

Catholic Social Services of Washtenaw County Intern Handbook



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Welcome to Catholic Social Services of Washtenaw County!

I am pleased to have you be part of Catholic Social Services during your educational endeavors. I invite you to explore the variety of different programs we have to offer. Here at CSSW, we pride ourselves in hiring the best and most competent leaders. Your supervisors are great resources to furthering your education. Take the time to meet individuals of other programs and ask them questions about their position. You are welcome to stop by and speak to me about any concerns you may have, or to just introduce yourself to me. I look forward to meeting you. Welcome!



Larry Voight, LMSW

Agency President

Brief History of CSSW

The doors were opened in 1959 as an extension of the Archdiocese of Detroit with the following mission statement:

“Catholic Social Services of Washtenaw County recognizes the value and dignity of each person as a child of God and believes that social service is an essential component of the mission of the church.”

Catholic Social Services of Washtenaw County will work to encourage a greater understanding, acceptance, and respect among people in our community by

- advocating for the poor, the powerless, and the oppressed
- preventing deterioration of individual and family life
- enhancing and improving the quality of life for individuals and families

Catholic Social Services of Washtenaw County will make available professionally competent, compassionate service to all residents of the County.

The agency by-laws states its purpose as:

...offering service to persons needing help with personal, family, or other problems of the environment in order to foster the development and stability of healthy family life; to offer services to families with marital or other interpersonal difficulties within the family, unmarried parents, couples desiring adoption of children, and children in need of protective services; when necessary to accept temporary or permanent custody or guardianship of children' and, to carry out the foregoing purposes without regard to the religious background of the persons it is serving.

From its beginning with a staff of seven, CSSW targeted prevention services to high risk families and youth. Free counseling services were offered to young women experiencing an unplanned pregnancy. During the 1960's, the agency doubled in size with an increase in adoption and foster care services. As many as 100 infants were placed for adoption in one year. At this time, the agency joined the local United Way as a member agency receiving their support. CSSW assisted with the creation of Ozone House, SOS Crisis Center and the Whitmore Lake Health Clinic. The services of foster care licensing for short term placement of runaway youth along with staff supervision and training were given to Ozone House while CSSW remained the official licensed child placing agency for Ozone foster homes until 1983. CSSW provided summer programming to youth in the Whitmore Lake area.

The 1970's saw a decrease in demand for voluntary infant adoption placements and an increased need to support services to single parents. In-home counseling to high risk families for abuse and neglect or for having a child removed from their home and who were referred by the Michigan Department of Social Services (now known as Department of Human Services) began and continued on until 1996. Outreach services to the elderly began with the help of grant dollars from state and federal sources in the latter part of the decade. In 1978, Catholic Social Services of Washtenaw County developed the first Parent Aide Service in Washtenaw County. This program continues to provide trained, supervised community volunteers to mentor at risk parents and children. The program was expanded in 1988 to target young women pregnant with or parenting an infant for the first time and in 1996 began to include families with children under the age of three. Personnel requirements were upgraded during the 1970's with an increase of BSW and MSW staff. An Ypsilanti branch office was opened and CSSW became affiliated with the then new Diocese of Lansing thus letting go of its ties with the Archdiocese of Detroit.

Catholic Social Services of Washtenaw County experienced tremendous growth with the development of several new programs through state and federal grant contracts during the 1980s. An additional parent

aid service began, substance abuse treatment and prevention services were funded, and respite to caregivers of the elderly started. Retired Seniors Volunteer Program (RSVP) joined as an agency sponsored program. The Alternatives to Domestic Aggression Program (ADA) was implemented in 1987. Families First, the largest program to develop and funded through a State of Michigan contract, continues to provide intensive, in-home services to at risk families in order to prevent child abuse and neglect. By the end of this decade, the staff count reached 42 with half located in the Ann Arbor office and half in the new and larger Ypsilanti office.

Two additional prevention services for the community were developed by CSSW in the 1990's: Grandparents as Parents (GAP) began in 1992 and Healthy Families America (HFA) was established in 1995. The GAP program offers caregiving grandparents and their grandchildren intergenerational opportunities to share common experiences through support groups. GAP also helps participants better understand each other's special needs through group and individual instruction and works to successfully link service recipients with needed community services. The HFA program is a home-based program available to first-time parents in Washtenaw County who are overburdened, isolated, without adequate support and at risk for abuse and neglect. A family support social worker is available to the family until the child begins Kindergarten. The program's primary focus is to create a safe and stable home environment and to build awareness of the developmental needs of infants and children by increasing positive parent-child interaction through teaching healthy parenting skills.

Catholic Social Services of Washtenaw County continued working collaboratively with many groups in the community, including the Washtenaw Housing Alliance. Catholic Social Services of Washtenaw County assumed responsibility for providing Housing Support Services to tenants of Avalon Housing in November 2001. These services, often geared toward vulnerable and marginalized persons, build on our competency with in home services, and seek to provide a variety of supports to enable tenants to remain permanently housed. By December, 2002, the Board of Directors of Catholic Social Services of Washtenaw County and Father Pat Jackson House Program entered into an Asset Transfer Agreement. Catholic Social Services of Washtenaw County now operates the Father Pat Jackson House Program- providing emergency and transitional assistance, as well as parenting supports, to pregnant and parenting teens.

In 2005, after a multidisciplinary community team including health care, law enforcement, prosecution, and child protective services created the concept of a Child Advocacy Center for Washtenaw County, Catholic Social Services of Washtenaw County began providing forensic interviews and supports for victims of child sexual abuse. This program is initially housed at the Packard facility.

Catholic Social Services of Washtenaw County made many important service and community contributions during 2006. After several years of community planning, Washtenaw County was one of nine grantees from around the country selected by the Robert Wood Johnson Foundation's Community Partnership for Older Adults program. Catholic Social Services of Washtenaw County is the lead Agency in this initiative through the *Blueprint for Aging*. We began operations of the *Washtenaw Child Advocacy Center* at the County's Towner Human Services Building. The renovation and furnishings were essentially donated "in kind" by the community. The Agency reactivated its State of Michigan substance abuse treatment license and was awarded the contract from The Michigan Department of Corrections to provide outpatient services for the county. A new statewide initiative-*Michigan Prisoner Reentry Initiative*- to reduce recidivism within the returning offender population was introduced. Catholic Social Services of Washtenaw County was selected as the fiscal leader in the community for this project. We maintained Accreditation by a national accrediting body, the Council of Accreditation.

In 2007, several new affiliations and services began. In response to a set of concerns and innovative solutions presented by a group of community stakeholders about the housing and supports necessary for

people with developmental disabilities, we forged a partnership with *Intentional Communities Washtenaw*, to serve as its administrative center, and ultimately, to provide services. By the end of 2007, Catholic Social Services of Washtenaw County entered into a staffing arrangement with *His Eye is on the Sparrow*, an emerging organization providing services to persons with developmental disabilities.

A longstanding and important community organization, HelpSource, decided to cease its operations in mid-2007. Catholic Social Services of Washtenaw County was asked to continue three of its programs, Behavioral Health, Adult Day, and Supervised Visitation/Parent Exchange. By August, Catholic Social Services of Washtenaw County assumed operations for each of these, locating Behavioral Health and Supervised Visitation/Parent Exchange at the Packard facility, and operating the Adult Day program as “The Oaks” in the community space at the Neighborhood Church.

In 2008, as a result of new directions established with the Diocese, we began supporting the Migrant ministry in our County. In April, we co-hosted a regional conference with the Diocese on *Human Trafficking* attended by 130 people. We also entered into a contract with the USCCB to provide assistance to Trafficking survivors.

During 2009 several accreditations were completed. Through the Council on Accreditation, Catholic Social Services of Washtenaw County was reaccredited through 2013. The Washtenaw Child Advocacy Center also received national accreditation through the NCA. CSSW began an educational partnership with *Daejin University- School of Social Welfare* in South Korea, and hosted four interns for a month during the summer. As a result of a new adoption contract with the Department of Human Services, we began providing Adoption services in the areas served by our *Families First* contracts.

In January 2010, *Neighborhood Senior Services*, an important organization with a 35 year history of service to seniors in our community, became a program of Catholic Social Services of Washtenaw County through a formal asset transfer agreement. Neighborhood Senior Services is also located in the Senior Health Building, along with the *Older Adult Programs* and the *Blueprint for Aging*. CSSW was awarded a (sub) contract to provide *Safe Haven*, focusing on supervised visitation with children and domestic violence. In addition, CSSW was awarded a (sub) contract to participate in the RAISE national research with a focus on preventing the long term debilitating consequences of schizophrenia. We implemented a social work services contract with *Huron Valley Ambulance*, to provide indicated services to their clients.

About CSSW

About CSSW

Catholic Social Services of Washtenaw County is a private, not-for-profit 501(c)(3) organization.

Our Mission

Catholic Social Services of Washtenaw County is a member agency of the Diocese of Lansing Catholic Charities: “The mission of Catholic Charities is the work of the Catholic Church, to share the love of Christ by performing the corporal and spiritual works of mercy.”

In the context of our vision and values, we help change lives and seek justice.

Our Vision

Help people live safe, meaningful and independent lives, in a more just community.

Our Core Values

- Dignity of all creation
- Compassion
- Preferential option for people who are disadvantaged
- Community stewardship

Intern Relations Philosophy

One of the primary values at Catholic Social Services of Washtenaw County (CSSW) is stewardship. We show this value in part through using our knowledge and resources not only to empower our clients, but also to empower the next generation of people interested in serving others. We believe that the purpose of internships is to support educational learning. We strive to provide meaningful growth and development opportunities under the direction of a qualified professional. Interns assume a responsible and comprehensive role that necessitates the application of knowledge and competencies acquired during course work, and demanded in their chosen professional field. Our supervisors treat their interns as professional equals while giving interns the opportunity to ask questions, make mistakes, and try new things in order to encourage the formation of the intern's professional identity and abilities.

Agency Organization

CSSW Employee Organizational Chart and Staff Directory:

<https://sites.google.com/a/csswashtenaw.org/student-internship-orientation/about-cssw/employee-directory>

CSSW Organizational View

<p><u>Community Living and Supports</u></p> <ul style="list-style-type: none"> ● Housing Support Services ● Intentional Communities Washtenaw ● Emergency Food ● Huron Valley Ambulance ● Frequent Users Service Engagement ● Father Patrick Jackson House ● Healthy Families 	<p><u>Elder Services</u></p> <ul style="list-style-type: none"> ● RSVP ● Medicare/Medicaid Assistance Program ● Grandparents as Parents ● Tax Assistance ● Interfaith Volunteer Caregivers ● Neighborhood Senior Services ● The Oaks
<p><u>Children and Families Faring Well</u></p> <ul style="list-style-type: none"> ● Families First <ul style="list-style-type: none"> ○ Jackson, Hillsdale and Branch Counties ● Washtenaw Child Advocacy Center ● Adoption <ul style="list-style-type: none"> ○ Post-Adoption ○ Special Needs Adoption ● Pregnancy Counseling ● Foster Care 	<p><u>Service Programming</u></p> <ul style="list-style-type: none"> ● Behavioral Health <ul style="list-style-type: none"> ○ Substance Abuse ○ Sex Offenders ○ Family Assessment Clinic ● Domestic Violence Intervention Services ● Family Assessment Clinic (FAC) ● Family Time ● Prisoner Re-entry <ul style="list-style-type: none"> ○ Washtenaw and Livingston
<p><u>Philanthropy</u></p> <ul style="list-style-type: none"> ● Marnee and John DeVine Foundation ● Annual Fund ● Special Events ● Community Volunteers ● Charitable and Major Gifts 	<p><u>Community Initiatives Leadership</u></p> <ul style="list-style-type: none"> ● Blueprint for Aging ● HEIOTS ● TTWT ● Literacy Coalition of Washtenaw County ● Casa Latina
<p><u>Community Initiatives</u></p> <ul style="list-style-type: none"> ● Washtenaw Housing Alliance ● Barrier Busters ● Family Support Network ● Community Collaborative of Washtenaw ● United Way 211 ● Success by Six ● Catholic Charities of Michigan 	<p><u>Administrative Services</u></p> <ul style="list-style-type: none"> ● Finance ● Facilities ● Human Resources ● Quality Assurance ● Information Technology ● Marketing and Public Relations ● WITH Housing
<p><u>Parish Outreach</u></p> <ul style="list-style-type: none"> ● We C.A.R.E ● Migrant Ministry 	

Internship Resources

- Internship Supervisor
 - Directs your day-to-day activities
- Mileage Reimbursement Form link
 - <https://sites.google.com/a/csswashtenaw.org/student-internship-orientation/helpful-resources>
- CSSW Acronym Chart link
 - <https://sites.google.com/a/csswashtenaw.org/student-internship-orientation/helpful-resources>
- Internship Hours Log (possible template) link
 - <https://sites.google.com/a/csswashtenaw.org/student-internship-orientation/helpful-resources>

Web Resources:

Agency Website	http://csswashtenaw.org/
Employee Intranet Site	https://sites.google.com/a/csswashtenaw.org/catholic-social-services-of-washtenaw-county-employee-homepage/
Employee Online Learning Courses	http://csswashtenaw.training.reliaslearning.com/lib/Authenticate.aspx
eWashtenaw (Community Resources)	http://www.ewashtenaw.org/
Local 211 Resources	http://www.liveunitedsem.org/pages/2-1-1-online-database
CSSW Facebook Page	https://www.facebook.com/CatholicSocialServices.Washtenaw

Onboarding/Offboarding

Registration Documents

The following forms need to be filled out and returned to Human Resources within your first few days as an intern. They can be found on the Intern Intranet, or at the links below:

- [DHS Central Registry Clearance & Background Check](#) - This only applies to some interns! See your supervisor if you need to fill these out.
- [Confidentiality Agreement/Safety Procedures Quiz](#)
- [Emergency Information Form](#)
- [Intern Application](#)

Orientation

At the beginning of your internship there will be an official New Hire/New Intern Orientation and training session. Ask your supervisor for details. If you cannot make this session, your supervisor should inform you of everything you need to know.

ID Badge

All interns and employees must wear an ID badge while working. See Cindy Reznick in HR to get your badge. This badge allows you to use the copy machine and get in/out of the back door of the Packard office between the hours of 8:30am-5pm. It is also a security measure, to make sure that other staff members and clients know who you are. At the end of your internship, you must turn in your badge to HR.

Exit Survey

At the end of your internship, please complete the Exit Survey (whichever one applies to you) so that we can continue to improve our internship program. The survey is found at the links below as well as on the Intern Intranet.

Exit Survey for UM MSW Students:

<https://docs.google.com/a/csswashtenaw.org/forms/d/1LyOJTT62U10tadG-nNpeYz9MWkkzkJq5nvsekQA-UxY/viewform>

Exit Survey for Summer Program Students:

<https://docs.google.com/a/csswashtenaw.org/forms/d/1pemQd76-nafi9CiINMP3Tha1WEN2xo6tpmd7QuY1i4I/viewform>

Exit Survey for all other students:

<https://docs.google.com/a/csswashtenaw.org/forms/d/1MjpfGFj1ASpLf7O6MzerBdZojL0sMRePHZzd5Jx6DSnc/viewform>

Hours and Holidays

Hours for your internship are determined with your Supervisor. Let your Supervisor know in advance if you plan to be absent from your internship for any reason. For unplanned absences, phone or email your Supervisor to let them know you will be absent, late, etc. This includes absences related to inclement weather or emergency closings.

Whenever your university is closed due to a break or holiday, you are not expected to come to the internship. Refer to your university's website or school liaison if you have questions regarding school closings and hour requirements.

CSSW offices are closed on the following holidays:

- New Year's Day
- Martin Luther King Day**
- President's Day**
- Good Friday (close at noon)
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day**
- Thanksgiving Break (Thursday and Friday)
- Christmas Break (December 24 - January 1)

*All programs provide for emergency coverage

** The office will be open, but staff have the option to take the day off. Check your university's calendar and speak with your supervisor to find out if you should come in those days, and if needed, how you can make up those hours.

Location-Specific Information

Staff at each location determines their own procedures. Make sure your orientation includes a tour and information regarding:

- Building location and hours
- Supervisor contact information
- Building layout
- Where to park
- Entry/Exit procedures
- Building security procedures
- ID badges
- IT assistance
- Telephone operations
- Office supplies
- Disposal of confidential information
- Room reservations
- Food storage
- Kitchen or lunch norms
- Coffee maker norms
- Reimbursement for travel expenses

Office Procedures

1. Early Termination Procedure

At the beginning of your internship, both you and your supervisor should communicate each of your desires and expectations while at CSSW. If, for whatever reason, the internship is not a good fit for you either personally or professionally, please discuss with your supervisor and your school liaison your concerns. It may be possible to change aspects of your internship to better meet your needs. As an important experience on your educational journey, we would rather you discuss your concerns as soon as they arise rather than wait until the end of your internship to say that you have been unhappy.

If, after discussing your situation with your supervisor and field liaison, you decide to terminate your internship at CSSW, please inform your supervisor as soon as possible. Follow your university's prescribed procedure for early internship termination. Also, please complete the Exit Survey located on the Intern Intranet so that we can improve the internship experience for future students. Thank you.

2. Grievance Procedure

We desire good communication with all employees and interns. The Agency is no different than any other company or organization in that occasional mistakes and/or misunderstandings will inevitably occur. When a problem arises, interns are encouraged to come forward and discuss their views with their supervisor and their school liaison. If it is not possible or practical to address the grievance with your supervisor, then go to your supervisor's superior. Most complaints regarding learning conditions or supervision can be resolved by speaking with the related staff person(s) directly.

3. Incident Reporting Procedure

The definition of an incident for CSS reporting purposes: ***anything outside of normal business practice/function.***

This is intentionally a very broad definition. Over-reporting is preferred to under-reporting. In other words, when in doubt, complete an incident report! While an incident could involve anything from a vehicle accident in the parking lot to a verbal confrontation with a staff member or client, it could also include something as seemingly harmless as a coffee pot being left on overnight. In fact, these types of incidents are just as critical to report. The Michigan Catholic Conference oversees the Loss Prevention programs at CSS and every Catholic-owned property in the state of Michigan reports that the single biggest cause of unintentional fires is a coffee pot that had been left on. If we keep careful track of things like this, and all other incidents and situations that occur ***“outside of normal business practice and function,”*** we can take appropriate steps to safeguard against further damage or future loss.

If you are unsure as to whether or not an incident or situation should be reported, contact your supervisor immediately for guidance.

Completed reports must go to your supervisor for his/her signature. He or she will review and sign it and then forward it on to Christin Learman in the Quality Assurance department for further investigation and additional action.

You can access the incident report template on the Agency Intranet site, under the “Download Agency Forms” tab, or by clicking [here](#).

Thank you for your cooperation and assistance in keeping CSSW a safe and healthy place to work!

4. Safety Procedures

CSSW expects its interns to work in a safe manner, to use good judgment and common sense in matters of safety, to observe all safety rules published and posted in various areas, and to follow all federal and state OSHA regulations. These regulations can be found on OSHA’s website: <https://www.osha.gov/law-regs.html>. If you have any questions or concerns about workplace safety, please speak with your supervisor. Each intern is required to fill out an emergency contact form and keep the information updated (the form is available on the Intern Intranet), as well as wear their ID badge at all times.

Each CSSW location has safety and emergency procedures that are specific to that location. See your supervisor for information on these procedures.

During emergency situations, call 911 and take your cues from the staff. For a more detailed look at CSSW’s emergency procedures, see the Safety Poster on the next page. This Safety Poster is also posted in your workplace.

Medical Emergency

- Call 911 to contact emergency personnel.
- Assist individuals to help themselves
- Utilize Blood Borne Pathogen Kit
- If individual cannot perform self-care, call a First Aid Responder
- Be extremely cautious and conservative in determining whether the person should be moved



Fire

- Move individuals in immediate danger to a safe area
- Report the fire via 911 and activate fire alarm where available or notify employees by building fan-out
- Confine smoke and fire by closing windows and doors
- Evacuate the building
- Do not reenter building until authorized to do so by emergency personnel



Weather Emergency

- Know the evacuation procedure for your building
- For up-to-date weather and office closing information:
 - Monitor local radio stations
- Be prepared to take shelter in your building until the warning expires
- For severe weather or tornado warnings:
 - Stay away from windows
 - Move into an interior hallway on the ground floor of the building
 - Seek shelter under heavy furniture



Bomb Threat

- Remain calm and attempt to determine the following:
 - When the bomb will go off
 - Where the bomb has been placed
 - The type of bomb
 - Why the caller is doing this
- Call 911 from an office phone, DO NOT use cell phone or radio.
- Follow instructions of emergency personnel.



Building Evacuation Procedures

- When alarm is activated, evacuation is mandatory
- Do NOT use elevators
- Follow evacuation directions given by your building



- Assist persons with disabilities

Suspicious Package

- Do not handle or open the package
- Call 911 from an office phone
- Leave the area and warn others to leave the area
- Do not attempt to disarm a bomb or suspected bomb. Do not use cell phone, light switches, or radio around the suspected bomb.



Hazardous Material Emergency

- Know the location of MSDS in your office.
- If there is a HazMat emergency in the community (outside of your building), follow the instructions of the on-scene emergency officials
 - Monitor Washtenaw County Emergency Alert System radio



Be Prepared, Remain Calm.

- Police, Ambulance 911
- Sheriff (Non-emergency) 734-971-8400
- Emergency Management (Washtenaw County) 734-973-4900
- Poison Control 1-800-222-1222

Local Emergency Alert System Radios:
At Front Desk
(Reception Area)

Report all emergencies or direct questions to your Program Director or Site Manager:

David Garvin

First Aid Responders:
David Garvin, Treaty Womack
Larry Voigt

Suspicious Person

- Do not physically confront the person
- Do not permit an unknown person to enter locked offices or building
- Do not block the person's access to an exit
- Call 911 and provide as much information about the person as possible and their direction of travel.



Guidelines for Appropriate Behavior

1. Appropriate Conduct

To ensure the efficient operation of the Agency, the following guidelines (see *Compliance* below) have been established for the common guidance of all interns. Breaches of these or any other guidelines, rules, regulations, policies, procedures, or practices will result in disciplinary action being taken, up to and including dismissal from the internship. *Because it is impossible to list guidelines to cover every situation, the absence of an illustration from this list will not be the basis for avoiding disciplinary action when the Agency believes such action is warranted.*

The activities prohibited by the Agency include but are not limited to the following:

- Lying to your supervisor, clients, or colleagues
- Reporting to the internship intoxicated or under the influence of drugs;
- Possession, use, distribution, manufacture, sale, or dispensation of any controlled substance or illegal drugs;
- Unauthorized use or consumption of alcohol on Agency premises or while engaged in Agency business;
- Stealing from client, the Agency, employees or fellow interns;
- Gambling on Agency property
- Excessive absenteeism or tardiness;
- Failure of an intern to notify the Agency of an absence from the internship;
- Altering a time record, expense voucher, or any other record;
- Falsification of internship applications, resumes, or any other Agency pre- or post-internship forms;
- Disorderly conduct including fighting and horseplay;
- Acting in an obscene or hostile manner or using obscene, abusive, or threatening language;
- Smoking in an area where smoking is prohibited;
- Defacing or damaging Agency property;
- Sexual or inappropriate physical contact with clients;
- Unauthorized possession or use of firearms, fireworks, or any other weapon on Agency property or while engaged in Agency business;
- Conducting unauthorized meetings of any kind of Agency time or property or violating the Agency's policy on distributions and solicitations;
- Posting and/or removal and/or tampering with the bulletin boards or notices posted on same without authorization or defacing any posted signs, displays, or any property;
- Use of any of the Agency's communication equipment for non-business purposes, with the exception of occasional personal telephone calls for emergency family matters;
- Carelessness or inefficient performance of internship duties, including the failure to maintain proper standard of performance or interfering with the work of other interns or employees;
- Disobeying safety regulations, including failure to promptly report work-related accidents to supervisory personnel;
- Insubordination (i.e., failure to follow a proper instruction of supervision)

- Failure to observe “good housekeeping” practices by not cooperating in keeping the Agency facilities clean;
- Failure to observe Agency security regulations;
- Failure to maintain the confidentiality of Agency matters, including matters relating to clients and customers;
- Willful destruction of good relations between the Agency and its employees/interns or between the Agency and any of its clients, customers, or suppliers; and
- The Agency fully supports Equal Employment Opportunity and is against all forms of illegal discrimination and harassment in the workplace. Any intern who acts in a manner contrary to this or any other Agency policy, will be subject to disciplinary action, up to and including termination.

Compliance

The Agency expects all interns to comply with these guidelines. The responsibility for compliance rests with each intern and each supervisor. An intern who knows or has reason to know of any activity that violates or could violate these guidelines must promptly report the matter to a supervisor, the Agency President, or Human Resources (see p.22, *Whistleblower Policy*). The Agency encourages interns who have questions regarding these guidelines and their application to intern conduct to discuss them with their supervisor or Human Resources.

When the Agency learns of possible violations of this policy, an investigation will occur and appropriate disciplinary action may result, up to and including discharge from the internship.

2. Confidentiality Practices

There are a variety of legal and ethical considerations regarding the disclosure and transmission of confidential information. You will be given specific training regarding confidentiality practices by your supervisor or others at the Agency. At the beginning of the internship, all interns must sign a confidentiality agreement (found on the Intern Intranet). You are expected to follow all of the laws and ethics as specified in the training and agreement. When the Agency learns of possible violations of confidentiality, an investigation will occur and appropriate action may result, up to and including discharge from the internship.

Classroom Expectations

Your schoolwork may require you to discuss your internship with other students or faculty. Ask your supervisor for specific guidelines for sharing internship information in the classroom. If you are unsure whether or not you can share specific information, speak with your supervisor **BEFORE** you share in class.

Office Expectations

- Access only confidential information for which you have a legitimate business and/or professional need to know
- Do not disclose CSSW confidential information except as properly authorized and within the scope of your internship
- Prevent unauthorized use of confidential information and agree to report any unauthorized use

- Do not remove any record (including copies), or any other type of confidential information, from the office where it is kept, except in the performance of regular and customary internship duties.
- CSSW Policies are available through your Supervisor or through the Agency Intranet.

Don't

- Have hallway conversations identifying clients
- Allow unescorted guests in office areas
- Leave documents with confidential or protected health information laying in printer or fax tray
- Leave unsecured confidential or protected health information
- Have visible workstation screens

Reporting Breaches

- Depending on the severity and situation:
 - Take any possible safe steps within your ability to mitigate further problems
 - Complete an incident report
 - Inform your Supervisor and/or the Chief Privacy Officer or IS staff

3. Conflicts of Interest

You are prohibited from partaking in any activity or association that creates or appears to create a conflict between your private interests and the Agency's business interests. In addition, you must not allow any situation or private interests to interfere with the exercise of your independent judgment or with your ability to act in the best interests of the Agency.

4. Drug and Alcohol Policy

A drug-free workplace is necessary to maintain a safe and productive workplace. Therefore, the use, presence in the body, manufacture, sale, distribution, or possession of alcohol and/or illegal drugs by interns while working or while present in work areas is prohibited. Anyone who violates this prohibition will be subject to disciplinary action depending on the circumstances. Illegal drugs are those drugs which cannot legally be purchased and/or have not been medically prescribed by a certified physician.

Over-the-counter drugs and drugs prescribed by a physician for your personal use in quantities not exceeding specified dosage are not subject to this policy. Interns using medication prescribed by a physician or using over-the-counter drugs are responsible for reading the warning labels, consulting with their physician, or otherwise knowing any potential effect such drugs might have on their ability to perform their jobs and, if impairment is possible, to report such use to their supervisor prior to working.

The Agency recognizes drug and alcohol dependency as a treatable condition. Interns are encouraged to seek assistance for drug- and alcohol-related problems at their university health service providers.

5. Family Relationships

If you are assigned to do business on behalf of the Agency with a member of your immediate family or other relative or with a company of which a relative is an officer, director, or principal, you must first disclose the relationship and obtain the prior written approval of your supervisor.

6. Gifts and Favors

You may not give any nominal gifts or favors to or receive any nominal gifts or favors from any competitor, client, or supplier without the prior consent of a supervisor. You may never give or receive a gift in the form of cash or other equivalent.

7. Photography & Media Relations

Neither you nor anyone else may take photographs of or conduct interviews with clients without a copy of the CSSW Image/Interview Release form signed by every individual photographed and/or interviewed (or their legal representative). This includes photographs of clients for class assignments. All completed release forms must be returned to Development & Marketing.

If you are contacted by the media, you must notify Development & Marketing and your supervisor before agreeing to an interview (if not practical, Development & Marketing should be notified at the earliest possible time). Procedures on how to proceed will be determined on a case-by-case basis.

8. Political Contributions and Lobbying

As a 501(c)(3) organization, CSSW is prohibited from campaigning for or lobbying on behalf of political candidates or political parties. You may enjoy membership in and contribute to political parties, trade associations, and similar organizations on your own time and at your own expense. This includes, but is not limited to, calling congressmen to purpose, support, or oppose legislation while at work; sending campaign emails from the office; or encouraging clients to vote for a particular candidate or party. Non-partisan political activity is permitted, such as voter registration and get-out-the-vote drives done in a non-partisan manner, conducting educational meetings, preparing and distributing educational materials, or otherwise considering public policy issues in an educational manner.

9. Smoking in the Workplace

The Agency is committed to providing a safe and healthy environment for its employees, clients, interns, and customers. For this reason, smoking is prohibited in all indoor areas.

Legal Protections

CSSW follows all relevant laws regarding the legal protections of all volunteers, interns, employees, clients, and other related persons.

1. Non-Discrimination Policy

In accord with all relevant laws, Catholic Social Services of Washtenaw County does not discriminate on the basis of any protected characteristic. CSSW emphasizes the dignity and equality common to all persons and adheres to a strict nondiscrimination policy regarding the treatment of employees, interns, clients, and customers. CSSW policy includes protections against the discrimination of interns during the interviewing process as well as throughout the internship.

CSSW maintains a grievance procedure to any person who believes he or she has been discriminated against. For more information on the grievance procedure, see p.14 (Grievance Procedure).

2. Harassment

CSSW follows all relevant laws and has a policy of zero tolerance of workplace harassment. Unlawful harassment is defined as verbal or physical harassment based on a legally protected category, and when such conduct has the purpose or effect of unreasonably interfering with an individual's educational performance or creating an intimidating, hostile, or offensive environment.

Unlawful harassment includes sexual harassment. Sexual harassment is defined by the Equal Employment Opportunity Commission ("EEOC") as unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature. This includes propositions, repeated requests for dates, dirty jokes, sexually provocative pictures or cartoons, and other verbal, physical, and visual harassment of a sexual nature. For more information on the definition of sexual harassment, see the EEOC website at

http://www.eeoc.gov/laws/types/sexual_harassment.cfm.

Individuals engaging in behavior or conduct that violates this policy will be subject to appropriate disciplinary measures up to, and including, disassociation and removal from the Agency. If any intern feels harassed, he/she has the right to file an incident report. The Agency highly encourages the intern to first speak with their school liaison, and also with their supervisor. If the supervisor is not an appropriate person, speak with the supervisor's superior, or the Agency's President. CSSW will not retaliate against any intern who makes a claim of harassment (see *Whistleblower Policy* below).

3. Whistleblower Policy

It is the policy of Catholic Social Services of Washtenaw County to encourage forthright communication and reporting concerning conduct and practices within the Agency and to provide a responsive confidential channel for the reporting of such information. Therefore, Catholic Social Services prohibits internship-related retaliation against interns, and others affiliated with the organization, who come forward with information about suspected misconduct or questionable practices, as it pertains to local, state, or federal law, and provide an appropriate, confidential channel for reporting such information.

This policy is separate from, and does not replace, current procedures pertaining to grievances about human resource, programmatic or administrative decisions.

If any intern reasonably believes that some policy, practice, or activity is in violation of a law, that intern must file a written complaint with:

- Their supervisor; or
- The top ranking management person in their program; or
- The Agency President or Chairperson, Board of Directors; or
- The Agency Ombudsman

Catholic Social Services prohibits any form of retaliation and ensures protection from retaliation not only from termination but from other negative internship actions against an intern who, in good faith, has made a protest or raised a complaint against some practice or another individual or entity with whom Catholic Social Services has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy. The Agency prohibits retaliation against interns who disclose or threaten to disclose to a manager or a public body, any activity, policy, or practice that the intern reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning the health, safety, welfare, or protection of the environment.

It is the responsibility of managers, administrator, employees, and interns in management roles to report any allegations of suspected improper activities - whether received as a protected disclosure, reported by their subordinates in the ordinary course of performing their duties, or discovered in the course of performing their own duties. It is also the responsibility of employees in management roles to take direct disciplinary action against any employee/intern who retaliates against a person issuing a report.

Agency officials have the duty to provide any required disclosures and reports as a result of any investigations, including appropriate law enforcement agencies.