



Pre-service Certification

Meals and Hotel Guide for New Hires

Tennessee Department of Children's Services | Procedures | January 2018



Table of Contents

Welcome 1

Nominations..... 1

Meals 1

Hotel Accommodations 3

Logistics Team Contacts 5

Welcome

In partnership with the Fiscal Department of DCS, the Office of Training and Professional Development has implemented a procedure for New Hires during Pre-service Certification training. The procedure is for meals, hotel lodging, and travel while in pre-service training to improve the overall effectiveness and clarity of the New Hire's initial entry to their position. The Office of Training and Professional Development hopes that this new procedure will be more user-friendly, accessible, cost-effective, and engaging for the New Hires and DCS staff working with them.

Nominations

- All new hires nominated for Pre-service certification training are submitted electronically to the Office of Training and Professional Development.

Here is the link for the form:

https://stateoftennessee.formstack.com/forms/pre_service_nominations

- Once the nomination form is completed, you receive an email confirmation of the assigned pre-service group. This email includes information/instructions for completing the "Meal Specific Form". This form includes information for hotels and meals. More detailed information follows:

Meals

- All New Hires attending Pre-service certification training will be provided lunch by DCS at no cost to the new hire. The lunches will be provided during Core and Specialty weeks only.
- All New Hires receiving lodging accommodations due to travel for Pre-service certification training are provided dinner during the duration of the training while in a hotel.
- Any scheduled training during OJT (on the job training) will be the responsibility of the new hire to secure all meals and make any hotel accommodations, if needed.
- All meals are coordinated through the Office of Training and Professional Development by the logistics team. They plan and arrange for the lunches to be delivered to the training location for each Pre-service group and to provide dinner for New Hires in hotels during pre-service certification training.
- All pre-service meals are negotiated with vendors by the logistics team. Any concerns with meals (lunch or dinner) should immediately be addressed with the logistics team:
 1. **Laura Otrhalik- 615-253-4414** Laura.Otrhalik@tn.gov (during business hours)

2. **Colt Marcengill-865-340-0402** Colt.Marcengill@tn.gov (After business hours)

- No concerns should be addressed directly with the vendor or the delivery person. The trainer should contact the logistics team while the delivery person is still in the training room with the food.
- New hires in hotel rooms can contact the logistics team with any dinner concerns after hours.

Colt Marcengill-865-340-0402 Colt.Marcengill@tn.gov

- Meals are for new hires only that are in the pre-service certification training. Meals are not provided for trainers, guests, subject matter experts, visitors, OJT Coaches, directors, or any person not designated as a new hire. The logistics team makes the final decision regarding meals when there are any extra meals due to a new hire refusing the meal or not being present in training to accept the meal.
- Participants are only allowed to use their own allotments at dinners. Should another participant choose not to go to dinner, the allotment should go unused.
- Any dietary concerns/restrictions/special circumstances should be addressed before pre-service certification training during the initial support team meeting with the OJT Coach and the supervisor. The dietary concerns should be communicated to the logistics team in advance of the arrival of the meals for the Pre-service group they are assigned to attend by completing the Meal Specific Form in the Roster Nomination confirmation email.
- In the event that the new hire joins pre-service on the first day of Core or is an addition to Specialty week only, every effort should be made to gather information about dietary restrictions and notify the logistics team as soon as possible. The key is immediate communication with the logistics team about the new hire's dietary needs.
- Although individual request cannot be accommodated, special needs and dietary restrictions will be managed as best as possible. With the resources and vendors available, every effort will be made to offer selections with variety and diversity that fit the budget and locations. New Hires are given a variety of choices, and can choose based on the options made available to them. If a new hire decides to eat something differently or on their own, they will not be allowed to claim the per diem since meals are provided for them during Pre-service certification training. Notify any meal refusals for lunch or dinner to the logistics team immediately.
- Please know the logistics team is working in your area to make the most of the options available and they are trying to create variety in the offerings each week. If you have any ideas or suggestions, they are open to hear from you anytime. Restaurant

Satisfaction Surveys are emailed at the conclusion of Week 2 Specialty training. This is an anonymous review designed to help with our meals for new hires.

- Any existing staff that joins any Pre-service Specialty week and eats lunch or dinner with the pre-service group, should not claim per diem for lunch or dinner (if traveling and have hotel accommodations) while in pre-service Specialty week training. They are included with the New Hires for meals.
- Any change (adding or removing new hires) in the Roster Nominations should be reported immediately to the Logistics team to track and adjust the meals ordered and make any budget adjustments for the Fiscal Department.

Laura Otrhalik- 615-253-4414 Laura.Otrhalik@tn.gov

- Tips to the delivery person or server during lunch or dinner are not permitted by DCS. All meals are negotiated with the vendor in advance by the logistics team. DCS is also tax exempt and no tax should be included in meals.
- Any reward from a food vendor should be forwarded to:
Office of Training and Professional Development
Attn: Laura Otrhalik
200 Athens Way
3rd Floor, Suite C
Nashville, TN 37228
- Alcohol is a non-reimbursable expense. Any alcohol purchase is the responsibility of the new hire and must be paid separately. All staff must follow DCS policy regarding consumption of alcohol during business hours.

Hotel Accommodations

- All hotel accommodations for Pre-service certification training are arranged by the logistics team of the Office of Training and Professional Development.
- Please submit all information for hotel requirements on the New Hire nomination form. Here is the link for the form:
https://stateoftennessee.formstack.com/forms/pre_service_nominations
- Once nomination forms are completed, then you will receive an email confirmation of the assigned pre-service group for the nomination. This email will also include information regarding meals and lodging for the New Hires.
- Approval for travel and hotel lodging is made by the Regional Administrator or designee. Anyone nominated for pre-service certification training is assumed to have prior approval from their region to travel. The region determines when the New Hire will

travel and which days to provide hotel accommodations. The Region will make these decisions prior to nomination of a new hire for Pre-service certification training.

- If a New Hire decides to not travel or utilize the pre-arranged accommodations, then the OJT Coach must notify the logistics team immediately.

Bettye Carter 615-643-3780 Bettye.Carter@tn.gov

- Hotel accommodations for the New Hire are arranged for the New Hire only. Guests of the New Hire are not permitted for overnight stays during the Pre-service certification training unless the New Hire has prior written approval from the DCS Fiscal Office and the Regional Administrator.
- The schedule of stay arranged by the logistics team must be followed. If there is a late arrival or early departure, written approval from the region must be submitted to the logistics team prior to the New Hire checking in or out.
- New Hires are requested to contact the logistics team with any concerns regarding the hotel stay during pre-service certification training.
- Any changes to hotel accommodations including reservations and/or confirmations should be reported to the logistics team immediately. The logistics team will contact the hotel vendor's contact person. Do not contact the hotel directly to make any changes to the confirmations.
- All hotel accommodations are direct bill to DCS. The logistics team has confirmation numbers for all hotel stays. Most hotels require 24 hour notice of cancellations. It is very important to notify the logistics team if the new hire no longer needs hotel accommodations.
- Some hotels may require a credit card for incidentals. The logistics team has tried to negotiate this with individual hotels but if the hotel asks for a card, then the new hire will need to present their personal card to the hotel for incidentals. If there are no additional charges (smoking, damages, room service, movies, etc.) during the stay, then the card will not be charged and the hold will be released. This is a hotel policy and not a DCS policy. The new hire should check with the hotel prior to checking-in to get any additional information regarding their stay and any additional requirements.
- In the event of damage or additional charges at the hotel during Pre-service certification training, the new hire is responsible. DCS is not responsible for any damages or additional charges incurred by the new hire during their stay for Pre-service certification training. The hotel may direct-bill DCS for any incidental charges but DCS will recover the cost from the new hire.
- Pets are not permitted in the classroom or hotel during Pre-service certification training. Service animals for ADA accommodations are permissible as defined by state and

federal laws. Any personal cost associated with service animals is the responsibility of the new hire.

Logistics Team Contacts

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Department of Children's Services

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