New Employee Resource Guide
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome from the Human Resources Director</td>
<td>Page 5</td>
</tr>
<tr>
<td><strong>Organization and Structure</strong></td>
<td>Page 6 - 10</td>
</tr>
<tr>
<td>MGH Institute of Health Professions</td>
<td></td>
</tr>
<tr>
<td>MGH IHP Mission</td>
<td></td>
</tr>
<tr>
<td>Vision Statement</td>
<td></td>
</tr>
<tr>
<td>Core Values</td>
<td></td>
</tr>
<tr>
<td>IHP Leadership</td>
<td></td>
</tr>
<tr>
<td>Diversity Initiatives</td>
<td></td>
</tr>
<tr>
<td>Massachusetts General Hospital</td>
<td></td>
</tr>
<tr>
<td>Mission</td>
<td></td>
</tr>
<tr>
<td>Partners HealthCare System</td>
<td></td>
</tr>
<tr>
<td>Mission</td>
<td></td>
</tr>
<tr>
<td>Vision</td>
<td></td>
</tr>
<tr>
<td><strong>General Overview of MGH IHP</strong></td>
<td>Page 10 - 17</td>
</tr>
<tr>
<td>MGH IHP Facilities</td>
<td></td>
</tr>
<tr>
<td>Campus Map</td>
<td></td>
</tr>
<tr>
<td>Directions</td>
<td></td>
</tr>
<tr>
<td>Hours of Operation</td>
<td></td>
</tr>
<tr>
<td>IHP Mail Services</td>
<td></td>
</tr>
<tr>
<td><strong>Employee Services</strong></td>
<td>Page 17 - 44</td>
</tr>
<tr>
<td>Commuter Services Programs &amp; Options</td>
<td></td>
</tr>
<tr>
<td>Parking Office</td>
<td></td>
</tr>
<tr>
<td>Parking in the Charlestown Navy Yard</td>
<td></td>
</tr>
<tr>
<td>MBTA</td>
<td></td>
</tr>
<tr>
<td>Shuttle Service</td>
<td></td>
</tr>
<tr>
<td>IHP Human Resources</td>
<td></td>
</tr>
<tr>
<td>Intranet / Internet Information</td>
<td></td>
</tr>
<tr>
<td>Kronos Timekeeper Information</td>
<td></td>
</tr>
<tr>
<td><strong>Training and Workforce Development</strong></td>
<td></td>
</tr>
<tr>
<td>IHP Faculty Professional Development</td>
<td></td>
</tr>
<tr>
<td>IHP Staff Professional Development</td>
<td></td>
</tr>
<tr>
<td>MGH Training &amp; Workforce Development</td>
<td></td>
</tr>
<tr>
<td>Computer Training Workshops</td>
<td></td>
</tr>
<tr>
<td>Logging Into Partners System</td>
<td></td>
</tr>
<tr>
<td>HealthStream</td>
<td></td>
</tr>
<tr>
<td>Peoplesoft Employee Self Service</td>
<td></td>
</tr>
<tr>
<td>Personal Information</td>
<td></td>
</tr>
<tr>
<td>Payroll and Compensation</td>
<td></td>
</tr>
<tr>
<td>Learning &amp; Development</td>
<td></td>
</tr>
<tr>
<td>PeopleSoft ESS &amp; your paycheck</td>
<td></td>
</tr>
<tr>
<td>Police and Security</td>
<td></td>
</tr>
<tr>
<td>Contacts</td>
<td></td>
</tr>
</tbody>
</table>
Chaplaincy Services
Credit Union
Nutrition & Food Services
The LVC Retail Shops / MGH Gift Shop
Libraries
Go Green Initiative
Philanthropy
Communications & Marketing
Master Calendar of Events
Program Managers / Department Coordinators
Welcome!

Dear Colleague:

Congratulations on your new position and welcome to the MGH Institute of Health Professions (MGH IHP). The MGH IHP greatly values its faculty, staff, and leaders, who make possible our mission of educating tomorrow’s health care leaders. This is an exciting place to work, with great colleagues and leaders, state of the art technology and resources, and excellent benefits. The Institute is routinely recognized as a Great College to Work For by the Chronicle and our programs at MGH Institute are acknowledged as being among the best in the country.

Our faculty, staff, and leaders are the Institute’s greatest asset. We are very proud that so many talented and dedicated people want to work at MGH Institute of Health Professions. Indeed, it is our workforce that defines us as an extraordinary higher education institution for Boston and beyond.

The MGH IHP is a remarkable place, and now, as a new employee, you are part of thirty-five plus year legacy of accomplishment. I am enormously proud to be associated with this vibrant and dynamic institution. And I am confident that you too will not only be challenged and fulfilled by this environment but will also feel the incredible rewards that come from being a part of an organization dedicated to preparing health professionals and advancing care for a diverse society.

Again, welcome to the Institute!

Sincerely,

Sarah Welch
Human Resources Director
Organization & Structure

Overview of MGH Institute of Health Professions

MGH Institute of Health Professions is an innovative, interprofessional graduate school that prepares skilled health care specialists in: Communication Sciences and Disorders, Nursing, Occupational and Physical Therapy.

Integrating classroom learning with research and clinical experience, the Institute grants doctoral degrees, master's degrees, awards certificates of advanced study, and offers continuing education to practicing professionals, as well as to baccalaureate-educated individuals entering health care from another field.

In addition, the Institute has created the Center for Interprofessional Studies and Innovation in which leaders in the health professions can collaborate with peers in other disciplines and forge a new model of health sciences education for the 21st century.

A graduate school founded by the world-renowned Massachusetts General Hospital, the Institute operates within Partners HealthCare, offering unparalleled opportunities for students to learn and work alongside expert practitioners in a variety of hospital, clinical, and community settings.

With the majority of faculty working as practicing clinicians, our curriculum provides a powerful integration of clinical and academic learning, aiding in the development of both critical thinking and leadership skills.

Currently, more than 1,200 full-and part-time students are enrolled onsite and online. All of our programs promote interprofessional teamwork and offer personalized attention in a rigorous, collaborative learning environment that is driven by our faculty's professional expertise and scholarly accomplishments. The academic experience is further enriched by the diversity of our students' backgrounds and life experiences.

MGH IHP Mission

As an independent, interprofessional graduate school of health sciences, MGH Institute of Health Professions prepares health professionals and scientists to advance care for a diverse society through leadership in education, clinical practice, research, and community engagement.

MGH IHP Vision Statement

MGH Institute of Health Professions will be preeminent in:

- Educating graduates to be exemplary leaders in health care for a diverse society,
- Advancing innovative models of health professions education to improve health and health care, and
• Creating and translating knowledge to improve health through distinctive programs of research.

**MGH IHP Core Values**

As members of the MGH Institute community, we collectively commit to reflect the following core values in all we do:

• The highest standards of professional, academic, and scientific excellence, ethical conduct, integrity, and personal responsibility,
• An inclusive and welcoming environment where every person is treated with dignity and respect,
• Mutual trust and collegiality in our relationships with each other and those we serve in health care and the community,
• Productive partnerships among faculty, staff, and students that support learning and work, and foster interprofessional and global collaboration,
• A connected, engaged, and diverse learning community where students develop a passion for lifelong learning, and become graduates of choice for employers,
• An environment that embraces and rewards inquiry, ingenuity, innovation, resourcefulness, and continuous learning,
• A rewarding work environment where talented people thrive, and
• Accountability for our work and for prudent, efficient stewardship of our resources.

**IHP Leadership**

*Executive Council*

The MGH Institute is led by a team of academic and administrative directors who are responsible for the daily oversight of student education, faculty support, and other administrative functions related to the Institute's mission.

**Janis P. Bellack, PhD, RN, FAAN**  
President and John Hilton Knowles Professor

**Alex F. Johnson, PhD, CCC-SLP**  
Provost and Vice President for Academic Affairs

**Atlas D. Evans, BS**  
Vice President for Finance and Administration

**Linda K. Rice, CPA**  
Director of Financial Services
Institute organizational charts can be found on the MGH IHP Intranet under Human Resources.

MGH IHP Diversity Initiatives

Our Commitment to Diversity

Diversity at the MGH Institute encompasses an inclusive and welcoming environment that is enhanced by persons who differ in gender, race, ethnicity, national origin, age, socio-economic background, ability, sexual orientation and gender identity or expression, and religious belief.

This expression of our commitment to diversity is reflected in a community that is bound by the desire for equal consideration for all people. It is affirmed by the Institute's policies and recruitment and retention activities, thus, ensuring that all members of our community have the ability to reach their individual and collective potential.

Members of the MGH Institute community can support the diversity efforts by becoming part of the following committees and actively contribute to making the Institute a better place to work.
for everyone. The members of these committees are active in their professions and may be able to assist you through their affiliations and networks.

- **MGH IHP Diversity Council:** The Diversity Council, chaired by President Janis P. Bellack, provides leadership for diversity as a strategic priority of the Institute, and is responsible for overseeing planning, activities, and initiatives to advance the Institute’s diversity goals.

- **MGH Association of Multicultural Members of Partners (AMMP):** Sponsored by the Human Resources Department, AMMP is committed to the recruitment, retention and advancement of professionals of color within the MGH/Partners community. The committee provides support to professionals of color through professional development opportunities and serves as a resource in expanding the number of professionals of color in leadership positions. For more information, visit [www.massgeneral.org/ammp](http://www.massgeneral.org/ammp).

**E. Lorraine Baugh Visiting Faculty Scholar Series**

The E. Lorraine Baugh Visiting Faculty Scholars Series was established in 2012. Honoring a long-serving trustee and first chair of the Institute’s Board of Trustees, now an Honorary Trustee, this award supports a visiting faculty speaker series with an emphasis on diversity and inclusion in the health professions.

**Dignity & Respect Campaign**

Creating an inclusive and welcoming environment is a key component of the MGH Institute’s Core Values and major focus of the Institute’s Diversity Council. Diversity and inclusive excellence are integral to our learning and work environment, and each of us through our words, attitudes, and behaviors plays an important role in contributing to our community environment.

To continue to advance the Institute’s welcoming and inclusive environment, the Diversity Council is has launched the Institute’s own Dignity and Respect Campaign. The Dignity & Respect Campaign was designed to join individuals, community leaders, organizations, educational institutions, business partners, family, and friends under the common notion that inclusiveness begins with the core belief that everyone deserves dignity and respect.

**Dignity & Respect Practice Tips**

**Dignity & Respect 7 Competencies of Dignity & Respect**

Take the pledge today! [http://dignityandrespect.org/takepledge_mghinstitute/](http://dignityandrespect.org/takepledge_mghinstitute/)

More information on the Institutes diversity programs and initiatives can be found on the IHP website at: [http://www.mghihp.edu/student-life/diversity/](http://www.mghihp.edu/student-life/diversity/)

**Overview of Massachusetts General Hospital**

Founded in 1811, Massachusetts General Hospital (MGH) is the third oldest general hospital in the United States and the oldest and largest in New England. The 927-bed medical center offers
sophisticated diagnostic and therapeutic care in virtually every specialty and subspecialty of medicine and surgery.

The MGH conducts the largest hospital-based research program in the United States, with an annual research budget of nearly $800 million. It is the oldest and largest teaching hospital of Harvard Medical School, and nearly all of the hospital’s active staff physicians are on the Harvard Medical School faculty. The MGH is the largest private employer in the city of Boston and consistently recognized as one of the leading academic medical centers in the world.

**MGH Mission**

Guided by the needs of our patients and their families, we aim to deliver the very best health care in a safe, compassionate environment; to advance that care through innovative research and education; and, to improve the health and well-being of the diverse communities we serve.

**Overview of Partners HealthCare System, Inc.**

Partners HealthCare was founded in 1994 by Brigham and Women’s Hospital and Massachusetts General Hospital. Partners is an integrated health care system that offers patients a continuum of coordinated high-quality care. The system includes primary care and specialty physicians, community hospitals, the two founding academic medical centers, specialty facilities, community health centers, and other health-related entities. Partners HealthCare is a non-profit organization, a teaching affiliate of Harvard Medical School and a national leader in biomedical research.

**Mission:**

Partners is committed to serving the community. We are dedicated to enhancing patient care, teaching and research, and to taking a leadership role as an integrated health care system. We recognize that increasing value and continuously improving quality are essential to maintaining excellence.

**Vision:**

- **To dedicate** ourselves to the delivery of superior care that is patient- and family-centered, accessible, and equitable.
- **To provide** a coordinated, cost-efficient, and transparent care model that will benefit patients across the continuum from prevention to long-term.
- **To touch** the communities we serve, local or global, with sustainable improvements in the care we provide with a keen focus on underserved populations.
- **To lead** in research that fosters collaboration, bringing discovery to the patient’s bedside, and sharing those successes with the world so future generations may benefit.
- **To invest** in education and training to nurture the next generation of leaders who can carry forward the lessons learned.
- **To promote** the development of our workforce by creating opportunities for achievement and advancement.
To seek ways to deliver the highest quality health care to all.

General Overview of MGH IHP

MGH IHP Facilities

The MGH Institute campus comprises of six buildings in and around the historic Charlestown Navy Yard in Boston.

The Catherine Filene Shouse Building at 36 First Avenue is the graduate school's main academic building which houses most of the classrooms, labs and departmental offices. The departmental offices for the School of Nursing, Departments of Communication Sciences and Disorders, Occupational Therapy, and Physicians Assistant are all in the Shouse Building. The Offices of Information Technology and Facilities are also located there, on the fourth floor. The Department of Physical Therapy is located at One Constitution Center.

The Executive Administrative offices, including the Offices of the President, Provost, Finance & Administration, Human Resources, Marketing & Communications and Development are across the street, on the second and third floors of Building 34.

Down one block in Building 39, on the ground floor, is the Office of Student Affairs.

2 Constitution Center (2CC), opened in January 2012, just outside the Navy Yard and directly overlooking the USS Constitution, more commonly known as “Old Ironsides.” The space includes new and expanded physical therapy labs, a 102-seat active learning classroom with state-of-the-art technology, and lounge and study areas that students from nursing, physical therapy, and speech-language pathology share. The Occupational Therapy Functional Living Lab is also available in 2CC.

Building 79/96 opened in September 2013 expanding the campus by 14,000 square feet of space for faculty and student research. This area includes 4 sound rooms, BioMotion Lab, office space for faculty and research staff, 2 conference rooms and workstations for students enrolled in the PhD in Rehabilitation Science Program.
1. **Building 34**

   **Second Floor**
   - Office of the Provost
   - Center for Interprofessional Studies and Innovation
   - PhD in Rehabilitation Sciences
   - MS in Health Professions Education
   - Office of Marketing and Communications
   - Office of Development
   - Alumni Relations
   - Fundraising
   - Office of Human Resources

   **Third Floor**
   - Office of the President
   - Office of Finance and Administration

1. **Building 36**

   **First Floor**
   - MGH Institute Security
   - Speech, Language and Literacy Center
   - The Aphasia Center

   **Second Floor**
School of Nursing
School of Health and Rehabilitation Sciences
Department of Occupational Therapy
Department of Physician Assistant Studies

Third Floor
Physical Therapy Center for Clinical Education and Health Promotion

Fourth Floor
Department of Communications Sciences and Disorders
Information Technology
Facilities / Operations

2. Building 39
First Floor
Office of Student Affairs
Admissions
Financial Aid
Registrar
Student Accounts (Bursar)
Student and Disability Services
International Student Services

3. 1 Constitution Center
First Floor
Department of Physical Therapy

4. 2 Constitution Center
Second Floor
Active Learning Classroom
Physical Therapy Labs
Student Lounge and Study Areas

5. Building 79/96
First Floor
Fatigue-Related Symptom Lab

Second Floor
Speech and Feed Disorders Lab
Speech and Language Literacy Lab
SaiL Literacy Lab
Biomotion Lab

Directions

Arriving by Car:

These directions guide visitors to the Catherine Filene Shouse Building (Building 36), 36 First Avenue, to the main parking garage (Building 199) in the Charlestown Navy Yard, and to Two Constitution Center (2CC).

Please note that due to the street numbering used inside the navy yard area, Mapquest, Google Maps and other online map services often show "36 First Avenue" as being 1-2 blocks away from its actual location.
Directions to Building 36:

From the North via I-93: Take exit 28 "Boston/Sullivan Square/Charlestown" to Maffa Way. Take a slight right onto Rutherford Avenue. Get in the left hand lane and turn left onto Chelsea Street. Follow Chelsea Street to the 3rd traffic light and turn right at 5th Street ("Gate 4"). Go one block, then turn left onto First Avenue.

From the North via Route 1 South: Follow Route 1S over Tobin Bridge ($3 toll). Take "Charlestown/Somerville" exit. At first light, turn right onto Rutherford Avenue and bear immediately into the left-turn lane. At the light, turn left onto Chelsea Street. Follow Chelsea Street to third traffic light and turn right at 5th Street ("Gate 4"). Go one block, then turn left onto First Avenue.

From the South via I-93: Take the Government Center, Exit 23. Stay in the right-hand lane. Turn right onto Cross Street. Turn slightly right onto Joe Tecce Way/North Washington Street. North Washington Street turns into Rutherford Street/MA-99. At the end of bridge turn right onto Chelsea Street. Follow Chelsea Street to third traffic light and turn right at 5th Street ("Gate 4"). Go one block, then turn left onto First Avenue.

Alternately, drivers wishing to avoid TD Garden (formerly the Fleet Center) event congestion, should stay on I-93 and pass over the Zakim Bridge to Exit 28, "Sullivan Square". At the end of the off ramp, head toward the Schrafft's building into the rotary, turn onto Bunker Hill Street and take it all the way to Chelsea Street. Turn right onto Chelsea Street and make an immediate left onto 5th Street ("Gate 4"). Go one block, (then turn left onto First Avenue.

From the West: Take the Massachusetts Turnpike (I-90) to I-93 North. Follow directions for "From the South via I-93," above.

Directions to the Main Parking Garage (Building 199) in Charlestown Navy Yard:

Follow the driving directions above to Chelsea Street. Follow Chelsea Street to the fourth traffic light. Turn right onto 13th Street. Take the first left turn onto 5th Avenue. The entrance to the Building 199 parking garage is on your right, in the first block.

Directions to Parking at 2CC:

If you are going to 2CC, there is a parking lot adjacent to it, with an entrance at 2 Constitution Road. However, parking during the day there is very limited. Also there is parking at the Nautica Garage across the street from 2CC, but currently we do not have discount rates for it. It is advisable to either take the Partners Shuttle or park in the garage in Building 199.

Walking Directions from Building 199 Parking Garage to Building 36:

Go to the pedestrian exit of the parking garage, which is on 13th Street. Turn left on 13th Street and walk two blocks to First Avenue. Cross the street and turn right onto First Avenue.
Walk 2 1/2 blocks to Building 36. The entrance is halfway down the building and has an awning with "36" and the Institute’s logo.

Walking Directions to Two Constitution Center (2CC):

These are directions from Building 36 to 2CC. Continue down First Avenue for 3 blocks – through the entrance to the active Navy Yard, across the Yard, through "Gate 1" and onto Constitution Road. Continue on Constitution Road 1 block, and take a left through red metal gates at the sign for 2CC with the Institute’s logo and an arrow. Follow the asphalt path to the building, around to the right to the 2CC entrance.

Arriving by Subway/Commuter Rail:

Take the commuter rail or either the Green or Orange subway line to North Station. Visit the official MBTA website for detailed transit information, or try the independent site, HopStop.com. From North station, take the Local Motion shuttle, the Partners shuttle, a Hubway bicycle, or walk to our campus.

Arriving by Public Bus #93:

MBTA Bus #93 (Sullivan Square) From Downtown Crossing or Haymarket. This bus stops at the corner of Warren and Chelsea Streets for convenient access to 2CC. It also stops at 5th and Chelsea Streets for a short two-block walk to Building 36. See the MBTA Schedule.

Arriving by Partners Shuttle (daily, except holidays):

Partners Shuttle Schedules
http://www.partners.org/shuttle_schedules.aspx
On the Shuttle Schedule page, choose:

To/From drop-down box: Massachusetts General Hospital
Schedules drop-down box:
Weekdays: 2nd option: MGH Main Campus, North Stations, One Constitution Road, Charlestown Navy Yard
Weekends: last option: MGH Main Campus, North Stations, Charlestown Navy Yard
From Massachusetts General Hospital (Mass Gen)
Take any Partners shuttle displaying an "MGH/CNY" placard, which departs Mass Gen from the shuttle stop located between the Jackson Building doors and the Blossom Street loading dock (after 6:00 p.m., it moves to Gray Building doors).

Shuttle Schedules:

Monday through Friday: Every 15 minutes 5:30 a.m. - 7:45 p.m.; every half hour 8:00 p.m. - 1:30 a.m.
Weekends: Every half hour 9:00 a.m. - 5:45 p.m.
From MGH the shuttle stops at North Station on Causeway Street on the corner of Haverhill Street (across from the TD Garden) on its way to the Navy Yard.
Directions form Charlestown Shuttle Stops to the MGH Institute:

For Building 36 get off at the second shuttle stop after North Station (or first on weekends), which is the intersection of Chelsea Street and 5th Street ("Gate 4"). From 5th Street, walk one block to the stop sign, then turn left onto First Avenue, Building 34 will be on your left and Building 36 will be across the street on your right.

For 2CC get off at the first shuttle stop after North Station, at "Gate 1" on Constitution Road. The shuttle driver often announces this as OCC. (The shuttle does not stop here on weekends.) When you leave the shuttle go right along Constitution Road (away from the Navy Yard) 1 block to the red metal gates with a sign for 2CC. Turn left onto the asphalt path and follow it around right to the entrance to 2CC.

The Partners Shuttle for 2CC: last shuttle Monday–Friday is 6:45 p.m. There is no weekend shuttle service to 2CC.

To return to Boston from MGH Institute, the shuttle stop for Building 36 is on the corner of First Avenue and 7th Street, across the street from 36 First Avenue. The shuttle stop for 2CC is on Constitution Road at "Gate 1" of the Navy Yard.

The Partners shuttle is free to all riders.

For more information visit the website below: www.mghihp.edu/about-us/directions

Hours of Operation

Regular Hours of Operation
- Building 36
- Building 2CC
- Buildings 34 & 39

Building 36: Classrooms, labs and fourth floor student areas will be open Saturdays and Sundays during hours of operation.

<table>
<thead>
<tr>
<th>Building 36</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day of Week</td>
</tr>
<tr>
<td>Monday–Thursday</td>
</tr>
<tr>
<td>Friday</td>
</tr>
<tr>
<td>Saturday</td>
</tr>
</tbody>
</table>
Elevator and Stairwell Access: Student and employee identification badges are required to access the building main door, elevators, west end interior door access to stairwells, and first floor nursing labs. Access times are as follows:

<table>
<thead>
<tr>
<th>Day of Week</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>7:00 a.m.–10:00 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>7:00 a.m.–7:00 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>9:00 a.m.–4:00 p.m.</td>
</tr>
<tr>
<td>Sunday</td>
<td>11:00 a.m.–4:00 p.m.</td>
</tr>
</tbody>
</table>

Building 2CC, effective January 9, 2012

<table>
<thead>
<tr>
<th>Day of Week</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday–Thursday</td>
<td>7:00 a.m.–8:00 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>7:00 a.m.–7:00 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>9:00 a.m.–4:00 p.m.</td>
</tr>
<tr>
<td>Sunday</td>
<td>closed</td>
</tr>
</tbody>
</table>

*Building 2CC closes an hour after the latest scheduled evening class ends.

Buildings 34 & 39

Monday–Friday: 8:30 a.m.–5:00 p.m.
Saturday–Sunday: closed

The above schedules are subject to change. Please visit the IHP website for up to date hours on all Institute buildings.

IHP Mail Services

The correct mailing address for the Institute is:
All incoming mail from the US Postal Service is delivered to the MGH Mail Room and then is delivered to the Institute once a day. This process may result in a delay of one or two days for deliveries. Daily deliveries include both US Postal Service mail and in-house mail.

Information on mail drop off, pick up and hours can be found on the IHP Operations Intranet page.

**Employee Services**

**Commuter Services Programs & Options**

**Parking and Commuter Services**
Wang Ambulatory Care Center
617-724-6588

The Institute is supported by the MGH Parking and Commuter Service Department. This department is committed to providing the best quality service and most up to date information on all transportation options available to MGH and Partners employees. The MGH has joined the A Better City-Transportation Management Association (ABC-TMA) to help promote wider commuter services and broaden transportation policies and benefits. The Parking and Commuter Service Department will offer employees a complete package of transportation needs for their commute to work regardless of whether they are new employees, changing jobs, or just moving to a new location. The staff at the Parking Office and the Commuter Phone Line 617-724-6588, will assist you in planning your trip to work.

**Parking in the Charlestown Navy Yard**

_On-Street Parking_

There is limited metered parking along First Avenue and on other streets in the Navy Yard. Metered parking is 25¢ for each 12 minutes with a two-hour maximum (per block), and is enforced between 8:00 a.m and 8:00 p.m. Monday through Saturday.

_Constitution Center Parking Lot for OCC & 2CC (Employees)_

The Institute has 68 parking spaces available for employees. Faculty and staff should contact Facilities for pricing of monthly parking passes. Spaces are available on a first-come, first-served basis.
Garage Parking

Building 199: CNY Parking Garage

You may purchase 20 late-afternoon tickets for parking from 3:30 p.m.–9:30 a.m. for $40.00, payable by check to MGH Parking.

You may also purchase a monthly pass for this lot for $98/month. Please visit the parking office on the first floor of Building 199. Your badge will be programmed to allow you to enter the lot.

You can also have your ID programmed so that you can park for free, in the B199 Garage and the MGH main campus parking lots, on weekends, holidays, or any weekday time period between 5:00 p.m. and 9:30 a.m., provided your photo ID badge has been programmed in advance by the CNY Parking Office. You can have this programming put onto your ID badge whether or not you have purchased parking on your badge. There is an initial $25 fee to sign up for this free parking option.

You must scan your photo ID badge upon entering in order for the badge to work upon exiting. If you forget your ID badge, you may pull a ticket upon entering and bring that ticket to the CNY Parking Office (Monday-Friday 8:00 a.m. – 4:30 p.m.) in order to avoid the public rate at exit.

If you are having a parking problem with your photo ID badge, please resolve it at the CNY Parking Office in order to avoid the CNY public rate charge upon exiting. The CNY Parking Office is located in Building 199 on 13th Street in the Charlestown Navy Yard. Call (617) 724-9621 with questions.

Nautica Garage:

The Nautica Garage is located across from Constitution Center. The Institute has arranged a pay-per-day rate of $10 with ticket validation.

After 3:30 p.m., there is a reduced Evening Event Rate, which is currently $6. If you park your vehicle for over the 10 hours grace period, you will pay full parking price of $21+.

All Nautica parking tickets must be validated by the 2CC or Building 36 security officers in order for the discounted rate to be honored.

Parking at Mass General Hospital

In addition to parking privileges in the Navy Yard, you can also park for free at Mass General Hospital on weekends, holidays and after hours. To be eligible for this, you need to go to the the Fruit Street Parking Office (on Fruit Street at the main entrance of Mass General Hospital) to have your photo ID badge programmed for that. The Fruit Street Parking Office is open 8:00 a.m to 4:00 p.m. Monday through Fridays.

Massachusetts Bay Transportation Authority
The MGH has a subsidized pass program with the Massachusetts Bay Transportation Authority (MBTA). Employees who are benefits eligible and work a standard 20 hours per week can receive MBTA passes through payroll deduction. Charlie Cards for local bus and link service (local bus and subway service) remain active as long as the payroll deduction is active. Charlie Tickets for SR/TAP, boat and commuter rail service are distributed to the employee’s timekeeper or department designee at several distribution points throughout the network. The payroll deduction is reflected in the paycheck on the fourth pay period of the month. The savings advantage to MGH employees is 30 percent for the MBTA pass and is taken on a pre-tax basis up to the Internal Revenue Service’s allowable limit. Available passes include SR/TAP; local bus; link; inner and outer express bus; commuter rail zones one through eight; and the Hingham boat pass. A complete list of prices can be found [here](http://www.massgeneral.org/visit/shuttles/).

To obtain and MBTA pass, employees must register in PeopleSoft on or before the 15th day of the month prior to use. Cancellations must be made in PeopleSoft before the 15th day of the month prior to when employees wish to discontinue participation in the program. Passes are not available to employees with weekly or monthly payroll parking deductions.

**Shuttle Service**

Partners shuttles are free to all riders. Shuttles run to and from all of the surrounding lots and garages. Schedules are available on the MGH website: [http://www.massgeneral.org/visit/shuttles/](http://www.massgeneral.org/visit/shuttles/).

**IHP Human Resources (HR)**

*Mission Statement and Services:*

As a strategic partner with the MGH Institute of Health Professions’ workforce, the Office of Human Resources develops and delivers innovative human resources programs and services designed to support the mission of the Institute. We provide leadership and support to the Institute community in the areas of recruitment and retention of a highly competent and diverse workforce, training and professional development, faculty and staff relations, compensation, organization and job design, performance management, benefit and payroll administration, and legal compliance.

*HR Team Members:*
- Sarah Welch, HR Director
- Jennifer Burke, Senior HR Generalist
- Jona Xhama, HR Representative
- TBD, Senior HR Assistant

Please visit the HR Intranet to see more information on the HR Team and our services. [http://iware.mghihp.edu/intranet/humanResources.html](http://iware.mghihp.edu/intranet/humanResources.html)

*HR Location and Office Hours:*
- Building 34, 2nd Floor
- 8:30am-5:00pm, Monday through Friday
**HR Representative Model**

Each department of the IHP has been assigned an HR representative who is the first point of contact for employees in providing counsel and assistance in all matters pertaining to employment.

The HR rep provides support in employee relations, compensation, benefits and training. Additionally, there are specialty groups within Human Resources to which the HR rep may refer in order to complete the full range of HR services.

The HR rep model was developed as the most efficient means to provide personalized HR services to client departments and their individual employees. Easy access to prompt, courteous and quality service are among the objectives of Human Resources.

Since the HR rep is the primary provider of HR services, the employee should get to know their rep(s) for his/her department. Employees may discuss issues confidentially with their HR rep.

**Who is my HR Representative?**

The Institute has two HR representative, Jona Xhama and Jennifer Burke. Their respective areas for HR support are:

- **Jona Xhama** (jxhama@mghihp.edu): School of Health and Rehabilitation Sciences (PT, CSD, and OT), Office of the President, Office of Student Affairs, Marketing and Communications and Development.

- **Jennifer Burke** (jburke3@mghihp.edu): School of Nursing, Office of the Provost, CIPSI, Finance, Information Technology and Facilities/Operations.

**Intranet/ Internet Information**

The Intranet is for faculty and staff of the MGH Institute of Health Professions. General information for faculty and staff will be accessible on the intranet site. The site is available anywhere you have access to the Internet. This is an evolving information resource, which will be updated frequently. The primary objective of the Intranet is to establish one location to find information and begin to move away from using shared network drives.

You should receive Intranet access from IT by the first week of employment. If you have not received access by the first week or are having trouble with the Intranet, please open a Help Desk Ticket. This is an evolving resource and new features and functions will be added over time. If you have any suggestions or feedback please send them to ihphelp@mghihp.edu.

**Kronos/ Timekeeper Information (Weekly Paid Employees Only)**

Kronos is the timekeeping software used to enter payroll. The Kronos Self-Service instructions and agreement will be sent via HealthStream E-Learning and will be mandatory for non-exempt
employees. This will require your electronic agreement to the KSS reporting practice. Non-exempt employees will need to log in and out everyday using the Kronos Self-Service System. If you have any questions about the Kronos System or need to report errors in your paycheck and/or punches, you will need to contact your timekeeper. The Human Resource department serves as the Timekeeper for all IHP employees.

To view all of the information and documents associated with Kronos visit the intranet page: http://is.partners.org/hr/ibridge/Kronos/index.htm

If you have any payroll question, please email IHPPayroll@mghihp.edu and Human Resources will respond to you within 24 hours. Please also use this email box to submit time edit forms.

**Training & Workforce Development**

The MGH Institute of Health Professions is committed to developing exceptional faculty and staff by helping employees at all levels of the organization enhance their capabilities and work skills.

**IHP Faculty Professional Development**

The Provost Office and Schools offer a variety of professional development opportunities throughout the year including faculty development days annually each year. For more information on faculty development programs please visit Faculty Compass.

**IHP Staff Professional Development**

The Staff Professional Development Resource Portal, available of the HR Intranet, has been created to provide a resource to support the professional development of Institute Staff. Staff are encouraged to visit this site regularly to stay current with the development opportunities available.

**MGH Training & Workforce Development**

165 Cambridge Street, Suite 200
Boston, MA 02114
(617) 726-2230 http://is.partners.org/hr/New_Web/mgh/mgh_training.htm

The MGH Training & Workforce Development Office in Human Resources facilitates and promotes employee education and training to attract, develop and retain a highly skilled, diverse workforce through sustainable collaborations that support the MGH’s mission. MGH IHP employees are eligible to enroll in many of the courses offered via MGH and Partners Training and Development.

*Training & Development Opportunities at MGH & PHS*

**Partners HR Course Offerings** The HR Courses are offered twice a year on a variety of professional development topics on managing yourself and managing your work. Many of these courses are of no cost to your department. Enrollment is via Employee Self Service in PeopleSoft. Once you
enroll the request will flow through to your manager designated in PeopleSoft for approval. This link provides instructions for how to enroll in courses via PeopleSoft Self Service (http://is.partners.org/hr/training/pds/mgh/enrollment.html).

**MGH Leadership Academy** - MGH IHP Managers are eligible to enroll in leadership courses at the MGH Leadership Academy. To view more information on the MGH Leadership Academy and the course offerings, please visit: [http://www2.massgeneral.org/leadershipacademy/](http://www2.massgeneral.org/leadershipacademy/). Many of these courses are of no cost to your department. Enrollment is via Employee Self Service in PeopleSoft. Once you enroll the request will flow through to your manager designated in PeopleSoft for approval.

If you have any questions or issues enrolling in one of these courses please contact your HR Generalist.

**Partners Computer Training Workshops**

Partners Information Systems Training
165 Cambridge Street, 2nd Floor Room 230/235
Boston, MA 02114

The Institute is fortunate enough to have an onsite IT team that offers a wealth of training and resources. In addition to the training and support they provide to the IHP, the PHS IT Department provides hands-on computer instruction centering on the Partners’ standard office productivity programs. Workshops are currently available for the Windows XP environment. Courses include Microsoft Office applications, including Word, Excel, Access and PowerPoint. Partners’ customized training is available as well. This training includes Introduction to Microsoft Outlook, DocumentDirect for the Internet, Ergonomics Online Ordering and the Partners Authorization System.

Emphasizing small class sizes, a comfortable learning environment, and on-campus location, Information System Training’s objective is to provide instruction that improves employee performance and maximizes our investment in technology.

Instructor-led workshops are offered in both full-day and half-day sessions to accommodate individual learning styles and work schedules. Full-day classes begin at 9 am and end by 4:30 pm. Half-day sessions meet from 9 am to 12 pm or from 1 pm to 4:30 pm. Workshops may carry a cost, which is charged back to the employee’s department.

Registration can be found in PeopleSoft Employee Self Service. Additional information can be found at [http://is.partners.org/training](http://is.partners.org/training).

**Logging onto the Partners system**

In order to log into a computer at the MGH IHP, you must have a Partners User Name and password, or “NT logon”. You will be given a NT logon upon completing the process below and you must create and establish your own password. For security purposes you will need to change your password every 90 days.
Creating your Partners password

1) Access Password Self Service by one of the following methods:
   a. Select the PASSWORD SELF SERVICE link from the screensaver of a Partners workstation
   b. On the internet: Go to https://myprofile.partners.org

2) Enter your personal information:
   a. Click I am a New User
   b. Enter your First Name, Last Name and Date of Birth (MMDD). Click Next.
   c. You will be prompted to enter one of the following:
      • Last four digits of your Social Security Number; or
      • Last four digits of your preferred phone number; or
      • Last four digits of your employee number (i.e., your PeopleSoft number, located at the back of your ID badge)
   d. Click Next.

3) Choose your Security Questions
   Use the drop-down arrows to choose and respond to four security questions. Questions and answers cannot be changed once selected.

4) Confirm your email:
   If your email address is incorrect or not entered, make the appropriate changes. Click Next.

5) Select your Security Image and Phrase:
   Your image and phrase will display whenever you change your Partners password.
   a. Choose a Security Image that you will remember
   b. Type in a Security Phrase. Your phrase does not have to relate to the image.
   c. Click Next.
6) **Remember your User Name:**
   The next screen displays your User Name. You need to remember your User Name to log onto a Partners computer. Click **Change Password**.

   ![Select Security Image And Phrase](image)

   Your profile is now registered. You must click "Change Password" to complete the process.

   Your Partners User Name is **tmt59**.

   Please remember your user name. You will need this to log onto the Partners network.

   ![Change Password]

7) **Create your new Password:**
   Type your new Partners Password twice in the space provided. Click **Next**.

   Password criteria:
   - Minimum of eight characters
   - Contain at least one alpha and one numeric character
   - Case sensitive
   - Cannot contain all capital letters
   - Cannot be re-used within a two-year timeframe
8) **Review the Confirmation and log on again:**
A message displays indicating that you have successfully created your Partners password. Immediately log off and log back on with your new Partners password. An email is sent to your Inbox as a record of the change.

---

**Thank you. You have successfully changed your Partners password.**

Please immediately logoff your computer and login with your new Partners password. A full reboot is not required. If you are on a Partners standard workstation, click on the yellow padlock and select new user.

A reminder, your User name is tmt59.

9) **Obtain a Clinical Key (optional):**
For users who need a KEY to access applications such as BICS, Physician Order Entry (POE) or the Longitudinal Medical Record (LMR), go to: **Start > Partners Applications > Utilities > Partners Key Lookup**

10) **Additional assistance:**
- FAQs can be found at [http://helpdesk.partners.org/passwordselfservice](http://helpdesk.partners.org/passwordselfservice)
- Please contact the Help Desk (617-726-5085)

**HealthStream**

HealthStream is the Partners-wide online learning management system. HealthStream is a platform that supports the administration, delivery and tracking of regulatory-driven and elective e-learning courses.

HealthStream can be accessed from any Partners workstation by going to the **Start Menu → Partners Applications → Utilities → HealthStream.**

From outside of the Partners network, go to: [www.partners.org/healthstream](http://www.partners.org/healthstream)

Your HealthStream User Name is the same as your Partners network User Name.

**Password:**
- If this is your first time using HealthStream, enter “abc123.” You will be able to change your password after you log in.
- If you have used HealthStream before, use your existing password. If you do not recall your HealthStream password, click the Password Reminder link on the log in screen.
Some of the student features in HealthStream include:

- **My Learning Page**: allows you to see all of your assignments in one place along with their due dates. Your elective learning is also displayed on this page.
- **My Transcript**: Enables you to see your learning history and print certificates right from your transcript.
- **Catalog**: Gives you the ability to search for courses you would like to take through self-enrollment.

To view available courses in the HealthStream catalog:

1. Click on the Catalog tab
2. Type in the course name or key words in the search box or look through the various categories under the “Search by Category” section.
3. Required training for new employees: MGH IHP NEO Curriculum

Questions? If you have problems logging into HealthStream, contact the MGH Computer Help Desk at 617-726-5085. For all other questions, please email the MGH HealthStream mailbox: mghhealthstream@partners.org or contact your HR Generalist.

**Peoplesoft Employee Self Service**

Website: [https://ibridge.partners.org](https://ibridge.partners.org)
For logon issues please contact the PHS IS Help Desk at 617-726-5085

**Using Peoplesoft**

PeopleSoft is our Human Resources Information System. It can be accessed using the same User Name and Password you selected by using Partners Password Self Service.

PeopleSoft Employee Self Service (ESS) allows you to keep your personal information up-to-date, as well as fill out required tax forms, emergency contact information and purchase your monthly MBTA pass through payroll deduction. ESS was designed as a confidential system. Everyone has their own User Name and Password which should not be shared. To learn more about the IHP / Mass General Hospital’s Confidentiality Policy, please refer to the following links [http://intranet.massgeneral.org/hipaa/default.asp](http://intranet.massgeneral.org/hipaa/default.asp)  
[**IHP Confidentiality Policy (IHP Intranet)**](http://intranet.massgeneral.org/hipaa/default.asp)
To access PeopleSoft, go to the Start Menu on your Partners workstation. Select Partners Applications, then PeopleSoft:

![Start Menu with PeopleSoft selected](image1)

**Important:** If you do not have the “Partners Applications” icon as part of your start Menu, please navigate to the following website: [https://ibridge.partners.org/](https://ibridge.partners.org/) and you will be able to access PeopleSoft directly from here. You also may access PeopleSoft using this address from outside of the Partners computer system. Contact a member of the HR staff for assistance with PeopleSoft Employee Self Service.

The PeopleSoft login screen will appear. Enter your User Name and Password and select “Go.” A new page will open, and you should select “HRMS Production,” followed by “Self Service” to access ESS.

![PeopleSoft login screen](image2)
Once you have selected “Self Service,” you will see the following screen and these are the options available to you:
Personal Information:

Personal Information Summary: Here you can enter home and mailing addresses, a personal email address, phone numbers and emergency contacts. HR and supervisors will have access to this information.

Vaccinations: Please indicate if you have received your seasonal flu shot. The MGH is required to report to the Department of Public Health how many employees have received this vaccine.

Payroll and Compensation:

Compensation History: Will allow you to view your rate of hourly pay or salary during your various stages of employment at MGH IHP.

Direct Deposit: See more information on Page 32 of this guide.

M-4 state tax information: See more information on Page 35 of this guide.

MBTA Pass Enrollment: Add, change or cancel your MBTA pass purchase. Purchasing your pass through MGH gives you a discounted rate and allows you to buy your pass with pre-tax funds.

View Paycheck: View your current and past paychecks online.

Voluntary Deductions: Here you can view the voluntary paycheck deductions you may have signed up for. For example, some employees make weekly deductions to the United Way via their paycheck.

W-4 federal tax information: See more information on Page 34 of this guide.

W2 information: Year-end tax information can be found here. This is provided for your information only and should not be printed out and sent to a government agency for tax purposes. A paper W2 will be sent to your home address.

Learning and Development:

My Current Profile: Here you can:

- Enter any completed or in-progress education
- Review, add, update and delete records of your language proficiency
- Add, update and delete records of honors and awards
- Review, add, update and delete professional memberships
- List employee licenses and certificates that pertain to MGH jobs

Training Summary: A record of the internal training courses you have taken or are enrolled in at the MGH.
**Professional Training:** This page includes records for professional training courses taken outside MGH.

**Request/Cancel Training Class Enrollment:** Employees who request training will have their request go to their supervisor for approval before being enrolled. You can search and select training courses in one of the following ways:

1. Course name
2. Date
3. Category
4. Course code
5. Location

If you wish to cancel a course, your supervisor and the administrator of the training course will be notified.

**Request Tuition Assistance:** Use this section to submit a Tuition Assistance reimbursement request.

**Training Enrollment Status:** See the status of enrollment in an internal training course, i.e., enrolled, wait list, dropped.

**Tuition Assistance Status:** See the status of your tuition assistance request.

**PeopleSoft ESS and your paycheck**

**Weekly Paid**

Payday is Thursday for weekly employees (IHP Staff).

Weekly-paid MGH employees receive their pay on Thursday. However, when an official MGH holiday falls on a Thursday, payday moves back one day to Wednesday. (A list of holidays will be available on the MGH IHP Intranet.)

The hours you work each week are recorded in an electronic timekeeping system (Kronos). If, upon checking your pay stub, you believe there is a problem with your hours, please notify Human Resources. HR is authorized to work with the Payroll Department to correct any errors or omissions. For questions about your rate of pay, please contact your supervisor or your Human Resources Generalist.

**Monthly Paid**

Payday is the 26th of the month for monthly paid employees (IHP Faculty and IHP Admin). If the 26th is on a weekend or holiday, paychecks will be paid on the earliest business day after the 26th. If you have any questions regarding your paycheck, please contact your HR Generalist.
Direct Deposit

Direct Deposit is mandatory for all new MGH IHP employees. You may have your paycheck directly deposited into an established Savings or Checking account with a bank or credit union. Direct Deposit is a benefit to you because:

- You do not have to worry about checks getting lost or stolen
- There is no delay in getting paid if you are on vacation or out due to illness
- You do not need to wait in long lines at the bank to cash your check
- Some banks and credit unions waive monthly bank fees for Direct Deposit

Follow these steps to enroll in Direct Deposit:
From the PeopleSoft main screen, navigate this path: HRMS Production> Self-Service>Payroll and Compensation>Direct Deposit

Click “Add Account” and you will be taken to the following screen:

Here you will be asked to insert the following information:

Direct Deposit Account Type: Enter “Checking” or “Savings”

Transit Number (Also called the Routing Number or ABA Number): You will not be able to enroll in Direct Deposit unless you have the Transit Number with you at the time of enrollment.

Account Number

Deposit Type:
- Amount: Select this if choosing a specific amount to be deposited
- Percent: Select this if choosing a percent of the pay to be deposited
- Balance: Select this if “the rest” of all the money is going into the account
**Amount/Percent** (If Amount or Percent were selected, enter the specific amount or percent that should be deposited into a particular account).

Clicking “Check Image” will assist you in determining the difference between a checking account and a transit number.

Click “Save.” Doing so will act as your electronic signature stating that you agree to the terms listed on the Direct Deposit page.

Please note: Payroll must verify any new Direct Deposit request to ensure that the account is valid and active. This can take as long as two weeks. Money will be directly deposited two weeks following the establishment of the account in PeopleSoft Self Service. Until that time, employees will receive a paper check at their mailing address listed in PeopleSoft.

If your account information changes (account and transit number), please make sure to utilize PeopleSoft ESS and edit your account information. You can do this by selecting “Payroll and Compensation” and “Direct Deposit.” Use the “Edit” button to insert the new transit and account information. Once the information has been updated, you will need to wait a minimum of two weeks for the information to process. Paper checks will be issued in the interim.

Once you have enrolled in Direct Deposit, you will view your paycheck information in PeopleSoft. You will not receive a paper deposit advice. To view your most current paycheck, from the ESS menu, select “Payroll and Compensation” followed by “View Paycheck.” Your most current paycheck will be shown on the screen. To access past checks, click on “View a Different Paycheck.” A list of checks, by date, will be displayed. You can view as many of them as necessary and print them for your records.
Get to know your timekeeper

If, upon checking your paycheck in PeopleSoft Employee Self Service, you believe there is a problem with your hours, please notify Human Resources at IHPpayroll@mghihp.edu. Human Resources is authorized to work with the Payroll Department to correct any errors or omissions. For questions about your rate of pay, please contact your supervisor or your HR Representative.

When to contact Payroll directly

You should communicate directly with Payroll on two matters: Your Direct Deposits and your tax withholdings. For assistance with all other matters, please work with your timekeeper and/or your supervisor.

The Payroll Office (Central Payroll) is located at the Schrafft’s Center, 529 Main St., Charlestown.
Payroll Telephone Number: 617-726-2148
Payroll Fax: 617-726-8276
Payroll e-mail: PayrollMGHInquiries@partners.org
In-house Mail: Payroll, SCH 310
Mailing Address (if using US Mail or other outside service): Partners Healthcare System, Inc., Central Payroll Department, 529 Main St., Charlestown, MA, 02129-1131.

Complete your tax withholding forms electronically using ESS
For your convenience, the tax withholding forms (W-4 and M-4) are available in PeopleSoft Employee Self Service. To access them, navigate this path from the PeopleSoft main page: HRMS Production > Self Service > Payroll and Compensation> W-4 Tax Information or M-4 Tax Information.

If you do not complete these forms in PeopleSoft, Payroll will automatically withhold taxes from your pay at the “Single – 0” rate.

Filling out your W-4:
Filling out your M-4:

You may change your tax withholdings using PeopleSoft Employee Self Service as often as you wish. If you have general questions about completing your tax forms, you should contact Payroll. Please note, however, that the Payroll staff is not authorized to give tax advice.

**Taxation of Foreign Nationals**

Foreign Nationals have very specific tax issues. If you are a Foreign National, please contact one of the following individuals immediately for assistance:

Roy Sheldon    and   Steve Connelly  
Telephone: 617-724-5579   Telephone: 617-643-3689  
Fax: 617-726-8276    Fax: 617-726-8276  
Email: rsheldon@partners.org   Email: seconnelly@partners.org

**Employment policies**

Massachusetts is an “at will” state. This means that the employer or the employee may terminate the employment relationship for any reason at any time. There is no employment contract.

The first 90 days of employment is your introductory period. This trial period is to see how well you fit into the job and work with your co-workers. After this introductory period passes, any issues related to attendance, performance or behavior problems will be solved through the hospital’s corrective action procedures. During the corrective action procedure, an employee and his/her manager can establish goals together.
If an employee decides to terminate employment, for any reason, we expect that s/he will give at least two weeks’ notice (hourly or “non-exempt” employees) or four weeks’ notice (salaried or “exempt” employees).

**Earned Time (Staff / Weekly Paid)**

*Faculty should refer to the faculty handbook for the faculty vacation time policy.

The IHP provides regular full-time and benefits-eligible part-time employees (scheduled to work 20 or more hours per week) with paid time off for absences due to holidays, vacations, illness and other personal reasons. Earned Time and Extended Sick Leave (see below for more information) hours may be used in accordance with the following terms and conditions.

Earned Time (ET) is an individual bank of hours to be used for planned and unplanned paid time off, or cash in lieu of paid time off. To be eligible for ET, you must be regularly scheduled to work a minimum of 20 hours per week. Full-time, benefits-eligible employees earn 4.47 hours per week (29 days per year) of ET. That number is pro-rated for those who work less than 40 hours.

After a full-time employee has worked at the MGH for more than five years, his or her ET accrual increases to 5.24 hours per week (34 days per year). At 20 years, that ET accrual increases again to 6.00 hours per week (39 days per year) for a full-time (40 hour per week) employee.

Regular part-time employees will accrue ET on a pro-rated basis. There are no partial hour accruals. For example, if an employee is 32.5 standard hours that employee will accrue at the 32 standard hour level.

Benefits-eligible employees start accruing ET on their first day of work. However, your pay stub will not reflect this until you’ve completed your first 13 weeks of employment. This is because your first 13 weeks are considered an introductory period and during that time you are not eligible to use ET. However, if there is a hospital holiday between now and then, your ET will be advanced to you for that day and deducted later.

Maximum ET accrual is once the annual (1x annual) accrual. Employees will be limited to their maximum ET accumulation only during the last pay period of the fiscal year. (Note: Our fiscal year runs from October to September. Each year, the Finance Department designates the week in September that is considered the last pay period of the fiscal year.) Therefore, as of the last pay period of the fiscal year, any ET in excess of the allowed maximum will automatically be transferred to the individual employee’s Extended Sick Leave (ESL) account. (Maximum ESL accrual for full-time employees is 1,040 hours). For the remainder of the year, however, employees may exceed their maximum Earned Time accrual. ET hours that have been transferred to the employee’s ESL account may not be cashed out at any time.
Extended Sick Leave (Staff / Weekly Paid)*

*Faculty should refer to the faculty handbook for the faculty sick leave policy.

Extended Sick Leave (ESL) is another bank of time that regularly-scheduled, benefits-eligible employees accrue each week. This is for a medical or family reason that would cause you to be out for more than five consecutive days, so you don’t use all of your Earned Time.

Full-time employees earn 0.77 hours per week. This amount is pro-rated for those who work less than 40 hours per week. Just like ET, you begin earning ESL immediately upon employment, however your ESL accrual will not show up on your paycheck until you have completed your 13th week here.

After an absence of consecutive, scheduled work hours equal to an employee’s weekly (1x weekly) standard hours, the remainder of that absence will be paid from the employee’s ESL bank. ESL may be used to supplement Worker’s Compensation payments (with approval by the Worker’s Compensation coordinator). ESL may also be used to supplement payments under Long Term Disability (subject to approval by the Benefits manager). The amount of ESL that will be accrued each year will be equal to one times the employee’s (1x weekly) standard hours. The maximum accumulation of ESL allowable is 1,040 hours for full-time employees, pro-rated for part-time employees.

Transfer of ET to ESL (Staff / Weekly Paid)

Maximum ET accrual is once the annual (1x annual) accrual. During the last pay period of the fiscal year, any ET in excess of the allowed maximum will automatically be transferred into the individual employee’s ESL account. To avoid hours over the ET maximum being transferred to the ESL account, an employee may do either of the following:

- Request and receive paid time off, following unit/departmental procedures
- Request pay in lieu of time off, subject to cash out rules

ET hours that have been transferred to the employee’s ESL account may not be cashed out at any time.

Cashing out excess ET (Staff / Weekly Paid)

MGH IHP weekly paid staff may choose to cash out their excess Earned Time and take it as taxable pay once per fiscal year. To be eligible, an employee must have a minimum of 5x their weekly standard hours in their ET bank. There is a limit of 1x your weekly standard hours per cash out. For example, a 40-hour benefits eligible employee has 250 hours in his/her Earned Time bank. Therefore, he/she is eligible to cash out 40 hours of his/her Earned Time. After the cash out, he/she would be left with 210 hours.

To arrange for an ET cash out, speak with your manager or supervisor.
Police and Security

Charlestown Navy Yard (24 hours) 617-726-5400
Main Campus (24 hours) 617-726-2121
Charlestown Health Center 617-724-8151
Director 617-726-7979
Administrative Office 617-724-3030/617-724-7833
Special Investigations Unit 617-726-1474
Security Systems 617-724-5531
Photo Identification Badge 617-724-3916
Access Control Cards 617-724-3916
Security Escorts Location Specific
Lost and Found Location Specific
Parking 617-726-8886

Emergency Assistance

If you need immediate assistance, contact the Police and Security office at your specific work location. When help is needed in a hurry and you do not want to alert others close by, use the Doctor Johnson Code. The Doctor Johnson Code is a duress code used to request immediate assistance from the Police and Security Department without others knowing.

Doing the following will activate the Doctor Johnson Code:

- Contact the Police and Security office at your specific work location.
- State, “I need to page Dr. Johnson” and give your exact location.
- Security dispatcher will verify that it is not a page and will ask you a series of “yes” or “no” questions.
- Security staff will be immediately dispatched to your location.
- If possible, stay on the line until help arrives.

Panic Buttons

Panic buttons are located in high-risk areas throughout our facilities. If you become suspicious or threatened by an individual or activity you can press the panic button, which will send a silent duress alarm to the Police and Security dispatch center. Police and Security dispatch will contact Police and Security staff by radio and request an immediate response to your location. Ask your program manager for the location of the panic buttons in your area.

Domestic Violence

Domestic abuse can be defined as “attempting to cause or causing physical harm, placing another in fear of imminent serious physical harm, or causing another to engage involuntarily in sexual relations by force, threat or duress between family or household members.” If you are a victim of domestic abuse or you are aware of an employee or patient that is a victim, contact our Special Investigations Unit at 617-726-1474. We provide the following services confidentially and at no cost:
• Threat assessment is done and based upon the findings; a personalized security plan is developed.
• Assist victim in filing an Abuse Prevention Order (209A) or criminal charges with their local police department.
• Perform security surveys to improve security in the workplace or at home.
• Escorts are provided to employees who feel uncomfortable going to and from their means of transportation to include parking areas, subway (Green, Orange, Red, Blue lines) and North Station.
• Discussions with local police in the town you reside.
• Officers will appear in court throughout the Commonwealth to help victim understand the process, prevent excess absences from the workplace due to numerous court appearances and expedite the filing of Abuse Prevention Orders (209A) or criminal charges.

### Workplace Violence

Workplace violence can be defined as “any behavior which creates a work environment that a reasonable person would find intimidating, threatening, violent, or abusive, regardless of whether the behavior may affect a person’s psychological or physical well being.” Some common symptoms of potentially violent behavior may include the following:

- Depression/withdrawal
- Outburst of anger or rage without provocation
- Frequent, vague physical complaints
- Unexplained increase in absenteeism
- Increased use of alcohol and/or illegal drugs
- Decrease in attention to appearance and hygiene
- Noticeably unstable emotional responses
- Behavior which reflects paranoia
- Talking about previous violent incidents
- Increased mood swings
- Inappropriate comments about other employees or situations
- Resistance and overreaction to changes in policies and procedures
- Increase in unsolicited comments about firearms, weapons, violent crimes, and empathy with individuals committing violence

The Police and Security Department offers the following services for preventing and reacting to incidents of workplace violence:

- Awareness and Prevention Training
- Risk and Threat Assessments
- Background Investigation
- Extra Security Patrols
- Covert Investigations
- Utilization of Forensic Techniques
- Liaison with Local, State, and Federal Law Enforcement Agencies
- Interviews of Possible Violent Persons
- Information and Referral to EAP, HAVEN, Human Resources, Legal and Social Services
- Arrests for Violations of Law and Restraining Orders
• Comprehensive Follow Up Investigation
• Customized Home and Workplace Security Plans
• School and Daycare Safety Plans
• Physical Security Improvements in the Workplace
• Transportation
• Travel Advisory Information
• Court Assistance

If you are concerned about the behavior of a person at the Institute, please notify your supervisor, the Employee Assistance Program at 617-726-6976 or Police and Security at 617-726-2121 and ask for an Investigator. For emergencies, call Police and Security at 617-726-5400, 24 hours a day.

**Bomb Threat**

In the event you receive a bomb threat, gather as much of the information described below as possible and contact the Police and Security office at your specific work location. Receiving the bomb threat:

- Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the person.
- If the caller does not indicate the location of the bomb or the time of possible detonation, ask for this information.
- Listen closely to the voice of the caller to determine the sex, age, accents, or any other descriptive characteristics of the caller.
- Pay particular attention to background noises that may indicate the location of the caller.
- Look at the caller ID on the telephone and record the number shown.

**Reporting a Bomb Threat**

Report this information immediately to the Police and Security office at your specific work location and your immediate supervisor. The local police department will be called.

**Searching for Suspected Device**

Search teams will be organized and a decision where to search will be made. The most effective search teams consist of members of the security staff and people who work in the immediate area.

**Evacuation**

The decision to evacuate an area should be made by the Administrative Representative based on a threat assessment and after having consulted Police officials and other members of the Institute staff.
Response Procedure

R.A.C.E.

USE THE “R.A.C.E.” PROCEDURE TO RESPOND TO A CODE RED EVENT IN YOUR UNIT.
To the extent possible during a Code Red event, coordinate staff response to carry out these four steps simultaneously.

R – RESCUE
• Provide prompt assistance to persons in immediate danger and relocate them to a safe area if necessary.
• Reassure any non-staff occupants and coach them through the floor’s response as necessary.

A – ALARM
• Upon discovering smoke or flames, or upon hearing the building fire alarm activated, loudly announce “CODE RED” (and the location of the incident, if known) to other nearby staff members to assure that everyone recognizes that a fire-related incident is in progress.
• Anyone hearing “CODE RED” at the site of incident origin must immediately activate the nearest fire alarm pull station if the building’s fire alarm has not already sounded.
• In all cases, begin implementing this plan upon alarm and listen and follow any over head instructions.
• From a safe area, complete your unit’s backup call, and give the specific location of the Code Red.

C – CONTAIN
• Act to limit the spread of smoke and heat by closing all doors and windows.
• Take appropriate actions to ensure that any supplies of oxidizing materials do not contribute to accelerating a fire event.

E - EXTINGUISH / EVACUATE
• Extinguish the fire if it is small enough to do so safely.
• Smother the flames or use a nearby fire extinguisher.
• For clothing fire, “STOP, DROP AND ROLL”. EVACUATE
• If you employ a full evacuation strategy, all occupants will proceed to exit on alarm using horizontal exits (where available) or fire exit stairways.
• If you employ a partial evacuation strategy, proceed to evacuate only if you receive the stage 3 evacuation signal. Again, use horizontal exits (where available) or fire exit stairways.
• If you do not receive the stage 3 evacuation signal, remain in place, be prepared to evacuate and stay alert for further instructions.
• Follow all subsequent overhead instructions or directives from MGH IHP or fire department responders.
“Code Pink”

Code Pink is the hospital’s response to a potential “missing or abducted child/infant” situation. If Code Pink is announced over the public address system or if you become aware of a Code Pink drill, you should do the following:

- Be aware of any unusual individual(s) or activity in your work area particularly as it pertains to infants or children.
- Contact Police and Security (ext. 6-2121) immediately if you see any unusual individual(s) or activity.
- Maintain visual contact with the individual(s) until the arrival of Police and Security.

If an individual has abducted an infant they may not be carrying it in plain sight. In abductions that have occurred in hospitals, the adult has hidden the baby completely out of site in shopping bags or backpacks.

“Code Silver”

The Police and Security Department has developed and implemented an Institute wide procedure for the very rare potential of an Active Shooter incident. This procedure, entitled Code Silver, provides recommendations for all employees in the event of this unlikely event. Studies have shown people trained in procedures for this will minimize injury, death and psychological trauma.

All MGH IHP employees have access to the Code Silver training program through the on-line learning system, HealthStream. It is dynamic 16-minute video presentation created by members of Police, Security and Outside Services.

Reporting Unusual Individual or Activity

The IHP’s demographics, geography, and type of business may provide opportunities for individuals to be in areas where they should not be conducting illegal or unethical activity. Here are some tips if you suspect inappropriate activity:

- If you see someone in a restricted area or an area that they do not belong, ask if you can help.
- If you are uncomfortable doing this or you suspect unusual/suspicious activity, call Police and Security to report it as soon as possible.
- Give a full description of the person (sex, height, weight, approximate age, race, distinguishing features, attire, etc). Try to keep the individual at your work site while you call the Police and Security Department.
- Explain to the Police and Security dispatcher why this activity is suspicious. What did this person say or do that made you suspicious?

Handling Suspicious Packages/Substances

If you receive a package or substance that could be suspicious, immediately contact Police and Security.
Suspicious Mail Characteristics

- Mail that has protruding wires, strange odors or stains
- Mail that appears to contain any kind of “powder-like” substance
- Mail with no return address
- Oddly shaped mail or mail of an unusual size
- Mail for someone who is no longer here
- Mail marked "Personal" or “Confidential”
- Mail addressed to a “title” but not a name
- Mail that simply does not “seem” legitimate
- Mail with excessive postage
- Mail that is excessively heavy for its size

Proper Response

Contact Police and Security and take the following precautions:

- Do not open anything that appears "suspicious."
- Isolate the letter or parcel.
- Wait for Police and Security personnel to arrive.

If you have opened an item that contains any “suspicious” substances:

- Isolate the package/letter in a sealed plastic bag, if possible.
- Keep others away from the item.
- Keep calm.
- Wash your hands with soap and warm water immediately.
- Shut off all fans, air conditioners, heater, etc., but do not use remote control devices that may send a radio or electrical signal.
- Document all others who were in the area of the suspected material by name, address and contact phone number.

Security Escorts

Walking alone can be an uncomfortable experience at certain times. Police and Security staff will provide a security escort for employees, clients or visitor who needs an escort to the garages, lots and streets surrounding the Institute perimeter. Depending on level of activity, you may have to wait a short period of time.

If you would like an escort, please call the Police and Security office (5-400) at your specific work location.

Photo Identification Badge/Access Control Card Procedures

The photo identification badge/access control card provides a mechanism to identify individuals and control their access to pre-approved areas, thus contributing to a safe work environment. IHP policy and State law require all employees to wear a photo identification badge. In addition, the
wearing of the photo identification badge has enormous customer service value as it relates to our students, clients, and visitors.

Phone Number: 4-3031
Location: Building 149 – 1201

ID Badges

Your employee ID badge must be worn at all times while on campus. Your badge contains your employee identification number. If you resign or are terminated from the IHP, you must turn in your badge immediately to your supervisor. Lost ID badges should be reported and can be replaced by Police & Security. There is a $15.00 fee for replacement badges.

Mobile Device Encryption

All Partners and non-Partners laptops, tablets, cellular phones and netbooks used to access the Partners network, store Partners confidential data, or conduct Partners business, must be encrypted. Users may not connect unencrypted laptops, tablets, or netbooks to the Partners network except to acquire encryption software. Users may not store Partners Confidential Data on unencrypted laptops, tablets, or netbooks. Users must not share encryption login passwords with others. Please open a ticket at MGH Institute Help Desk for assistance: [http://helpdesk.mghihp.edu/](http://helpdesk.mghihp.edu/).

Benefits/Health Services

Benefits Office

The Institute is fortunate enough to be supported by the MGH / PHS Benefits Office. The office administers and supports the benefits of the weekly and monthly paid employees of the Institute. The Institute purchases benefits for IHP Staff and Faculty via the Massachusetts General Hospital.

Please contact your HR Representative before you contact the Benefits Office, if you have any questions or concerns about your benefits.

*MGH Benefits Office (IHP Weekly Paid Staff)*

101 Merrimac Street
5th Floor
(617) 726-8133

Email: ibenefits@partners.org ("Benefits, Information" on the Outlook directory)

Flexible Spending Account Questions: FlexibleSpendingAccounts@partners.org
Professional Staff Benefits Representatives (Faculty/Monthly Paid Sr. Executives)

Last names starting with A-G
Susan Frain
Tel: (617) 726-9264
sfrain@partners.org

Last names starting with H-O
Linda A. Gulla
Tel: (617) 726-9266
lgulla@partners.org

Last names starting with P-Z
Virginia C. Rosales, CEBS
Tel: (617) 724-9356
vrosales@partners.org

Health Benefits

MGH IHP offers five different medical plans designed to offer our employees and their families the best medical care. Our medical plans – Partners Plus, Partners Value, Harvard Pilgrim and Tufts health plans – are based on a tier system, giving you the choice of seeing Partners-affiliated primary care physicians and specialist (Partners Preferred) or those affiliated with other hospitals (Plan Network). The partners Preferred Network includes providers in the Partners HealthCare Network, and at hospitals with whom we have ongoing relationships: Children’s Hospital Boston, Dana Farber Institute, Emerson Hospital, Hallmark Hospitals (Lawrence Memorial and Melrose-Wakefield), and the Massachusetts Eye and Ear Infirmary.

You will pay the lowest out of pocket costs for your health care when you receive specialty care from a provider and facility within the Partners Preferred Network. For some services there is no cost, and for many others just a $15 co-pay. Benefits materials are distributed to employees during New Employee Orientation and can also be found on the HR Intranet. If you have any questions or concerns, please contact your HR Representative.

Dental Services

165 Cambridge Street
Boston, MA 02114
4th Floor, Room 401
(617) 726-1076

The MGH Dental Group serves the employees and general patient community and offers a complete range of general dental care including:

- Cleaning
- Fillings
- Bonding
- Bleaching
- Cosmetics
- Crowns
- Bridges
- Implants
- Dentures/Plates
- Partial
- Orthodontics/braces
- Root Canals

Office hours are 8 am to 5 pm, Monday through Friday, Saturday 8 am to 4:30 pm. Routine and emergency care can be arranged.

Delta Dental and certain Dental indemnity insurance plans are accepted.

Cash Balance Retirement Plan (IHP Staff Benefit Only)

The Cash Balance Retirement Plan is designed to provide a retirement income that will supplement your Social Security benefits and your personal savings. The Institute helps provide financial security during retirement by paying the full cost of the Cash Balance Retirement Plan. Employees of the following organizations (other than Residents or Fellows) are eligible to participate in the Cash Balance Retirement Plan: The Massachusetts General Hospital; The General Hospital Corporation; The McLean Hospital Corporation; The Massachusetts General Professional Services Corporation; the staff of MGH Institute of Health Professions, Inc.; The MGH Health Services Corporation; and The Spaulding Rehabilitation Hospital Corporation.

Here is a brief summary of how the Cash Balance Retirement Plan works:
- You are automatically covered under the Plan once you complete one year of service and attain age 21.
- Each year the Institute credits your Plan Account with an amount based on your age, annual pay and length of service. Credits range from 5 percent to 15 percent of pay.
- The Plan Account will also grow in value through interest credits, guaranteed to be at least 6.5 percent a year.
- For purposes of vesting and determining the Institute’s contribution to your Account, you are generally credited with one year of service for each calendar year during which you complete at least 1,000 hours of service.
- You will be vested in the full value of your Plan account if you complete at least 1,000 hours in each of three consecutive calendar years without a break in service.
- If you are vested when you leave, depending on your account value, you may receive part or all of it in a lump sum and the balance, if any, as a monthly benefit after you have attained age 55.
- If you are an active employee and die after you are vested but before your account has been paid out, your beneficiary will receive your account balance. If you begin receiving benefits at retirement, you can choose a payment method that will provide an income for your beneficiary after your death.
Please refer to the Cash Balance Retirement Plan Summary Plan Description for more information. The summary is located on the MGH Benefits website at: http://is.partners.org/hr/New_Web/mgh/mgh_benefits.htm#retire

**Academic Annuity Plan/AAP (IHP Faculty and Sr. Executives)**

The AAP is available after one year of eligibility service to all faculty and executive staff of MGH Institute of Health Professions.

These contributions may be invested with TIAA-CREF, Fidelity Investments, and Vanguard.

**Future Income Plan (FIP)**

During the first year of eligibility service, Benefits will calculate what would have been paid into the AAP if the year of service requirement had been satisfied, and pay it to you in cash at taxable income. This is called a First Year FIP payment. First Year FIP payments are made once a year (in March) for the previous calendar year.

**Amount MGH IHP contributes**

The federal government limits the amount of annual compensation an employer can recognize in a pension plan calculation. As of January 1, 2009, "maximum recognizable compensation" is set at $245,000. This limit may increase in future years.

The AAP percentage contribution differs on "recognizable compensation" under and over the Social Security Taxable Wage Base. The Taxable Wage Base is the amount of annual earnings subject to taxation for Social Security. The 2009 Taxable Wage Base is $106,800. This amount may increase in future years.

If you are under age 40, MGH IHP and/or MGPO will contribute an amount equal to 5% of your monthly pensionable earnings until your Year-To-Date pensionable earnings reach the Taxable Wage Base, and 10% on pensionable earnings above the Taxable Wage Base up to the "maximum recognizable compensation" limit.

If you are age 40 or over, MGH IHP and/or MGPO will contribute an amount equal to 11% of your monthly pensionable earnings until your Year-To-Date pensionable earnings reach the Taxable Wage Base, and 16% on pensionable earnings above the Taxable Wage Base up to the "maximum recognizable compensation" limit.

If your pensionable earnings exceed the maximum recognizable compensation before the end of the calendar year, the AAP amount will continue to be calculated each month, but it will be paid to you in cash as taxable income.

The combined limit of contributions to the AAP and contributions to the Tax Sheltered Annuity Plan cannot exceed $49,000 (2009 limit). It is possible that employees receiving
high AAP contributions may have to limit TSA contributions to an amount below the Federal limit.

Vesting Requirement

Effective January 1, 2009, the vesting requirement will change from one year to three years. This change is being made to comply with new federal pension plan regulations. This means that you will have a vested interest in AAP contributions remitted on your behalf when you have completed three years of service. Your first year of employment, even if you are not an AAP participant, will count toward the three year vesting requirement. If your employment ends before meeting the new three-year vesting requirement you must forfeit your interest in these funds.

FLEX For Your Personal Benefit

The Institute provides exceptional benefits for our employees. Our benefit programs are offered through Massachusetts General Hospital. Faculty and Sr. Executives are on the MGH Monthly Paid Benefit Plan and Staff are on the MGH Weekly Benefit Plan. These plans offer FLEX For Employees’ Personal Benefit. FLEX is a program that gives you a choice about how you allocate the dollars MGH makes available as part of your total compensation package. FLEX is designed to reflect personal choice by allowing you to select the options that best meet your needs and the needs of your family. The same-sex domestic partners of IHP employees are also covered under FLEX benefits. Each year you are given an opportunity to reassess your benefit selections and change your choices as you move through different life stages.

MGH gives you a certain number of Benefits Credits that are used to purchase benefits that meet your personal needs. You may receive two types of Benefit Credits under FLEX: Medical participation credits are used to purchase health care coverage and will vary depending on what type of health care coverage you elect (employee, employee + spouse, employee + children, or family). Basic credits and salary credits are given to you whether you purchase medical coverage or not, and may be used to purchase medical coverage or other benefits.

The benefit programs will be explained to you during New Employee Orientation, and your questions can be answered. Read the benefits enrollment guide for a more detailed description of each benefit and contact your HR Generalist or the Benefits Office if you need assistance or have additional questions. You may contact the Benefits Office via e-mail at: In Outlook at ibenefits@partners.org or call (617) 726-8133 and listen to the menu options.

As an employee, you are eligible for the FLEX program if you are a regular, weekly paid employee scheduled to work at least 20 hours per week.

FLEX highlights include:

- Choice of five medical plans to protect you and your family if someone should become ill, with several options that emphasize health and wellness.
- All Partners medical plans provide a three-tier prescription drug program through Medco Health Solutions, Inc. Mail service is available.
- Two dental plans
- A vision care plan that offers a cost effective way to get checkups and corrective lenses.
- Two flexible spending accounts that allow you to pay out-of-pocket costs for health care and dependent care with pre-tax dollars.
- Long-term disability insurance is available for financial protection in the event you suffer an interruption in income as the result of an extended illness or injury.
- Basic group life insurance in an amount equal to your annual salary will provide security for your survivors.
- Group supplemental term life insurance allows you to purchase additional life insurance for yourself, your spouse, and/or your eligible dependents.
- Accidental Death and Dismemberment Insurance allows you to purchase insurance to protect you or your spouse.

Please review the FLEX on your Personal Benefits Enrollment Guide for a comprehensive description of the benefit options available. Also, the Benefits Enrollment Guide provides step-by-step instructions to determine your benefit costs and provides some sample situations to help in making decisions on what coverage is needed. Also, you can access the MGH Benefits website for a detailed description of the benefit plans that are available to you:

http://is.partners.org/hr/New_Web/mgh/mgh_benefits.htm

MGH Faculty & Monthly Paid Benefit Guide

MGH Weekly Paid (Staff) Benefit Guide

Tax Sheltered Annuity

As a non-profit employer, the IHP is able to offer a 403B Tax Sheltered Annuity (TSA). The TSA allows you to defer taxes on a portion of income at the same time as you build a nest egg for retirement. Its primary objective is to supplement the retirement income you may receive from a pension plan or Social Security. In many cases, these personal savings play a vital role in assuring a secure and comfortable retirement for you and your family.

Contributions to the TSA Program are deducted from your salary before taxes are withheld, which lowers your taxable income. Any interest you earn on these investments builds tax-free and becomes taxable only when you begin withdrawing funds from your account. The MGH makes a variety of financial funds available for your contributions.

Please access the MGH Benefits website for a detailed description of the TSA Program sponsored by the MGH, specific provisions, investment options and enrollment instructions.

http://is.partners.org/hr/New_Web/mgh/mgh_benefits.htm#retire

Representatives from the TSA vendors are available for individual appointments and counseling related to enrollment and asset allocation.
The Infection Control Unit coordinates an organization-wide program to prevent and control the spread of infection among clients, employees, visitors and students. Program elements include:

- Conducting surveillance (case finding, analysis, and feedback) for healthcare-associated infections and conducting investigations into infections or clusters of infections of concern.
- Overseeing implementation of standard and transmission-based (airborne, droplet, and contact) isolation precautions.
- Assisting with development of department-specific Infection Control policies.
- Working collaboratively with the Occupational Health Service to effectively manage Infection Control issues affecting personnel.
- Acts as liaison to the Department of Public Health regarding communicable diseases.
- Providing Infection Control educational programs to meet mandatory requirements, to address identified problems, and to respond to staff interests.
- Acts as a consultant department on Infection Control issues, including standards of asepsis, disinfection, and sterilization.

The MGH Infection Control Manual, is available on the MGH Intranet Trove Library of hospital policies as a reference. The infection Control Unit hours of operations are Monday through Friday from 8 am to 5 pm. If issues arise during weekends and off-shift hours, an Infectious Disease fellow is available via the paging system.

A major initiative that is managed by the Infection Control Unit and the STOP (Stop Transmission Of Pathogens) Task Force is the MGH Hand Hygiene Program. Achieving 100 percent compliance with required hand hygiene practice is an important priority at the MGH because it helps to reduce the risk of healthcare-associated infections that can be spread by the hands of health care workers. This is a patient safety issue that affects health care organizations around the world, not just at the MGH. According to the World Health Organization, these infections affect hundreds of millions of patients worldwide every year and may result in more serious illnesses, longer hospital stays and unnecessary deaths. MGH uses Cal Stat, an alcohol-based handrub, as its primary method of hand hygiene because it is faster and more effective at destroying pathogens (germs that can cause infection) than washing with soap and water. All health care workers are expected to use it both before and after contact with each patient or patient environment. Hand hygiene compliance at MGH exceeds the expectations set by the hospital accrediting body “The Joint Commission.”

The ultimate goal is to reduce the rates of healthcare-associated infections and improve patient care. For more information about the Infection Control Program, call the Infection Control Unit at (617) 726-2036.
Occupational Health Services

165 Charles River Plaza, 4th Floor, Suite 404
Boston, MA 02114
(617) 726-2217

The Occupational Health Service’s hours are Monday through Friday from 7 am to 5 pm. The OHS provides routine and episodic care for work related health issues to all employees. Services include pre-placement screening, vaccination updates, TB screening and evaluation and treatment of work-related injuries and exposures. Additional services offered by Occupational Health include; blood pressure checks, physical exams for daycare employees, select Buildings and Grounds workers, Hazmat volunteers, select drivers, medical leaves of absence certifications, and offers assistance and guidance for work place accommodations.

Tuberculosis Testing

- Tuberculosis (TB) skin testing is vital to the hospital’s infection control efforts and assists with the determination of an unknowing exposure to tuberculosis. Periodic testing also provides you the opportunity to determine a change in your TB status promptly so you may benefit from preventative medications.
- All new IHP employees and non-employees with patient/client contact are subject to two-step TB skin testing. Documentation of two TB skin tests within the last year (the second being within three months of your start date) is considered an appropriate alternative to testing.
- Employees with a history of having a positive TB skin test will need to receive a chest x-ray (or provide documentation of a chest x-ray ordered specifically to rule out TB) and complete a symptom questionnaire.

The hospital requires at least annual TB skin testing for all those who meet the following criteria:
- Provide direct patient care
- Have daily encounters with patients, such as ambulatory practice secretary or nutritional assistant
- Work in, or frequent a patient care area
- Work with lab specimens that pose a risk for exposure to TB39

TB skin testing is provided by the Occupational Health Service (OHS) in a two-part process. First, the TB test is provided or “planted.” Second, your arm must be examined by an OHS nurse or designated Planter/Reader 2-3 days after the test was planted.

If you have a history of having a positive TB skin test, you are not required to be tested annually but are required to complete a questionnaire about symptoms possibly related to TB.
If you have a known exposure to TB at work, the OHS will work with you to provide you with all necessary testing and follow up.
Employee Immunization Requirements

Certain immunizations are required of MGH IHP employees for the protection of the employee, co-workers, and clients. All immunizations are reviewed during the pre-employment screening. **Failure to complete the health screening will result in removal from your assignment, potential paycheck delays and possible termination of employment.**

**Note:** Active temporary employees are required to receive annual TB testing on or around their date of hire. Employees are responsible for contacting OHS to schedule their annual TB test.

The following immunizations are required of MGH IHP employees for the protection of the employee, co-workers, and patients. All immunizations are reviewed during the pre-employment screening and should be updated annually, if appropriate. If you do not have documentation of these required vaccines, they may be obtained at Occupational Health free of charge.

1. **Rubella (German Measles):** All employees are required to have proof of one Live Rubella vaccine, MMR (measles, mumps, rubella vaccine) or proof of a positive antibody test.
2. **Rubella (Measles):** You should have documentation of: 1. Two live measles or MMR vaccinations given at least one month apart and in 1968 or later. 2. Or a positive antibody test
3. **Mumps:** All employees are required to have proof of two live Mumps vaccines, two MMR vaccines or proof of a positive antibody tests.
4. **Varicella (Chicken pox):** Employees should have either documentation of chicken pox from a physician or school record OR a positive antibody test OR documentation of two varicella vaccinations.
5. **Hepatitis B:** Employees who are providing direct patient care, working with live hepatitis virus, or with a potential for blood or body fluid exposure should provide proof of either a full hepatitis B vaccination series OR a positive hepatitis B antibody titer.
6. **Influenza (flu):** All employees (especially direct care providers) should have an annual influenza immunization unless otherwise contraindicated.
7. **Tetanus, Diphtheria, Acellular Pertussis (Tdap):** All patient care providers are encouraged to receive this vaccine if they have not received it already, and it has been at least two years since their last Tetanus shot.

**Reporting of Work-Related Injuries/Illnesses**

All injuries and illnesses related to work should be reported through the online MGH Safety Reporting System. Online access to the system is located on any Partners computer work station by selecting the Start menu → Partners applications → Safety Reporting MGH. If you need guidance with this system, your supervisor or Human Resources should be able to assist you. You should follow the guidelines below for work related injuries or illnesses:

1. Inform your supervisor of your injury as soon as possible after the occurrence. You must report the incident within 24 hours of the event.
2. Complete a Safety Report, indicating the following information:
   a. Date and time of your injury.
   b. Brief description of how you were injured
   c. Any witnesses to your injury
d. Who you notified of your injury  
e. Your name and the date you completed the report

3. If you need medical attention, you may contact the Occupational Health Service at (617) 726-2217. If you are injured and require medical attention during hours that OHS office is closed, you may contact the on-call nurse practitioner by calling the page operator at (617) 726-2241 or seek medical attention and call the OHS office the following day.

4. If you require further medical attention, work restrictions or time out of work, the OHS staff will manage your case and assist you in your recovery and return to work.

**Needle Stick or Splash Procedure**

For exposures occurring Monday-Friday 7 am to 5 pm:

1. Cleanse the punctured or splashed area with soap and water immediately in a nearby sink. If you have been splashed in the mouth and/or eyes with blood or other body fluids, rinse/flush the affected area with water only.
2. After decontamination measures you may call or report to Occupational Health Service (OHS), 165 Charles River Plaza, Suite 404, (617) 726-2217 immediately.
3. When you report to Occupational Health bring your blue addressograph card, the source (patient’s) name and unit number, and the source’s primary physician, if known.

For exposures occurring at other times than those listed above:

1. Follow step #1 as listed above.
2. Contact the OHS on call nurse practitioner by calling the page operator at (617) 726-2241. Your exposure will be assessed for relative risk and if it is determined to be of relatively low risk you will be instructed to report to Occupational Health during their next business day.
3. If your exposure is of higher risk, you will be provided with immediate evaluation and Treatment, if appropriate, in the MGH Emergency Department.

**Reportable Conditions**

The following is a list of potentially infectious conditions that all employees (and non-employees) are required to report to Occupational Health Services. If you think you have a condition or illness not listed here that may be infectious, you should also report this so that an assessment of communicability can be done. This is an important step in minimizing spread of infectious conditions to coworkers and clients.

- Tuberculosis
- Meningitis
- Scabies and lice exposures and/or infections
- Measles
- German measles (Rubella)
- Mumps
- Strep throat and/or skin infection
- Staph skin infection
- Gastrointestinal illnesses (Viral or Bacteria)
- Any skin rash or lesions (Contact dermatitis) especially important for food handlers
- Herpes infection
- Conjunctivitis (pink eye)
- Hepatitis A, B, C, D, and E
- Pertussis
- Influenza

**Ergonomics**

Your comfort while you are working is important. At times, individual work environments, such as computer workstations or lab benches, are not arranged to best meet the needs of the users of the space. Ergonomics is a field that studies the interaction between workers, the design of their workspace and their job demands. If you would like to have your workspace evaluated to make certain that it meets your needs, or if you are experiencing symptoms that you feel are work-related, you can go to Partners PULSE website, (Start menu → Partners application → Utilities → Partners Pulse) and type in “Ergonomics” into the search field to find a self assessment and useful tips.

**Air Quality**

The IHP environment is carefully controlled and designed to provide ventilation according to required standards for this special setting. Air quality is a complex condition which is influenced by numerous factors including but not limited to: the number of occupants in an area, any chemicals being used even those as common as copier toner, how the space is configured, and the type of activity occurring in the space. While ventilation settings are routinely monitored in most areas other factors are not as easily controlled and can affect the comfort of your indoor air. If you are experiencing air quality concerns there are significant resources available to resolve the concern. Please use the listing below to guide you in contacting the appropriate office:
For temperature issues (too hot or cold), stuffiness, lack of circulating air, or odors: Contact MGH IHP Operations: ihpoperations@mghihp.edu . For health effects believed related to air quality, call Occupational Health at ext. 6-2217.

**Physician Referral Service**

1 Cabot Rd. 3rd Floor Medford, MA 02155
781-960-1364/1-800-388-4644

A benefit of being an MGH IHP employee is having access to the best physicians in the country. The no-cost MGH Physician Referral Service can connect you with physicians and specialists who can meet your health care needs.

**Support for Disabilities**

The MGH Council on Disabilities Awareness (CDA) was formed in 2003 to help Massachusetts General Hospital and other it’s other affiliates exceed the mandates of the Americans with Disabilities Act (ADA) in addressing the varied needs of MGH staff, students, patients and families, and visitors with disabilities.
It is the mission of the CDA “to support Massachusetts General Hospital in moving beyond the mandates of compliance to ensure a welcoming and comfortable environment for all individuals with disabilities. To review, recommend and raise awareness regarding ways to improve access and the overall experience for patients, family members, staff, volunteers and visitors of the hospital”

The goals of the Council are ambitious and far-reaching:
- Assess access and identify areas needing improvement
- Provide recommendations to Senior Administration on ways to improve access and the overall experience of staff, students, patients, and visitors.
- Organize educational activities to raise awareness and understanding of the experiences of individuals with disabilities.
- Co-sponsor, support and/or organize relevant educational activities, mentoring opportunities, conferences, and events.

MGH IHP works closely with the members of this council. Our employees are welcomed to attend educational events sponsored by the CDA.

For additional information please contact Zary Amirhosseini, disability program manager, at 617-726-3370.

Office for International Staff, Scholars, and Students

101 Merrimac Street, 5th floor, Boston, MA 02114
(617) 726-9211
www.partners.org/pio

Partners International Office (PIO) manages the Institute’s compliance with complex labor and immigration-related regulations and laws. It provides immigration services to international personnel at MGH, BWH, Spaulding, IHP and McLean Hospitals, including those with B-1, F-1, J-1, J-2, H-1B, TN, O-1 and other non-immigrant visas. The PIO coordinates efforts and advises both the individual and the hiring department on obtaining the appropriate visa for the position and/or extending the stay of an international researcher or other professional staff. Service is also provided to foreign students attending the MGH Institute for Health Professions (IHP).

The PIO serves a foreign national population of over 1000 individuals at the various institutions.

The mission of the PIO is to:
- Assure Partners affiliates’ compliance with immigration regulations and laws.
- Centralize and coordinate documentation related to international personnel.
- Represent and act as Partners liaison with government agencies, area institutions and professional organizations.
- Identify resources and services with Partners affiliates and the Boston community to support international personnel and their families during their stay.
- Provide information and programs to the Partners community on changes to immigration, as well as related subjects to inform and advise its clients.
**Tuition Assistance Program**

The MGH IHP advocates training and education for career growth and development of its employees without regard to race, color, religion, creed, gender orientation, age, disability, veteran status, marital status or national origin. To help achieve this goal, the Tuition Assistance Program was established. Employees are encouraged to take advantage of educational and training opportunities, which increase their knowledge and skill in their present jobs, or prepare them for specific career goals within their departments or within the organization, at large.

Regular full time and part-time employees (20 to 39 standard hours per week) in good standing, who have completed six months of continuous service at the time of application, may apply for tuition assistance. For more information please visit the HR Policies and Procedures page on the MGH IHP Intranet.

**Tuition Remission Policy**

*Summary of Plan*

The Tuition Remission Program is a tuition scholarship granted by the Institute to qualified faculty, staff, administration (referred to employees here after), and dependent children and non-dependent children (up to age 27) of qualified employees. The amount of the scholarship granted will depend on your eligibility status described later in this document.

The remission program covers tuition only for classes taken at the Institute. Participating employees or dependents are responsible for all other fees. The Tuition Remission benefit is not available retroactively.

Tuition remission benefits are granted on a semester basis. For the purpose of the program, the two summer sessions are treated as one academic semester.

*Employee Benefit*

The Tuition Remission program is available to all employees who have completed two years of consecutive service with a FTE of 0.50 or greater. Rehired employees do not receive credit for prior service when establishing eligibility for tuition remission.

Full-time employees are entitled to “100%” tuition remission for up to six credits per semester (maximum of 18 credits per academic year). The value of tuition remission may be taxable unless the courses are job related. The taxability of tuition remission will be determined each year in accordance with applicable federal law. The benefit is pro-rated based on the employees current FTE.

The tuition benefit is granted with the understanding that courses must be taken outside of regular work hours. Employees cannot use their lunchtime, vacation or sick days to attend classes.

Tuition remission benefit continues while an employee is on an approved paid leave of absence or an approved sabbatical with pay. With prior approval, the benefit may be continued during an
approved unpaid leave of absence taken for one of the following reasons:

1. Research Purpose
2. Military Service
3. Other activities as may be approved by the Institute

If for any reason, other than those listed above, an employee takes an approved leave of absence without pay, the tuition remission benefit terminates for the duration of the leave.

**Dependent Children Benefit**

Dependent children of employees who have completed five years of consecutive service with a FTE of 0.50 or greater are eligible to receive the tuition remission benefit upon verification of acceptance into a degree or certificate program at the Institute.

The total amount of the tuition benefit is pro-rated based on the employee's current FTE. For example, the dependent child would receive 100% tuition remission for a full-time 40 hour employee. For a 30 hour employee, the dependent child would receive 75% tuition remission.

Charges for the application fee as well as other fees and costs associated with being a student at the Institute are not covered by the tuition remission benefit.

Dependent children must fall under the IRS definition of dependent children (Publication 501). When applying for tuition remission benefits, dependent children are required to file a current proof of dependency.

If the dependent child’s status change occurs during a semester which tuition remission is received, the benefit will end upon completion of that semester. The individual may then qualify for a partial remission as a non-dependent child of an employee.

Please visit the [HR Policies and Procedures Page](https://intranet.mghihp.org) on the MGH IHP HR Intranet for the full policy.

**IHP PhD/Terminal Degree Tuition Reimbursement**

Supports full-time eligible faculty and staff who wish to participate in PhD programs outside of the Institute. Requires two or more years of continuous full-time service with the IHP. Supports up to 3 eligible IHP faculty and staff may be provided tuition support per fiscal year. Up to 6 credits per semester, maximum amount that will be reimbursed for 12 credits per year is $14,000. Reimbursement will be provided upon successful completion of course(s) provided employee remains actively employed and in good standing with a satisfactory performance record at the IHP. Once application is approved, tuition reimbursements are authorized for a maximum of 3 years so long as reimbursements are for the same program at the same institution.

Full policy and application can be found on the HR Intranet.

Please visit the [HR Policies and Procedures Page](https://intranet.mghihp.org) on the MGH IHP HR Intranet for the full policy.

**Other Benefits**
PERKS

Our Employee PERKS program is an informal benefit program that offers employees discounted rates to organizations, companies and retailers in the Boston area and nationwide. Our goal is to offer an informal, low-cost program that meets the personal and professional interests of our employees. As we have a no-solicitation policy, every company involved in our PERKS Program is carefully screened to meet standard criteria.

With an MGH IHP ID badge, staff, employees, and volunteers may receive discounts on services such as mobile and cellular phones services, wholesale club memberships, car rental, stationary and invitation stores, moving companies, movie and museum passes, hair styling and day spas. The discounts also include theater shows, TD Banknorth Garden performances, reduced rates on tickets to several amusement parks, and much more.

The PERKS program communicates discounts/offers to employees through a weekly e-mail distribution list. The latest offerings also can be found on the PERKS Intranet web site at http://is.partners.org/hr/New_Web/mgh/mgh_perks.htm.

For answers to general questions, send an e-mail to mghperks@partners.org or call the PERKS line at 617-724-DISC.

PERKS Ticket Sale Locations at MGH:

Employee Access Center
MGH Main campus, Bulfinch 107, 55 Fruit St., Boston, MA
Monday through Friday: 8 to 4:30 pm

CNY Cashier’s Office (Charlestown Navy Yard, Building 149-7th Floor)
Times: Monday, Wednesday and Friday
Hours: 1 pm to 4 pm

Please have your IHP Employee ID Badge with you in order to purchase tickets. Your purchase can be deducted from your paycheck at time of purchase. Checks also are accepted. There is a limit of (6) tickets per purchase unless otherwise noted.

The Clubs at Charles River Park
10 Whittier Place
Boston, MA 02114
www.clubsatcrp.com

Massachusetts General Hospital (MGH) acquired The Clubs at Charles River Park in May 1, 2001 in order to provide enhanced health and fitness benefits to its employees.

The health club is a full-service fitness center located behind the hospital, near the sign “If You Lived Here You’d Be Home Now.”

The Clubs’ features include:
• A wide range of cardiovascular and state-of-the-art strength training equipment
• Group fitness classes including pilates, yoga, group cycling and Zumba
• Outdoor pool
• Indoor lap pool and Jacuzzi
• Orientation session with a personal trainer included in cost of membership
• Men’s and women’s steam room, sauna and locker rooms
• Complimentary towel service
• Validated parking
• Cabanas and outdoor café open during the summer months

All benefits-eligible IHP employees or MGH based Partners Corporate employees can join
The Clubs at a special hospital subsidized rate of $44.63 per month or $10.29 per week. For added
convenience, the rate is automatically deducted from employees’ paychecks. Personal lockers are
available and may be rented for an additional fee.

Hours of Operation
Monday through Friday, 5:30 am to 10 pm
Saturday and Sunday, 8 am to 8 pm
Contact Us: 617.726.2900

The Charlestown YMCA
150 Third Avenue
Charlestown Navy Yard

MGH IHP employees that choose to utilize the Charlestown YMCA as their gym receive a 10%
discount on the Adult branch membership and do not need to pay a joining fee. Employees
between the age of 18 to 29 pay $30.00 a month for their membership. Employees over the age of
29 pay $36.00 a month for their membership.

Membership includes 3 free sessions of health & wellness coaching, group exercise classes,
expanded cardio & free weight area, access to the 25 yard pool and more. For more information
please call 617-286-1220, email jcinmino@ymcaboston.org or visit www.ymcaboston.org. Please
show your MGH IHP badge to receive the discounted offer. This offer is valid until 12/31/13.

Employee Assistance Program (EAP)

www.eap.partners.org
175 Cambridge St., Suite 320
617-726-6976; toll-free 1-866-724-4EAP

The Employee Assistance Program (EAP) promotes a health work environment and enhances and
maintains the wellbeing of employees of MGH IHP, making possible excellence in patient care,
teaching, and research. The EAP is a preventive and early intervention Work & Life resource for
all employees, medical staff and their household members. The EAP provides free and
confidential consultations, short term problem solving and referrals for concerns such as:
• Child Care / Elder Care
The program offers Work & Life seminars on finances, parenting, elder care and balancing work and family, as well as The Mothers’ Corner, a free lactation support program. The Mothers’ Corner is an EAP service created for employees returning to work after maternity leave. The Mothers’ Corner provides new mothers with the opportunity to continue breastfeeding while back at work. An efficient, electric breast pump is provided in private, comfortable rooms so working mothers can express their milk while at work.

Call the office or visit the EAP website for information about the Mothers’ Corner locations or any EAP services.

**Partners Child Care Services**

*The MGH Children’s Center*

3 Thirteenth St. Charlestown, MA  
617-726-5437  
Director: Sarah Siepierski

The MGH Children’s Center services benefits-eligible employees of Massachusetts General Hospital, Partners Corporate, Partners Member hospitals and community. The Center is located in the historic Charlestown Navy Yard and housed in the old Captain’s Quarters. It is licensed to serve infant, toddler, and preschool children. The Center is open Monday through Friday, 6:15am to 5:45pm, 52 weeks a year excluding holidays.

*The Children’s Quarters at the MGH Institute of Health Professions*

36 First Ave, Charlestown, MA  
617-726-6010  
Site director: Christine Smith

The Children’s Quarters at the MGH Institute of Health Professions serves benefit-eligible employees and students of the Institute, benefits-eligible employees of Massachusetts General Hospital, Partners Corporate, Partners member hospitals and the Charlestown community. The Center is located in the Catherine Filene Shouse Building, home of the MGH Institute of Health Professions and is licensed to serve infant, toddlers, and preschool children. The Center’s hours of operation are Monday through Friday from 6:15am to 5:45pm, 52 weeks a year, excluding holidays.
The MGH Backup Child Care Center

55 Fruit St., Warren Lobby, Suite 130
617-724-7100
Site director: Patty Pirone

The MGH Backup Child Care Center provides emergency child care services to benefits-eligible MGH employees and patients and benefits-eligible Partners employees with children 9 months to 12 years of age. The Backup Center cannot care for children who are ill. The tuition rate for the Backup Center is $6 per hour. A two-hour minimum is required for all reservations.

The hours are Monday through Friday, from 6:30 am to 5:45pm. Each child may use the MGH Backup Childcare Center for up to five consecutive days and/or 20 days per fiscal year. Utilization will be monitored and reported to participating services on a quarterly basis. If, due to unusual circumstances, there is a need for more days of care, a request may be made to the center director who will confirm any exceptions with the service liaison.

Policies and Procedures

Location of Policies

MGH IHP Human Resources policies and procedures can be found on the MGH IHP HR Intranet.

Faculty policies are also located in the Faculty Handbook which is located on Faculty Compass.

As a member of Partners Healthcare and Affiliate of Massachusetts General Hospital, MGH IHP employees are also required to comply with policies from MGH and Partners that are available in the following locations through the Partners Applications program on your office PC:

**MGH Policies:**
Partners Applications → Clinical References → MGH Policies and Procedures → TROVE

**Partners Policies:**
Partners Applications → Utilities → Partners Policies and Procedures

Information Privacy, Security and Confidentiality

Information is critical to everything we do as a health care institution. We all have an ethical and a legal responsibility to protect information about our patients, students, employees and business partners and to keep it confidential. Therefore, we have policies and procedures in place to help us meet the requirements for privacy, security and confidentiality of protected health information (PHI) and other confidential information.

Policy Highlights
Access to or use of confidential information and computer systems must be limited to people who need it for the performance of IHP roles. Access is permitted only when properly authorized. Protecting confidential information is of extreme importance. Inappropriate access, disclosure, modification, or use of PHI is prohibited and violators will be sanctioned.

Your responsibilities

You will receive information regarding MGH standards for appropriate handling of patient and other information. Your signature on the Confidentiality Agreement signifies that you acknowledge these standards and that you understand there will be penalties for not following these standards.

Information about patients, students, employees, medical staff, research and business affairs of the department and Institute learned while working at MGH IHP must be kept confidential (except as permitted under state and federal law.) This policy applies to any form of information whether spoken, written or electronic.

You are expected to:

- Never share your Partners passwords
- Log off any PHS workstation before leaving it unattended
- Access PHI for work needs only
- Securely transport PHI
- Only take information offsite with permission from your supervisor or principal investigator (unless you require the information to provide patient care offsite)
- Encrypt all portable devices, including personal devices, if used for MGH/PHS business purposes (including checking Partners email)
- Portable devices include, but are not limited to, laptops, tablets, netbooks, portable USB drive, smart phones, and external hard drives.
- Use only your assigned work email address to conduct MGH/PHS business; you may not use personal email for MGH/PHS business.
- Never use social media (e.g. Facebook) to share any confidential information.

Depending on your role and job functions, you will receive additional departmental orientation on the principles of appropriately handling PHI and other confidential information.

For more information about privacy and security, see http://intranet.massgeneral.org/hippa/index.html

Students Rights to Privacy Information – FERPA

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. They are:

- The right to inspect and review the student’s education records within 45 days of the day the Institute receives a request for access. Students should submit to the Registrar written requests that identify the record(s) they wish to inspect using a Right of Access form available in the Office of Student Affairs (OSA). The Registrar will make arrangements for access and
notify the student of the time and place where the records may be inspected. If the Registrar does not maintain the records, the student will be advised of the correct official from whom to request the records.

- The right to request the amendment of the student’s education records that the student believes is inaccurate or misleading. Students should ask the Institute to amend a record that they believe is inaccurate or misleading. They should write the Institute official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the Institute decides not to amend the record as requested by the student, the Institute will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

- The right to consent to disclosures of personally identifiable information contained in the student’s education records, except to the extent that FERPA authorizes disclosure without consent. One exception that permits disclosure without consent is disclosure to school officials with legitimate educational interests. A school official is a person employed by the Institute in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the Institute has contracted (such as an attorney, auditor, collection agent, or National Student Loan Clearinghouse); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Upon request, the Institute discloses educational records without consent to officials of another school in which a student seeks or intends to enroll. FERPA requires an institution to make a reasonable attempt to notify the student of the records request.

- The right to file a complaint with the US Department of Education concerning alleged failures by the Institute to comply with the requirements of FERPA.

The Institute does not release personally identifiable information contained in student education records, except as authorized by law. The Institute has designated certain types of personally identifiable information as "directory information." It includes the following: name, address, telephone number, program of study, dates of attendance, degrees, awards, and email address. If students wish to restrict release of this information, they must indicate this using their IONLINE account at any point during their active status as a student.

The above rights to access information apply to matriculated students only. Materials submitted to the Institute during the admissions process become the property of the Institute and may not be reviewed by, or returned to, an applicant.

Click here for a link to the Department of Education Family Educational Rights and Privacy Act Regulations.

Electronic Communications Policy
Employees shall use electronic communication systems only as authorized by the IHP/Mass General and Partners. Employees engaging in prohibited activities or violating confidentiality will be subject to corrective action up to and including termination.

Definitions and Regulations

Electronic communication systems include, but are not limited to email, fax, internet and voice mail systems.

Prohibited activities:
- Transmission of any messages that contain derogatory, inflammatory, offensive or harassing remarks about a person's or group's sex, race, religion, national origin, disability or sexual orientation.
- Transmitting and/or downloading of sexually explicit materials, including messages, images and cartoons.
- Annoying or harassing other individuals.
- Solicitation of political, religious or other personal causes or personal business ventures.
- Distributing or storing chain letters.
- Use of Internet access to visit web sites that contain sexually explicit, racist or other material that management, in its sole judgment, considers offensive, or posting messages on such sites.
- Engaging in illegal, fraudulent or malicious activities.
- Downloading and/or transmission of software programs or any other copyrighted or trademarked materials, in violation of the copyright trademark.
- Attempting to disguise the employee's name or origin of transmission over E-mail, Internet, Fax, or Voicemail.

Passwords are intended to keep unauthorized individuals from accessing messages stored on either the computer or voice mail systems. Employees should not disclose their login password(s) to any other person except for legitimate business reasons, which have been approved by the employee's supervisor.

Employees should be aware that the “delete” command does not mean that email messages are irretrievably erased from the computer system.
- Email messages are electronic communication that do not disappear, may be reproduced in written form, and are discoverable in litigation.
- Users of the Internet should be aware that messages on the Internet are subject to interception by outsiders.

Employees should not have any expectation of privacy with respect to email, voice mail, fax or other electronic communication vehicles. The hospital reserves the right to review or inspect, for legitimate business reasons, the product of any electronic communication vehicle.
Employees are expected to use electronic communication in a way that respects the confidential information of others. Staff must use special discretion in transmitting patient identifying information by electronic communication. Transmission must occur in a way that guarantees it will be seen only by a recipient who has a “need to know” the information.

When faxing confidential information, employees must use the correct fax number and insure that the receiving fax machine is in a secure location and/or the intended receiver is available to immediately receive the fax. If an employee is an unintended recipient of either an E-mail or fax, the employee should contact the originator of the message without reading the content. Misuse or abuse of electronic communications may subject an employee to corrective action up to and including termination.

**Smoking Policy**

Smoking is prohibited in all facilities owned or premises occupied by the Institute. This ban applies to everyone including, but not limited to, IHP employees, clients, visitors, vendors and guests. In addition to the ban on smoking, the sale of tobacco products and smoking implements is not permitted on any property owned or under the control of the Institute.

**Smoking Cessation**

The MGH Tobacco Treatment Service (TTS) is a multi-disciplinary team of health professionals who specialize in helping smokers become nonsmokers. The MGH TTS offers low-cost, state-of-the-art tobacco treatment services to all IHP employees, and other members of the community. Services offered to smokers include:

- Group counseling programs with the option of low cost nicotine replacement therapy (patch and gum)
- Monitoring of other tobacco treatment medications
- Bedside counseling for patients hospitalized at MGH

For more information please visit the TTS page.

**Latex Allergy Policy**

**Policy:** Provide an environment that is as latex-free as possible for employees and students.

**Purpose:** To assure learning and working environment that is as latex-free as possible. Latex-free environments are seldom available in either clinical or academic settings. Therefore, the following information is being presented to inform employees and students of the potential risks associated with exposure to latex.

**Definition:** Latex allergy is a reaction to proteins which are in natural rubber. Allergic reactions to these proteins are usually immediate but may be delayed in some instances. Approximately 8-12% of health care workers are sensitized to latex. People who are most at risk are people who have tendencies toward allergic conditions, people with spina bifida and people who have food allergies. Risk is minimized by using powder-free gloves and avoiding using oil-based hand creams when wearing latex gloves.
A person is still exposed to latex residue of others working in the area or to latex present in the equipment, models and mannequins while wearing alternative vinyl or nitrile gloves. Although latex gloves are the most prominent source of latex allergen, many other products contain latex including, but not limited to:

- Stethoscopes, catheters, respirators, and goggles
- Blood pressure cuffs, medication vials, syringe connectors and wound drains
- Endotracheal tubes, syringes, IV tubing and tourniquets
- Erasers, paint, computer terminals, etc.

Program:

Employees and students who may have developed symptoms matching the definitions of latex allergy are encouraged to consult their primary care physician. Such consults are at the expense of the employee or student.

The responsibility of understanding the risks associated with exposure to latex during a clinical education and healthcare career, even when reasonable precautions are made lies with the employee or student who has the latex sensitivity. Such precautions may include carrying of an epi-pen by the individual or other recommendations made by the healthcare provider.

1. Use of latex gloves is prohibited within campus facilities of MGH Institute of Health Professions. In addition: Latex-free and powder-free gloves will be provided in all lab areas
2. Use / display of latex balloons is prohibited on campus
3. Educational material on latex allergies will be provided to students /employees on an annual basis by human resources and office of student affairs (student catalog/faculty handbook). Included will be participating in Latex Allergy Awareness Month each October.
4. Personnel should be aware and help to identify existing items on campus that contain latex that may need to be eliminated or have warning labels posted
5. As existing equipment is replaced, non-latex equipment should be considered when purchased, if available. If non-latex materials are not available, skin contact precautions will be utilized with anyone who has a latex allergy or sensitivity.
6. Departments needing to use latex products should communicate accordingly to constituents and label or post warnings as needed about the use of latex and allergy sensitivities
7. The Institute is not responsible if a clinical affiliation site does not provide a latex free environment.
8. For Institute events employees are to use caterers who confirm non-use of latex gloves with food preparation. A list of current vendors who do not use latex gloves is located on the Intranet under Event Planning.
9. Latex restrictions in planning events are listed within the Event Planning Guide located on the Intranet and are to be followed by all employees.

For more information on latex sensitivity, i.e.

a. What are the symptoms of latex allergy?
b. Who is at risk?

Please visit the following web sites:

American Latex Allergy Association: [www.laterallergyresources.org](http://www.laterallergyresources.org)

Center for Disease Control: [http://www.cdc.gov/niosh/topics/latex/](http://www.cdc.gov/niosh/topics/latex/)

### Medical Assistance Protocol

Medical Assistance Protocol - Buildings 34, 36, 39, 2CC

- All calls for Medical Assistance (617-726-5400) are received through the navy yard MGH Police and Security Dispatch. The dispatcher will collect all pertinent information regarding the medical issue: Type of assistance needed (victim's condition), location, victim's name, caller's name, etc.
- Dispatcher then notifies all units via radio and 911 as necessary. Officers will respond with the department's First Responder Kit, which includes an Automated External Defibrillator (AED) and oxygen. Officers will assess the victim, continually communicating information to dispatcher. Additionally the responding patrol officer will stand by outside the respective building to wait for Emergency Medical Services (EMS) and to escort them to the scene.
- An MGH officer will remain with the victim to administer First Aid as needed.
- MGH officer is in charge of the victim until relieved by EMS or another resource with superior skill set, and will remain in charge of scene safety.
- All MGH officers are First Responders and/or Emergency Medical technician (EMT) Level.
- If you are certified in CPR, First Responder or higher medical license, let the on scene officer know and offer your help.
- You can be helpful by allowing the first responders to work unobtrusively and helping keep on-lookers at a distance from the scene.

FOR ALL EMERGENCIES CALL MGH Police & Security (24 hours) – DO NOT CALL 911

### School Closing Protocol

For 24/7 recorded information, call the "School Closing Information Line" at (617) 724-8484.

Connect-Ed* announcements will also be made to faculty, staff and students. This is the official Institute communication method for school closings.

In the event of inclement weather (or other event) that necessitates MGH Institute to close or cancel classes, announcements will also be broadcast on the following Boston stations:

- WBZ, Channel 4
These stations will both broadcast and post school closings on their respective Web sites.

**WHDH-TV, Channel 7** will only post closings on their Web site.

Register online to receive automatic cell phone text or email alerts by visiting either the [WCVB-TV, Channel 5](http://wcvb.com) Web site, or the [WHDH-TV, Channel 7](http://whdh.com) Web site.

*Connect-Ed* sends out announcements by email and phone for students, faculty and staff. To add or update email/phone information, go to [IOnline](http://wcvb.com) to the Address Change screen.

**Phone Directory**

IHP Phone Directory please visit the website listed below:  
[http://www.mghihp.edu/prospective-students/contact-us/staff/default.aspx](http://www.mghihp.edu/prospective-students/contact-us/staff/default.aspx)

Partners Phone Directory please visit the website listed below:  

**Other Departments of Interest**

**MGH Blood Donor Center**

Gray 1 Lobby  
617-726-8177  
[www.massgeneral.org/blooddonor](http://www.massgeneral.org/blooddonor)

MGH requires the most blood products in the region to treat the thousands of patients the hospital cares for each year. Approximately 75,000 units of blood and blood products are transfused annually in the treatment of surgical, medical and emergency patients at MGH. MGH collects approximately 50 percent of its blood needs through its hospital-based donor program. The hospital program not only supplies MGH patients with blood, but also the Shriners Burns Institute for Children, Mass Eye & Ear Infirmary and Spaulding Rehabilitation Network.

Donations can be made at the Blood Donor Center located in the Gray Lobby.

The Blood Donor Center is open:

- Whole Blood Donations: Tuesday to Thursday, 7:30 am to 5:30 pm, Friday, 8:30 am to 4:30 pm  
- Platelet Donations: Monday, 7:30 am to 12:30 pm, by appointment only, Tuesday through Thursday, 7:30 am to 5 pm, and Friday, 8:30 am to 3 pm.

There also are two bloodmobiles that are available to make visits to communities, businesses and schools. The bloodmobiles will travel to the majority of the state. Prior arrangements are needed.
Donating blood is an easy, quick, safe way to save a life! Just 30 minutes of your time can impact the lives of three patients here at MGH.

**MGH Chaplaincy Services**

Chapel is located on Ellison 1
617-726-2220
www.mghpcs.org/chaplaincy

Chaplains provide spiritual support to patients and families of all traditions, cultures, and beliefs; serving as liaisons, connecting members of the health care team, patients and families, and, if requested, clergy or other religious leaders in the community. To contact a chaplain, ask a member of your health care team to make a referral, or call the Chaplaincy Department. Messages are retrieved daily between 7 am to 7 pm. Chaplains are on-site 24-hours-a-day, seven-days-a-week, including holidays. Mass General chaplains are accessible on all patient care floors of the hospital, including the Emergency Department, and in some outpatient areas. Chaplaincy services are free, private and confidential.

**Credit Union**

*Harvard University Employees Credit Union*

**Charlestown Navy Yard**
149 13th Street
Charlestown, MA 02129
Phone: (617) 643-9655
www.huecu.org/

One of the many great benefits of working for MGH IHP is that you and your family are eligible to join the Harvard University Employees Credit Union. A not-for-profit financial cooperative, HUECU offers a full range of financial services, from low-rate auto loans and mortgages to checking and money market accounts. MGH branches of the credit union are located on the first floor of the Bulfinch Building and in the lobby of CNY Building 149.

**MGH Nutrition & Food Services**

Massachusetts General Hospital
Main Office: Blake Basement 002
617-726-2520
http://www.massgeneral.org/webmenus

The department of Nutrition & Food Services is proud of its award-winning food service and hopes you will be a frequent visitor. You can enjoy breakfast, lunch, dinner, snacks, catered functions and even vending every day, 7 days a week throughout the MGH.

*Locations and services*
The closest location to the MGH IHP:

- 149 Eat Street
  CNY Building 149. Open Monday through Friday, 7 am to 5 pm

Full service breakfast from 7 to 11 am – eggs to order, omelets, assorted breakfast meats, home fries, coffee, tea, hot chocolate, assortment of juices, as well as a fresh fruit and yogurt bar, pastries and a variety of cold cereals. Lunch begins at 11 am and you can choose from a wide variety of selections – soups, salad bar, hot entrees, grill items, deli, paninis, pizza, grab & go sandwiches and salads, desserts and beverages. For other locations and services please visit: 
http://www.massgeneral.org/services/cafeterias.aspx

Catering

617-643-0688
149catering@partners.org

We are happy to provide a full service catering operation, Monday through Friday, throughout MGH– on the Main Campus, in the Yawkey, at the Simches Research Center and Building 149 in the Charlestown Navy Yard. Our menu offers suggestions for any type of event, from the smallest gathering/meeting to a full hospital-wide function, and our food selections will satisfy all palates. We also include the coordination of linens, table centerpieces and theme events.

Platinum Plate

The Platinum Plate Card is available to all full-time and benefit-earning MGH employees, as well as those who work for the Institute of Health Professions and Partners Corporate employees. All purchases will be automatically deducted from your paycheck either weekly or monthly depending on how you are paid. To sign-up visit the 149 Eat Street Cafe. Please be sure to bring your employee ID badge with you. After you have completed the authorization form, you can begin using your Platinum Plate Card immediately. The Platinum Plate Card is welcomed at all MGH operated food service facilities throughout the Main Campus, in the Yawkey, Simches Research Center (185 Cambridge St.) and CNY Building 149.

Gift cards

Nutrition and Food Services offers gift cards that can be used at all of its retail locations. These cards can be purchased for any amount and are accepted at all MGH Nutrition & Food Services retail areas both on and off campus.

The LVC Retail Shops / MGH Gift Shop

617 -726-2227
www.mghgeneralstore.com
The mission of the LVC Retail Shops is to provide high quality, value-orientated merchandise, presented with visual impact while providing outstanding service for the customer.

The shops are operated by The Ladies Visiting Committee. The purpose of the LVC is to enhance the MGH experience in any way that contributes to the comfort and well-being of patients, their families, and the hospital community at large. All proceeds from the LVC Shops go directly into the hospital to help fund various activities.

For more information please visit the website listed above.

Libraries

Warren Library Treadwell Library
Bulfinch Basement Bartlett Hall Extension-1
(617) 726-2253
(617) 726-8600
http://www.mghihp.edu/current-students/student-life/library/

The Library Resources page in D2L is the best starting point for MGH Institute of Health Professions faculty and staff. It puts journals, databases, and books at your fingertips and connects you tutorials and guides to help you use them.

Of course, our librarians are always happy to help you navigate all of these resources. Contact us at librarian@mghihp.edu with any questions you may have about finding articles, searching databases, inserting links to resources in D2L, copyright, and anything else that may come up. We look forward to hearing from you.

Warren Library

The Warren Library, established in 1841, is the oldest general hospital library in the country. Employees and patients are welcome to visit the Warren Library in the Bulfinch Basement, 7:30 am to 6 pm, Monday, Tuesday, Thursday and Friday. This library is non-medical, with more than 10,000 books of all types, including best sellers available for borrowing free of charge. An off-hours book return is available.

In addition to books, seven daily newspapers and a large selection of magazines, videotapes and DVDs make the library a pleasant place to spend a lunch or coffee break.

Warren Library Home Page:  
http://is.partners.org/hr/New_Web/mgh/mgh_warren.htm

Community Health Collection

Housed on the 4th floor of the Shouse Building, this is a collection of public health and patient education materials. To find out more, take a look at the Guide to the Community Health Collection.
Treadwell Library

Treadwell Library ([www.massgeneral.org/library](http://www.massgeneral.org/library)) is the library that serves all of Massachusetts General Hospital, including the MGH Institute of Health Professions.

- **Location:** Bartlett Hall Extension 1st Floor on the main campus.
- **Hours:** Monday - Thursday, 8 am-8 pm; Friday, 8 am-7 pm. Closed on hospital holidays.
- **Resources:** The library has over 1,000 journals, as well as reference, reserve and books you can check out. Most journals and many books are full-text online. Book loans are two weeks. Databases include: Medline, CINAHL and Evidence Based Medicine, PsycINFO, CAM databases, RefWorks and more.
- **Research and Reference Services:** Librarians are here to help you with literature searches and answer reference questions Monday-Friday, 9 am-5 pm. Come in person, call (x6-8605), or email TreadwellQ&A@partners.org. An expert in-depth search service is also available by appointment.
- **Other Services:** Training classes are listed on our web page. Call if you want individual instruction or a tour. Partners PC workstations and laptops. Document delivery for items we don't have. Scanner. Photocopy machines.

*Treadwell Library Home Page:*
[www.massgeneral.org/library](http://www.massgeneral.org/library)

**MGH Go Green Initiative**

*The MGH Institute is going Green!*

The MGH Institute is redoubling its efforts to make the campus community more environmentally conscious to reduce waste, reduce the Institute's carbon footprint, and improve efficiency.

We are committed to going green by integrating environmental practices across the Institute. As a health science community, we take seriously the effects of our environment on human health. By working together we can move towards being even more energy efficient.

Additional initiatives will be announced during the upcoming academic year.

For more Green Initiative information around the Institute please visit the Recycling at the Institute [webpage](http://www.massgeneral.org/library).
Philanthropy

The MGH Institute of Health Professions is grateful to the many alumni, families, faculty and staff, community partners, and friends who play an integral part in helping carry out our mission to prepare tomorrow's health care leaders through giving to the Institute.

Employee Giving

Faculty and staff members have multiple opportunities to make a difference at the Institute. Giving to The MGH Institute Fund is just one way to demonstrate belief in the mission and a commitment to excellence in health professions education. Collectively, gifts of all sizes to The MGH Institute Fund are invested directly in the Institute’s people and programs and support a wide variety of needs and initiatives throughout the Institute that tuition dollars do not cover. Not only do annual contributions provide critical core support for scholarships, student services, research, and academic programs, these funds also give the school flexibility to respond in creative, progressive, and entrepreneurial ways to opportunities; address unexpected needs; and support innovative ideas.

As a community, we strive to achieve an annual tradition of 100% participation in The MGH Institute Fund by faculty and staff. This is because the percent of faculty and staff participating is important when the Institute seeks funds from outside sources such as foundations. All employees have the option of designating their philanthropic gifts to support the Institute program or initiative that is most important to them and can make their gift in a number of ways, including online, in-person, by mail, or via payroll deduction.

Charitable Giving from outside the Institute

The MGH Institute is devoted to the pursuit of three central priorities: making an excellent educational experience available to the best and brightest students; developing and furthering its programs and services; and preparing for unexpected and urgent circumstances by bolstering its unrestricted funds.

It is only through a strong partnership with caring, committed donors that the Institute can continue to educate tomorrow’s health care leaders. All charitable gifts to benefit the MGH Institute must be deposited and processed through the Office of Development. This ensures that all gifts are properly recorded and that donors receive a legally required gift receipt for tax purposes.

For more information, contact: giving@mghihp.edu or go to www.mghihp.edu/give

The MGH Institute of Health Professions is a non-profit 501(c)(3) organization, and gifts to The MGH Institute Fund may be tax deductible as a charitable contribution. Please check with your tax advisor. The Institute’s fiscal year runs July 1 to June 30.

Communications & Marketing
Charlestown Navy Yard
Building 34
Second Floor
617-726-0968

Contact the Office of Communications & Marketing with any requests for press releases, advertisements, photography, signage, articles, or social media. Email dailynews@mghihp.edu to request a news item. Submit a Help Desk ticket to request a change to the website.

Need a Photographer?

The office of Communications regularly uses the MGH Photo Department to arrange for photographers to document events, or to take head shots of faculty and staff.

MGH Photo’s services can be arranged directly by any department or program. Their fees are very reasonable compared to outside commercial photographers, and they can direct-charge your department cost center.

The MGH Photo Department is located on the hospital’s main campus (Bulfinch 045). Contact them by visiting their intranet website, emailing mghphoto@partners.org, or calling extension 6-2237.

Photo/Video/Press Release Forms

Generally educational and non-commercial uses of photography and videography do not require a release form. However, if the photography/video will be used in the public domain (eg, posted to a Web site, used in an advertisement for the MGH Institute, etc.), it is advisable to have your subjects sign a Photo Release Form.

Master Calendar of Events

Master Calendar events, including those that do not require a room reservation or occur off campus, should be included in our EMS calendar. Your program manager is designated to communicate Master Calendar events for your department to Operations.

Your program managers or department coordinators noted below will fill out the IHP event registration requisition form checking "yes" in the Master Calendar box. These events will appear at the top of the day's events on EMS. Please communicate all Master Calendar events to Operations via the requisition form and they will add them to EMS.

Master Calendar Events

The following items are considered Master Calendar events to be communicated to Operations:

- Faculty/Staff/Student Orientations
- Alumni Weekend
- Holidays
- Religious Holidays (Chanukah, Kwanzaa, Ramadan, other Jewish holidays)
- Institute Closings
- NEASC and other reaccreditation and site visits
- Board Meetings
- Board Committee Meetings
- Admin/Academic Councils
- Faculty Meetings
- Staff Council Meetings
- Department/Program Meetings (involving critical mass of prog/dept staff & faculty)
- Off-site Retreats/meetings, including professional association events such as ASHA, APTA, ACCN, etc.
- Student Activity period
- Ceremonies/pinnings/awards
- Institute gatherings/social events (wine and cheese)
- Town Meetings
- Constitution Day
- Deadline and due dates (Budget, Merit, Evaluations)
- Spring Break
- Holiday Break
- Schwartz Rounds
- Gala and other Development events
- Final Exams and Reading Days
- Staff General Body meetings
- Interdisciplinary Seminars

If you have any questions feel free to contact either Diane Nolan or Denis Stratford.

**Program Managers / Department Coordinators**

<table>
<thead>
<tr>
<th>Program Manager / Department Coordinator</th>
<th>Program/Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Katie Mulcahy</td>
<td>Communication Science Disorders (CSD)</td>
</tr>
<tr>
<td>Jean-Marie Bonofilio</td>
<td>Development</td>
</tr>
<tr>
<td>Diane Nolan</td>
<td>Facilities</td>
</tr>
<tr>
<td>Patricia Barry</td>
<td>Finance &amp; Administration</td>
</tr>
<tr>
<td>Valerie Grande</td>
<td>Information Technology (IT)</td>
</tr>
<tr>
<td>Andrew Criscione</td>
<td>Marketing and Communications</td>
</tr>
<tr>
<td>Jennifer Shay</td>
<td>Occupational Therapy (OT)</td>
</tr>
<tr>
<td>Rosey Judge</td>
<td>Office of Student Affairs</td>
</tr>
<tr>
<td>Christopher De La Cerda</td>
<td>Physical Therapy (PT)</td>
</tr>
<tr>
<td>Elizabeth Pipes</td>
<td>President’s Office</td>
</tr>
<tr>
<td>Yolanda Mendez Rainey</td>
<td>Provost/CIPSI</td>
</tr>
<tr>
<td>Mary Ellen Ferolito</td>
<td>School of Health &amp; Rehabilitation Sciences (SHRS)</td>
</tr>
<tr>
<td>Jona Xhama</td>
<td>Human Resources (HR)</td>
</tr>
<tr>
<td>Joanna Duggan / Joan Blue</td>
<td>School of Nursing (SON)</td>
</tr>
</tbody>
</table>
Best wishes for a successful and rewarding career at the IHP!

To provide feedback on this guide please email ihphr@mghihp.edu.