



*The Florida Association of Homes and Services for the Aging
Innovation Exchange*

Submission

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<i>Date of Submission:</i>	February 4, 2004, Updated 9-15-08
<i>Title of Innovation:</i>	Employee Support Program
<i>Topic for Submission:</i> (Please choose a topic from the list included in the attached submission guidelines which best describes the innovation you are submitting.)	Topic Workforce Issues
<i>Audience:</i> (Choose one or more, as appropriate.)	<input type="checkbox"/> HUD Housing Communities <input checked="" type="checkbox"/> Retirement Communities (CCRC or fee for Service) <input checked="" type="checkbox"/> Assisted Living Facilities <input checked="" type="checkbox"/> Nursing Homes

1. **Description of Innovation:** Please succinctly describe the innovative program or service, creative idea or best practice and the resulting benefits to your organization or the consumers you serve. Limit the narrative to 3 pages, excluding attachments such as forms.

Most organizations have a "No Solicitation" policy but have a great deal of difficulty enforcing the policy, especially when it comes to helping co-workers in a time of need. We often find that the level of assistance or support may have been influenced by factors unrelated to the need. One employee might be more visible and known to co-workers than others or be more popular/social with co-workers and would get more support than perhaps someone else, leading to hurt feelings and conflict.

The Employee Support Program (ESP) was started two years ago to ensure that all employees with a need or crisis were supported equally. With the implementation of the program, employees could no longer solicit on behalf of a specific employee.

The **ESP Committee** conducts authorized fund raisers throughout the year. This includes hot dog/pizza/sub sales at lunch, raffles, employees can dress casual on Fridays for a dollar, yard sales, special holiday baskets, etc. All proceeds are set aside in a designated account to provide employee assistance when specific criteria are met.

Employees can fill out an ESP form to make the Administrator or Activities Coordinator aware of a need. The types of events considered for an ESP donation include

- Loss of an immediate family member in accordance with bereavement policy
- Extended leave causing financial hardship
- Catastrophic event causing person loss (fire,flood,etc)
- Any other crisis/event the Committee should consider

Any activity on behalf of an employee will be coordinated/authorized by the ESP Committee. This may include

- Donation of ETO (earned time off/vacation time) Employees may donate up to 2 days.
- Donation of household items, food, clothing,etc
- Fundraising activities
- Sending flowers, providing food following the death of a family member
- Direct donation of ESP funds (not to exceed \$250)

Decisions are made by the Committee based on need and the availability of funds. The Committee does not share information regarding who may have made a donation to their cause. This takes the pressure off employees who may have felt pressure in the past to participate in a solicitation when they could not afford it or did not want to make a donation.

The program has received much praise from employees – those who have been helped and for others, knowing that it is available should it be needed.

There have also been several donations made on behalf on an employee by a resident or family member since our policies prohibit gifts/gratuities to employees.

2. **Budget:** Provide information about the annual budget or total cost of your innovation (if a one-time expense) and the number of staff or volunteers used to implement it. If your innovation did not require a budget or staff, please indicate.

No budget is needed since all proceeds are from fundraising activities or donations. The Administrator maintains the ledger of accounts.