May 2017 *A quarterly newsletter of the Diocese of Trenton Risk Management Program*

Diocese of Trenton Risk Management Quarterly

Parishes, Schools, Cemeteries & Catholic Institutions

Summer Edition: Focus on Protecting Vulnerable Adults

The "Promise to Protect - Pledge to Heal" Program so much of the time concentrates our efforts on educating employees, volunteers and parents about how to protect the children and youth in the communities we serve.

In accordance with mandates contained within the Charter for the Protection of Children and Young People, the Diocese of Trenton put into place various policies, set guidelines, and performs VIRTUS training and background checks on all those who come into contact with some of the most vulnerable — our children and youth. This is all carefully designed to help protect them from abuse. When the policies are followed, the guidelines are adhered to, the training requirements are met, and the background checks are accomplished, we have gone a long way toward meeting this goal.

There is, however, another group of individuals whom we serve and for whom we must also take steps to protect from abuse - **vulnerable adults**.

Vulnerable adults have been defined as people with physical, mental or emotional conditions or an illness that renders them unable to defend themselves, protect themselves, or get help for themselves when injured or emotionally abused. The term applies as well to the elderly whose various circumstances make them vulnerable to those who might cause them harm.[1]

Of particular importance to the work that we do, a vulnerable adult can also be "anyone who is in a caregiving or ministerial relationship with another person where there is a presence of unilateral power."[2]

In helping relationships, those approaching others for help are always vulnerable in this regard.

As you are probably aware, every day through various parish and diocesan programs, volunteers and employees minister to the needs of those who fall into the category of "vulnerable adults." Often, volunteers conduct home visits, such as through the St. Vincent DePaul Society, the various Care Giving Friends groups scattered throughout the diocese, and Extraordinary Ministers that bring Holy Communion to homebound who are ill or disabled. These individuals often offer companionship and assistance to the homebound and the elderly. Ensuring that those who come into regular contact with these individuals are appropriately screened is important. Likewise, ensuring that those who minister to this group of adults can recognize the signs that a person may be in an abusive situation is equally important.

Abuse of vulnerable adults can occur in different ways. Statistically, abuse of this group is often emotional, physical and financial as opposed to sexual abuse. Sadly, in the United States, various adult protective service agencies receive approximately 500,000 allegations of abuse each year, and studies indicate that number represents only one in six cases which actually are reported.[3]

How can we ensure that our volunteers and employees who work with vulnerable adults will do so within the appropriate boundaries? We can do so in the same way we screen those who work with children and youth in our parishes and schools. Fingerprinting, background checks, and VIRTUS training are all methods for assisting in our efforts to allow only those with the appropriate character and training to come into contact with our vulnerable adults. Additional measures can help as well.

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Inside this Issue:

Getting (and Keeping) Your Employees

On the Right Track

Whether parish or school, large or small, all of our organizations within the Diocese of Trenton benefit from high-performing employees. Secretary, custodian, teacher or business manager – a high functioning group requires high functioning employees.

Of course, we all have a goal to hire only those individuals whom we predict will perform his/her job flawlessly. But for many reasons, that may not turn out to be the case. Perhaps you have a new employee who is just not reaching the potential you thought he/she would. Perhaps you have a seasoned employee who once was a stellar performer, but whose performance has slipped over the past few months. Or perhaps you have an employee who rises to your expectations each and every day with rare mistakes. As discussed below, it is greatly advantageous to your organization to give each type of employee some of your attention via a ***quarterly performance discussion***.

What is a quarterly performance discussion? It is one of the most basic forms of employee performance management. And what is performance management? Writing for the **Leadership** column on Forbes.com, Dan Pontefract[1] summarized performance management as follows:

- **Performance management isn't a score.** It's a frequent, ongoing coaching conversation.
- **Performance management isn't an annual meeting.** It's a development opportunity that occurs as necessary.
- **Performance management isn't bound by technology.** It's a behavioral attribute that puts the employee at the center of his or her growth.
- **Performance management isn't a hammer.** It's an opportunity to use all of the tools in the toolbox.
- **Performance management isn't managing performance.** It's the leader's responsibility to help build up and then release the enhanced performance of an employee.[2]

Taking the time to give your employees feedback about the quality of their work, recognize accomplishments, and if needed, provide a roadmap for improvement through quarterly performance discussions will be time well spent. In fact, your efforts are likely to encourage more engaged employees. Engaged employees are defined as those who are involved in, enthusiastic about and committed to their work and workplace.[3] In its 2015 report, *State of the American Manager: Analytics and Advice for Leaders*, the Gallup organization found that "when performance management is done well, employees become more productive, profitable and creative contributors."

In addition, Gallup found that the better a manager is at conducting performance management activities, the more engaged his/her employee is. In this study, Gallup also discovered that clear expectations may be "the most basic of employee needs and is vital to performance. Helping employees understand their responsibilities may seem like 'management 101', but employees need more than a written job description to fully grasp their role. Great managers don't just tell employees what's expected of them and leave it at that; instead, they frequently talk with employees about their responsibilities and progress. They don't save those critical conversations for once-a-year performance reviews."

The performance management of your employees can be as simple as setting aside time to spend with each employee every quarter to reinforce his/her strengths and celebrate accomplishments over the previous quarter, identifying areas in which the employee can or should improve, and providing direction as to how he/she can get there.

It is also a time for you to listen to your employee. Giving each employee an opportunity to share with you what he/she feels are things he/she enjoys about the job, any aspirations for advancement or for taking on additional responsibilities, as well as any impediments (perceived or real) the employee feels affects his/her job performance will help to foster the employee's feeling of importance and value to your organization and create and maintain a sense of fairness.

What a quarterly performance discussion is not

It is not a time to discuss the job performance of any employee other than the one sitting before you. And, it is not a time to discuss performance issues which cannot be supported by facts and examples – this should apply to both the employee and the manager.

Additional benefits of regular performance discussions

- Provides an employee and supervisor the opportunity to take time out of a busy schedule and have a one-on-one discussion about issues which may otherwise be ignored or overlooked.
- Communicates to the employee that you (the organization) are interested in his/her performance and development. This can have a positive effect on the employee's sense of worth and belonging and can be especially important in smaller organizations with little room for advancement or career growth.

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If you have any questions, comments or topic requests for future newsletters, please send an email to newsletter@dotinsurance.org

Avoiding Social Engineering & Phishing Attacks

Awareness is an essential component of the Cybersecurity umbrella being constructed by the Diocese of Trenton. There are many component parts to a strong Cyber Defense, including hardware, anti-virus software, firewall, system testing, insurance and most important of all – the human element. Many cyber breaches happen when an individual is tricked into believing that an e-mail, software update, hyperlink or request for a response is safe, secure or a normal business related activity.

What is a social engineering attack?

In a social engineering attack, an attacker uses human interaction (social skills) to obtain or compromise information about an organization or its computer systems. An attacker may seem unassuming and respectable, possibly claiming to be a new employee, repair person, or researcher and even offering credentials to support that identity. However, by asking questions, he or she may be able to piece together enough information to infiltrate an organization's network. If an attacker is not able to gather enough information from one source, he or she may contact another source within the same organization and rely on the information from the first source to add to his or her credibility.

What is a phishing attack?

Phishing is a form of social engineering. Phishing attacks use email or malicious websites to solicit personal information by posing as a trustworthy organization. For example, an attacker may send email seemingly from a reputable credit card company or financial institution that requests account information, often suggesting that there is a problem. When users respond with the requested information, attackers can use it to gain access to the accounts.

Phishing attacks may also appear to come from other types of organizations, such as charities. Attackers often take advantage of current events and certain times of the year, such as:

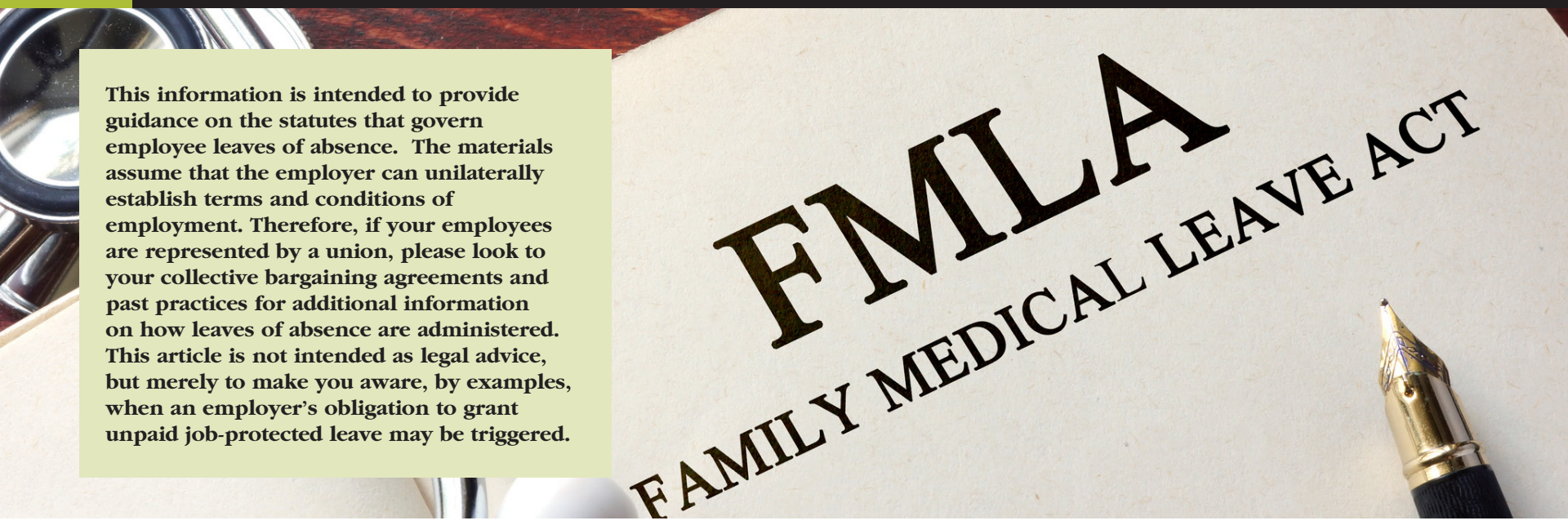
- natural disasters (e.g., Hurricane Sandy, Indonesian tsunami)
- epidemics and health scares (e.g., H1N1)
- economic concerns (e.g., IRS scams)
- major political elections
- holidays

How do you avoid being a victim?

- Be suspicious of unsolicited phone calls, visits, or email messages from individuals asking about employees or other internal information. If an unknown individual claims to be from a legitimate organization, try to verify his or her identity directly with the company.
- Do not provide personal information or information about your organization, including its structure or networks, unless you are certain of a person's authority to have the information.
- Do not reveal personal or financial information in email, and do not respond to email solicitations for this information. This includes following links sent in email.
- Don't send sensitive information over the Internet before checking a website's security.
- Pay attention to the URL of a website. Malicious websites may look identical to a legitimate site, but the URL may use a variation in spelling or a different domain (e.g., .com vs. .net).
- If you are unsure whether an email request is legitimate, try to verify it by contacting the company directly. Do not use contact information provided on a website connected to the request; instead, check previous statements for contact information. Information about known phishing attacks is also available online from groups such as the Anti-Phishing Working Group (http://www.antiphishing.org).
- Install and maintain anti-virus software, firewalls, and email filters to reduce some of this traffic.
- Take advantage of any anti-phishing features offered by your email client and web browser.

What do you do if you think you are a victim?

- If you believe you might have revealed sensitive information about your organization, report it to the appropriate people within the organization, including network administrators and Diocesan Risk Management so that all can be on alert for any suspicious or unusual activity.
- If you believe your financial accounts may be compromised, contact your financial institution immediately and close any accounts that may have been compromised. Watch for any unexplainable charges to your account.
- Immediately change any passwords you might have revealed. If you used the same password for multiple resources, make sure to change it for each account, and do not use that password in the future.
- Watch for other signs of identity theft. See **Preventing and Responding to Identity Theft** for more information: https://www.us-cert.gov/ncas/tips/ST05-019.
- A breach of confidential personal information on any Diocesan database or file system must be reported immediately to the Diocesan Risk Management team. A thorough investigation is required to determine if notification of a breach must be reported to state and federal authorities and to notify all individuals who may have had their personal information compromised in any way. ■



This information is intended to provide guidance on the statutes that govern employee leaves of absence. The materials assume that the employer can unilaterally establish terms and conditions of employment. Therefore, if your employees are represented by a union, please look to your collective bargaining agreements and past practices for additional information on how leaves of absence are administered. This article is not intended as legal advice, but merely to make you aware, by examples, when an employer's obligation to grant unpaid job-protected leave may be triggered.

Managing Requests for Family Leave

Part 1: Time Off from Work

On any given day, a manager could be confronted with any one of the following:

- **Situation 1:** An employee approaches you first thing Monday morning and informs you he will have surgery on Friday and will be out of work for an unspecified amount of time to recover.
- **Situation 2:** An employee slips and falls, presumably on some spilled coffee in the break room. She refuses immediate medical treatment, but seeks care after work that same day. She leaves you a voice mail message stating that she will be out of work for the next 14 days per doctor's orders.
- **Situation 3:** You learn that the spouse of one of your employees is expecting a baby. A few days later, the employee approaches you and shares the good news, informing you that he will want time off to be with his new baby.
- **Situation 4:** Your secretary's spouse has been deployed by the Marines in Syria for the past 2 years. She tells you he is being discharged at the end of the month, but may be suffering from PTSD. If this is confirmed, she may need to take some time off to care for him.
- **Situation 5:** The business manager advises you that his mom fell and broke her hip last week. Although she is currently in a rehab facility, he will need time off to care for her once she is discharged.

If you are like most, your mind will begin racing with a multitude of questions. Do you have to allow the employee to have the time off? Must you compensate the employee during the leave period? Can you give another person the employee's job? How can you be sure the employee needs the time off and for the reason stated? Can/should the employee be disciplined for the absence?

This first of a two-part series is intended to simplify your analysis of each leave request you receive from any one of your employees. It is not intended to cover every single situation or each detail of the laws which govern request for leave issues. Although space limitations prohibit a detailed analysis of any and all employee leave situations, this article will attempt to provide you with a basic framework for determining how much time off, if any, your employee should be granted.

In the next issue of "Risk Management Quarterly", you will be given information to determine what kind of compensation, if any, your employee may receive while off of work. Although initially this may seem overwhelming, following a few simple steps, collecting information, communicating with the employee, following the policies of your organization (and the diocese) and preparing / providing forms for your employees will help you comply with these laws, while helping them.

Qualify, then verify

When you receive a leave request, there are certain things you can and should do which will protect both your employee's rights and those of your organization. Simply put, in the situations described above and all others like them, you must "qualify" then "verify." In other words, you must first ensure that the employee is qualified for leave, then you must verify that the stated reason for the leave is substantiated.

Let's talk about mandatory leave requirements for your employees. There are both federal and state laws which may be applicable to any employee request for leave. These laws dictate when and how much time off must be allotted and under what circumstances compensation must be paid.

Two of these laws require an employer to grant unpaid time off for an employee under certain circumstances. The federal law is called the Family and Medical Leave Act (FMLA) and the state law is called the New Jersey Family Leave Act (NJFLA). Under either law, the employee's job must be protected for a certain duration with few exceptions. In addition, the employee cannot be disciplined because of a qualified absence.

Your first task is to gather information to determine whether the employee who requests the leave meets certain criteria and whether the reason for the request falls under one of the allowable categories of leave. You will find this summarized on **page 5**.

Allowable Categories for Leave

Employment Requirements

FMLA

- Employee must be employed for prior 12-month period
- Employee must have worked a minimum of 1250 hours in the immediately preceding 12-month period

NJFLA

- Employment Requirement is same as FMLA
- Employee must have worked a minimum of 1000 hours in the immediately preceding 12-month period

Allowable Reasons for Leave

FMLA

- Birth or adoption of a child and to care for the newborn child within one year of birth or to care for a newly-placed adopted or foster care child within one year of placement
- To care for the employee's spouse, child or parent who has a serious health condition
- For the employee's own serious health condition which makes the employee unable to perform the essential functions of his/her job
- Any qualifying exigency arising out of the fact that the employee's spouse, son, daughter or parent is a covered military member on "covered active duty" or
- To care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent or next of kin. (Military Caregiver Leave)

NJFLA

- To care for a newly born or adopted child as long as the leave begins within one year of the date the child is born to or placed with the employee
- To care for a parent (including others having a parent-child relationship with the employee), child under 18, spouse or civil union partner with a serious health condition requiring in-patient care, continuing medical treatment or medical supervision

Maximum number of unpaid, job-protected weeks allowed

FMLA

- Up to 12 work weeks of unpaid leave in a "rolling" 12-month period, measured backward from the date an employee needs leave to begin
- Up to 26 weeks of leave to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent or next of kin

NJFLA

- Up to 12 work weeks of unpaid leave in a 24-month period

NOTE: Where an employee takes leave for a reason covered under both FMLA and NJFLA the leave counts simultaneously under both laws.

CAUTION: Under either the FMLA and the NJFLA, an employee may qualify for intermittent or incremental leave, i.e., leave taken a few hours per day for a specified time period or leave taken only a few workdays per week for a specified time period. These types of leave will not be discussed here but you should consult with the diocesan Human Resources department should you be confronted with this type leave of request.

If the employee does not meet the employment time/hour requirement, an employer has no obligation under either law to grant an unpaid, job protected leave of absence. Likewise, if the reason for the employee's requested leave does not fall under one of the listed categories, the employer has no obligation to grant unpaid, job protected leave. In either case, each situation must be considered separately and it is strongly recommended that you contact the diocesan Human Resources department to talk over the situation to ensure you act consistently and fairly.

Remember that just because an employee may qualify for time off from work under the FMLA and/or the NJFLA, it does not mean that the time off is paid time off. Neither law requires an employer to pay the employee for his/her leave. What is required is that the employer protect the employee's job for the duration of the allowed leave with very limited exceptions.

In Situation 2, as noted on the previous page, assume the employee was supposed to be at work on the day of her fall, and the break room was a permissible area for her to be. Clearly, this appears to fall under the scope of Workers' Compensation. Now, must you give the employee time off from work? Although Worker's Compensation statutes do not dictate the amount of time off an employer must allow an employee who has suffered an on-the-job illness or injury, diocesan practice is such that an employee who suffers a legitimate on-the-job illness or injury should be accorded a reasonable amount of time off in which to recover. This time period will be determined by the employee's physician in conjunction with the diocesan's Workers' Compensation administrator, PMA Management.

Once you are aware of a need or request for leave, whom do you notify? When you are made aware that an employee may need leave, regardless of whether the employee tells you orally or in writing or whether you learn of the employee's need in some other way, the employer's obligation to proceed is triggered and the notice requirements described below must be followed. Be aware that an employee's absence for longer than a few days may be enough notice to require you to assess the applicability of mandatory leave to his/her situation.

Whom do you notify?

Workers' Compensation

- PMA Management Corp.: 800-482-9826

FMLA

- Advise employee that leave may qualify under FMLA. Use "Notice" form found at **https://www.dol.gov/whd/fmla/forms.htm**
- Also provide employee with a "Certification" form which will authenticate the need for the requested leave. This form is also available at **https://www.dol.gov/whd/fmla/forms.htm**
- Once you receive the appropriate Certification, you must provide the employee with a Designation Notice advising him/her whether the leave request qualifies. **https://www.dol.gov/whd/fmla/forms.htm**
- If absence is for employee's own serious health condition, provide Short Term Disability paperwork

NJFLA

- Currently, NJ requires that no particular form be used

You may be wondering why it is important to conduct an analysis and designate an employee's leave as FMLA, NJFLA or other. There are several reasons, but the first and most important is to comply with the applicable law. The second is to ensure that each employee is treated with consistency and fairness. Finally, it will help to ensure that your organization does not suffer by holding a job for an employee who requires multiple extended absences from work. It is possible that an employee takes 12 weeks (3 months) to recover from a serious health condition and then returns to work once she is cleared by her physician. Thereafter, she then notifies you 3 weeks later that she needs additional time off to undergo and recover from surgery she has been putting off for years.

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Focus on Protecting Vulnerable Adults, *continued from page 1*

For example, conduct face-to-face interviews with the volunteers or employee caregiver, communicate with them often, and adhere to any policies concerning secluded areas. After all, just as children and youth are considered vulnerable and in need of protection from abuse (albeit for different reasons), our vulnerable adults need protection as well.

What else can we do to protect our vulnerable adults from abuse? The most important thing is to know the warning signs that a vulnerable adult with whom we have contact is being abused. The second most important thing: ***If one of your volunteers or employees suspects a vulnerable adult to have been abused or is in an abusive situation, REPORT IT.*** These individuals are in a unique position to observe and become familiar with the vulnerable adults with whom they have contact. They are especially situated to be able to note warning signs that another may be abusing him/her.

Keep in mind that abuse may be delivered not just at the hands of a fellow employee or volunteer, but by another adult who has no relationship with the parish or diocesan program but is involved with the vulnerable adult for some other reason.

Some warning signs that someone is being abusive or otherwise has an inappropriate relationship with a vulnerable adult include:

1. The person always wants to be alone with the vulnerable adult
2. Discourages others from being around
3. Thinks the rules do not apply to them
4. Uses bad language or tells dirty jokes around the person
5. Acts with indifference toward the vulnerable adult in his or her care
6. Caregiver or family member prevents or tries to prevent the adult from speaking to visitors

Employees and volunteers should take note of the following concerning those vulnerable adults to which they minister:

- Injuries that appear to be uncared for or never seem to heal
- Poor skin color, sunken eyes, dehydration or apparent malnutrition
- Frequent trips to the hospital
- Soiled clothing
- Lack of social contact
- Fear, anxiety, anger, depression and confusion
- Apparent disorientation or confusion

As a practical matter, it is strongly recommended that home visits to a vulnerable adult be made in pairs. If your employee or volunteer notices any signs that abuse by another may have occurred or is occurring, he/she should report any suspicion of abuse to the authorities as soon as possible. Communicating concerns prevents abuse from continuing and "each of us has the moral responsibility to report suspected abuse."[4]

Report suspected abuse to
Diocesan Abuse Hotline 1-888-296-2965
Or
abuseline@dioceseoftrenton.org ■

1 "Prevention and Mitigation of Abuse of Vulnerable Adults", page 4. **http://www.usccb.org/issues-and-action/child-and-youth-protection/resources/upload/Vulnerable-adults.pdf**

2 "Prevention and Mitigation", page 5.

3 "Prevention and Mitigation", page 6.

4 "Prevention and Mitigation", page 9.

Getting (And Keeping) Your Employees on the Right Track, *continued from page 2*

- Allows the ability to identify training and development needs. Improving employee performance, even if it is one at a time, will have an overall positive effect of improving the organization's performance.
- Permits an opportunity to evaluate the employee and encourage him/her at the same time.

Keys to a successful quarterly performance discussion

1. Be prepared for the discussion with the employee. To assist you with this, the diocese has created a sample form entitled "Quarterly Performance Discussion Form" which you are welcome to download from the diocesan Extranet. Before your meeting, take the time to complete the form, including specifics of both accomplishments and areas which may need some improvement. Examples lend credibility to the process and give the employee clarity for directing future performance. Ensure you provide the employee with a copy of any form you use and place the original in the employee's personnel file.
2. Pick a place for the discussion. It is important that you hold your conversation where you will not be interrupted by the telephone or other people. Unnecessary interruptions may communicate to the employee that he/she is not a priority and that you are walking through the motions of having a serious discussion with him/her.
3. As mentioned above, as important as it is to the process that the employee listen to you during the meeting, it is equally important that you intentionally listen to the employee. Take notes of any areas of concern, requests for training, or any performance obstacles the employee describes to you. You can follow up on them later.
4. Don't adjourn the meeting until the next meeting date has been set, agreed upon and calendared. Things move rapidly in today's work environment making it easy to forget or avoid performing tasks which do not fall under the category of "putting out a fire." This will also show the employee that you are sincere in your efforts to assist him/her by holding future discussions. Of course, should a performance matter arise (be it positive or negative), it is highly recommended that you address it as soon as possible and not wait until the next scheduled discussion date.
5. End the meeting on a friendly note. In the unlikely event the discussion does not proceed as positively as you planned, make every effort to help the employee leave feeling hopeful that he/she can improve their job performance. If you find this is not possible, touch base with the employee the next day, after he/she has had some time to think about it. Give encouragement where warranted.

As always, should you have questions or concerns about this process, contact the diocesan Human Resources department.

NOTE: ***Quarterly performance discussions are not intended to replace an employee's annual performance appraisal nor should it necessarily form the basis for salary increases.*** ■

1 Mr. Pontefract is the author of several management books including *The Purpose Effect* and *Flat Army*.

2 **https://www.forbes.com/sites/danpontefract/2015/03/31/only-55-percent-of-employees-feel-as-though-performance-management-appraisals-are-effective/#7fe6f253ac77**

3 **http://www.gallup.com/businessjournal/182321/employees-lot-managers.aspx**

4 Gallup Business Journal, Jim Harter and Amy Atkins, **http://www.gallup.com/businessjournal/182321/employees-lot-managers.aspx**

AED News

It can never be overemphasized how important it is to have an Automated External Defibrillator ("AED") readily available in the event that an incident of sudden cardiac arrest occurs on parish or school property.

In many cases, the availability and use of an AED is the difference between life and death. Time is of the essence in treating a person who suffers a cardiac arrest. Knowing how and when to use CPR and the proper use of an AED is essential. Fortunately, access to and training for both tools is readily available. **Below is the description of a recent event at St. Robert Bellarmine Co-Cathedral.**

"Hello, TEAM LIFE, we had to use our AED!" When Jim Schatzle, CEO and Owner of TEAM LIFE, gets these phone calls, he may experience a few different emotions. Jim states, "I pray that the outcome is what we all want, a life saved. Sometimes I also get a much different call, the one that says, *'We had someone go into cardiac arrest and we did not have an AED and they did not make it.'"*

On February 25, 2017, he got the right call from Mr. Frank Estremera, Parish Operations Manager at Co-Cathedral of St. Robert Bellarmine in Freehold, NJ. Frank explained that a 51-year-old male suffered a sudden cardiac arrest while attending a dance at the Parish Hall. St. Robert's has an AED located at the entrance of the hall and it was used immediately, along with CPR. After one defibrillation shock, the patient's heart started and he began to breath.

Jim notes, "As a Paramedic of over 29 years I know the survival rate for sudden cardiac arrest is only 5%. With an AED on location and CPR being performed, the survival rate goes up to 70-80%. St. Robert's planned for this event and Mr. Estremera did an excellent job making sure the AEDs were installed and ready to be used in case of an emergency."

We are grateful for the proactive planning and training that has taken place at our Co-Cathedral. Without these measures, this story may not have such a happy ending. We appreciate your partnership! Congratulations once again, to the parish as well as all involved!

TEAM LIFE believes anyone can be a hero! They are committed to increasing the survival of sudden cardiac arrest and other first aid emergencies by providing the best life saving training and equipment available through dedication and passion. Each day they strive to empower people to act in the event of an emergency, when every minute counts. TEAM LIFE can be reached at 732-946-4243 or **ww.teamlife.com** ■

Prevent Water Damage and Slash Energy Costs

Contact Joseph Cahill at the Diocesan Office of Risk Management for participation in a new money-saving technology partnership with Hartford Steam Boiler.

Diocesan facilities have access to advanced technology that can instantly alert them to potential water damage, and also help them slash energy costs, thanks to an innovative new pilot program between the Diocese of Trenton and Hartford Steam Boiler (HSB).

Technology for risk

Facilities that enroll will receive specially-designed kits that use sensors and Internet of Things (IoT) technology to monitor the temperatures of rooms, pipes and other facility conditions, including the presence of water. Technicians will install the kits and verify that the system is properly set up and running. Enrollment also provides participants with access to a custom web portal where they can check their facilities' conditions and enter contact information for those who should receive alerts.

Participating facilities will also receive an annual credit equal to 15 percent of the installed cost of the sensor system applied against the "paid" annual property/casualty insurance premium for up to 10 years as long and the system is utilized and properly maintained.

Automatic alerts

Wireless sensors will be placed in areas where problems may occur, such as on water pipes in cold areas, and in locations where water is likely to pool. When the system detects dropping temperatures inside the building, or the presence of water, it triggers an alert and instantly sends a text message to designated facility managers and others who need to know.

Get help when problems occur

Depending on the severity of the issue, property managers will also get a phone call from HSB's Monitoring and Support Center, which will help them to diagnose and address the issue quickly.

Designed for churches and church facilities

The specially designed system has been used successfully to prevent and minimize water damage and freeze losses in churches and church facilities throughout the country. It can be used in church halls, rectory buildings, cemeteries, mausoleums and other facilities.

Water damage a big concern

Water damage in particular poses a significant financial concern for the Diocese of Trenton because clean-up costs and repairs can exceed $50,000. Every year, numerous buildings within the diocese suffer water damage, and the mechanical systems inside a building are a common source. This pilot program can cut down, or in some cases eliminate, the risk of that damage.

Predict losses BEFORE they happen

HSB can use the information from sensors to help predict imminent risks, which gives property managers a chance to stop water damage before it starts. If a heating system fails, for instance, or if a cold front is approaching, this raises the risk level considerably. With this system, managers know as soon as building temperature conditions change.

Monitor facilities 24/7

A major advantage of this system is that it can monitor facilities 24 hours a day. Pastors, principals and building managers can have peace of mind knowing that a reliable, experienced monitoring center is keeping an eye on their facilities – especially when buildings aren't occupied.

Energy management tools

The system can also provide facility managers with information and data they can use to improve energy management and reduce utility bills. The online portal allows users to create charts to track heating and cooling.

Sign up today

Interest is expected to be high. To sign up for the pilot, contact Joseph Cahill, Associate Director of Risk Management, at 609-403-7189 or jcahill@dioceseoftrenton.org ■

Roman Catholic Diocese of Trenton
Department of Administrative Services
701 Lawrenceville Road
Trenton, NJ 08638

Managing Requests for Family Leave, *continued from page 5*

Provided that you have designated her initial 12-week absence as FMLA leave, she has exhausted her 12-week allotment of leave time required by the FMLA. Absent extenuating circumstances, and as your local or the diocesan policy mandates, you may choose whether or not to allow her additional time off in which her job will be protected. (This decision may be influenced by the American's with Disabilities Act, which will not be discussed here.)

However, if you did not properly designate and document the initial leave as FMLA, and the employee's second request meets the requirements, you will now be faced with the need to allow the employee time off while protecting her job for up to an additional 3 months. You will have no choice. That is a total of 6 months out of a 12-month period this employee will not be doing the work of your organization.

As you might imagine, there are an infinite number of circumstances which may call for you to determine what type of leave, if any, an employee is due. For example, leave requests pertaining to maternity leave followed by the care for the newborn require careful application of both the FMLA and the NJFLA. Likewise, leave requests pertaining to military-related leave under the FMLA then continued care for a family member under the NJFLA. Confusing? Yes. Decipherable? Certainly. Especially with the assistance of the diocesan Human Resources department.

If you need their assistance, collect the facts before you call. Information such as the employee's date of hire and the number of hours worked in the previous 12 months as well as the reason for the leave request and the expected duration of the leave will be key to assisting the HR department to assist you. You can also find a wealth of information on the FMLA at https://www.dol.gov/whd/fmla/ and for the NJFLA at http://www.state.nj.us/lps/dcr/downloads/flafactsheet.pdf . ■

Carnivals & Fairs

Summer is a time for carnivals and fairs. Please plan with safety in mind. For more information, go to: http://dotinsurance.org/carnivals

Notes of Interest

For the latest updates, check out the "Notes of Interest" page on our website: http://dotinsurance.org/notes

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Certificates of Insurance
For our online form, go to:
dotinsurance.org/forms/certs

Claim Reporting
PMA Management Corp.
PMA Corporate Processing Center
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Auto Insurance Cards
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For our online form, go to:
dotinsurance.org/forms/auto-forms

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