Program Benefits

Through the TriHealth / Seton Summer Employment Program, students may:

- Earn competitive wages that may be used to offset educational expenses.
- Earn High School Credit through HealthCare Exploration - Cooperative education class (Co-op) that is offered in the summer and credit is given in the school year after the completion of class. Students will earn 0.5 credits for working a part time position which is between 20-31 hours a week. Students can earn 1.0 credits for a full-time position which is 32-40 hours a week. Seton is the only high school in Greater Cincinnati that has been given this unique opportunity.
- Gain valuable work experience, build a resume and prepare for future employment in a competitive work environment.
- Gain exposure to various clinical and non-clinical jobs in the healthcare industry.
- Build relationships for future employment options after graduation.
- Work with other employees in a diverse work environment and be part of a team.
- Learn how to interact in public settings, handle new situations and work with higher authorities, co-workers, patients and mentors.
- Develop business critical soft skills and professionalism necessary for college and career readiness.
- Gain confidence and practice important time management and communication skills.
- Identify personal strengths and/or areas of needed improvement.
- Gain “hands-on” work experience plus an understanding of what is expected to succeed in today’s workplace.
- Receive coaching and training from a professional mentor.
- Obtain valuable experience through a company employment hiring process by completing an on-line application, taking a pre-employment physical and attending a new hire orientation.
Students will be treated as adult employees of TriHealth and expected to maintain high standards of trust, confidentiality, ethics, responsibility and maturity as a representative of Seton High School.

Participating students are expected to work their assigned schedules for all eight weeks of the program, and are expected to adhere to the absence policy on page 5.

All matters pertaining to a student’s employment must be managed by the student, including any questions, concerns, conflict resolutions, scheduling, etc. Parents may not call TriHealth to manage their daughter’s employment but rather are encouraged to coach/guide their daughter to manage her employment matters personally.

Students are expected to follow TriHealth’s dress code and all other employment and safety policies.

Students should aim for high quality work as well as high quantity. Students should be flexible, do what is needed, manage time wisely and be open to feedback and offer solutions. Students should demonstrate the willingness and ability to follow instructions.

Students should be responsive, meet deadlines, and deliver ahead of schedule if possible. If more time is needed, students should request it before the deadline.

Students are encouraged to maintain a positive attitude and proactively ask to help, rather than waiting to be asked to participate.

Internet access and usage in the hospital is strictly limited to work-related activities and educational purposes. Internet usage, while employed at TriHealth, is monitored to guard against inappropriate, unethical, and illegal use of technology.

Cell phone usage is only permitted during breaks and lunch time. Student should not conduct personal calls or text messages during work hours.
Absences and Tardiness

Regular attendance is essential for success in school and work. If a student becomes ill during the day, she must contact her mentor or supervisor to leave early, go home, or go to the TriHealth Employee Health Department.

Attendance and timeliness are an important aspect of an employee’s job performance. Unscheduled absences and tardiness in any department can sometimes place an additional burden on co-workers.

Students should be on time and at their work locations before their shift starting time. Students arriving late, leaving early or who are absent must notify their mentor or department contact.

Students must establish a backup plan for transportation challenges. Always have a plan “B”.

Up to three days of absences may be excused for illness, a funeral or a mandatory college event.

**Scheduled Absence:** Absences that have been *pre-arranged* and approved by the mentor prior to the day of absence are considered a scheduled absence.

**Unscheduled Absence:** It is considered an unscheduled absence when students are not at their workstation as scheduled and are absent more than two hours of a scheduled shift without making previous arrangements.

**Tardy:** A tardy occurs when an employee arrives at work after their scheduled start time, or reporting back to work late from meal periods or work breaks. Excessive tardiness is defined as three occurrences within the eight program weeks and will be addressed through consultation by the Seton Summer Program Manager and may lead to termination from the summer program.

**Reporting Absences/Tardiness:** Students are required to call their mentor or department contact before their shift starts or follow the defined departmental procedure for reporting their absence, delay, or the need to leave early prior to the start of their shift. Students must call in each day of an unscheduled absence.

Students are allowed three days of scheduled or unscheduled absences. If the student exceeds the maximum number of allowed days, the program manager will discuss the issue with the student and notify the Seton High School Director of Student Life.
DRESS CODE

TriHealth wants their employees to project a professional image for their patients, customers, current staff, potential employees, and community visitors. Business casual dress is the standard for this dress code. Students are not required to buy new clothing. Students may wear department issued uniforms, scrubs, or wear their Seton polo shirt and khaki, blue or black pants.

No dress code can cover all contingencies. However, employees must exert a certain amount of judgment in their choice of clothing to wear to work. If you are uncertain about what is acceptable business casual attire for work, please ask your mentor or the Seton Summer Employment Program Manager. The guidelines below state what is generally acceptable and not acceptable as business casual attire.

Because some casual clothing is not suitable for the hospital or office, the guidelines below will help determine what is appropriate to wear to work. Clothing that reveals too much cleavage, your back, your chest, your feet, your stomach or your underwear is not appropriate for a place of business.

Even in a business casual work environment, clothing should be clean, pressed and never wrinkled. Torn, dirty or frayed clothing is unacceptable. Any clothing that has words, logos, terms or pictures that may be offensive to other employees is unacceptable.

Pants and Suit Pants

Pants that are similar to Dockers as well as other makers of cotton or synthetic material pants, wool pants and nice looking dress synthetic pants are acceptable. Inappropriate pants include jeans, sweatpants, exercise pants, Bermuda shorts, shorts, bib overalls, leggings and any spandex or other form-fitting pants such as people would wear for physical activity.

Skirts, Dresses, and Skirted Suits

Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Dress and skirt lengths should allow an employee to sit comfortably in public. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.
Dress Code (continued)

Shirts, Tops, Blouses, and Jackets
Casual shirts, dress shirts, sweaters, tops, polo shirts and turtlenecks are acceptable attire. Most suit jackets or sport jackets are also acceptable attire. Seton polo shirts are acceptable. Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket or dress.

Shoes and Footwear
Conservative athletic or walking shoes, loafers, sneakers, boots, flats and small dress heels are acceptable for work. Wearing no stockings is acceptable in warm weather. Flashy athletic shoes, thongs, flip-flops and slippers are not acceptable. Closed toe and closed heel shoes are required.

Jewelry, Makeup, Perfume, and Cologne
Jewelry should be in good taste and used sparingly. Remember, some employees and patients may be allergic to the chemicals in perfumes and make-up, so wear these substances with restraint. Please avoid wearing perfume.

Hats and Head Covering
Hats are not appropriate. Head coverings that are required for religious purposes or to honor cultural traditions are allowed.

Tattoos and Piercings
No visible tattoos are allowed. Only one pair of earrings may be worn.
Code of Conduct

In keeping with the philosophy of Seton High School, emphasis is placed on the student’s individual responsibility for her own actions as well as assuming responsibility for the consequences that result from these actions. Students need to be aware of what is expected and procedures used in enforcing these policies.

Work standards are necessary to make sure we all have a common understanding of what types of behavior and conduct are expected. This allows us to consistently enforce a set of standards that creates a positive work environment and earns the respect and confidence of ourselves, co-workers, patients and visitors.

Failure to comply with the Employee Code of conduct may result in performance counseling up to and including termination. TriHealth’s goal is to create and maintain an environment supportive of their mission and values. Being professional, ethical, and respectful are all behaviors which support this mission.

Types of conduct and behavior that TriHealth considers inappropriate, including but not limited to the following:

- Unsatisfactory work performance
- Insubordination
- Failure to exercise reasonable care of courtesy; incivility in dealing with patients, guests or other employees
- Revealing or disclosing confidential information
- Excessive tardiness and/or absenteeism
- Wasting time, loitering or absent from work area without permission
- Unauthorized or extended meal periods or breaks
- Reporting a false reason for an absence
- Falsification of time cards
- Improper attire or appearance
- Failure to wear ID badge or wear it in the appropriate manner
- Careless or unsafe work habits
- Smoking or use of smokeless tobacco products is prohibited
- Inappropriate use of a TriHealth computer
- Posting, altering or removing material on Hospital bulletin boards or property without authorization
- Theft or removal of TriHealth property without authorization
- Violation of TriHealth parking regulations
- Failure to protect confidential information is considered a serious violation under TriHealth guidelines and, with respect to employees, will lead to performance counseling up to and including termination
- Employees are not permitted to store confidential employee information on Portable Devices
- Photographs of any hospital procedure or situation involving a patient or another employee may not be taken unless authorized by TriHealth
Conflict Resolution

Internal conflicts can be detrimental to company morale and business results. Having the skills to resolve internal conflicts effectively is one of the biggest challenges in today’s business world and they are also vital to success. If students experience any type of conflict, they should notify their mentor for guidance and needed support.

Students should never feel alone in a difficult situation. Students should not be afraid to contact their mentor when faced with a problem and are unsure about how to address a situation. If a student is unable to resolve a conflict with a mentor or department contact, she is encouraged to contact the TriHealth Seton Summer Program Manager.

Below are five steps for resolving conflict:

STEP 1: Begin the Process
Calmly approach the person you are having the conflict with and explain to them you have a concern you would like to talk over with them. Let the person know you want their help resolving the problem. Set ground rules and both of you agree to listen politely without any interrupting or name calling.

STEP 2: Share Your Concern (Facts and Feelings)
Share your feelings about the situation with the other person. Tell them why you feel the way you do. When finished, politely ask the other person to tell you, in their own words, what you just said to make certain they understand your point of view.

STEP 3: Listen to the Other Side of the Story (Facts and Feelings)
Ask the other person for their view of the situation. Listen carefully to what they have to say. Once the other person is finished, restate the facts in your own words to make sure there is an understanding of both points of view.

STEP 4: Brainstorm and Agree to Solutions
Brainstorm possible solutions to help resolve the problem. Each person should feel free to share their thoughts about what may successfully resolve the situation. While brainstorming, remember to practice the ground rules you agreed to at the beginning of the discussion. When you have finished brainstorming, decide which of the possible solutions will work best for resolving the matter. The solution contemplated may be different for each of you. Keep in mind, when agreeing to solutions, that each solution should be something you can do and something that can prevent the problem from happening again.

STEP 5: Bring Closure to the Situation
Once the conflict is resolved, thank the person for their willingness to work with you to solve the problem. If you are not able to reach resolution for a particular problem, contact your mentor or agree to disagree respectfully.
Pre-Employment Physical and Immunization Records

Participating students will be required to complete a pre-employment physical through Tri-Health’s Employee Health Department. This will include a urine drug screen, vision test, blood pressure check and a two-part TB shot.

At the time of their scheduled physical appointment, participating students are required to provide updated immunization records that show proof of the two-shot MMR (measles, mumps and rubella vaccination), the Varicella vaccination, or proof of having had the chicken pox virus. Students who wear glasses or contacts should wear them to the physical.

Parents are not required to accompany their teenagers to the physical. However, parents are welcome to sit in the Employee Health waiting room during the physical.
Hospital Work Assignments

Types of positions include but are not limited to:

**Examples of Clinical Position (working with patients):**
- Cath Lab assistant
- Laboratory support
- Medical records assistant
- Nursing unit assistant
- Nutritional services assistant
- Patient care assistant
- Patient transportation technician
- Physical Therapy Support
- Physician practice assistant
- Radiology assistant
- Supply distribution technician

**Examples of Non-Clinical Positions (not working with patients):**
- Accounting assistant
- Admitting & Registration assistant
- Child care assistant – Fitness & Health Pavilion
- Information systems customer service analyst
- Receptionist/front desk assistant
- Recreation
- Sales clerk – Gift Shop
- Volunteer services assistant

**Hospital Work Assignment Descriptions**

The following are brief position descriptions. Please keep in mind there may be other duties and projects that can be assigned during the summer. It is important for the student to be flexible. Students have the opportunity to select preferred assignments, but no assignments are guaranteed.

**Account Processor:** scan insurance explanation of benefits, sort daily mail, and copy medical charts for billing
**Admitting Assistant:** file, visit patients, transport patients and assist with directions
**Billing Clerk:** file, mail letters and data entry
**Central Sterile Supply Assistant:** pull operating room supplies, fill case carts and return supplies to the shelf
**Corporate Health Assistant:** work in sales department to maintain client database and assist with health/wellness employee programs
**Customer Support Analyst:** Information Systems – assist callers with computer issues and problems
**Food Service Worker:** stock patient refrigerators on the nursing unit, wrap silverware, dish room assistant and deliver patient meal trays
**Front Desk Receptionist:** greet families and visitors, answer patient call light and provide directions to patient room
**Human Resource Assistant:** file documents, scan documents and research data to assist staff
**Intake Scheduling Coordinator:** Registration paperwork, assist injured workers with packets, vision screenings, height & weight, etc.
**Medical Records Assistant:** work with patient records
**Office Assistant:** data entry, update vendor mailing list and assemble nursing student packets
**Operating Room Assistant – Post-Anesthesia Care Unit:** assist RN; transport patients, retrieve blankets, ice, and clean equipment
Hospital Work Assignment Descriptions (continued)

Patient Kitchen Aide: serve food and beverages to patients, setup meals and clean up after lunch
Patient Transportation Technician: transport patients in wheel chair or stretcher to testing, discharge and deliver specimens/x-ray films
Pharmacy Clerk: greet customers, operate register, inventory control
Physical Therapy Assistant: meet/greet patients, escort patient into and out of the department, prepare treatment area and schedule appointments
Radiological Technologist Aide: transport patient to and from Emergency Department, assist tech in a smooth flow during peak times
Receptionist (Fitness Center): greet and check in fitness center members, data entry and other clerical duties
Recreation Assistant (Fitness Center): work with kids camps and assist at front desk
Registration Clerk: file, visit patient on floor to gather information and patient transportation
Unit Assistant: answer patient call lights, answer phone, greet visitors and patients, prepare charts, filing, update bulletin boards and stocking supplies (different based upon assigned nursing unit)
Unit Coordinator: greet patients and families, communicate patient arrival to the charge nurse, give out pagers and page family to department
Volunteer Assistant: various clerical duties and assist on special projects
Volunteer Senior Behavioral Health: memory and music program, dining room duty
Hospital Work Locations

Bethesda Oak Corporate Offices
619 Oak Street
Cincinnati, Ohio 45206
(513) 569-6111

Bethesda North Hospital
10500 Montgomery Road
Cincinnati, Ohio 45242
(513) 865-1111

Good Samaritan Hospital
375 Dixmyth Avenue
Cincinnati, Ohio 45220
(513) 862-1400

Good Samaritan Western Ridge
6949 Good Samaritan Drive
Cincinnati, Ohio 45247
(513) 246-9800

Group Health Clifton
379 Dixmyth Avenue
Cincinnati, Ohio 45220
(513) 246-7000

Group Health Western Hills
2001 Anderson Ferry Road
Cincinnati, Ohio 45238
(513) 246-7000

Physician Associates of Good Samaritan – Delhi
425 Farrell Court
Cincinnati, Ohio 45233
(513) 451-6871

TriHealth Fitness & Health Pavilion
6200 Pfeiffer Road
Cincinnati, Ohio 45242
(513) 985-0900

TriHealth Corporate Health (Blue Ash)
11129 Kenwood Road
Cincinnati, Ohio 45242
(513) 891-1622

Various TriHealth Physician Practices
*If you prefer to work in a Physician office, please inquire about availabilities/locations

West Chester Medical Group
7301 Tylers Corner Drive
West Chester, Ohio 45069
(513) 777-8300

Group Health Kenwood
8240 Northcreek Drive
Cincinnati, Ohio 45236
(513) 246-7000

Queen City Glenway Pediatrics
6350 Glenway Ave., #300
Cincinnati, Ohio 45211
(513) 481-9700

Queen City Medical Group – Anderson
7991 Beechmont Avenue
Cincinnati, Ohio 45255
(513) 528-5600

Good Samaritan Occupational Medicine
375 Dixmyth Ave., 7th Floor
Cincinnati, Ohio 45220
(513) 862-2875
Q: What is the TriHealth Summer Program?
The program is a paid eight week summer work experience sponsored by SC Ministry Foundation and TriHealth. The program provides students with “hands-on” professional development, and increases awareness of the various clinical and non-clinical jobs within the healthcare industry.

Q: What are the program requirements?
1. Student must be 15 years old by June 1, 2019
2. Eight week work commitment
3. Complete all required paperwork associated with the hiring and on-boarding process
4. Take and pass a pre-employment physical

Q: What are the program dates?
• Eight weeks: June 4, 2019 through July 26, 2019
• June 4, 2019: Welcome Breakfast and Corporate Orientation – students meet their mentors, department contact(s)
• July 25, 2019 Farewell Luncheon and Program Celebration
• July 26, 2019 Last day of work, end of program

Q: How do I sign up?
• Contact Ms. Mary Agricola, Director of Student Life, 513-471-2600, ext. 2405, agricola@setoncincinnati.org
• Complete and return Student Interest Form by March 20, 2019

Q: What are the selection requirements?
1. Financial need
2. Grades
3. Attendance Record
4. Academic and disciplinary record review
5. Committed to working eight weeks

Q: What is TriHealth’s role?
1. Provide real work experience and exposure to the healthcare industry
2. Opportunity to experience employment processes (online application, pre-employment physical, corporate orientation and employment)
3. Provide mentoring, coaching, and training opportunity for students
4. Help develop critical soft skills that are necessary for college and career readiness

Q: May I take vacation during the program?
No vacations beyond the allowed three-day absence policy are not permitted during the eight-week program.

Q: Are part-time positions available?
Yes, a limited number of part-time positions are available that require a minimum of 20 hours per week. Students may work up to 40 hours per week.
Program Questions and Answers (continued)

Q: What will I do once selected by the school?
   1. Complete online application at school on March 27, 2019 at 2:30 pm in the library.
   2. Complete pre-employment physical which includes urine drug screen and will be scheduled electronically with the students.
   3. Provide copy of immunization record at pre-employment physical.
   4. Attend student/parent information session on Thursday, May 9, 2019 at 7pm in the school auditorium.
   5. Complete three online onboarding tours. For onboarding tours, students will receive a link sent to their school email address. Tours are completed on the computer. Completion of the three tours is part of the TriHealth employment process and corporate compliance requirements.
   6. Complete and return required forms for program.
   8. Set up checking or savings account for direct deposit. This must be completed by June 4, 2019.

Q: What is the dress code?
   • Open-toe shoes, shorts, and blue jeans are not allowed. For more specific details refer to the Dress Code section on page 6.
   • Business casual is preferred (pants, skirt, sweater or blouse).
   • Some departments require a uniform. Department will supply if required.
   • No visible tattoos – must be covered during work hours.

Q: How are absences handled?
   • Contact your mentor first.
   • Contact program coordinator if needed.
   • Any occurrence over three absences or three tardies is considered excessive.

Q: Who to contact with questions?
   • Summer Student Program Coordinator
   • TriHealth: Ms. Mandy Vuozzo, HR – 513-862-3660, Mandy_Vuozzo@trihealth.com
   • Seton High School: Ms. Mary Agricola, Director of Student Life – 513-471-2600, ext. 2405, agricola@setoncincinnati.org
1. The Seton Summer Employment Program requires an eight week commitment.

2. Participating students are expected to work their assigned schedules for all 8 weeks of the program and adhere to the attendance policy.

3. Students will be treated as adult employees of TriHealth and will be expected to maintain high standards of trust, confidentiality, ethics, responsibility and maturity as a representative of Seton High School.

4. Students must take responsibility and accountability for their job duties and work performance.

5. Students must have a checking or savings account set up prior to June 1, 2019 for direct deposit. This is the method for students to receive their paychecks.

6. Student must have completed an online TriHealth application and three online boarding tours prior to their physical. The online application and on-boarding tours are part of Trihealth hiring requirements. The on-boarding link will be sent to the students personal e-mail address.

7. Students cannot miss more than three scheduled days or be tardy more than three times during the eight week program. Anything over three occurrences will be considered excessive and will be subject to a performance counseling and possible termination from the summer program.

8. Students must be committed to be on time every day and in their designated work locations prior to the scheduled start time.

9. Students must establish a backup plan for transportation challenges.

10. Students much clock in at least 5 minutes prior to their scheduled shift time and clock out at the end of their shift.

11. Students must dress appropriately each day and follow the dress code guidelines presented in this information packet. Clothes need to be cleaned and pressed. It is recommended that students wear the Seton polo shirt with khaki, dark blue or black pants. Limited jewelry and no visible piercings, except for one pair of earrings, are allowed. Please refrain from using cologne.

12. Cell phone usage is only permitted during breaks and lunch time. Student should not conduct personal calls or text messages during work hours.
13. Students must complete and pass a pre-employment physical.

**Pre-Employment Physical**

- Participating students will be required to take a pre-employment physical. This will include a urine drug screen, vision test, blood pressure check and a two-part TB shot.
- Participating students are also required to provide at their scheduled physical appointment immunization records that show proof of the two-shot MMR (measles, mumps and rubella) vaccination. Students will need to provide proof of having the chicken pox virus in the past, or have taken the Varicella vaccination.
- Parents are not required to accompany their teenagers to the physicals. However, parents are welcome to sit in the waiting room during the physical.

14. Students must provide a copy of their birth certificate.

15. Students must attend both the student Welcome Breakfast and Corporate Orientation on June 4, 2019 and the Farewell Luncheon on July 25, 2019.

16. When a conflict or problem arises, students should contact their mentor or department contact for help. If the matter cannot be resolved, students should contact Mandy Vuozzo, TriHealth HR, at 513-862-3660.

17. Students are encouraged to manage their own employment issues. Parents should not call TriHealth with concerns, but should instead coach their daughter to resolve the issue.

18. Students and parents are required to sign a statement of understanding regarding all items mentioned above and to complete all required paperwork for this program.
Parent and Student Acknowledgement Form

Please sign and return this form to Ms. Mary Agricola, Director of Student Life, by March 20, 2019.

☑️ I have read and understand the requirements for the Summer Employment Program.

Print Student Name ____________________________________________________________

Student Signature __________________ Date __________________

Parent/Guardian Signature ______________________________________________________

Date __________________

Printed name: Madelyn Feeney

Signature: Madelyn Feeney

Date: 3/15/19

Signature: Melissa Feeney

Date: 3/15/19
2019 TRIHEALTH SUMMER EMPLOYMENT
June 4 through July 26

IMPORTANT DATES

MARCH 20, 2019  Parent & Student Acknowledgement Form Due
MARCH 27, 2019  Online Application Due
MAY 9, 2019      Student/Parent Meeting
JUNE 1, 2019     Student Must Be 15 Years of Age
                 Set Up Direct Deposit
JUNE 4, 2019     Welcome Breakfast & Corporate Orientation Meeting
                 (New Location)
                 TriHealth Norwood Wall Street Campus
                 4750 Wesley Ave.
                 Cincinnati, OH 45212
                 513-569-6595
                 Wall Street 4, 5 & 6 Conference Rooms (1A Entrance)
JULY 25, 2019    Farewell Luncheon
JULY 26, 2019    Last Day