steam containers are emptied and rinsed out. The steam table is wiped down with a clean rag and a solution of diluted bleach and hot water in a spray bottle.
9. Each table and chair is wiped down with the bleach and hot water solution and a clean rag.
10. The coffee station is wiped down with the bleach and water solution and a clean rag, and all condiments refilled.
11. Check to ensure that the milk machine has milk.

12. The microwave areas are wiped down with bleach and water solution and a clean rag. Both microwaves are cleaned out and wiped down with a rag and hot water. Bleach/Cleansers are not to be used inside of microwave oven at any time.
13. Rotate containers of milk and tea in the beverage fridge.
14. Plastic flatware containers need to be refilled after each meal.
15. Sweep the kitchen completely. Dispose of all debris in the kitchen garbage.
16. Mop the kitchen with clean, cool water. Do not use bleach or any cleaner in the mop water.
17. Ensure all trash is picked up and thrown out.
18. After every meal the dish washer is turned off until 15 minutes prior to the next meal.
19. Take all trash bags to the dumpster and place new bags in the trashcans.
20. Ensure the kitchen sink is clear of any food particulate that may be left over from the meal. Clean the sink with bleach solution and a rag.
21. Mops and mop buckets used in the kitchen stay in the kitchen. No other mops or buckets are to be used from different areas.
22. The front office staff will supply any items that are needed to refill or reconstitute a low supply.
23. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. All meals are picked up and served on time.
2. All dishes and utensils are cleaned and put away after each meal.
3. The kitchen is cleaned and restocked in a timely manner following each meal, as outlined in the conditions.
4. All restock items are filled and ready for use.
5. The floor is clean and free of debris with no noticeable deficiencies.
6. There are no reportable deficiencies, i.e....burned out lights, broken fixtures not reported.
7. The pool room and computer rooms are neat and the floors have been swept and mopped.
8. All surfaces in the kitchen have been cleaned and prepared for the next meal.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #11**

Task: Elevator room/Elevator

ETTC: 45 minutes.

Materials needed: Broom, Mop, Dust pan, Mop bucket, clean rag, Glass cleaner, paper towels

Condition:

1. Spray down elevator doors inside and out with glass cleaner and wipe down with a clean rag.
2. Spray the vending machine with glass cleaner and wipe down with paper towels.
3. Sweep the entire elevator and elevator room. Remove debris and place it in the trash.
4. Mop the entire floor with clean, cool water. Do not put any bleach or cleaners in the mop water.
5. Empty the garbage can.
6. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. All floors are swept and mopped.
2. Elevator is cleaned.
3. All trash and debris is removed.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #12**

Task: Dayrooms

ETTC: 30 minutes.

Materials needed: Broom, Mop, Dust pan, Mop bucket, pine cleaner, Glass cleaner, spray bottle, paper towels, clean rag.

Condition:

1. Clean all windows with glass cleaner and paper towels.
2. Dust all window sills with clean damp rag.
3. Sweep the floor. Remove debris and place it in the trash.
4. Mop the entire floor.
5. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. All glass surfaces are cleaned.
2. All floors are swept and mopped.
3. All surfaces are dusted and cleaned.
4. All trash and debris is removed.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #13**

Task: Group Room (A113) *Chore must be completed Monday thru Friday between 8:30am and 4:00pm*

ETTC: 30 minutes.

Materials needed: Glass cleaner, spray bottle, paper towels, clean rag, vacuum

Condition:

1. Clean all windows with glass cleaner and paper towels.
2. Dust all chairs seats with a clean damp rag.
3. Dust all window sills with a clean damp rag.
4. Vacuum the floor.
5. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. All glass surfaces are cleaned.
2. All floors are swept and mopped.
3. All furniture and surfaces are dusted and cleaned.
4. All trash and debris is removed.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #14**

Task: Computer Room

ETTC: 30 minutes

Materials needed: Broom, Mop, Dust pan, Mop bucket, pine cleaner, Glass cleaner, spray bottle, paper towels, clean rag.

Condition:

1. Clean all computer tables with glass cleaner and paper towels.
2. Dust all window sills with clean damp rag.
3. Stack all chairs in the hallway.
4. Sweep the entire floor. Remove debris and place it in the trash.
5. Mop the entire floor.
6. Once the floor is dry, place a chair back in front of each computer.
7. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. All computer table surfaces are cleaned.
2. All floors are swept and mopped.
3. All window sills are dusted and cleaned.
4. All trash and debris is removed.
5. One chair is in front of each computer.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #15**

Task: Library

ETTC: 30 minutes

Materials needed: Broom, Mop, Dust pan, Mop bucket, pine cleaner, Glass cleaner, spray bottle, paper towels, clean rag.

Condition:

1. Clean all glass surfaces with glass cleaner and paper towels.
2. Dust all window sills with clean damp rag.
3. Organize the book shelves making sure they are orderly.
4. Sweep the entire floor. Remove debris and place it in the trash.
5. Mop the entire floor.
6. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. All glass surfaces are cleaned.
2. All floors are swept and mopped.
3. All window sills are dusted and cleaned.
4. All trash and debris is removed.
5. Book shelves are orderly.

**Veteran's Haven South
Common Tasks Chore Sheet
Residents Chores-Chore #16**

Task: Clothing Donation Room

ETTC: 30 minutes

Materials needed: Broom, Mop, Dust pan, Mop bucket, pine cleaner

Condition:

1. Organize all clothing so that it is neat and orderly. When directed, ensure that old donations are bagged and ready for drop off or pickup.
2. Sweep the entire floor. Remove debris and place it in the trash.
3. Mop the entire floor.
4. All cleaning supplies are put in the proper place and cleaning equipment is stored properly.

Standard:

1. Donated items are neat and orderly.
2. All floors are swept and mopped.
3. All trash and debris is removed.

Appendix 7

State of New Jersey
DEPARTMENT OF MILITARY AND VETERANS AFFAIRS
POST OFFICE BOX 340
TRENTON, NEW JERSEY 08625-0340

JAMES E. MCGREEVEY
Governor
Commander-in-Chief

GLENN K. RIETH
Brigadier General
The Adjutant General

TAG POLICY LETTER 04-1 15

February 2004

POLICY AGAINST SEXUAL HARASSMENT AND HOSTILE WORK ENVIRONMENT

1. The New Jersey Department of Military Affairs (DMAVA) is committed to maintaining a work environment free from the demoralizing effects of harassment or unwelcome offensive or improper conduct. Sexual harassment or harassment based on race, gender, color, religion, national origin, age, sexual orientation, disability, or veteran status, or any other status protected by law shall not be tolerated.

⌚ No one may threaten or imply that an employee's submission to, or rejection of, sexual advances will in any way influence any decision about the employee's employment, advancement, duties, compensation, or other terms or conditions of employment.

⌚ No one may take any personnel action based on an employee's submission to, or rejection of, sexual advances.

⌚ No one may subject another employee to any unwelcome conduct of a sexual nature. This includes both unwelcome physical touching, blocking, staring, making sexual gestures, making or displaying sexual drawings or photographs, and unwelcome verbal conduct, such as sexual propositions, slurs, insults, jokes and other sexual comments.

⌚ An employee's conduct will be considered unwelcome and in violation of this policy when the employee knows, or should know, that it is unwelcome to the person subjected to it.

⌚ No one may harass anyone because of that person's race, gender, color, religion, national origin, age, sexual orientation, disability, or veteran status, or any other status protected by law.

This TPL supersedes #00-3, dated 1 Feb 00.

⌚ Third party harassment is unwelcome behavior of a sexual base that is not directed at the individual, but is a part of the individual's work environment.

2. While it is not easy to provide a complete list of the types of improper behavior, prohibited conduct certainly includes:

- ⌚ unwelcome sexual advances;
- ⌚ requests for sexual favors;
- ⌚ obscene gestures/language;
- ⌚ displaying sexually graphic magazines, calendars, objects, or posters;
- ⌚ sending sexually explicit, racially offensive or derogatory e-mails or voicemails, and;
- ⌚ other verbal or physical conduct of a sexual or offensive nature, such as uninvited touching of a sexual nature or sexually-related comments;
- ⌚ using offensive slurs or stereotypes (racial, ethnic, etc.) and making jokes about these characteristics;
- ⌚ leering or staring at another's body.

4. Employees should promptly report incidents of harassment. Complaints may be made verbally and/or in writing. While all complaints will be taken seriously, anonymous complaints pose a unique challenge, and will, in most cases, be referred to the chain of command/supervision for appropriate inquiry. Procedural requirements for making complaints vary based on the employment status of each employee as well as the type of harassment involved.

a. **Federal Employees:** File your complaint with a manager or supervisor in your technician chain, the State Equal Employment Manager, or an appointed Equal Employment Office Counselor.

b. **AGR Employee or Traditional National Guard Member:** File your complaint with your supervisor or commander at your lowest chain of command. If this is also the person you are complaining about, you should make your complaint to the commander at the next level of command. You may also file your complaint with the State Equal Employment Manager.

c. **State Employees:** File your complaint with the designated Affirmative Action Officer (AAO) at your work location. The locally designated AAO shall forward all complaints to the Department of Military and Veterans Affairs Affirmative Action Officer.

4. All reported incidents shall be investigated with an effort to keep the source of the report confidential except where the Department finds disclosure necessary for resolution. Where inappropriate conduct has occurred, specific disciplinary actions, up to and including termination, where appropriate, may be initiated

Retaliation against any employee who alleges that she/he was the victim of discrimination/harassment, or against any employee who provides information in the course of an investigation into claims of unlawful discrimination/harassment in the work environment is prohibited by this policy. Any employee/service member bringing a complaint, providing information for an investigation, or testifying in any proceeding under this policy shall not be subjected to adverse employment consequences based upon such involvement or be the subject of retaliation.

5. If any employee knowingly makes a false accusation or provides false information in the course of the investigation of a complaint, such conduct may be grounds for discipline, up to and including termination. Complaints made in good faith, however, even if found to be unsubstantiated; will not be considered a false accusation.

6. If you have questions about my policy, please contact either the Department of Military and Veterans Affairs Affirmative Action Officer, or the Joint Force Headquarters J1's State Equal Employment Manager (SEEM) or Human Relations/EO Officer (Army), or the Military Equal Opportunity Office (Air).

GLENN K. RIETH
Brigadier General, NJARNG
The Adjutant General

DISTRIBUTION: A, A1, A2

Appendix 8

Timesheet Training Packet

Timesheet Basics

- Completed electronically by the employee on a daily basis and checked by the employee for accuracy prior to submission
- Printed and signed by the employee and submitted to their shift supervisor
- Supervisors advise as to when timesheets are due to them
- Supervisors will review and return any timesheets needing corrections
- Due from the supervisor to the timekeeper by 7am on the 2nd Thursday of the pay period
- All supporting documentation needs to be attached (overtime authorization sheet, leaveslips)
- Changes after initial submission (due to call outs, lateness, early outs, overtime worked) are due within 48 business hours of the change

Timesheet Basics (cont'd)

- Documentation of shift times (lateness, early out, overtime) and overlap times
- Leave (sick, vacation, and AL) time cannot be charged in any increment less than half hour intervals (.5)
- Comp time can be used in increments of minutes
- Lateness can be charged to vacation or comp balances
- Holiday is to be noted on the day the holiday is observed by the state
- Alternate days off in lieu of the holiday (ADO) are left blank, if an ADO is applicable.
- SI & SH columns are always filled in, even if there is time off without pay...each day should account for 8 hours.
- If your supervisor is on vacation or has called out when timesheets are due, submit your timesheet to the Timekeeper

Overtime

- Timesheet must show choice of OT or CT (from the drop down menu) otherwise overtime will not be entered until it is received
- Break (0.5) must be taken and deducted for all regular or overtime amounts of 4 or more hours worked (timesheet does not automatically deduct a break for overtime hours worked, you must subtract .5 from your total before entering the amount in the "SH" column)
- OT authorization form must include the reason for the overtime, noted by a supervisor in the comments section (ex. "PR lateness coverage", "QM call out coverage", "holiday worked", "staff meeting/training", "medical run", "trip overtime", etc.

Timesheet Codes

Absence Codes

- A – Administrative Leave time
- H – Holiday
- J – Jury Duty
- S – Sick
- SV – Sick charge to vacation (only once sick balances are exhausted)
- U – Comp time used
- V – Vacation

Overtime Codes

- OT – overtime paid in cash
- CT – overtime credited as compensatory time

Leave of Absence Timesheet Codes, Non-Pay Status

"N_" Codes

- < 10 consecutive days/intermittent days
- ND - Discipline
- NF – Approved Family Leave
- NL – Lateness (hand written in)
- NP – Personal (approval required)
- NS - Sick

"L_" Codes

- > 10 consecutive days
- LD - Discipline
- LF – Approved Family Leave
- LP – Personal (approval required)
- LS - Sick

TALRS Reports

- TALRS reports are distributed upon receipt from HR and are as accurate as possible (changes in the last week of the month may not be reflected)...track your time usage and save your timesheets to your Z: drive

Changing your timesheet over to a new year

- Click the “PP1” tab
- Enter the date of the 1st day of the pay period for the new year