Cornell University Cooperative Extension New York City

Nutrition & Health Program
Policy and Processes Manual

Cornell University
Cooperative Extension
New York City

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Introduction

Welcome to Cornell University Cooperative Extension – New York City. Cornell University Cooperative Extension (CUCE) has partnered with the State of New York for over 100 years, bringing research and experience into communities of need, changing and improving lives. You are an important element to the continued success of our organizational mission as you too offer an immeasurable amount of knowledge and experience.

The three program areas of Cornell University Cooperative Extension—NYC:

> Family and Youth Development Program
> Urban Planning Program
> Nutrition and Health Program

The Nutrition & Health Program helps New York City residents of all ages make informed decisions about food, nutrition and health, managing resources, parenting, and health care.

We work closely with our partners to provide education to targeted adults, children and families. We reach into communities at many levels to make that happen, and support professional development opportunities that complement our efforts.

The Nutrition & Health major programs are:

Expanded Food and Nutrition Education Program (EFNEP)

We provide culturally sensitive, hands-on workshops series to help families:
- use their food dollars wisely
- make healthier food choices
- become more physically active

Eat Smart New York! (ESNY)

We provide nutrition and health workshop series to food stamp* recipients and applicants who make food choices within limited budgets. We reach participants via partnerships with New York City's many community organizations including emergency food assistance providers and food nutrition learning centers.
*Supplemental Nutrition Assistance Program (SNAP)

Farmers' Market Nutrition Education Program (FMNP)

We bring nutrition and health education to farmers' markets through simple cooking demonstrations featuring local grown produce donated by farmers.

Section 1: New Employee Information

1.1 Job Description

The first step in developing an effective Community Educator is to clearly communicate to the individual the expectations, requirements and responsibilities of the position. The job description provides a program summary, defines the qualifications and skills needed, and lists responsibilities and essential functions, professional development requirements, and other duties as assigned.
(see Attachment 1.a: Staff Position Description)

1.2 Skills for Success

The "Skills for Success" lists key skills Cornell employees are expected to demonstrate; these skills are evaluated as part of the Performance Management Process.
(see Attachment 1.b: Staff Skills for Success)

1.3 Performance Management Tool

The Performance Management Tool is a tool used by supervisors to assess and reward performance as well as understand the correlation between performance and potential. Performance dialogues are to be completed using the following three standard university forms: performance dialogue, individual goal alignment and individual development plan.

Staff members are responsible for:

- Managing their own performance throughout the year
- Asking for constructive feedback throughout the year
- Striving to develop their skills continuously
- Assessing their own performance on the Performance Dialogue (PD)
- Working along with their supervisor to complete the Individual Development Plan
- Working along and with their supervisor to complete the Individual Goal Alignment template
  (see Attachment 1.c: Performance Dialogue form)

Here is the link to the forms and additional resources:

http://www.hr.cornell.edu/life/career/performance_management.html

1.4 Professional Appearance

The appearance of our staff is important because we represent Cornell University and Cooperative Extension in the communities we serve. Cornell University Cooperative Extension-NYC Nutrition and Health staff is expected to dress in professional attire that is appropriate for the location and program they are supporting. Staff should be dressed appropriately to represent the organization at any time.

Clothing Guidelines

- Cornell/ESNY issued red polo shirt and black or khaki pants/skirts should be worn when working with agencies in public forums, such as health fairs, farmers markets, etc.
- Cornell/ESNY issued oxford shirts, dress shirts and/or vest with black and khaki pants/skirts should be worn when working with faith-based organizations or "Back to Work" vendors.
- No jeans (except during designated periods determined by supervisors)
- No shorts or mini skirts
- No flip flops
- No halter tops or other excessively revealing clothing
- No spandex tights worn as pants
- All clothing should be clean and neat.
- Shoes should be comfortable and appropriate for walking long distances, climbing stairs, and traversing a wide variety of flooring and surfaces.
- Staff should be appropriately dressed and prepared to be in the community **every day, even on "office days."**

General Guidelines

- Gum chewing is prohibited during program delivery.
- Nametags should be worn at all times while in off-site program locations.
- Cologne or perfume, if worn, should be of a light scent and used sparingly.
- Makeup, if worn, should be used modestly.
- Excessive and extremes in styles of jewelry are not recommended.
- Visible tattoos should be covered by clothing if possible.

1.5 Organizational Chart

The CUCE-NYC Nutrition and Health organizational chart depicts:

- Name and position title of all staff in the Nutrition and Health Program area.
- The current layout and site location of the programs and the lines of communication within each individual program/site office.

(see Attachment 1.d: CUCE-NYC Organizational Chart)

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Section 2: Office Processes

2.1   Attendance and Punctuality

In order to serve our community partners well we rely on consistent attendance from our staff. Staff is expected to come to work every day as scheduled, arrive and leave on time. Time away from work not requested in advance is considered an unplanned absence, and if excessive, will result in disciplinary action.

Attendance Standard

The standard working hours are Monday – Friday, 9:00 a.m. – 4:30 p.m., with the exceptions of evening classes or weekend events. The following are considered violations of the attendance standard, and subject to disciplinary action:

- **Four or more** unplanned absences or incidences of unplanned tardiness/leaving early in a three-month period.
- Any instance of a "no call/no show".

Examples of Unplanned Absences

- Employee or family member illness (unless an approved Family Medical Leave Absence (FMLA)) not reported before day of scheduled work
- No call or No show
- Tardiness without prior approval
- Leaving earlier than scheduled without prior approval
- Absence from work site (in the field or office) when scheduled

Note: Staff is encouraged to request time off at least two weeks in advance using absence and vacation slips provided at the local office.

Daily Call-In Procedure
- Call the local office prior to 9:00 a.m. and either leave a message or speak to the Administrative Assistant.
  - Please provide the following information:
    1. Date, time of call and location (*if calling from a worksite or in the field*)
    2. State the reason for lateness or absence.
    3. Expected return-to-office date/time.
- If unable to leave a message (*i.e., due to a full voice mailbox*), contact your supervisor, as soon as possible.

2.1 Attendance and Punctuality (continued)

In the event that you cannot report to work as scheduled, you must follow the standard call-in procedure outlined below:

Sick/Late
- As soon as you know you will be late/out sick and as soon as you are able, call in to designated office phone and call your supervisor. (Make efforts to arrange coverage for a workshop, if scheduled)
- If no one picks up at the office, leave a message with all pertinent information.

Vacation
- <u>At least</u> 2 week notice and supervisor's approval in writing BEFORE finalizing plans
- Seek approval as soon as you know your vacation plans.

Personal ⟶

Family/Medical Emergency ⟶

Other ⟶

> **Call as soon as you know and are able.**
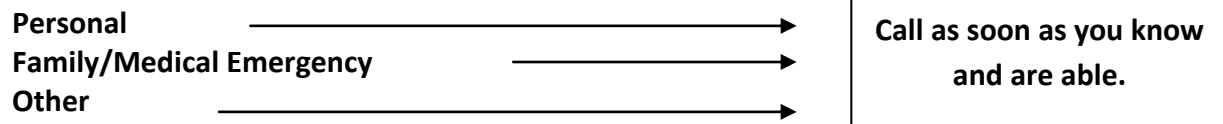
2.2 Recording Time—Kronos

Cornell University employees use the Kronos Time Recording system. Kronos is a web-based system that enables employees to easily record their time worked and their time away from work. Time is recorded by entry into a web-based timecard accessed with a Cornell Net ID and password. All Staff must adhere to the Time Collection Policy:

- On a DAILY basis, all staff are to access the Kronos system: https://www.kronos.cornell.edu *(see Attachment 2.a: Kronos—The Basics)*
- Enter the *actual in and out times* in "hour: minute" format, i.e. 8:05 a.m.
- Supervisors review timecards *before the end* of the Kronos pay period. This ensures that direct supervisors, who have firsthand knowledge of hours worked, have confirmed the accuracy of the time recorded.
- All supervisors will be required to place their approval on current and previous pay periods.

Methods of Recording Hours
- **In-Office**
    - Sign in at arrival (in designated sign-in book)
    - Sign in and out for lunch
    - Sign out upon departure
- **Off-site/In-field**
    - Call in to designated office phone upon your arrival at the site
    - Sign in for arrival, lunch, and departure in designated sign-in book upon return to your site office.

Time recorded in Kronos and the times recorded in the sign-in book must MATCH, though these times may differ from those that were originally recorded in the Community Educator's schedule (due to cancellations, etc.).

NOTE: For most staff, the workday begins at 9:00 a.m. (unless an early workshop is scheduled, or a flex-time agreement is in effect). Arrival at the office prior to 9:00 a.m. should be recorded in the sign-in book as such: "8:45/9:00 a.m.". However, your Kronos hours will be recorded as 9:00 a.m. (the official start time).

Off-site/In-field hours are when you ARRIVE at the agency/site, NOT when you are "on the way".

2.2 Recording Time—Kronos (continued)

Recorded times are documented by staff in this form:

Office Manager/Administrative Assistant
- o Monitors attendance and sign-in book
- o Receives and records call-ins from staff (maintains a call log)

Supervisor
- o Highlight the sign-in book to draw attention to missing/invalid information
- o Sign off and on/approve Community Educator's Kronos

Community Educator
- o Sign in/out or call in as appropriate

Time Collection Policy Reminders

Rest Periods

While not required by law, employees at CUCE-NYC are allowed two 15 minute paid break periods per day. A rest period is considered time worked and should not exceed 15 minutes.

- Rest-period time may not be added to the lunch hour or other off-duty time.
- Rest-period time cannot be accumulated to provide for a prolonged time-off period.
- Scheduling of rest periods for individuals should not interfere with the department's normal operation.
- Rest periods should not occur at the beginning or conclusion of the work day.

Meal Periods

When a nonexempt employee works more than four hours, which includes the period of 11:00 a.m. to 2:00 p.m., he/she must take at least 30 minutes for the meal period. Such 30-minute meal period must be taken within the 11:00 a.m. to 2:00 p.m. timeframe.

If a nonexempt employee is scheduled to work a shift which begins before noon and continues later than 7:00 p.m., the employee must take an additional meal period of at least 20 minutes between 5:00 p.m. and 7:00 p.m.

Meal periods are unpaid and cannot be accumulated to provide for a prolonged time-off period.

2.2 Recording Time—Kronos (continued)

Flextime

The department head, supervisors may coordinate work schedules to allow employees to arrange their own daily arrival and departure time, break time, and lunch period. All arrangements must conform to the overtime provisions of the Fair Labor Standards Act.

Refer to the links below for more information on the **Fair Labor Standards Act**:
(see Attachment 2.b: Flexible Work Arrangement Agreement Form)

- https://www.hr.cornell.edu/policies/nonacademic/labor_standards.html
- http://www.dol.gov/compliance/laws/comp-flsa.htm

End of Payroll Period Process and Time Line

Tuesday: All staff must have all time recorded by Tuesday at noon. This will involve projecting time worked for Wednesday.
Wednesday: Supervisors must review and approve time by Wednesday at 9:00 a.m.
Wednesday: Payroll Reps review and approve time worked and troubleshoot questions and problems.
Thursday: Time collection and correction ends Thursday at noon.

Both the employee and the supervisor are responsible for ensuring accuracy of time recorded and approved. Knowingly approving inaccurate time collection data is in violation of university policy and illegal under the Fair Labor Standards Act, and may subject the person(s) to disciplinary/legal action (up to and including discharge).

For more information on using and accessing the Kronos system, go to:
http://www.dfa.cornell.edu/dfa/payrollservices/services/kronos/howtoguides

2.3 Quality Time—Fridays

Cornell University Cooperative Extension-NYC Nutrition and Health staff should observe quality quiet time in shared staff workspace for three hours on Fridays in order to allow for concentration and completion of paperwork.

- The proposed quiet hours are from 10:00 a.m.-12:00 p.m. and from 3:00 p.m.-4:00 p.m. (except during Summer Fridays)
- All conversations (including cell phones) should be held outside of shared workspace during these hours.
- If other quiet hours are needed, the conference rooms available in all borough offices should be utilized to meet this need. Conference rooms can/should be reserved ahead of time via the online Outlook calendar for this purpose.
- Signage and announcements should be made at the beginning and end of quality time.

**Exceptions to Friday quality time will be determined by the Program Coordinator (e.g. community educators have scheduled classes on Friday) and arrangements will be made to observe the quality quiet time on a different day.

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Section 3: Program Processes

3.1 Canvassing/Marketing/Workshop Requests

Cornell University Cooperative Extension-NYC staff should canvass/market programs on an ongoing basis. Planned canvassing/marketing activities by CUCE-NYC Nutrition and Health staff should be approved by the community educator's immediate supervisor. The goals of the canvassing and marketing efforts are to market the Nutrition and Health programs to the targeted NYC communities, to recruit agency partners, and to help reach the goal of educating families about nutrition and health topics. This is an ongoing program effort.

Canvassing/Marketing Procedures

- Canvassing/marketing CUCE-NYC Nutrition and Health Programs should be ongoing. Planned canvassing/marketing should be conducted prior to each quarter while quarterly schedule is in development or as directed by supervisor.
- CUCE-NYC staff is trained in canvassing/marketing during Navigating for Success (NFS) and as required by supervisor.
- Canvassing/marketing is conducted to reach out to agencies and partners.
- Records of planned canvassing/marketing activities are required.
- Staff should be equipped with:
    - CUCE-NYC Nutrition and Health Marketing Portfolio
    - request forms
    - business cards
- Staff should be attired appropriately (business, business-casual)
- Specific neighborhoods and potential partner agencies should be identified or targeted.
- Follow-up should be recorded using canvassing/marketing form
  (see Attachment 3.a: Canvass Referral Form).
- Canvassing/marketing forms should be submitted to supervisor within 2 days.

Telephone Canvassing/Marketing Procedures

- Telephone marketing /canvassing efforts should be reported and recorded using the Canvassing log *(see Attachment 3.b: Outreach/Recruitment Canvassing Log).*
- Canvassing logs for telephone canvassing should be shared and discussed with program supervisors regularly.
- Follow up should be recorded and outcomes detailed on the canvassing log.

3.2 Quarterly Scheduling Policy

Staff scheduling is a crucial part of program management and is important for planning, meeting program goals and expectations, and maximizing staff time and effort. Programs must be able to schedule staff in a manner that allows them to balance their job responsibility effectively while meeting the program goals and expectations.

Cornell University Cooperative Extension-NYC Nutrition and Health Community Educators staff must plan and schedule their program activities quarterly. These schedules will provide the information needed to document their work time and efforts and allow supervisors the opportunity to provide needed support and guidance.

Quarterly Scheduling Process

- All Nutrition and Health program community educators must complete a quarterly schedule of their workshops series.
  The first draft of the quarterly schedule is due to supervisors on the following dates:
  Quarter 1…due September 15th
  Quarter 2…due January 15th
  Quarter 3…due April 15th
  Quarter 4…due July 15th
- Schedule changes should be reported as soon as they occur and updated versions of the schedule provided to the supervisor and/or office manager/administrative assistant.

Quarterly schedules must include the following information:

- Community Educator's Name
- Quarter (Date and Term)
- ESNY, EFNEP, or other program assignment
- Start and End time for each day
- Site Name/Address/Phone Number/Fax Number
- Contact Name/Contact Title
- Time allocated for Lunch, Travel, Set-up, and Food Shopping
- Start Date, End Date, Start Time, and End Time of workshop
- Adult/Senior or Youth
- Time allocated for documentation, planning, and reporting
- Summary of the number of groups for the quarter (adult, youth, senior)
  (see Attachment 3.c: Quarterly Schedule Template)

3.3 Handling Confidential Participant Records

Participants enrolled through the Food and Nutrition Education in Communities programs (such as EFNEP and ESNY) are asked to provide personal identifying information about themselves and their family. These data are key to the successful evaluation of the program. Cornell University Cooperative Extension–NYC program staff and volunteers must understand the importance of maintaining the confidentiality of this information and demonstrate a commitment to the processes and policies which protect program participant confidential data.

Once participant data are collected, the information must be handled confidentially with access limited to people, including staff, approved for such access.

Cornell's Responsibility:

- Provide all community educators with locks for bags/travel cases which transport and store confidential participant records while travelling to and from agency sites and CUCE site offices.
- Provide an easily accessible "general" locked storage cabinet at the CUCE site offices to store confidential records when they are returned to the site offices. This storage location will be available and accessible to all approved nutrition program staff.

Nutrition and Health Staff Responsibility:

- All confidential records (WebNEERS Entry and Exit forms) must be transported at all times in locked travel bags/cases.
- Upon completion of the data collection from program participants, the confidential participant records must be taken to and stored in at the local site offices the first time the community educator returns to that site office.
  - All subsequent work on the participant records, including food recall coding, must be conducted in the site office.
  - All records will be secured in the locked storage cabinets when the community educator is not specifically working on those records.
  - These confidential records must remain at the local site office at all times.
- All participant data records will be stored in the designated secure storage in the site offices.
- All confidential participants records submitted for data entry must be stored in secure storage until they are entered and then returned to the designated "general" storage unit.

Completed records of graduated/terminated participants will be filed and stored in locked storage units until the end of the program year, where they can be available for review.

Section 4: Supervisory Processes

4.1 Records Review

Reviewing Records

When: Frequency with which records are to be reviewed by supervisory staff
- Review <u>at least twice</u>
  - **At least once** during Nutrition and Health Workshop
  - **At least once** after Nutrition and Health Workshop graduation

How: Procedure in which records are to be reviewed by supervisory staff
- During the Workshop
  - Review attendance logs *(see Attachment 4.a)* for completeness
    - Look for participants in jeopardy of not graduating
  - Review entry forms for completeness
  - Reconcile attendance log with names on entry forms
  - Review progression records and current lesson plans
    - Are comments provided?
    - Were sections highlighted to reflect what was done during the lesson?
    - Are activities highlighted?
    - Is all documentation complete?
  - Submit folder for enrollment data entry
  - Follow-up accordingly as needed
- After Graduation
  - Review checklist (including MOU—for ESNY only)
    (see Attachment 4.b)
  - Make sure entry and exit (or termination) forms exist for each participant.
    - Enrollment date = date consent form was **signed**

Who: Procedure in which records are to be reviewed by supervisory staff
- **Supervisors (SUP), Program Assistants (PAs), and Supervising Community Educators (CE IIIs)** can review Community Educator (CE) records
- **Supervisors (SUP)** review Supervising Community Educator's records (or possibly Program Assistant)
  - Supervisors are to spot-check lesson plans

4.2 Field Observations

Lesson/Workshop Observations: "Coaching Up"— the purpose is to build staff up and help them to become even better educators. Lesson/Workshop Observations are used to assess community educators' facilitation skills and nutrition knowledge. This process allows supervisors the opportunity to provide constructive guidance to community educators. The community educators are also able to assess themselves and compare their assessment with the observer.   This is a formal document that is filed for performance management and review.

When: Determine frequency with which lesson/workshop observations should occur
- **At least** four (4) formal observations per year per Community Educator (CE)
- **At least** once per quarter
- **50%** of observations should be **unannounced: at least** two (2) per program year.

Where: Determine locations under which lesson/workshop observations should occur
- Observe each CE in a variety of settings
  - Adult, youth, and senior groups
  - Different times of day/days of week

How: Determine method of performing lesson/workshop observations
- Observers act as **participants** (including dietetic interns)
  - Introduce observer to group as a "colleague" or "co-worker" NOT as a supervisor
  - Observer should not fill out observation form *(see Attachment 4.c)* during visit or sitting off to the side. Observer must join in all group activities.
- Observer must provide feedback **as soon as possible.**
- Observer presents feedback:
  - Written and orally
    - Use approved/standard lesson/workshop evaluation/ observation form/checklist. There is a different form for Lessons in a Box (LIB) vs. Workshop (WS).
  - Ideally immediately after lesson observation, if possible (might be necessary to factor that time in beforehand)
  - If not possible to discuss observation with CE immediately afterwards, make an appointment to meet **no later than one (1) week** after the lesson/workshop was observed in order to provide feedback
- Lesson/Workshop Observation form:
  - Must be signed by both the observer and community educator
  - Must be photocopied and given to CE and his/her supervisor

4.2 Field Observations (continued)

- CEs must fill out a self-assessment form **at least twice** per year, based on their evaluation of a workshop/lesson they facilitated
  - o Will be compared with observer's evaluation form of the same lesson/workshop
- Specific timeline for continued follow-up after observing that more work/help is needed will be an individual management process/decision

4.3 Quarterly/Annual Performance Management

Supervision and management of the Community Educators is a critical function of the Nutrition and Health Program Coordinators. Monitoring of the educational services and interactions with the public is essential as the community educators represent the face of the CUCE nutrition program. Communication of expectations to staff is critical in management of staff performance. Periodic meetings to assess progress, and discuss issues, participant challenges, and/or other staff needs are recommended.

Procedures

The program coordinators have procedures in place to
- Orient new staff to the CUCE-NYC and FNEC policies and processes.
- Review each community educator's performance after 3 and 6 months of employment.
- Review each community educator's performance annually.
- Observe each community educator at least two to four times per year in a group educational setting. Document and share feedback with each staff person.
- Meet at least monthly with all community educators.
- Discuss teaching plans and evaluate family or group progress with the community educators on an ongoing basis.

Details

When: How frequently formal performance reviews are held
- Once per quarter, at least
- During an annual performance review meeting (can count as both the annual and 4th quarter review)
  - Annual performance review should NOT be a surprise.

How: How performance reviews are conducted
Quarterly: Program Coordinators schedule time to sit with Community Educators
- Community Educator brings:
  - Participant list of families from WebNEERS from the previous quarter (# of participants should be printed as of close of business the day prior to the meeting, for the most up-to-date number of participants)
  - Caseload expectation (on position description)
  - Other WebNEERS documents for all CE's adults and youth
    - Youth documentation
    - List of families
  - Schedules (past and upcoming)
  - Marketing and recruiting efforts
  - Plans for next quarter

4.3 Quarterly/Annual Performance Management

(continued)

- o Success stories
- o Workshop/Lesson observation forms
  - ▪ (self-evaluations and those completed by observers)
- Supervisor
  - o Documents the performance review meeting
    - ▪ Both CE and supervisor sign
  - o Brings other documents as needed
    - ▪ Feedback from agency staff about CE's performance, etc.
  - o Determines need for follow-up
    - *(see Attachment 4.d: Supervisor/CE quarterly review meeting form)*

Annually

- Same procedure as other quarterly meetings
- Reflects CE's performance for the entirety of the previous program year (Oct to Sept)

  - ▪ Community Educator Documents
    - Performance Dialogue –Self Assessment
    - Staff Development Plan
  - ▪ Supervisor Documents
    - Performance Dialogue (complete)
    - Goal Alignment
    - Position Description

Who: Determine who is involved in performance reviews
- Community Educator
- Supervisor
- Supervising Community Educator, as needed

Section 5: Administrative Processes and Facilities Management

5.1 Nutrition and Health Facilities

CUCE-NYC Nutrition and Health offices are maintained on a daily, quarterly, and semi-annual basis for cleaning and repairs. All staff is encouraged to maintain their personal areas and to use facilities equipment responsibly.

Although each site is different, staff is encouraged to:

- Eat and dispose of food trash in designated areas.
- Properly store open containers of food (ex. peanuts, raisins, etc.).
- Alert administrative staff/supervisor of any defective equipment (ex. Plumbing, elevators, laminating machines).
- Name and date foods in the refrigerator to avoid spoilage.
- Clean up after yourself if using any public spaces.
- Turn off and unplug all equipment when not in use. (Electric kettle, laminating machines, lights, computers, etc.)
- Step out of rooms where people are working if having personal conversations and avoid playing music to respect those working in the area.

Housekeeping supplies are ordered by the Office Manager and used by the custodial staff to provide a comfortable environment for everyone to work.

5.2 Ordering and Inventory Forms

Inventory/Purchasing

Taking inventory of on-hand items can be time-consuming and appear unnecessary. Though it may seem that inventory is merely a technicality, there are some practical reasons why successful inventory keeping is a must. Inventory is important because it helps to avoid over- and under-buying; increases the knowledge of Back Stock items and the need for elimination or change in purchases; reduce the loss of products; and maintain consistent inventory upkeep and awareness of program needs and how items are being used or not used.   Inventory must be taken for all items before they can be ordered.

The CUCE-NYC Nutrition and Health Program Area Purchasing and Inventory form was developed to assist program supervisors manage the program's related expenditure allocated in the program budget. The inventory/purchasing request is based on a quarterly schedule of program activities. *(see Attachment 5.a—5.d: Order Forms)*

- An **annual inventory** should be completed in the last week of the program year (last week in September) to determine the final inventory of items for each program year.
- The **final inventory** is used to prepare the 1st Quarter purchase request, based on the staffing and planned programmatic needs.
- Inventory should be taken prior to all other purchasing request for the items needed, before the purchase request is submitted.
- The inventory/purchasing request should be reviewed with the program coordinators, and office manager or administrative assistants prior to submission to Program leader for approval.
- The purchasing request should be submitted to the program leader from the program coordinator, and copied to Isabel Arroyave and the administrative assistant or office manager for approval.

5.3 Interoffice Mail

Pickup/Delivery of Interoffice Mail, Documents, Receipts

Administrative staff (office managers and administrative assistants) should arrange to deliver and pick up from the Cornell University Cooperative Extension–NYC Manhattan office any forms, receipts, mail, transit checks, petty cash checks, and other paperwork on a weekly basis (once a week). Site managers should appoint an administrative staff person (office manager or administrative assistant) to perform this duty during normal work hours.

- Tuesday and Wednesday are the preferred days for pickup and delivery. If there needs to be an exception to these days of the week, please alert the Nutrition and Health Program Leader via email.
- Interoffice mail is located in the kitchen/copy area of the CUCE-NYC Manhattan office on the counter to the right of the photocopier.
- Jean Zilnik's In-Box is on her desk (travel, invoices, and utility bills).
- Isabel Arroyave's In-Box is on her desk (packing slips, invoices, and expense reports).

Section 6: Reimbursements

6.1 Petty Cash Reimbursement

Cornell University Cooperative Extension–NYC Nutrition and Health provides petty cash to staff to meet the programming needs for Nutrition and Health programs. Petty cash is managed by the Site Coordinator and Office Manager for each office location.

Petty Cash

Petty cash is to be used for the following:
- Food for demonstrations or preparation.
  - Recommendation : $7.00 per food activity per group size of 10 to 12 participants
- Allowable incidental items needed *(see Attachment 6.a: Unallowable Expenditures)*.
- Use of a tax exempt form *(see Attachment 6.b: Tax Exempt form)* is needed. Tax will <u>not</u> be reimbursed.

Cash Reimbursement and Cash Advance Process

Process for cash reimbursement:
- Original receipts must be submitted for reimbursement ASAP/thirty (30) days maximum to the Office Manager (OM) or Administrative Assistant (AA).
- A reimbursement form must be used *(see Attachment 6.c: Reimbursement form with form requirements)*
  - Be sure to always check with OM or AA for most updated reimbursement form.
- OM/AA submits forms to the Program Coordinator and Program Leader for final approvals, and then documents are processed in the main office.
- Reimbursements will be provided by the OM/AA within five (5) days.

Process for cash advances:
- If necessary, a request for a petty cash advance is made to the Office Manager (OM) or Administrative Assistant (AA).
- Complete and sign a promissory note; maximum amount is $20.00 (group size depending). *(see Attachment 6.d: Promissory Note)*.
- Submit receipts and balance the first day back to the site office (maximum five (5) days.
- No further cash advance is allowed unless all outstanding balances have been reconciled.

6.2 Local Travel Reimbursement

Cornell University Cooperative Extension–NYC Nutrition and Health provides local travel reimbursement to staff, for reasonable expenses actually incurred, for business travel that is necessary to meet the needs of the program.

Necessary travel throughout the day, other than the commute to/from work, for delivery of the program, is reimbursable. You cannot be reimbursed for your commuting cost. That applies regardless of where the location is that starts or finishes your work day….office, workshop, etc. Note that no reimbursements are allowed for travel for shopping for workshops since shopping for workshops is supposed to take place in the neighborhood, so there shouldn't be additional travel for shopping only.

Process for Local Travel Reimbursement

- Complete local travel reimbursement form
  (see Attachment 6.e: Local Transportation Detailed Travel Sheet).
- Attach original receipt(s) from MetroCard purchase on separate sheet.
- Enter travel information in University Online Travel System.
  (see Attachment 6.f: Online Travel Instructions)
    - **Go to:** https://travel.dfa.cornell.edu/travel/
- Submit travel form and receipt(s) to the AA or OM for review of accounts and accuracy.
    - The AA or OM will submit to the Program Coordinator and the Program Leader for final approval and signature.
- All forms and receipts are brought to the main office to be processed by Jean Zilnik, Accounts Coordinator on a weekly basis.

You cannot be reimbursed for travel if you have a monthly unlimited MetroCard. Cornell policy states that you will be reimbursed for actual costs incurred, and there is no additional cost incurred when using an unlimited MetroCard. Remember that a receipt must be provided for the expense, as with all other reimbursable expenses. CUCE-NYC also offers the alternative option of enrolling in the TransitChek program.

- Contact Gloria Roman, Extension Human Resources Representative, for more information on purchasing TransitCheks using pre-tax dollars taken from your bi-weekly paycheck.
  (see Attachment 6.g: Transit Pass Election Form)

Section 7: Transportation

7.1 Local Travel Methods

Cornell policy states that employees should select the most cost effective and efficient mode of transportation. For New York City programming, that would normally be public transportation. If you need to drive, you should use the fleet vehicle if it is available.

Personal Vehicle Use

If you have a special circumstance that requires driving, use a fleet vehicle, if available. The use of a personal vehicle MUST have written permission from the Executive Director, prior to usage.

- University Travel Policy 3.2 Personal Vehicles:
  "If you use your own vehicle, it is your responsibility to carry adequate personal insurance coverage for yourself, your vehicle, and any passengers. A traveler should review his or her personal insurance coverage before using his or her vehicle for business.

  Note: Consult with your insurance agent to determine appropriate coverage.
  The travelers insurance is the primary insurance coverage when using a personal vehicle for university business."

7.2 Reimbursement for Personal Vehicle Use

Reimbursement of local travel is for public transportation only, unless there is an exception or special circumstance. Reimbursement for use of a personal vehicle requires written permission in advance.

After obtaining written approval from the Executive Director for reimbursement for mileage and/or tolls:
- Vouchers must be submitted within 30 days of the completion of each trip. In our case this would be a month of local travel trips.
- University Business Expense Policy 3.14 Reimbursements:
  "A request for expense reimbursement (including travel and extended work assignments away from the university) in excess of six months requires an additional approval by your director. An explanation of why the expense could not be submitted earlier must also be included."

Section 8: Health, Safety and Emergency Policies

8.1 Health and Safety Policy

Cornell University Health and Safety Policy 2.4 (Excerpt)

At Cornell University, safety is everyone's responsibility. All members of the university community should be thoroughly familiar with their safety responsibilities, strive to follow safety practices at all times, act proactively to prevent accidents and injuries, communicate hazards to supervisors, and be prepared for emergencies that may occur in the workplace or on campus.

This Health and Safety policy reaffirms the university's commitment to safety and establishes a uniform system and process to help individuals, departments, and units meet their health and safety responsibilities.

Reporting

There are three ways to report a health or safety hazard:
1. If you believe there is an immediate danger to the health or safety of yourself or others call 911.
2. If there is no immediate danger to the health or safety of yourself or others, but you believe there is an ongoing or potential hazard that may need attention, contact your supervisor.
3. If the problem cannot be remedied by a supervisor or a supervisor is not available, contact Tatyana Fabrikant (212) 340-2909 or Jean Zilnik (212) 340-2907, in the main office.

How to report an injury or accident
1. If any employee under your supervision is injured on university-owned or occupied space, fill out a **Cornell University Accident Report** within 24 hours of the time of the accident. This form, with instructions for its completion, is available online on the Human Resources website. When completed, send the form to the Office of Human Resources. *(see Attachment 8.a: Personal Accident Enrollment Form)* https://www.hr.cornell.edu/benefits/insurance/pai_brochure.pdf

2. If someone other than an employee is injured on university-owned or occupied space (office space), have that individual immediately complete a **Cornell University Incident Report** and, if assistance is necessary, 911 to report the incident.

8.1 Health and Safety Policy (continued)

Worker's Compensation

Workers' Compensation provides income protection and medical treatment benefits in compliance with New York law while you are disabled from a work related injury, illness or disease. Community Educators are covered by workers compensation as long they are on Cornell paid time and therefore not covered while on their way to work (office/worksite) or to home. *(see Attachment 8.b)*

If you sustain a work related injury or illness:

If you need medical attention, please **do not use your health insurance. Notify the health care professional that you are covered under the <u>New York State Insurance Fund</u>.**

        Policy Number 240960

 Address: **Glendale Technology Park, Bldg 16**

                2001 Perimeter Road East

                Endicott, New York 13760-7390

                Contact Person: Sue Sweetland (607) 741-2114

Please note that it takes 5-10 days to get a carrier case number once the accident report is submitted to campus.

Benefits begin when three Workers' Compensation criteria are met:

- An accident, injury, illness or disease must be reported to Cornell. Use the **Cornell University Injury/Illness Report** to do this. Cornell requires that these reports be completed within 24 hours of the time of injury or illness.
  See link: http://www.risk.cornell.edu/accident_reporting.cfm
- Medical certification of injury, illness or disease must be presented to Cornell and the NY Workers' Compensation Board.
- A causal relationship between the injury, illness or disease and your job must be made and documented, and it must have occurred in and of the course of your employment at Cornell.

If either of these conditions are not present, Cornell may not accept the injury, illness or disease as falling under the Cornell Workers' Compensation benefit program. If Cornell decides to not accept it under Workers' Compensation (called a controverted claim), you are placed on Short Term Disability benefits until the Workers' Compensation claim is decided by the NY Workers' Compensation Board.

Visit the Human Resources Division website for more information:
http://www.hr.cornell.edu/benefits

8.2 Emergency Planning Policy (continued)

Cornell University Emergency Planning Policy 8.3 (Excerpt)

Cornell University organizes, coordinates, and directs available resources toward an effective response to, and recovery from, any emergency. The effectiveness of this effort is dependent on the development of a comprehensive central plan and individual college/unit plans. The university, therefore, expects colleges, divisions, and individual departments to develop detailed emergency plans. This policy includes a chain of command establishing the authority and responsibilities of campus officials and staff members, and requires that colleges, divisions, and individual departments designate emergency coordinators with the authority to make modifications in emergency procedures and commit resources for emergency preparedness and recovery, as necessary.

The university is committed to protecting its community members, intellectual property, and facilities; minimizing the impacts of emergencies; maintaining commitments to sponsors of research; and maximizing the effectiveness of the campus community in responding to and recovering from emergencies.

WEBSITE ADDRESS FOR THIS POLICY

http://www.dfa.cornell.edu/dfa/treasurer/policyoffice/policies/volumes/riskandsafety/emergencyplanning.cfm

University Policy Office**: http://www.policy.cornell.edu**

8.2 Emergency Planning Policy (continued)

EMERGENCY PROCEDURES FOR CUCE-NYC OFFICES
**CUCE-NYC EMERGENCY CLOSING NOTIFICATIONS, CALL THE MAIN OFFICE (212) 340-2910.
EMERGENCY AND EVACUATION PLANS ARE IN DEVELOPMENT FOR INDIVIDUAL OFFICES.
USE THE FOLLOWING PROCEDURES IN THE INTERIM.**

Fire Emergency
1. REPORT
> • Alert others in the immediate area and evacuate the room.
> • **CALL 911** from a safe location -- Report the location and size of the fire
2. CONFINE THE FIRE BY CLOSING THE DOOR TO THE ROOM.
3. EXIT VIA THE NEAREST SAFE ESCAPE ROUTE
> • Feel the upper part of the door – do not open it if it is hot.
> • Open door slowly if it is cool. Be ready to close it if smoke or heat is present.
> • Walk, do <u>not</u> run to exits. Use stairways to exit, do not use elevators.
4. MOVE TO YOUR EMERGENCY MEETING SITE
> • Report any missing or trapped people to the emergency responders
> • Move away from the building
For more information on Fire Prevention: <u>http://www.ehs.cornell.edu/fire</u>

Medical Emergency
1. PROTECT VICTIM FROM FURTHER INJURY
> • Remove any persistent threat to the victim.
> • Do not move the victim unnecessarily.
2. CALL 911 TO OBTAIN EMERGENCY MEDICAL CARE
> • Report the location of the person and the nature and extent of injuries.
> • Call from a safe location.
3. PROVIDE FIRST AID IF YOU HAVE APPROPRIATE TRAINING

Police Emergency
1. PROTECT YOURSELF FROM HARM
> • Attempt to remove yourself from any danger.
2. CALL 911 TO OBTAIN POLICE ASSISTANCE
> • If possible, call from a safe location.
3. PROVIDE THE FOLLOWING INFORMATION TO THE POLICE:

• Location of Crime	• Nature of crime & specifics	• Any injuries
• Description of suspects	• Direction of travel of suspects	• Description of vehicles involved

4. DO NOT PURSUE OR ATTEMPT TO DETAIN SUSPECT

Other Emergencies
1. EVACUATE IF NEEDED and **CALL 911** TO REPORT OTHER EMERGENCIES

Cornell University Cooperative Extension Offices
New York City

Manhattan

    40 East 34th Street *

    Suite 606

    New York City, NY 10016

    Phone: (212) 340-2900

    Fax: (212) 340-2908

    * The shipping address and entrance are at 40 East 34th Street, but the door is marked 183 Madison Avenue.

Bronx

    432 East 149th Street

    3rd and 4th Floors

    Bronx, NY 10455

    Phone: (718) 993-5360

    Fax: (718) 993-5646

Brooklyn

    1337 President Street

    Brooklyn, NY 11213

    Phone: (718) 363-1016

    Fax: (718) 493-1768

    1345 President Street

    Brooklyn, NY 11213

    Phone: (718) 363-1016

    Fax: (718) 493-1768

Queens

    89-62 164th Street

    Jamaica (Queens), NY 11432

    Phone: (718) 657-9520

    Fax: (718) 657-0520

List of Attachments

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Section 2	**Office Processes**
	2.a Kronos—The Basics 2.b Flexible Work Arrangement Agreement Form
Section 3	**Program Processes**
	3.a Canvass Referral Form 3.b Outreach/Recruitment Canvassing Log 3.c Quarterly Schedule Template
Section 4	**Supervisory Processes**
	4.a Attendance Log 4.b Checklist for Record Completion 4.c Lesson Observation Guide 4.d Supervisor/CE Quarterly Review Meeting Form
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Section 8	**Health, Safety and Emergency Policies**
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