

Cumberland County Government



- ▶ County Benefits
 - ▶ Aaron Smith, Confidential Assistant, Employee Benefits
- ▶ Customer Service, Ethics, Training, and Workplace Wellness
 - ▶ Dr. Cindy Hickman, Ed.D. Director of Training and Development
- ▶ Department of Personnel and Human Resources

Agenda

Customer Service,
Ethics, Training, and
Workplace Wellness

Employee Benefits



The Role of a Public Servant



"I have learned to imagine an invisible sign around each person's neck that says, 'Make me feel important!'"

- Mary Kay Ash





People tend to place more emphasis on *how they are treated* rather than *the quality of the product or service they receive*.

- ▶ A dissatisfied public can:
 - ▶ Attend County Commissioner meetings
 - ▶ Call County Commissioners or Governor to complain
 - ▶ Call the Admin Team to complain
 - ▶ Bring lawsuits and other legal actions



Remember this...no matter how difficult the customer is...

“The customer is the reason you have your job.”

Code of Ethics

- ▶ No County official or employee shall accept from any person whether directly or indirectly and whether it be himself/herself or through any member of his/her immediate family, or any member thereof, any gift, favor, service, employment or offer of employment or any other thing of value under circumstances...



Code of Ethics

- ▶ No County official or employee shall disclose confidential information acquired by him/her in the course of his/her official duties or acquired by him/her while employed by the County or use such information to advance the financial or personal interest of himself/herself or any other person.

CONFIDENTIAL



Code of Ethics


▶ No County official or employee shall willfully disclose to any person, nor use for the purpose of pecuniary gain, any information not generally available to members of the general public which he/she received or acquires during and by reason of his/her official duties.

Code of Ethics

- ▶ No County official or employee shall represent any private interests for the purpose of personal gain in any cause, proceeding, or application before any County agency or department or in any litigation to which the County is a party.



SS TRANSACTION?

A close-up photograph showing a person's hand holding a light-colored credit card. The hand is positioned over a black computer keyboard. The background is blurred, showing what appears to be a desk with some papers. The image is partially obscured by a white and blue geometric overlay on the right side of the slide.

▶ No County official or employee shall accept employment, engage in any business transaction or make any investment which will be detrimental to the County, in the exercise of his/her official duties, or which will interfere in any manner whatsoever with the discharge of his/her official duties.

▶ CHAIN OF COMMAND

- ▶ Resolving issues at the lowest possible level and strive to find an equitable solution to any problem at hand.
- ▶ In most cases this can be achieved at the department level.
- ▶ If attempts to resolve the issue through this process are unsuccessful, or for situations that may be sensitive in nature, an employee may reach out to the Department of Personnel.
- ▶ Exception: break chain to report ethics violations, fraud, harassment, etc.



Compliance - Statutory



Required



Recommended



Training



New Hire List of Compliance and Required Trainings

Compliance Training

Emergency Action Plan Training (Department)

Contact your supervisor to attend an Emergency Action Plan Training from your leader for your facility.

Anti-harassment

- Location: HR and Legal Department
- We will contact you during your first 90 days to schedule you for training
- Frequency: Every two years
- Workplace Harassment Video Refresher (Bis Trainer): Frequency: Assigned upon hire and once every two years.

Public Employees Occupation Safety and Health (PEOSH) requirements (listed as PEOSH Safety Training)

- Location: <http://intranet.co.cumberland.nj.us/>
- Frequency: Frequency varies depending on the Course Standards/Department requirements
- Instructions to reach video once on website: Hover over home page, hover on personnel, scroll down and click on workplace health and safety.

Safety Learning Management System (Bistrainer)

You will receive an activation email for your new user account. Once you log with username and new password, you have access to your required safety training webinars. The training Calendar has the list of classes available to you. Your requirements are listed on the PEOSH website according to your facility. You will also receive an email with links for LMS User training and FAQ sheets about the LMS.

Protecting Children from Abuse Live Webinar: Frequency: Upon Hire: Located on our LMS. Check the calendar for title and registration dates.

Protecting Children from Abuse Refresher Video: Frequency: Upon Hire and once every two years.

Information Technology Policies

- [Policy and Procedure Manual – Cumberland County Intranet](#)
 - Computer Hardware and Support Policy (4.24)
 - Password and Remote Access Policy (4.25)
 - Mobile Device Management Policy (4.27)
 - Data Security and Personally Identifiable Information Policy (4.29)

Knowbe4 Cybersecurity Training

- Enrolled Upon Hire
- Frequency: Once a year

Required Training

Implicit Bias and Employee Conduct and Violence in the Workplace, BIS Library NJCE Learning Management System

- Location: Live Webinar, J. Montgomery
- Frequency: Upon Hire and every other year.

Orientation PowerPoint for benefits, introduction, and customer service and wellness

- Location: <http://intranet.co.cumberland.nj.us/>
- Frequency: Upon Hire and Rehire
- Hover over home page, hover on Personnel, scroll down and click on New Hire Orientation
- Anti-Bullying Video, provided during Orientation.

Run, Hide, Fight video

- **Active Shooter: Surviving an Attack: Frequency: Video Refresher Assigned Upon Hire and once every two years (Bis Trainer-NJCE Learning Management System)**

Leadership Series

- Location: Contact Dr. Hickman, cindyhi@cumberlandcountynj.gov
- Frequency: Contact Dr. Hickman if you are in a new Leadership Position

Bullying Video

- **Bullying and Other Disruptive Behavior for Employees or Managers/Supervisors Video Refresher (Bis Trainer) Assigned upon hire and once every two years.**

Departmental On-the-Job Training

- Location: Speak to your supervisor
- Frequency: Speak to your supervisor

Personnel Action Policies

- [Policy and Procedure Manual – Cumberland County Intranet](#)
 - Social Media Policy (3.14)
 - County Acceptable Use Policy (4.23)



Anti-Harassment Training






Who needs training?

- ▶ Train new employees within 90 days of hire and train supervisory employees within 90 days of hire or promotion to a supervisory role.
- ▶ Thereafter, the employer will be required to provide a refresher training course at least once every two years.
- ▶ You will receive an MS Teams email invite to attend within the first 90 days. Accept the invite, download on the calendar, and attend that date/time.



New Jersey Counties Excess Joint Insurance Fund Online Training for Cindy Hickman


 Bistrainer <mailer@bistrainer.com>
To  Cindy Hickman

  Reply  Reply All  Forward  

Mon 5/1/2023 1:26 PM

Retention Policy 100 Years (100 years)

Expires 4/7/2123

 If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hi Cindy Hickman,

An account has been created for you. To activate your account, choose **one** of the two options below and follow the instructions provided.

• Option A: Use Your Access Code.

1. Go to www.onlinelogin.ca.
2. Enter the access code shown below in the Code Entry field on the login page, then click Submit.
 - Access Code:
1015855702
3. Follow the steps to activate your account.

IMPORTANT:

The system will provide your username and you will choose your own password during the account activation process.

Once you use the access code or the direct link above to activate your account, it will no longer be valid. You **MUST** use your username and password.

• Option B: Use a Direct Link

- o [Click here](#) to activate your account.

There are no online courses or forms to begin.

In Progress

Completed 49 Forward Completions

Title	<input type="text" value="Search..."/>	Type <input type="button" value="v"/>	Statu <input type="button" value="v"/>	Started	Completed	Expiry	Print Materials	Notes	Mark	Certificate
Asbestos Awareness		Record		-	30/11/2021	-			-	
Back Injury Prevention		Record		-	23/09/2021	-			-	
Backing Accident Prevention		Record		-	11/02/2022	-			-	
Bloodborne Pathogens in First Response Environments		Record		-	17/09/2021	17/09/2022			-	
Bullying and Other Disruptive Behavior for Employees		Record		-	07/02/2023	-			-	
Chains, Cranes, Hoists and Slings		Record		-	05/08/2021	-			-	
Computer Workstation Safety; English/Spanish		Record		-	25/08/2021	-			-	
Distracted Driving		Record		-	30/08/2022	-			-	
Diversity in the Workplace for Employees		Record		-	16/03/2022	-			-	
Diversity in the Workplace for Managers and Supervisors		Record		-	16/03/2022	-			-	



Governor Phil Murphy · Lt. Governor Sheila Oliver
NJ Home | Services A to Z | Departments/Agencies | FAQs
Search All of NJ [input] All File Types [input] submit

Improving Health Through Leadership and Innovation

How do I...?

- About Us, Your Health, Healthcare Facilities & Services, Public Health, Chief State Medical Examiner

Workplace Health and Safety

Home > Public Employees Occupational Safety and Health > PEOSH Health Standards > PEOSH Standards for Specific Work Settings

Public Employees Occupational Safety and Health

PEOSH Standards for Specific Work Settings

<https://www.nj.gov/health/workplacehealthandsafety/peosh/peosh-health-standards/>

6/10/2019

Department of Health | Workplace Health and Safety | PEOSH Standards for Specific Wo... Page 2 of 6

Below are common public sector work settings in New Jersey. The following table contains a partial list of the PEOSH standards that most often apply in these work settings. Materials to assist with compliance are provided on the web page for each PEOSH standard.

- [Correctional Facilities](#)
- [Emergency Medical Services \(EMS\)](#)
- [Fire Stations](#)
- [Health Care Facilities](#)
- [Health Departments](#)
- [K-12 and Charter Schools](#)
- [Law Enforcement](#)
- [Office Buildings](#)
- [Public Works and Transportation](#)
- [Sewerage Treatment Plants](#)
- [Universities and Colleges](#)

Work Setting	PEOSH Standards
Correctional Facilities	<ul style="list-style-type: none">• Bloodborne Pathogens• General Industry Asbestos

• Universities and Colleges

Work Setting	PEOSH Standards
Correctional Facilities	<ul style="list-style-type: none">• <u>Bloodborne Pathogens</u>• <u>General Industry Asbestos</u>• <u>Hazard Communication</u>• <u>Indoor Air Quality</u>• <u>Medical Services and First Aid</u>• <u>Occupational Noise Exposure</u>• <u>PEOSH Requirements for Preventing Occupational Exposure to Tuberculosis</u>• <u>Personal Protective Equipment</u>• <u>Recording and Reporting Occupational Injuries and Illnesses</u>• <u>Respiratory Protection</u>• <u>Sanitation</u>

Fire Stations	<ul style="list-style-type: none">• <u>Bloodborne Pathogens (if at risk of exposure)</u>• <u>General Industry Asbestos</u>• <u>Hazard Communication</u>• <u>Hazardous Waste Operations and Emergency Response</u>• <u>Indoor Air Quality</u>• <u>Medical Services and First Aid</u>• <u>Personal Protective Equipment</u>• <u>Recording and Reporting Occupational Injuries and Illnesses</u>• <u>Requirements for Preventing Occupational Exposure to Tuberculosis (if first responder duties)</u>• <u>Respiratory Protection</u>• <u>Sanitation</u>• <u>Standard for Firefighters</u>
Emergency Medical Services (EMS)	<ul style="list-style-type: none">• <u>Bloodborne Pathogens</u>• <u>General Industry Asbestos</u>• <u>Hazard Communication</u>• <u>Hazardous Waste Operations and Emergency Response</u>• <u>Indoor Air Quality</u>• <u>Medical Services and First Aid</u>• <u>PEOSH Requirements for Preventing Occupational Exposure to Tuberculosis</u>• <u>Personal Protective Equipment</u>• <u>Recording and Reporting Occupational Injuries and Illnesses</u>• <u>Respiratory Protection</u>• <u>Sanitation</u>

Law Enforcement	<ul style="list-style-type: none">• Bloodborne Pathogens• General Industry Asbestos• Hazard Communication• Hazardous Waste Operations and Emergency Response• Indoor Air Quality• Indoor Firing Range (if applicable)• Medical Services and First Aid• Occupational Noise Exposure• PEOSH Requirements for Preventing Occupational Exposure to Tuberculosis• Personal Protective Equipment• Recording and Reporting Occupational Injuries and Illnesses• Respiratory Protection• Sanitation
Health Care Facilities	<ul style="list-style-type: none">• Bloodborne Pathogens• General Industry Asbestos• Hazard Communication• Indoor Air Quality• Medical Services and First Aid• PEOSH Requirements for Preventing Occupational Exposure to Tuberculosis• Personal Protective Equipment• Recording and Reporting Occupational Injuries and Illnesses• Respiratory Protection• Sanitation
K-12 and Charter Schools	<ul style="list-style-type: none">• Bloodborne Pathogens• General Industry Asbestos• Hazard Communication

Office Buildings	<ul style="list-style-type: none">• General Industry Asbestos• Hazard Communication• Indoor Air Quality• Medical Services and First Aid• Recording and Reporting Occupational Injuries and Illnesses• Sanitation
Health Departments	<ul style="list-style-type: none">• Bloodborne Pathogens• General Industry Asbestos• Hazard Communication• Hazardous Waste Operations and Emergency Response• Indoor Air Quality• Medical Services and First Aid• Occupational Exposure to Hazardous Chemicals in Laboratories• Personal Protective Equipment• PEOSH Requirements for Preventing Occupational Exposure to Tuberculosis• Recording and Reporting Occupational Injuries and Illnesses• Respiratory Protection• Sanitation
Public Works and Transportation	<ul style="list-style-type: none">• Bloodborne Pathogens (if at risk of exposure)• General Industry Asbestos• Hazard Communication

	<ul style="list-style-type: none"> Injuries and Illnesses Respiratory Protection Sanitation
Public Works and Transportation	<ul style="list-style-type: none"> Bloodborne Pathogens (if at risk of exposure) General Industry Asbestos Hazard Communication Hazardous Waste Operations and Emergency Response Indoor Air Quality Medical Services and First Aid Occupational Noise Exposure Personal Protective Equipment Recording and Reporting Occupational Injuries and Illnesses Respiratory Protection Sanitation

<https://www.nj.gov/health/workplacehealthandsafety/peosh/peosh-health-standards/> 6/10/2019

Sewerage Treatment Plants	<ul style="list-style-type: none"> General Industry Asbestos Hazardous Waste Operations and Emergency
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Network Status - All systems are operational

Cumberland County Intranet

One Stop shop for your employee information

[Home](#) ▾ [Warehouse](#) ▾



20

21

22



Multi-Dimensional Approach





Well-being for human beings



Charles Nechtem Associates, Inc., founded in 1981, provides personalized, skilled, clinically based counseling and intervention to help our clients maintain a healthy, reliable, and productive workforce. We take pride in what we do, and the quality of our service is unsurpassed. We guarantee that every call is answered by a clinician with a master's degree or Ph.D. and five years of experience in the counseling field. We are prepared, and we do what it takes to meet the needs of our clients and to support them in developing the capability to achieve and maintain well-being.

- ✓ **E Counseling** : inquiries@charlesnechtem.com
- ✓ **Text**: Via website and mobile app to connect with an EAP counselor and/or set up virtual sessions with an EAP counselor
- ✓ **Mobile APP**: Feature
 - Call Us 24/7 at 800-531-2040
 - Email your concern at inquiries@charlesnechtem.com
 - Text us and/or schedule a virtual appointment with an EAP counselor at your convenience
 - Submit your therapist referral questionnaire and the counselor will send you 3 matched therapists via your preferred contact method
 - Access interactive self -help wellness library with 25,000 resources

* CNA Assistance Apps are available at Apple App Store and Google Play



1. Download Mobile APP -CNA Assistance
2. New User? Sign Up
3. Register as New User, Employer – Cumberland - Search

✓ **Website:** www.charlesnechtem.com

- Text us and/or schedule virtual appointments with an EAP counselor at your convenience
- Submit your therapist referral questionnaire and the counselor will send you 3 match therapists via your preferred contact method
- Access interactive self-help wellness library with 25,000 resources

To Access Website:

4. Go to www.charlesnechtem.com
5. Click Account
6. Register as New User, Employer -**Cumberland**

✓ **Self-help wellness library** that provides a wide variety of behavioral healthcare solution for more balance life. We hope our assessments, videos, quizzes, courses, eBook,

FILLER UP H₂O HYDRATION CHALLENGE • DATE - DATE

Water is the foundation of a healthy body.
Are you drinking enough?

Hydration Effects:

- Energy Level
- Skin
- Appetite
- Brain function and stress
- Muscle cramping
- Risk of kidney stones



Challenge Yourself to Drink 8 Glasses of Water a Day!



Wind in Your Sails

Relieve Stress and Invigorate Your Life

Continued exposure to stressful situations can lead to burnout. Stress may be unavoidable, but when you revive yourself by spending at least half an hour each day focused on hobbies, self-care habits or doing something you enjoy, it puts wind back in your sails and helps restore your sense of self and alleviate stress.

Set sail in this nautical challenge where you create the wind your sails need to power your adventure.

AUG 21 - OCT 1

Registration Begins Aug 7

Visit
www.mywellsite.com/ip/cumberlandcountynj







New Hire Orientation Feedback Survey

- ▶ After orientation you will receive an email with a brief survey about your experience today.



Contact Information

*thank
you*

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 - ▶ Director of Training
and Development
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