

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

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?

▶ 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

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graph TD; A[Compliance - Statutory] --> B[Required]; B --> C[Recommended];
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The image features a vertical flowchart with three rectangular boxes. The top box is teal and contains the text 'Compliance - Statutory'. A light blue arrow points downwards from the right side of this box to the top of the middle box. The middle box is a darker green and contains the text 'Required'. Another light blue arrow points downwards from the right side of the middle box to the top of the bottom box. The bottom box is dark grey and contains the text 'Recommended'. The background consists of abstract, overlapping geometric shapes in various shades of blue and teal.

Required

Recommended

NEW HIRE COMPLIANCE and REQUIRED TRAINING COURSE LIST

Contact your supervisor prior to scheduling yourself for any training courses below.

The following training courses are required upon hire:

- ✓ Emergency Action Plan Training
Contact your supervisor during the first week to attend an Emergency Action Plan Training from your Department Head or Supervisor.
- ✓ Active Shooter: Surviving an Attack (Run, Hide, and Fight Video): You can view the video in your LMS account Safety Learning Management System (called New Jersey County Excess Joint Insurance -Bis trainer) (see #9 for more information). Upon Hire and once every two years.
- ✓ Fire Extinguisher Safety; Register for live webinar upon Hire and Annual Training. You can locate the safety trainings schedules on www.njce.org by clicking on Safety tab, then live webinar instructor led classes link, then click on monthly pdf schedules with hyperlinks for registering.
- ✓ Anti-harassment will be scheduled within the first 90 days of hire: Trainer: Office of Training and Development. The Director of Training and Development will contact you via email during your first 90 days to schedule you for training. Frequency: Every two years after initial training.
- ✓ Hazard Communication Training Upon Hire and Refresher every two years. This course is a live webinar. You can locate the safety trainings schedules on www.njce.org by clicking on Safety tab, then live webinar instructor led classes link, then click on monthly pdf schedules with hyperlinks for registering.

✓ Protecting Children from Abuse Live Webinar: Frequency: Upon Hire and once only. This course is a live webinar. You can locate the safety trainings schedules on www.njce.org by clicking on Safety tab, then live webinar instructor led classes link, then click on monthly pdf schedules with hyperlinks for registering.

✓

✓ Knowbe4 Cybersecurity Training; Automatic enrollment by Department of Information Technology Upon Hire. You will receive emails from KnowBe4 upon hire and annually. Frequency: Upon Hire and Annually.

✓

✓ Leadership Series (recommended for all new leaders) Trainer: Contact Dr. Hickman, cindyhi@cumberlandcountynj.gov. Frequency: Contact your supervisor or Dr. Hickman if you are interested in leadership training

✓



PEOSH Minimal Standards for Safety Training

Department of Health | Workplace Health and Safety | Public Employees Occupational Safety and Health

▶ Your account administrator is responsible for assisting you with the LMS and safety training requirements and registration. See below: *(Contact me directly if your department is not on the list, so I can help)*:

▶ Trainings Topics: Your requirements are listed on the PEOSH website according to your workplace setting: [Department of Health | Workplace Health and Safety | PEOSH Standards for Specific Work Settings](#).

Aging and Disability	Lisa Williams	lisawi@cumberlandcountynj.gov
Aging- Meals on Wheels	Kirsten Gandy	kirstenga@cumberlandcountynj.gov
CATS	Susan Sauro	susansa@cumberlandcountynj.gov
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Veterans Affairs	Nikki Kaskabas	nikkika@cumberlandcountynj.gov
Dawn Bowen	911	dawnbo@cumberlandcountynj.gov
Omnibus Drivers	Kate Speck	kspeck@ccoel.org

Delete

Respond

Teams

Quick Steps



Move

Language

Zoom

Find Time

OneNote

Protection

Phish Alert

Add-in



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



Bistrainer <mailer@bistrainer.com>

To Cindy Hickman

Retention Policy 100 Years (100 years)

Expires 4/7/2123



Reply

Reply All

Forward



Mon 5/1/2023 1:26 PM

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.

Items: 35,857 Unread: 82 Reminders: 34

All folders are up to date. Connected to: Microsoft Exchange

100%

There are no online courses or forms to begin.

In Progress 🔒

Completed 49 Forward Completions

Title	<input type="text" value="Search..."/>	Type	Statu	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	-			-	

Network Status - All systems are operational

Cumberland County Intranet

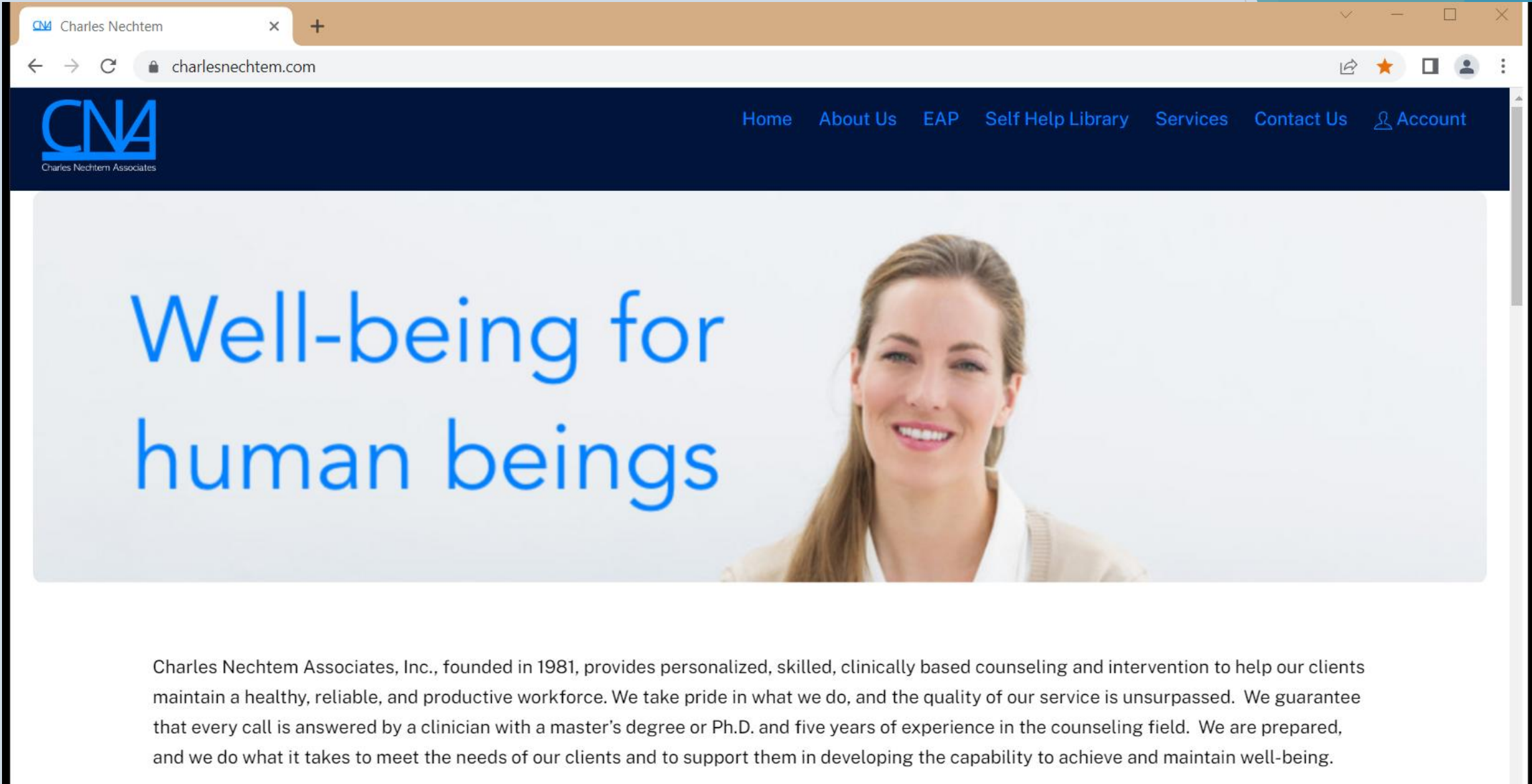
One Stop shop for your employee information

[Home](#) ▾ [Warehouse](#) ▾





Multi-Dimensional Approach



[Home](#) [About Us](#) [EAP](#) [Self Help Library](#) [Services](#) [Contact Us](#) [Account](#)

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,



Wellness Grant Webinars and Events





Contact Information

*thank
you*

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 - ▶ Director of Training
and Development
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