



TRAINING

We think we have the best training around! Learn about social services, ways to educate youth and change lives. Our program provides in-depth experiences in crisis intervention, recreational, vocational and life skill development, as well as clinical practices and psychological theories.

In addition to the initial paid training provided and required of all direct care staff, monthly workshops provide continued opportunities to fine tune your skills in this critical field. We also encourage and support your efforts at ongoing education. Be sure to keep us updated on your outside education.

CHANGES

Be sure to notify HR promptly when changes occur to your personal information – whether your phone number, email, desired deductions, educational coursework or marital status. **It helps us to ensure we can best support you.**

OUR PROPERTY

Help us maintain, care & show concern for our resources!

- Respect our property as well as our business
- Notify us when any property is lost, damaged or broken.
- Return promptly to Admin when no longer needed (keys, computers, materials, etc.)
- Do not take property home (or bring personal property in) without permission.

TBS COACHES (Non-Benefited)

Your behavioral support in our facilities and to our communities is invaluable. Thanks for being a good representative to our programs. Here is some helpful information specific to your role with us:

- Please keep us informed if your availability changes.
- Documentation and time records must be submitted daily and weekly clinical supervision is a requirement when your case is active.
- Unfortunately, working overtime is not allowed.
- Your personal computer must be able to connect to our server to do documentation from home.
- Shifts in residential may be available (with training) when your schedule allows – see HR for details.
- Share your expertise – we value your input!



OPPORTUNITIES?

You bet. At New Haven you will learn about the fields of mental health and education in a setting that cultivates the emotional growth of youth. Based on your interests, attitude, education, and performance opportunities become available at varying times. Notify HR and your supervisor when you see other areas of interest so that we can partner with you to enhance your professional growth here as opportunities become available.

*Thanks for joining us!
we're making futures
(for youth and for you!)*



**We truly believe
New Haven
to be the *Best Place*,
with the
Best Practices and the
*Best People!***

www.newhavenyfs.org

Serving youth since 1967

*Hard copy of handbook available in HR

Welcome!

YOUR NEW HAVEN STORY BEGINS . . .

We are excited to have you join the New Haven employee community and share our passion!



We are a dynamic, growing organization focused on making a difference and contributing to improving the behavior and lives of the

youth. Your talents and contributions are both respected and appreciated! Your skills create the environment that builds the relationships that change these futures. Remember that and know that we are thankful each day for what you bring here!

We know that these first few months will be both exciting and challenging. Our desire is to communicate our policies and procedures as clearly as possible to help make your transition time go smoothly. Please do not hesitate to ask questions.

**Our Mission
Building positive futures
for youth, their families, and our
communities**



Your Role

Our success depends on you!

- We pride ourselves on our friendly, supportive staff. Help us by looking for ways to keep the environment positive and support the organization's efforts.
- Look for the best in your team – encourage those new to your areas of responsibility.
- Report to work as scheduled, on time, and with the program's objectives in mind.
- Actively supervise! And please don't use your cell phone for personal business while supervising youth.
- Dress appropriately. Be the best example, always.
- Remember we are a non-smoking environment.
- Keep us informed, being alert to workplace procedures and safety practices. **Report injuries!**

Give us feedback and remember that each challenge is an opportunity to make a difference.

Harassment Policy

We are committed to providing you with a work environment free of unlawful harassment of any kind. It hurts all of us. Please notify your supervisor or any of our management if you observe or experience conduct of concern. Please do your part to keep our company safe, respectful, and productive for all.

Confidentiality Policies

We safeguard information about our youth! Protect their identity and their conditions, discussing only with those who need to know information. Do not allow contact with unauthorized individuals, in person or electronically.

We also safeguard your personal information; however, we will share data with vendors and/or supervisors to conduct business. **We also may take your photo sometimes for things like this – it not OK, please let us know!**

Driving

- Be sure you are **authorized as a driver** before driving on NH business!
- **NEVER** drive youth in a personal vehicle!
- Drive carefully and legally (if you get a ticket, it becomes your responsibility - sorry ☹).
- Do not drive while using a cell phone.
Report problems immediately.

Conduct

- We depend on you. Please avoid unnecessary absences and report promptly.
- You are an example to our youth. Review & Learn about our Boundary Policies and Professional Standards of Conduct.
- Use computers wisely! Misuse is a mistake. (Know that we monitor usage).

HEALTHCARE . .

Note the date you will be eligible here: _____

Our healthcare plans offer you great options at a nominal cost. New Haven pays the majority of your monthly premium (prorated for part time employees) for one of several healthcare products. See our web site for product comparisons so that you can decide which is the best plan for you and/or your family. Any family costs are paid by the employee but on a pre-tax basis, a valuable tax benefit. See HR for rates and details.

- All regular **Non-Exempt** employees are due for benefits as of the first of the month at or **following 180 days** of service.
- **Exempt** employees are due on the first of the month at or **following 90 days** of service .
Be sure to **enroll through HR by the middle of the month** preceding your effective date.

(Note: Other benefits – e.g. life, flexible spending and retirement savings accounts are also offered at time of enrollment and at our Open Enrollment period (month prior to the October 1 change dates).



Payroll Information

Our workweek, at first, feels different (Wed – Tues). Most likely you will use the phone to report your time in/out by creating a password to use in conjunction with the first 5 digits of your social. It's easy. On the rare occasion that you can't use the automated system, time sheets are available. More information:

- Paydays are semimonthly - on the 10th and the 25th
- We have automatic deposit available.
- If payday falls on a weekend or holiday, checks/deposit details are available on the prior administrative workday.
- **Paychecks** may be picked up in Administration. If not picked up, only 'hot-checks' will be mailed to employee (usually the following workday)*. (TBS Coaches pick up checks at their base locations).
- Please stop by administration no less than one time per month to pick up details of your hours worked in support the automated system. *It's our chance to connect and get your signature!*

* **Exception: All final checks are held for pick up.**

PAID TIME OFF (VACATION & SICK TIME) . . .

Want time off with pay? We offer a generous package to all regular employees. We encourage you to take some days off each year for relaxation. While we want to assure that you take needed breaks, there is not penalty or forfeiture for unused vacation hours – they rollover. Should you be ill, you accrue 5 days per year of sick time to cover unexpected absences created by healthcare needs for you or your next of kin. Never use sick time? How's this? Those that have unused balances in their sick account of 16 hours or more get the hours rolled into additional vacation time! (Anticipated requests for time off, of course, should be made in advance, in writing and approved by your supervisor to assure organizational needs can be met.) See Employee Handbook online for details.

EE Type	First Year	Second Yr	Third Yr+
Non-Ex	Vac: 40 hrs Sick: 40 hrs	Vac: 80 hrs Sick: 40 hrs	Vac: 120 hrs Sick: 40 hrs
Exempt*	Vac: 80 hrs Sick: 40 hrs	Vac: 80 hrs Sick: 40 hrs	Vac: 120 hrs Sick: 40 hrs
Part Time	Prorated	Prorated	Prorated
*Teachers are eligible for vacation/sick time based on school year/contract data. See online handbook.			

HOLIDAYS

New Years Day - January 1st
 Memorial Day
 Independence Day - July 4th
 Labor Day
 Thanksgiving Day
 Day after Thanksgiving
 Christmas - December 25th
 Floating Holiday* - As scheduled (see below)

Administration and the School are closed as indicated above. **All residential non-exempt "regular" staff scheduled to provide services and/or support to youth receive the holiday benefit only when scheduled to work any shift on the holiday**, with the exception of the Floating Holiday benefit as defined below.

***Floating Holiday benefit** - this benefit may be scheduled during the current calendar year for all "regular" staff hired before October of the same year, except teachers (teachers receive additional paid holidays so are not eligible for a 'floating' holiday). This is not an accrued benefit. Floating Holidays are calculated at a rate of 8 hours per year (eligible part time employees receive a prorated benefit) and must be designated for a **day in the month** of holidays such as those indicated above, your birthday, or your NH anniversary. Check the holiday schedule online.

Note: On-call staff are not eligible for benefits other than those mandated (neither holidays, PTO nor healthcare electives).

HANDBOOK HIGHLIGHTS

Full Handbook on-line @ www.newhavenyfs.org (insider)*