



Prevention Research Center for Healthy Neighborhoods
at Case Western Reserve University

FreshLink Ambassador

EMPLOYMENT HANDBOOK



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Welcome to the PRCHN!

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

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

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

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

Sincerely,

A handwritten signature in blue ink that reads "Elaine".

Elaine A. Borawski, Ph.D.

PRCHN Director

Angela Bowen Williamson Professor of Community Nutrition
Departments of Epidemiology and Biostatistics and Nutrition
Case Western Reserve University

PRCHN Contact Information

Mailing Address

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

Center Address (Deliveries/Visitors)

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

Important Contacts

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

PRCHN Community Ambassador Partnership

PRCHN Mission

The mission of the Prevention Research Center for Healthy Neighborhoods (PRCHN) is to foster partnerships within urban neighborhoods to develop, test, and implement effective and sustainable strategies and interventions in preventing and reducing the burden of chronic disease. We do this by collaborating with neighborhood residents, leaders, and community organizations in Greater Cleveland to address the significant environmental and lifestyle issues that serve as barriers to good health.

Ambassador Partnership Overview

The goal of the Community Ambassador partnership is to integrate residents into all aspects of public health research and practice, to build an inclusive community, and promote pathways towards sustainability for the initiatives at the PRCHN. Community Ambassadors have experiences and expertise that provide invaluable knowledge to inform the Center. Likewise, the PRCHN has a commitment to sharing resources, power and decision making with Community Ambassadors as it relates to chronic disease prevention in the community.

Community-based and community-engaged research projects foster partnerships within urban neighborhoods to develop, test, and disseminate effective strategies and interventions to prevent and reduce the burden of chronic disease, including asthma, obesity, heart disease, hypertension, diabetes, and cancer.

There are many diverse research projects and initiatives at the PRCHN covering topics such as childhood and adolescent obesity; food deserts and access to healthy food in the urban neighborhoods across the city; raising awareness of the harms of smoking and direct residents to resources for cessation and smoke free homes; and little cigar use among young adults.

The PRCHN also provides its partners with valuable and timely community-wide data through the Youth Risk Behavior Survey, Behavioral Risk Factor Surveillance Surveys, and the NEAP Neighborhood Environmental Assessment project (mapping attributes such as food retail, parks and rec space, community gardens, etc.).

Aims of Community Research and Practice

- Recognize that place matters as a determinant of health.
- Understand the impact of multiple levels of influence on the public's health.
- Engage in community-driven and school-based data collection processes as part of larger community-engaged research projects.
- Appreciate the protection of vulnerable populations in the conduct of research and recognize the significance of participant confidentiality.
- Improve cultural competency by integration into diverse settings where one must be conscious of the inherent dynamics of interacting cultures and develop skills to reflect an understanding of differing cultures.

- Assess and evaluate the data collection process and report on potential improvements to the process.

Ambassador Opportunities Offered at the PRCHN

Depending on Center project needs, there are various ambassador experiences offered at the PRCHN. For each, there is a thorough recruitment and application process.

- **FreshLink**
FreshLink Ambassadors promote healthy food access by spreading information about farmers' markets and produce perks within select communities throughout Cleveland.
- **REACH**
Racial and Ethnic Approaches to Community Health (REACH) focuses on resident-driven strategies to increase healthy eating and active living in seven target neighborhoods in Cleveland and East Cleveland.
- **Breathe Free: We Share Air**
Breathe Free: We Share Air is a demonstration project funded by the Ohio Department of Health that implements evidence-based strategies with guidance and input from community residents to change the conversation around smoking in their neighborhoods.

Ambassador Payment Type

The PRCHN offers a limited number of competitive paid experiences each year. While there are various ways in which Ambassadors can be paid, the most common method is as a Temporary Employee through Kelly Services. Your supervisor will discuss the payment terms of your specific role when hiring. While Ambassadors are a critical and valued part of the PRCHN, under most circumstances Ambassadors are not considered to be formal employees of CWRU and no benefits are offered.

Compensation mechanisms for work at the PRCHN (no benefits offered in any category):

- **Kelly's Services**
3rd party employer for non-salaried, short-term employment
Fee charged to employer for taxes
- **Volunteer (unpaid)**
Time is offered for no expected monetary value
- **Gift Card Incentive**
Gift Card is given as incentive for contributions (effort, time, input, etc.)
- **Stipend**
Time is compensated by a set allotment of money, may or may not be broken down by hours
- **Independent Contractor**
Time and compensation are determined by contract
Must have a vendor form on file with the university
Is responsible for their own tax filing
- **Class Credit**
In some instances, class credit may be granted for work conducted at the PRCHN

Ambassador Time Commitment

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

Ambassador Orientation

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

Ambassador Duties

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

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

- Set up for a community event
- Distribute incentives / coupons to community members
- Conduct outreach at various nonprofits within the community
- Answer questions related to a research project at various off-site locations

Ambassador Role and Expectations

To facilitate learning and achieve the mission of the PRCHN Ambassador program, Ambassadors enrolled in the program are expected to follow all policies and procedures and expectations as listed below. Failure to follow policies and procedures may result in disciplinary action, including termination from the program.

Ambassadors are expected to:

- Be **on time** throughout the period of Ambassador Program as described by supervisor. ***See attendance policy for more details.***
- Give supervisor a minimum of 30 minutes notice for tardiness. Only one unexcused absence/cancellation will be tolerated. ***See attendance policy for more details.***
- Ambassadors will be in regular communication with their supervisors throughout the program. ***See section on Communication for more detail.***
- Conduct intervention activities as outlined by supervisor.
- Attend monthly PRCHN staff meeting.
- Complete timesheets accurately, timely, and submit to supervisor as instructed.
- Participate in Ambassador Exit interviews/evaluation as identified by project.
- Be flexible and adapt to project changes.
- Be positive, hardworking and on task.
- Behave in a manner consistent with the Prevention Research Center for Healthy Neighborhoods, the School of Medicine, and Case Western Reserve University code of conduct.

- Represent the PRCHN and the identified project with professionalism throughout the community (*outreach sites, community meetings and events*).
- Treat others (colleagues, professionals, community members) with dignity and respect.
- Understand individual and team responsibilities/obligations.
- Represent the PRCHN in an appropriate manner and appearance when attending to project responsibilities. Speak with your supervisor regarding the specific dress code for your project.
- During trainings, meetings and outreach, electronics and cell phone devices should not be in use unless explicitly for purposes of the project.
- Complete the Collaborative Institutional Training Initiative (CITI) basic course for human subjects in research (if required by project) prior to conducting project activities.
- Participate in data collection efforts of the Center as assigned by your project.
- Maintain confidentiality of all information discussed within the PRCHN and outplacement sites. This includes any data collected in your role as an Ambassador. No data or reports may be shared with any individual or organization outside the PRCHN without written permission of the Principle Investigator.

Supervisor Responsibilities

Ambassadors will be supervised by qualified staff and will produce time sheets to demonstrate tasks completed and to ensure all deadlines are met throughout the program. Your supervisor serves as a resource to you and will provide guidance as you aim to complete the duties and roles that are assigned to you and the project you are a part of. Additionally, supervisors are dedicated to serving as a resource for ambassadors to build their capacity in acquiring the skills and knowledge desired/needed for their personal and professional growth. *See Program Evaluation for more information regarding PRCHN letters of recommendations for future employment.*

PRCHN staff are expected to:

- Discuss goals, objectives, and expectations for a project(s) at the beginning of the project(s) and strive to meet those goals.
- Clearly communicate expectations for all assignments and projects.
- Demonstrate commitment to a project(s).
- Demonstrate adequate knowledge base and technical expertise to effectively supervise.
- Facilitate open communication.
- Expose the Ambassador to appropriate resources for the project(s).
- Provide constructive oral and written feedback on performance; both what the Ambassador did well and what the ambassador needs to work on.
- Promote professionalism.
- Foster a learning environment for the Ambassadors.
- Encourage Ambassadors to seek additional knowledge and opportunities.
- Treat each Ambassador as a valued asset to the PRCHN.
- Foster a learning environment for the Ambassadors.
- Encourage Ambassadors to seek additional knowledge and opportunities

Background Check

Ambassadors will be asked to give permission for a confidential background check prior to hire. There will be no cost to the Ambassador.

Collaborative Institutional Training Initiative (CITI)

It is possible that Ambassadors will need to complete the CITI basic training course in human subjects in research (or equivalent) before the start of the program. This is specified by project and you will be informed by your supervisor if required. The CITI training course is intended for anyone involved in research studies with human subjects. This course will instruct Ambassadors how to conduct research according to guidelines that are constructed to protect both research subjects and those involved conducting research. For Ambassadors that have not already completed a training course in human subjects in research, the CITI course can be completed online at no charge through Case Western Reserve University. Ambassadors will be provided the web address to complete the course at the orientation.

CWRU Identification

All Ambassadors are required to have activated Case email IDs in order to log in to computers, email, and to access the server. Your supervisor will help set up the email address and login for you. You will receive communications from the University, your supervisor, and the PRCHN using this email address. You will be expected to check this regularly for project and center related communications. Your Case ID will also provide you with the privilege to access select buildings on campus (ex. library), The Daily (Case's weekly email), and other opportunities both online and on campus for free or a discounted fee. Check with your supervisor for more information regarding these opportunities.

PRCHN Work Policies

Attendance Policy

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

Tardy Policy

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

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

Leaves of Absence

PRCHN Ambassadors are permitted to take up to two (2) approved leave days each year (or for the duration of time working for the PRCHN up to one year). This leave could be due to illness, bereavement purposes, or emergencies. The Ambassador should notify his/her supervisor as soon as possible of the situation, preferably a minimum of 24 hours in advance notice to make arrangements for coverage of any activities an Ambassador may be previously scheduled for. Ambassadors may have the opportunity to make up missed time, however it is not guaranteed. This should be discussed with the supervisor upon return.

Any leave in excess of two (2) approved leave days will need to be approved by your supervisor on a case by case basis and compensation may be affected. The opportunity to make up missed hours will be determined on a project and case-to-case basis. The Ambassador must also present a form of documentation of any leaves longer than two days (doctor's note, obituary, etc.).

All leaves should be properly documented on the Ambassadors timesheet. The Ambassador does not receive compensation for missed time.

Procedure for Requesting Leave:

For unplanned absences:

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

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

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

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

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

For planned absences:

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

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

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

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

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

University Closings for Observance of National Holidays

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

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

Inclement Weather

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

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

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

Access to the BioEnterprise Building

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

Parking

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

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

Travel Reimbursement

Ambassadors who work in the field as part of their program may be eligible for mileage reimbursement. Your supervisor will let you know at the beginning of orientation if the work you're doing will be eligible for reimbursement. If you are eligible for travel reimbursement, a mileage log (documenting dates, to/from, mileage) must be completed each month and signed by both the ambassador and supervisor. The project supervisor will submit reimbursement to the department to process the mileage reimbursement payment.

In-Office Workspace

If your project requires office hours you will be provided a workspace. Your workspace will be supplied with a computer, pens, pencils, notepads, and paper clips when you start. Your supervisor will show you how to log in to your computer using the preset password and will demonstrate the software you will be using. If you need additional office supplies they can be found in the labeled cupboards in room 459. If you should require any supplies not found in room 459 please speak with your supervisor or the Deputy Director.

Shared Space Use

Ambassadors have access to the Center kitchen. All staff members and Ambassadors are responsible for keeping the kitchen and shared spaces clean. Ambassadors should clean any dishes used and throw away any food left in the refrigerators in a timely manner. Counters and kitchen space should be kept tidy for everyone to use.

Printing and Copying

The PRCHN has a multi-purpose copier, printer, scanner and fax machine located in room 459 to be used solely for PRCHN printing. Your project team will show you how to use the copy, scan, and fax functions. If the copier is not functioning correctly contact the deputy director to initiate repair. The copier is not to be used for personal use.

Dress Code

Every employee contributes to the University image. While employees and Ambassadors will have the right to personal preferences in dress and workplace décor, the overall image will be one of professionalism as appropriate for a particular function. The University reserves the right to restrict dress and workplace décor for legitimate reasons relating to safety, hygiene or environmental conditions.

As a representative of Case Western Reserve University and the Prevention Research Center, ambassadors are expected to present themselves in a professional demeanor and appearance while in the office and off-site at meetings and events representing the PRCHN. **Overall, we approve of business casual attire, if you need clarification, please speak with your project supervisor.**

For ambassadors out in the field collecting data within community schools, we require business casual dress; no jeans. PRC or project-specific T-shirts may be worn for physical fitness programs and community work, athletic shoes are appropriate. For other kinds of community

work (neighborhood assessments, garden or store audits), casual dress (jeans/t-shirt) is more appropriate. Longer shorts are also acceptable, but no track or running shorts or work out gear. For safety reasons, footwear should be sturdy (no flip flops). Your project may have a specified uniform (logo shirt, name badge, etc.) this information will be given to you by your supervisor.

Alcohol and Drug Free Workplace

The unlawful manufacture, distribution, dispensation, possession, or use of alcohol or controlled substances including illicit drugs, is prohibited on property owned or operated by Case Western Reserve University and is grounds for disciplinary action. No Case employee may report to or engage in University related work while under the influence of illegal drugs or alcohol. Employees who are convicted of a violation of a criminal drug statute, as a result of an incident occurring in the workplace or while on University property, must notify the director of Human Resources for Employee Relations in writing within five days of his or her conviction. Such conviction will be grounds for mandatory evaluation and possible treatment for substance abuse disorder and for disciplinary action, up to and including termination. For further information, please see:

http://www.cwru.edu/finadmin/humres/policies/work_env.html.

Smoking Policy

Ambassadors are expected to follow the Case Western Reserve University smoking policy. The university has accepted the opinion of the Surgeon General that smoking is the largest preventable cause of illness and premature death. Since the University has substantial commitments to health-related research and teaching, it has a parallel commitment to protect the health environment of students, employees and guests. Therefore, and in compliance with the State of Ohio smoking ban set out in Chapter 3794 of the Ohio Revised Code, the University does not permit smoking in any of its buildings or structures, including in residence halls or in University vehicles. In addition, all outside walkways and grounds of university property are smoke-free, except for specific university-designated smoking areas. The medical, dental and nursing schools and the health sciences podium and the health sciences garage are entirely smoke-free and do not have any University-designated smoking areas.

All University faculty, staff, and student employees share the responsibility for maintaining a healthy work environment. All are encouraged to notify any person violating this policy to discontinue smoking immediately. University Police and Security Services will issue citations to any campus community member or visitor found in violation of this policy. If an ambassador needs assistance with a smoking cessation program, he/she should contact University Counseling Services for available campus resources.

Program Evaluation

Dependent on the project, the PRCHN Ambassador Program may provide an opportunity for each Ambassador to reflect on the knowledge and skills acquired from the Ambassador Program and to provide valuable insight into further development of the project. This is

typically done as an exit interview but may vary across projects. The project supervisor will inform you of the opportunities available to share feedback about your experiences as an Ambassador. Identities and statements made in the interview are kept confidential and interviews are not conducted without the consent of the participant.

The PRCHN is dedicated to supporting Ambassadors and will offer itself as a reference base upon satisfactory job completion.

PRCHN Performance Expectations

Conduct and Behavior While at Work

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

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

<https://case.edu/compliance/media/caseedu/university-compliance/documents/code-of-conduct.pdf>

Communication

Communication is a very important part of a successful Ambassador experience and as a PRCHN Ambassador you will be provided with a Case Western Reserve University email address for professional use during your employment period. You will also receive a PRCHN staff contact list, which will include the office telephone number of your direct supervisor and the Deputy Director. Texting between personal cell phones is permitted, but the use will be at the discretion of the supervisor. Texting is considered informal communication and CWRU email must still be used for confirmation and documentation purposes.

- All Ambassadors will be provided a case.edu email address.
- Ambassadors are expected to check email and respond to email within a reasonable time (within 48 hours) unless they are sick or on vacation.
- If an Ambassador will be out of e-mail contact for an extended period of time, an out of the office auto-reply should be set up with the name, e-mail address and phone number of an appropriate contact person. Please check with your supervisor if you need assistance setting this up for your account.

Performance

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

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

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

Examples of events requiring disciplinary action are:

Acts of Non-Compliance

- Failure to maintain a desired level of satisfactory performance. Expectations for satisfactory performance will be outlined by the project supervisor at the beginning of the project.
- Misuse of work time (*such as running personal errands, conducting business for other jobs on PRCHN work time*)
- Excessive absenteeism
- Failure to comply with University policies and rules
- Repetitive disregard of stated rules and procedures (parking, safety equipment requirements, etc.)
- Disregard of authorized work requests
- Insubordination (*disrespect to supervisor, talking back, etc.*)
- Lack of cooperation

Acts of Misconduct

- Acts of violence
- Endangering life or property
- Harassment
- Sexual harassment and sexual assault
- Violation or misuse of confidential information
- Working under the influence of illegal drugs or alcohol
- Possession or sale of illegal drugs on the CWRU campus
- Theft or fraud
- Disruptive behavior
- Misrepresentation or misuse of authority
- Possession of a weapon at the workplace
- Failure to disclose actual conflicts of interest
- Falsifying or altering vouchers and timesheets

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

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

If the disciplinary problem continues after a reasonable period of time (i.e., two weeks), then the supervisor will schedule a meeting with the Deputy Director or Principal Investigator to resolve the issue or terminate the employment.

Disciplinary Actions

Verbal Warning: In cases where an initial verbal warning is appropriate, the Ambassador’s supervisor will schedule a meeting with the Ambassador to bring attention to the existing performance, conduct or attendance issue. The supervisor should discuss with the Ambassador the nature of the problem or the violation of university policies and procedures. The supervisor is expected to clearly describe expectations and steps the Ambassador must take to improve performance or resolve the problem. Although this is a verbal warning, documentation of the verbal warning will be done within the positive corrective action form.

Written Warning: In cases where a formal written warning is appropriate, the supervisor will meet with the ambassador to review any additional incidents or information about the performance, conduct or attendance issues as well as any prior relevant corrective action plans. An outline of the consequences for the Ambassador of his or her continued failure to meet performance or conduct expectations will be provided.

A formal positive corrective action form (PCA) requiring the Ambassador’s immediate and sustained corrective action will be issued within five business days of the written warning meeting. A warning outlining that the Ambassador may be subject to additional discipline up to and including termination if immediate and sustained corrective action is not taken, may also be included in the written warning.

Suspension and Final Written Warning: There may be performance, conduct or safety incidents so problematic and harmful that the most effective action may be the temporary removal of the Ambassador from the workplace. When immediate action is necessary to ensure the safety of the Ambassador or others, the supervisor may suspend the Ambassador pending the results of an investigation.

Depending on the seriousness of the infraction, the Ambassador may be suspended without pay.

Termination: The last and most serious step in the progressive discipline procedure is a

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

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

Support Services

PRCHN Ambassadors are encouraged to discuss their professional concerns with their supervisor. However, Ambassadors may occasionally have personal concerns they prefer to keep confidential. If an Ambassador has a concern that they believe requires action on behalf of their supervisor/the Center they will need to submit a positive correction action form. *See Appendix.* Your supervisor should review your request and respond within 3 business days with a documented response to your request and identified action plan (if warranted). Depending on the severity of the incident, an in-person meeting may be scheduled to address the issue. If an Ambassador is dissatisfied by the response, they may reach out to the Deputy Director to address their concerns.

PRCHN Research and Ethical Considerations

Use of Data

All existing PRCHN data and new data collected during the program term is the property of the PRCHN and the University. We expect Ambassadors to maintain confidentiality regarding the data that is collected, the individuals from whom the data are collected, and the specific locations from which they are collected. If an Ambassador wishes to use PRCHN data for academic purposes, a written proposal must be submitted and written approval received from both the PI and the PRCHN Director. Proper credit to the PRCHN and its funders (i.e., NIH, CDC) must be acknowledged in all data sharing.

Confidentiality

All ambassadors will be asked to sign a confidentiality agreement which will be kept on file at the PRCHN. The University maintains confidential records for a variety of business needs. Records include detailed information about participants in research projects, patients undergoing tests or receiving treatment, students, job applicants, employees, finances and future planning. All of this information (including medical records) must be kept strictly confidential and not released to anyone without written consent or lawful court order. Laws governing the release of HIV-related information are stricter. All personnel must avoid discussing confidential information with outsiders. Internal access to medical records is not appropriate unless there is a legitimate, work-related need to see the information.

CASE Integrity Hotline: All members of the University community, including retirees, vendors,

students, and alumni are encouraged to report unethical or illegal behavior to a University official or to the Case Integrity Hotline. Individuals are encouraged to first report their concerns to their supervisor or to another appropriate University official. However, if that is not a viable option, or if the individual believes his or her concerns are being ignored, he/she can report any concerns to a University office, such as Audit Services, Employee Relations, Equal Opportunity & Diversity, Protective Services, Office of General Counsel, or Research Compliance. Reporting directly to a University supervisor or office helps us in gathering evidence to identify the nature and scope of the alleged misconduct.

If you are uncomfortable discussing your concerns with a University official, the University has engaged Global Compliance Services to be its third-party ethics and compliance hotline provider to collect allegations anonymously. You do not have to disclose your name when you call, although you may if you wish. The hot line is an external toll free number; your telephone number will not be identified in any message. Reports can be made 24 hours a day/7 days a week by calling toll free 1-866-483-9367 or reporting online at <https://www.caseintegrityhotline.com>.

Efforts will be made to perform investigations discreetly. The details of the investigation will be kept confidential, to the extent feasible, and consistent with University policies and applicable federal, state and local laws. All calls are taken seriously and, if warranted, investigated by the appropriate department of the University. Where feasible, the investigation results will be relayed to the person who reported the violation.

Scientific Misconduct

Those who receive grants must obey certain federal requirements described in regulations. Some of the regulations apply to “scientific misconduct,” such as falsifying data or copying results from other studies. Case Western Reserve University does not tolerate scientific misconduct and complies fully with governmental requirements for investigating and sanctioning that behavior. Any person who learns of or suspects scientific misconduct should report that to the Office of Research Administration. For more information on scientific misconduct at the University, please see: <http://ora.ra.cwru.edu/research/orc/researchintegrity/index.cfm>

Ethics

Case Western Reserve University believes that a shared code of ethics among all employees strengthens the overall quality of the university community. Therefore the University leadership has adopted the following ethic statements as legitimate and appropriate to the university’s identity, reputation, and culture.

Conduct and Intellectual Honesty: A norm of expected conduct shared by all in the University community will be governed by truthfulness, openness to new ideas, and consideration for the individual rights of others, including the right to hold and express opinions different from one’s own.

The University’s mission rests on the premise of intellectual honesty: in the classroom, the

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

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

To safeguard the standards on which everyone depends, each employee must accept individual responsibility for behavior and work, and refrain from taking credit for the work of others. The culture of a university also requires that the rights of all be protected, particularly by those entrusted with authority for judgment of the work of others.

Being a human community, the University is subject to human failings, ambiguities, and errors. It is therefore the responsibility of the bodies regulating the affairs of faculty, students, and staff to maintain processes for judging and resolving instances where these principles may have been violated. However, all such systems depend for their effectiveness, in turn, on the acceptance of common norms of conduct--the ties of trust which bind the university community together.

IT Security

Computing and Information Technology (IT) resources are to be used for processing of legitimate university business and communications. Access to and usage of computing and IT places a responsibility on each authorized employee to conduct computing business in the same ethical manner that is required of all other conduct. The ethical use of computing and IT resources is governed by the Case Acceptable Use Policy. The Vice President for Information Technology Services has determined operational policies as an implementation of the Case Acceptable Use Policy, which addresses issues associated with: 1) legal use of licensed software, 2) protection of sensitive information from disclosure, 3) legitimate use of hardware/software/periphery devices, 4) legitimate access to and use of valid data, 5) asset management, 6) privacy issues, 7) respect for and safeguarding of user credentials (e.g. user ID and passwords), 8) appropriate use of e-mail as an efficient communication tool, including minimal appropriate personal use and 9) legal and compliance issues pertaining to the use of network resources (e.g. internet). More specifically, employees are prohibited from accessing or using the internet or email and university's computing resources, for any unlawful or unethical purposes including but not limited to violence; gambling; discriminatory, offensive, harassing statements, language or behavior; sending or soliciting sexually oriented messages or images; operating a business; or printing of copyrighted material.

Conduct or statements made utilizing University computing or IT resources should not violate any University policies. Supervisors should define and communicate University and departmental expectations on personal use of the University's computing and IT resources.

Computing Ethics

All employees, including students, must use the University's computing resources in an ethical manner with attention to:

- Legal uses of licensed software
- Protection of confidential information
- Legitimate use of hardware/software/periphery devices
- Legitimate access to and use of valid data
- Asset management
- Right to privacy
- Respect for and safeguarding of security password and system access

Professional Relationships

Employees are to avoid or remove themselves from situations that may compromise their authority by making decisions favoring one's own gain or gain for personal friends or family members. The specific areas of concern include contract awards, accurate record keeping, hiring, or performance review and compensation decisions. Employees are to avoid circumstances that favor an individual rather than the University's interests.

PREVENTION RESEARCH CENTER FOR HEALTHY NEIGHBORHOODS

ACKNOWLEDGMENT OF RECEIPT OF PRCHN AMBASSADOR HANDBOOK

My signature below indicates my receipt of this PRCHN Ambassador Handbook. I further acknowledge that I have been asked and agree to read this handbook as soon as possible.

I understand that nothing contained in the handbook may be construed as creating a promise of future benefits or a binding contract with PRCHN or CWRU for benefits or for any other purpose.

I understand this handbook contains the policies and procedures in effect on the date of publication. I also understand these policies, practices and procedures are continually evaluated and may be amended, modified, added to or terminated at any time.

I verify that I have been provided with an opportunity to ask questions about the policies. I understand if I am not clear about any of the policies or procedures in the handbook, I may discuss the material with my supervisor, the Center Administrator and/or the Deputy Director at any time.

Signature of employee: _____

Date:

Printed name of employee:

[Please sign, date one copy of this receipt and return it to the Center Administrator.]

POSITIVE CORRECTIVE ACTION FORM

Employee Name: _____ Date Issued: _____

Position: _____ Department: _____

Supervisor Name: _____

PERFORMANCE CORRECTIVE ACTION:

Verbal Warning Written Warning Suspension Termination _____

PREVIOUS POSITIVE CORRECTIVE ACTION(S):

Verbal Warning (date): _____

Written Warning (date): _____

Suspension (date): _____

Description of Issue:

<input type="checkbox"/> Absenteeism	<input type="checkbox"/> Unsatisfactory job performance	<input type="checkbox"/> Safety violation
<input type="checkbox"/> Conduct	<input type="checkbox"/> Policy or procedure violation	<input type="checkbox"/> Other: _____

FACTUAL NARRATIVE OF UNACCEPTABLE PERFORMANCE/MISCONDUCT: *(Describe the facts and circumstances relating to the conduct that gave rise to this Positive Corrective Action. Include all relevant dates, times, places, persons present, Departmental impact, applicable CWRU policies, etc.)*

POSITIVE CORRECTIVE ACTION REQUIRED:

Based upon _____ and the severity of the situation, you are being issued a _____. You must perform the duties outlined in your job description, including _____, and maintain satisfactory or above performance in all areas of your job. In addition, you must also adhere to all university/departmental policies/ procedures, and maintain satisfactory attendance. *[Indicate if any training is necessary or other requirements.]*

Your performance will be closely evaluated over the next 60 days. Failure to correct this behavior and/or any additional violation of university/departmental policies, failure to maintain satisfactory attendance, or failure successfully perform the duties of your job will result in further corrective action, up to and including termination.

Employee's Comments (if any):

By signing below, you acknowledge that you have received this PCA Form.

EMPLOYEE SIGNATURE
DATE

DATE

SUPERVISOR SIGNATURE

___ Copy to Employee ___ Copy to Deputy Director ___ Original to Employee File

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



I authorize Case Western Reserve University and/or the Prevention Research Center for Healthy Neighborhoods to create recordings of my image, likeness, and/or voice, and materials presented (hereby referred to as "recordings.") I agree the recordings may take the form of photographs, films, video and audio tapes, CD-ROMs, DVDs, digital files, or any other media.

I further authorize Case Western Reserve and/or the Prevention Research Center for Healthy Neighborhoods to exhibit or distribute such recording in whole or in part without restrictions or limitation for any educational or promotional purpose that Case Western Reserve University and/or the Prevention Research Center for Healthy Neighborhoods and those acting pursuant to its authority deem appropriate.

I understand that once information and/or materials are released to the public information media, including but not limited to television, newspaper, magazine, radio and the Internet, Case Western Reserve and/or the Prevention Research Center for Healthy Neighborhoods no longer has control over their use.

I hereby release and discharge Case Western Reserve and/or the Prevention Research Center for Healthy Neighborhoods, as well as their trustees, officers, employees, and representatives from any and all claims and demands arising out of or in connection with the use of the recordings.

I further acknowledge that I will not be compensated for any uses made of the recordings.

Printed Name _____ **Signature** _____ **Date** ____ / ____ / ____

For questions, please contact:
PRCHN Communications and Dissemination
BioEnterprise Building 4th Floor
11000 Cedar Avenue, Cleveland OH 44106



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

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

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

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

Name _____

Signature _____ Date _____

Supervisor _____ Date _____