



Office of Human Resources
Training and Development

Student Worker Handbook

2004-2005

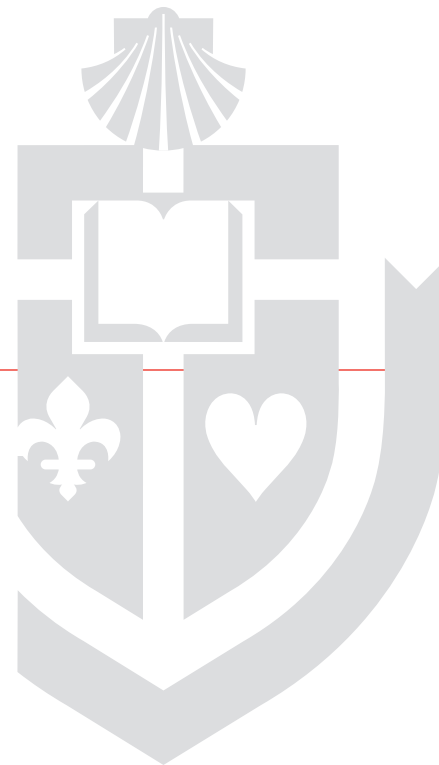


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Introduction

St. John's University is committed to supporting part-time, on campus student employment to benefit the departments of the University as well as the students we employ. Student workers play an integral part in many University offices. In return for your services and assistance, the University provides you with an opportunity to benefit in many ways. Through your work experience, you will gain valuable professional, office and/or technical skills, perform work that may be related to future career plans and earn a competitive salary rate.

Purpose and Authority

This Student Worker Handbook is designed to assist you, the student, by giving you clear, concise, information you will need to be successful as a student worker. If you have questions or concerns that are not addressed in this handbook, please feel free to contact the Student Recruitment Coordinator at (718) 990-2331. This student worker handbook replaces any previous employment guide for students published by the Office of Human Resources.

The Office of Human Resources is the authority responsible for communicating and interpreting the policies of the University as they relate to its employees and student workers. The guidelines, work rules and policies contained in this handbook and not intended to create either an implied or expressed contract or guarantee of employment or contractual obligation between the University and its student workers, and its provisions may be terminated or amended from time to time.

Mission Statement

St. John's University is Catholic, Vincentian, and Metropolitan. As a university, we commit ourselves to academic excellence and the pursuit of wisdom, which flows, from free inquiry, religious values, and human experience. We strive to preserve and enhance an atmosphere in which scholarly research, imaginative methodology, global awareness, and an enthusiastic quest for truth serve as the basis of a vital teaching-learning process and the development of lifelong learning. Our core curriculum in the liberal arts and sciences aims to enrich lives as well as professions and serves to unify the undergraduate experience. Graduate and professional schools express our commitment to research, rigorous standards, and innovative application of knowledge. We aim not only to be excellent professionals with an ability to analyze and articulate clearly what is, but also to develop the ethical and aesthetic values to imagine and help realize what might be.

St. John's is a Catholic university, founded in 1870 in response to an invitation of the first Bishop of Brooklyn, John Loughlin, to provide the youth of the city with an intellectual and moral education. We embrace the Judaeo-Christian ideals of respect for the rights and dignity of every person and each individual's responsibility for the world in which we live. We commit ourselves to create a climate patterned on the life and teaching of Jesus Christ as embodied in the traditions and practices of the Roman Catholic Church. Our community, which comprises members of many faiths, strives for an openness which is "wholly directed to all that is true, all that deserves respect, all that is honest, pure, admirable, decent, virtuous, or worthy of praise" (Philippians 4:8). Thus, the

university is a place where the Church reflects upon itself and the world as it engages in dialogue with other religious traditions.

St. John's is a Vincentian university, inspired by St. Vincent de Paul's compassion and zeal for service. We strive to provide excellent education for all people, especially those lacking economic, physical, or social advantages. Community service programs combine with reflective learning to enlarge the classroom experience. Wherever possible, we devote our intellectual and physical resources to search out the causes of poverty and social injustice and to encourage solutions, which are adaptable, effective, and concrete. In the Vincentian tradition, we seek to foster a worldview and to further efforts toward global harmony and development by creating an atmosphere in which all may imbibe and embody the spirit of compassionate concern for others so characteristic of Vincent.

St. John's is a metropolitan university. We benefit from the cultural diversity, the intellectual and artistic resources, and the unique professional educational opportunities offered by New York City, Rome and other international cities. With this richness comes responsibility. We encourage these metropolitan communities to use our resources to serve their needs. On the local, state, national and international levels, our alumni serve as effective leaders and responsible citizens. We pledge to foster those qualities required for anticipating and responding to the educational, ethical, cultural, social, professional and religious needs of dynamic cities in a dynamic world.

Core Values

The Vincentian tradition at St. John's University is the foundation and the source of the core values its members strive to embody: truth, love, respect, opportunity, excellence and service.

Truth

Knowledge in accord with reality, behavior faithful to ethical standards.

St. John's affirms the threefold mission of a university to seek truth through research, to disseminate it through teaching and to act on it. The University values and utilizes the perspectives of different cultures to assist its members in seeking truth and developing ethical standards, while affirming the Judaeo-Christian tradition.

Love

Focusing and extending minds and hearts to nurture one's own and another's good. Love expressed in the University community is not a feeling but an action for the corporate good manifested through the time, talent and energy of its members. It is a responsible dedication to utilize available resources and turn them towards humanity's good.

Respect

Awareness of and esteem for all individuals. A courteous regard for all people whose diversity is embraced and shared in learning, teaching and service to others within the University community and beyond.

Opportunity

Circumstances favorable to serving others and preparing one's self for a fulfilling life. Guided by its central commitment to equality, justice and Christian morality, the University makes its resources available to all its members to pursue their individual and collective interests.

Excellence

Striving, growing, never being complacent. The St. John's Community empowers and inspires students, staff, faculty and administration to succeed in programs, which assist them in every area of achievement.

Service

Vincentian spirituality in action, a response to God's call to give of ourselves. Our obligation and commitment to service lie not only in our active compassion as an institution, but also in the cultivation of these priorities and values in the members of our community. We are committed to a life of stewardship as a caretaker of God-given talents, resources and knowledge, and caregiver responding to the needs of others.

Vision Statement

St. John's University will empower diverse learners with quality education for life. Through innovative teaching, research and service we will foster rational, spirited inquiry and intelligent reflection. Our student-centered approach will be shaped by a caring, energized, nimble culture. Enlivened by our distinctive mission, our graduates will excel in the competencies and values required for leadership and service in a rapidly evolving global community. As a Catholic and Vincentian university, we will be known worldwide for addressing issues of poverty and social justice.

What Does it Mean to be Vincentian?

St. John's University looks to St. Vincent de Paul (1581-1660), founder of the Congregation of the Mission, for its vision and inspiration. From southern France, Vincent pursued the priesthood as a way to assure a comfortable life. Through a profound conversion experience in his early ministry, Vincent unraveled the central paradox of life: it is in giving that one receives. In a Paris marked by great affluence enjoyed by few as well as by dire poverty endured by the masses, Vincent discovered that one finds God and oneself in service to others. A man of deep faith, keen intellect, great business acumen and enormous creativity, he was at home in the hovels of the poor and in the palaces of royalty. Respected by the powerful and loved by the poor, Vincent bridged social classes through his works of charity and his advocacy for the disenfranchised.

In collaboration with St. Louise de Marillac (1591-1660), Vincent organized hospitals for the sick and poor, founded asylums for the orphaned, opened workshops for the unemployed, championed literacy for the uneducated, advocated for the incarcerated, established local charities, and reformed the education and formation of the clergy throughout France where his community of priests and brothers undertook the spiritual care of the poor, particularly those in rural areas.

In 1870 in the United States, the Bishop of Brooklyn asked the Vincentian community to establish an institution of higher education for the rapidly expanding immigrant community of New York. Denied access to other institutions, the children of immigrants, particularly those from Europe and the British Isles, found financial support and academic challenge, as well as respect and opportunity, in St. John's College on Lewis Avenue in Brooklyn. While St. John's University moved from the Brooklyn sites in the mid-20th century and now has several campuses where students from many cultures learn and work together, the Vincentians still offer a range of services to the local community in Bedford Stuyvesant, the site of the first St. John's.

Today, as a Vincentian university, St. John's extends Vincent's vision and continues his unflagging efforts for the poor and needy. All at St. John's are inheritors of Vincent's legacy and stewards of his mission to respect each person, serve the needy and build human solidarity.

Your Employment

Employment at Will

The University's policies and procedures that apply to student workers are not intended to create, and do not create, an employment contract or guarantee of continued employment for any student worker; nor does anything in any policy or work rule of the University alter the at-will employment relationship between the University and its student workers. Both the University and its student workers have the right, under the Employment at Will guidelines, to terminate the employment relationship at any time, with or without cause or reason.

Equal Opportunity Employment

Consistent with the University's mission as a Catholic, Vincentian, and metropolitan institution of higher education, the University abides by all applicable federal, state and local laws which prohibit discrimination on the basis of race, religion, color, national or ethnic origin, age, sex (including sexual harassment), sexual orientation, marital status, citizenship status, disability, genetic predisposition or carrier status, or status in the uniformed services of the United States (including veteran status). In accordance with these laws, the University also prohibits retaliation against anyone who has complained about discrimination, discrimination-related harassment, or otherwise exercised rights guaranteed by these laws.

The University's equal opportunity Officer is Jennifer Petrilli, (718) 990-2660. The equal opportunity Officer ensures that all University-wide educational and employment policies, programs and practices are administered in accordance with the guiding principles of equal opportunity, applicable laws and the University's identity as a Catholic and Vincentian institution.

Student Code of Conduct

Student employment is seen as an extension of the higher education experience. While performing job responsibilities, the student worker is expected to abide by the St. John's University Student Code of Conduct. Students may be held accountable for Code of Conduct violations that occur while functioning as a student worker. Please refer to the Student Handbook, which is available online or through the Department of Student Life. The Handbook clearly outlines the Code of Conduct and possible sanctions that could result from being found in violation of any part of the Code.

Requirements and Eligibility

To be eligible for employment at St. John's University, you must be in good academic standing, with a cumulative index of 2.0 or above and registered for at least 12 undergraduate credits or nine graduate credits. Therefore, if you are on academic probation, you may be prohibited from working on campus. If your cumulative GPA falls below a 2.0 while working on campus you may be terminated from employment for this reason.

At the time of graduation from the University, you become ineligible for further employment as a student worker. Therefore, you will be terminated from employment prior to graduation day. The only exception to this policy is if you have been accepted as a full-time student in a graduate program in the University for the following semester, in which case you will be eligible for further student worker employment.

Regular Student Worker Defined

A regular student worker is a full time matriculated undergraduate or graduate student who is not receiving a federal college work-study grant and is employed by the University.

College Work Study Student Worker Defined

A college work-study student worker is a full-time matriculated undergraduate who is eligible for a Federal College Work-Study grant and is employed by the University.

Federal Work Study Program Defined

The Federal Work-Study Program (FWSP) is open to full-time and part-time matriculated undergraduate students who demonstrate financial need. Special emphasis is directed to full-time students and those from low-income families. Continued eligibility is based on the student making satisfactory academic progress.

A Federal Work Study grant is active for only one academic year, beginning July 1 and ending June 30 of the following calendar year. For more information on federal work-study grants or eligibility, contact the Office of Financial Aid at (718) 990-6403 on the Queens Campus and (718) 390-4453 on the Staten Island Campus. Manhattan Campus students should contact the Queens Campus for information.

Number of Jobs Per Student

You are permitted to work in only one on-campus job at a time. Your job is considered a part-time position. Exceptions to this policy must be approved in advance by the recruitment office.

Change of Information

If your name, address or student status should change you must contact the Student Recruitment Coordinator at (718) 990-2331.

Work Hours and Compensation

The Workweek

The University workweek begins at 12:01 a.m. Sunday and ends at midnight Saturday. Normal office hours for the University are 8:30 a.m. to 4:30 p.m. Monday through Thursday and 8:30 a.m. to 3 p.m. on Friday. Generally, you are not expected to report to work on days the University is closed. However some departments do remain open so you should speak to your supervisor regarding the office hours of your particular department.

Work Hours

The maximum number of hours per week that you can work during the academic year is 20, with a maximum of 35 hours per week during vacation periods. Full-time employment during the breaks is not a requirement and is contingent upon the needs of the department.

Meals and Breaks

If you work for more than six (6) consecutive hours in a day you are permitted to take at least a half-hour unpaid break. Any additional rest breaks are given in accordance with applicable law and/or at the discretion of the supervisor and are taken without pay.

Compensation

Your hourly rate is determined by your job category. If you are a work-study student, you should monitor the balance in the grant agreement regularly to make sure you can continue to work. In addition, the Office of Financial Aid will send a letter to you and your supervisor when your funds are nearly exhausted. Once work-study monies are used up, your employment will cease, unless additional department funds are available.

You are not eligible to receive any University employment benefits (including without limitation, sick, vacation, or holiday pay, participation in health, long-term disability and unemployment insurance programs, the tuition remission program, and the various retirement programs) other than New York State Disability (short term disability) benefits and worker's compensation. For more information you can contact the Benefits Department in the Office of Human Resources at (718) 990-2077.

For a more comprehensive list of job categories see APPENDIX A in the back of this handbook.

Managing Your Federal Work Study Grant

Both you and your supervisor are required to monitor your earnings to ensure that you do not exceed your approved grant agreement amount. By utilizing the St. John's University web site at www.stjohns.edu, you will be able to monitor your money in a quick and convenient way. Please follow the directions below to access your Federal Work Study Grant:

1. Log in to St. John's University's web site at www.stjohns.edu
2. Click: [Login SJUSIS](#)
3. Click: [Click here to LOG-IN](#)
4. Provide your User ID and PIN, then click [Login](#)

5. Click: [Student Services & Financial Aid](#)
6. Click: [Financial Aid](#)
7. Click: [My Award Information](#)
8. Click: [Award History](#)
9. Locate appropriate year (i.e. 2002-2003) Academic Year
10. Locate under the fund column: [College Work Study](#)
11. Under the [Amount column](#) you are provided with the approved amount of your grant agreement (note: this is the amount that you may not exceed)
12. Under the [paid to date column](#) you are provided with your earnings for this current year.
13. To calculate how much is left on your contract simply subtract the [Paid to date column](#) from the [Amount column](#).

Make sure that both you and your supervisor are aware of the status of earnings and grant monies remaining at all times. Once you have exhausted your Federal Work Study Grant you will no longer be eligible to work as a college work-study student. Your supervisor will have the option of converting your status to that of a regular student worker or terminate your employment. If your employment is terminated you will be eligible to work again in the new grant year.

Timesheets

You are required to complete timesheets each pay period that show the exact number of hours you work (excluding lunch.) You should complete, sign and date your timesheet. Your supervisor's signature is also required. Once you have completed your timesheet it must be submitted to the Payroll Office by 10 a.m. on the Thursday, one week prior to the pay date. If timesheets are due earlier because of a special holiday, Payroll will notify your supervisor.

After the initial timesheet, subsequent timesheets are preprinted with your name, social security number and department. You may not complete or make entries on a timesheet on behalf of another student worker or staff employee. Falsification of a timesheet is grounds for immediate termination of employment.

Pay Days

You are paid on a bi-weekly basis (every other week). Generally, paychecks or pay stubs are distributed on the Thursday following the end of the pay period. The Director of Payroll establishes the bi-weekly pay schedule and distributes it to all departments at the beginning of each calendar year. The pay schedule is also available online on the Human Resources Intranet site.

Paycheck Distribution

Payroll checks may not be released without the prior approval of the Director of Payroll. Under no circumstance may checks be cashed prior to 8 a.m. on payday.

The Payroll Office distributes all payroll checks via interoffice mail to a designated person in your department by noon on payday. If there is no one designated to receive paychecks for your department, or if you fail to pick your check up from such person by 3 p.m. on payday, your department will mail your check to your check mailing address.

Oakdale location payroll checks are mailed directly to employees' check mailing address from the Payroll Office.

Manhattan Campus payroll checks are sent to The School of Risk Management for distribution.

Direct Deposit

You are encouraged to authorize St. John's University to deposit all or part of your paycheck directly into your savings or checking account. This service is completely secure, confidential and free of charge. Direct Deposit also protects against lost, stolen or mutilated checks. For information regarding procedures for requesting direct deposit, please contact the Payroll Office at (718) 990-6345.

Lost, Stolen or Mutilated Paychecks

If you become aware that your paycheck has been lost or stolen notify the Payroll Office immediately. The Payroll Office will place a stop payment on the lost check and a new check will be issued. In general it may take up to 10 business days for a replacement check.

If a check is mutilated, all remaining pieces should be returned to the Payroll Office. Mutilated checks will be reissued within 5 business days.

Taxes/Withholdings For Students With F or J Visa Status

The information provided here is intended only to give you a general overview of taxpaying requirements and may not be relied upon in preparing your individual tax return. The Internal Revenue Service (IRS) through its web site, forms and publications provides specific instructions. Tax forms may be printed from the IRS World Wide Web. Tax returns must be filed by April 15 if you had income the previous year, or June 15 if you did not. For more tax information you may also call the IRS office at 1-800-829-1040.

The IRS is the United States government agency responsible for the collection of federal income taxes. All non-immigrants in F or J status (both the principal and all dependents) are required to file an individual income tax return – even if they have no U.S. source income of any kind – if they were in the U.S. during the tax year. The tax year begins January 1 and ends December 31. As the penalties for failure to file are severe, you should read this section carefully.

If you or your dependents hold F or J immigration visa status, in general, you are considered a nonresident for tax purposes for a period of five tax years. If you have U.S. source income, you must file a 1040NR or 1040NREZ, an Individual Federal Income Tax Statement, and file a state and local tax return. The corresponding New York State and New York City forms are usually IT-203 and NYC-230. Nonresidents for tax purposes whose earnings in the United States during a taxable year are less than the amount of the "personal exemption" (a dollar amount specified in the instructions to form 1040NR which changes each year, but is roughly \$2,900) pay no taxes; however, all nonresidents in F or J status (both principals and dependents) must file a form 1040NR and an Individual Federal Income Tax Statement. You should send your forms to the IRS Center, Philadelphia, PA 19255 by April 15 for the previous tax year. In order to file an income tax form, every person must have a social security number or taxpayer identification number.

Scholarships and fellowships awarded are subject to taxation and federal withholding on the amount *in excess* of tuition and fees. All teaching and research assistantships are taxable and subject to withholding based on your rate of pay.

All F and J visa student employees who will receive a paycheck from the University are required to complete various tax withholding forms. Please contact the Payroll Office on or before your first date of employment. The Payroll Office is located in the St. John's University Annex, Suite 22, or call (718) 990-1471.

Please see Appendix B in the back of this handbook for more tax information.

Employment Disability

New York State Disability benefits are available to replace, in part, wages lost due to injuries or illnesses that do not arise out of or in the course of employment. Disability benefits are cash payments only. Medical care is the responsibility of the claimant.

Cash benefits are 50% of a claimant's average weekly wage, but no more than the maximum benefit allowed (\$170.00 per week, as of May 1, 1989). The average weekly wage is based on the last eight weeks of employment. Benefits begin on the eighth calendar day of disability and continue up to 26 weeks or the end of the disability, whichever occurs first. Benefits are subject to social security and tax withholding, and may not exceed 26 weeks during a 52 consecutive week period.

To file a claim or for more information, contact the Benefits Office at (718) 990-2363.

Worker's Compensation

Workers Compensation is insurance paid for by the University that provides weekly cash benefits and/or medical care for employees who are injured or become ill as a direct result of their job. The University's insurance carrier pays the benefits, as directed by the Worker's Compensation Board. Cash benefits are not paid for the first seven (7) days of the disability, unless the duration of disability exceeds 14 days. In this case, you may receive cash benefits from the first workday off the job. Necessary medical care is provided no matter how short or long the length of the disability.

If you are totally or partially disabled and unable to work for more than seven (7) days you may receive cash benefits. A claim is paid if the insurance carrier agrees that the injury or illness is work-related. The amount that you receive is based on your average weekly wage for the previous year, but cannot exceed \$400 per week. The following formula is used to calculate benefits:

$$\frac{2}{3} \times \text{average weekly wage} \times \% \text{ of disability} = \text{weekly benefit}$$

Additionally, if you are eligible for worker's compensation you will receive necessary medical care directly related to the original injury or illness and the recovery from your disability.

If you are injured or become ill on the job you should notify your supervisor immediately and report to the Health Services office. When a nurse is not on duty, the injury or illness should be reported to the Department of Public Safety. Either the nurse or a Public Safety Officer will complete a form C-2 and forward it to the Employee Benefits Office for processing and follow-up with you.

In an emergency, treatment may be obtained from any emergency facility. See APPENDIX C for a partial listing of area hospitals for each campus

Workplace Conduct

As a member of the St. John's University community, you assume an obligation to act in a manner conducive to the maintenance of good order and respect for the rights and property of others. Your conduct is expected to be consistent with the University's Core Values and compatible with the goals and purposes of an educational institution established in the Vincentian tradition. As a representative of the University, you are expected to exhibit professionalism on the job and in your contact with others. Professional conduct includes the manner in which you answer the telephone, address a visitor, your attire and the integrity and honesty with which you perform your work.

Scheduling

Each semester you and your supervisor should establish your work schedule. Every attempt will be made to schedule work hours at convenient times and in accordance with your class schedule. Please understand that the department has scheduling needs that must be taken into consideration when assigning work hours. You should discuss any special requests or schedule conflicts well in advance with your supervisor. Once you have agreed to a work schedule your inability to maintain this schedule may impact the coverage needs of the department and could result in your termination from employment.

Punctuality

Your supervisor expects you to be at work when you are scheduled to begin and to not leave before the end of your scheduled hours. Your supervisor also expects you to take any agreed-upon breaks. If circumstances prevent you from arriving to work on time, or if you need to leave early, you must make every effort to give your supervisor as much notice as possible. The department depends on you to do the job you were hired to do. When you are late, your actions may prevent the department from functioning as well as it should. You should also be aware that you could be docked for lateness on your time sheet.

Absences

If you will be absent from work, you must notify your supervisor as early as possible, but no later than 15 minutes after your scheduled start time. Frequent absences and lateness impair the value of your service and could result in your termination from employment.

Resignations

If you desire to resign your employment, the University requests, as a professional courtesy, that you notify your supervisor of that decision as soon as possible.

Transfers

The University believes that providing you with the opportunity for mobility promotes the retention of student workers with skills and experience vital to a healthy institutional culture. Accordingly, student workers are eligible to apply for positions outside of their current department, provided that they have worked for their current department for at least one full semester.

Supervision

You should not be working unsupervised; therefore a staff, faculty or administrative member within your assigned department should monitor your job duties and performance. This person's function is to help you be successful as a student worker as well as monitor your work.

Performance and Related Concerns

You are expected to fulfill specific job requirements and meet established job standards while in the employment of the University. Although there is no formal performance management program in place for student workers, your supervisor is encouraged to discuss and resolve with you any job performance concerns or complaints that arise over the course of employment.

If at any time you experience conflicts on the job, you are encouraged to discuss work-related problems freely and openly with your supervisor. Good communication with your supervisor is necessary so that you clearly understand job expectations and performance requirements. If you are unable to resolve the issue with your immediate supervisor you may address it with the next level administrator in the department. You are also welcome to contact the Student Recruitment Coordinator at (718) 990-2331 or the Recruitment Manager at (718) 990-2445.

Workplace Attire

Your student employment is a training ground for future professional employment, which often requires appropriate workplace attire. Keeping in mind your status as a student, you are expected to report to work in attire that is neat, clean and reflects the core values of the University, as well as the specific job you hold. When in question, supervisors have the discretion to make decisions on what constitutes appropriate attire. Failure to comply may result in termination of your employment.

University Property/Equipment

The use of University property and resources (i.e.: facilities, copying machines, supplies, computers, the University's name, stationery, equipment including telephones) by students must be limited to University business only. University property and resources are provided for University business, not personal use. Problems with University equipment should be immediately reported to your supervisor.

Computer and Network Use

You are responsible for understanding and complying with the University's computer and network use policy. Computing resources, which include host computer systems, University-sponsored workstations, terminals, communications networks, printers, and related equipment, as well as software and data files, are available to authorized users solely for tasks related to the instructional, research, and administrative objectives of the University and the University's mission.

Computing resources may be used only for purposes that are legal, ethical and consistent with the University's mission. The following activities are examples of prohibited behaviors with respect to the electronic environment:

- ◀ Altering system software or hardware configurations, or disrupting or interfering with the delivery or administration of computer resources
- ◀ Attempting to access or accessing the University's or another user's account, private files, or e-mail without the owner's permission
- ◀ Attempting to access or accessing systems outside of the University without authorization
- ◀ Misrepresenting one's identity in electronic communication
- ◀ Infringing upon the intellectual property rights of others in computer programs or electronic information, including plagiarism and unauthorized use or reproduction in violation of patents, trademarks and copyrights and/or software and other licensing agreements
- ◀ Circumventing or attempting to circumvent software or hardware security systems
- ◀ Installing personal software (including games) on University-provided computing equipment without obtaining authorization in advance
- ◀ Playing computer games on University computing equipment or resources without obtaining authorization in advance
- ◀ Engaging in frivolous, disruptive or inconsiderate conduct in University computing facilities such as micro labs, terminal areas and library computer areas
- ◀ Using computing resources to engage in conduct which intentionally interferes with others' use of shared computing resources. This includes consuming gratuitously large amounts of system resources (e.g., disk space, CPU time, print quotas) and exceeding time limits where they have been established in University facilities such as micro labs and libraries
- ◀ Using computing and/or electronic mail resources for commercial or personal profit-making purposes or for solicitation or for activities that violate local, state, or federal law
- ◀ Allowing or assisting unauthorized users to gain access to computing resources
- ◀ Intercepting or monitoring, or attempting to intercept or monitor, network communications or other communications not intended for that user's access without prior authorization
- ◀ Creating programs that secretly collect information about users
- ◀ Using computing resources, including electronic mail, to send nuisance messages such as chain letters, junk mail and profane, obscene, threatening, libelous or harassing messages
- ◀ Using the University's logos or insignias without written permission from the appropriate University authority

- ◀ Displaying, posting, printing, or sending material that is contrary to the mission or values of the University, including obscene, pornographic, sexually explicit, or offensive material. The information distributed through the University's computing and networking facilities is a form of publishing and is subject to some of the same standards as other types of publications
- ◀ Intentionally or negligently distributing malicious software, such as computer worms, viruses, or Trojan horses
- ◀ Engaging in acts of academic dishonesty

The University's computers, network system and voice mail system are intended for the University's business use. All records (including e-mail, voice mail and other messages) generated or stored on these computers or systems are considered University records. The University reserves the right to access and disclose, at any time and for any purpose, all records sent over or stored in its systems. Your use of the University's computers and/or systems constitutes your consent to this access and disclosure.

Please note that the guidelines stated above are not meant to be exhaustive. The University is the conclusive authority on questions relating to acceptable uses of the network. If a question about use arises, the use should be considered "prohibited" until the University directs otherwise.

Confidentiality

As a student worker you may have access to confidential material such as financial information, employee information, grades, telephone numbers, addresses, etc. You are prohibited from sharing information with others or using it yourself for any reason not connected with office business. Under no circumstances are student workers permitted to release any information to any unauthorized person, including but not limited to a friend, outside caller or other departments. Refer all requests of this nature to your supervisor. Breach of confidentiality is a serious offense and may result in termination from employment.

See APPENDIX D in the back of this handbook for the Student Worker Integrity Statement.

Telephone Usage

Office telephones are an important means of conducting University business. Personal calls can interfere with important business calls and should be made only in an emergency. Urgent personal calls should be kept as brief as possible. Similarly, visits to the workplace from friends during your work hours are not permitted. It is also important to remember that you should not have extensive conversations on your cellular phone or have your pagers very loud while at work.

Employee Relations and Compliance Issues

Policy Against Discrimination, Discrimination-Related Harassment And Sexual Harassment and Related Complaint Procedures

Consistent with the University's mission as a Catholic, Vincentian, and metropolitan institution of higher education, the University abides by all applicable federal, state and local laws which prohibit discrimination on the basis of race, religion, color, national or ethnic origin, age, sex (including sexual harassment), sexual orientation, marital status, citizenship status, disability, genetic predisposition or carrier status, or status in the uniformed services of the United States (including veteran status) in any educational or employment program, policy, or practice of St. John's University, New York. In accordance with these laws, the University also prohibits retaliation against anyone who has complained about discrimination or discrimination related harassment or otherwise exercised rights guaranteed by these laws. All University policies, practices, and procedures are administered in a manner that preserves its rights and identity as a Catholic and Vincentian institution of higher education. Any student who believes that he or she has been the victim of discrimination or discrimination-related harassment or sexual harassment, and wishes to file a complaint, may contact Jennifer Petrilli, the director of Employee Relations and Compliance at (718) 990-2660.

Please refer to the Student Handbook for the complete Policy Against Discrimination, Discrimination Related Harassment and Sexual Harassment and Related Complaint Procedures.

Diversity and Respect

In your role as a student worker, you should be aware that the St. John's population is diverse and seeks to appreciate and constructively negotiate differences between and among people. In all your interactions with people you are expected to treat others with respect and understanding. St. John's University embraces the Judaeo-Christian ideals of respect for the rights and dignity of every person and each individual's responsibility for the world in which we live. These beliefs are central to the University's Mission and are aligned with its Core Values. Please refer to the beginning of this handbook for a copy of the University Mission Statement and Core Values.

Disabilities

St. John's University complies with applicable legal requirements that extend civil rights protection to persons with disabilities and prohibit employment discrimination on the basis of disability. Generally, these laws protect qualified applicants and employees with disabilities from discrimination in hiring (including job advertisements, recruiting, job applications, job testing, and job description criteria), classification, promotion or transfer, discipline, discharge, compensation, job training, benefits, and other aspects of employment (including employer-sponsored social or recreational programs).

Generally, the University will work with student workers who have disabilities to provide reasonable accommodations that will allow him or her the opportunity to perform the essential functions of his or her job in a safe and efficient manner. If

you are unable to perform a function of your job because of a physical or mental impairment, you should discuss the matter with your supervisor(s) and suggest appropriate methods of reasonable accommodation. Neither the failure to volunteer nor your disclosure of it will subject you to adverse treatment or penalty. All information concerning disabilities will be considered confidential and will be released only in accordance with the requirements of applicable laws.

Statement on a Drug-Free Workplace

This statement and its requirements are promulgated in accordance with the requirements of the Drug-Free Workplace Act of 1988 enacted by the United States Congress. The University will continue its efforts to maintain a drug-free environment by adhering to the policy and by providing on-going drug awareness programs.

1. St. John's University is committed to maintaining a drug-free workplace in compliance with applicable laws. The unlawful possession, use, distribution, dispensing, sale or manufacture of controlled substances is prohibited on University premises. Violation of this policy may result in termination of employment or the imposition of other employment discipline as defined by existing University statutes, policies, employment contracts and/or labor agreements. You must abide by this policy. At the discretion of the University, and after following appropriate procedures, any student worker convicted of a drug offense involving the workplace shall be subject to employee discipline and/or required to satisfactorily complete a drug rehabilitation program as a condition of continued employment.
2. The illegal use of controlled substances can seriously injure the health of student workers; adversely impair the performance of their responsibilities; and endanger the safety and well being of fellow employees, students and members of the general public. Therefore, the University urges any student worker engaged in the illegal use of controlled substances to seek professional advice and treatment. Anyone who is employed at St. John's University who has a drug problem is invited to participate in the University's Substance Abuse Prevention Program. Student workers engaged in contracts with the U.S. Department of Defense are additionally subject to D.O.D. requirements and may be required to submit to tests for the illegal use of controlled substances.
3. In order to comply with federal law, St. John's University requires that you notify the Employee Relations and Compliance Office in the Office of Human Resources of any criminal drug statute conviction for a violation occurring in the workplace no later than 5 days after such conviction. The University must notify any federal contracting agency within 10 days of having received notice that a student worker engaged in the performance of such contract has had any criminal drug statute conviction for a violation occurring in the workplace. After following appropriate procedures, the University will impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program by, any student worker who is so convicted.

Drug and Alcohol Policy

St. John's University is committed to reducing and preventing alcohol and other drug-related problems among all members of the University community. Therefore, the University strictly prohibits the unlawful possession, use or distribution of illicit drugs (which includes both contraband – such as marijuana, cocaine and LSD – and otherwise lawful drugs for which you do not have a valid prescription) or alcohol by student workers on University property or as part of University activities, or while performing University business away from University property.

Any student worker found to be possessing, using or distributing Illicit Drugs or alcohol in violation of law or the above University policy is subject to University disciplinary action as well as possible referral for criminal prosecution. University disciplinary action ranges from, but is not limited to, referral to professional counseling to termination of employment and expulsion.

Drug and Alcohol Counseling

St. John's University is committed to the education of its student workers about the dangers of alcohol and drug abuse. We believe that the best way to achieve and maintain this objective is through preventive education about the dangers of alcohol and drug abuse and compassionate attention to the needs of those who may require help with drug-related problems. To that end, the University provides on-campus support programs and services as well as information about related services that are available in the local community.

In accordance with the University's concern for the welfare of its student workers, the Counseling Center provides a confidential screening interview to those members of the University community experiencing a drug or alcohol problem. If necessary, subsequent to this interview a referral is made to an appropriate rehabilitation and treatment center. This information is kept confidential in accordance with Counseling Center policy.

See APPENDIX E for University Support Services and APPENDIX F for Local Treatment Facilities.

Smoking

To comply with the Smoke-Free Air Act as enacted by the city of New York, and in order to provide employees and students with a healthy environment, effective April 1, 2003, it is the policy of St. John's University to prohibit smoking in all building and facilities. Smoking is also prohibited within 10 feet of a building entrance or open windows, as well as exterior stairwells.

Services Provided by Campus Public Safety

Emergency Closings

At times when the University is forced to close due to bad weather or another extraordinary event, the information will be accessible by calling:
1-(800)-758-2499

This is the only phone number that will carry closing information. Other University phone numbers that in the past have carried closing information will no longer be used for this purpose. At times when the University is not closed, 1-(800)-SJU-2499 will carry that information as well. Please do not call the Office of Public Safety on any of our campuses seeking information on the University's status, as these calls tie up the lines for safety emergencies.

The Escort Service

Public Safety Officers on the Queens and Staten Island campuses provide around-the-clock service to accompany you from one point on campus to another or to your vehicle, if it is in the immediate vicinity of campus. Call the Public Safety Department on your campus for an escort anytime of the day or night.

Emergency Assistance Stations

Emergency assistance stations are located throughout the Queens and Staten Island campuses. They generally have a blue light over them. The phone reports directly to the Public Safety Office. On the Queens campus, in addition to emergency assistance call boxes and stations on the University, the entrance of each Residence Facility has an intercom. There are also intercoms at the access and egress devices at the gates to the University, which can be used to summon Public Safety in an emergency situation.

On the Manhattan campus, emergency phones are located throughout the building, in the elevators, lobbies of each floor and are intended only for emergency use. When the phone handset is picked up it will automatically ring at the Security Desk on the first floor. The Security Officer on duty will respond to the call. If an emergency phone cannot be reached, the Security Officer can be reached by dialing the University number (212) 341-9301 from any phone.

Quality Service and Communication Skills

Everyone wants to experience great service. At St. John's quality service is a priority. Quality Service is serving internal and external constituents by focusing efforts on *understanding and meeting their needs*. Constituents include other students, University employees, parents, alumni, community members and vendors.

As a student worker you have a unique experience. You are both the customer and the provider of quality service. Think about how you would want to be treated in a service interaction. Like you, every person who interacts with the University wants to feel that we listened, served and valued him or her.

Quality Service is not only about meeting the need. The way we communicate during the service interaction is particularly important. If we are unable to meet the constituents' need it is important to communicate why you are unable to do so and offer alternative solutions.

Quality Service is also knowing when to say, "I don't know but let me find out" an important phrase for any student worker. Remember the staff of your department will help you with any questions you or the constituent may have, so always know when to ask for help.

Addressing Others

Good communication skills are essential to good work performance and success in your job. Ask your supervisor how you are expected to answer the telephone, how you should address the people within the department and how you address visitors. In the absence of direction from your supervisor or when in doubt, always be formal. First names should be used only after permission is given. All visitors to the office should be addressed in a formal manner. For example, to address a Dean, use the title Dean + last name; to address a professor, use the title professor or doctor + last name. Using the title Mr. or Ms. is always acceptable.

Answering the Telephone

Here are some specific standards of excellence to aim for when using University phones:

- ◀ Answer the telephone promptly – within three rings if possible.
- ◀ Start each telephone call by saying Hello, your department's name, your name and "How may I help you?"
- ◀ Always be polite and friendly, even if the caller is not.
- ◀ When the person mentions his or her name, write it down and use it frequently.
- ◀ Quickly notify the person being called, if other than yourself.
- ◀ Learn how to transfer calls, use the "hold" feature and any other telephone function you may need to use.

Professional Telephone Behavior

- ◀ Listen, and do not interrupt.

- ◀ Be attentive and obtain complete and accurate information.
- ◀ Never tell someone to call back, always take a message and say, "I will make sure (name) gets your message."
- ◀ Make notes and read back key points so that the caller knows you are being attentive.
- ◀ Explain what you are doing, especially if it involves a period of silence while the caller hangs on.
- ◀ Volunteer help; do not wait to be asked.
- ◀ At the end of a call, always ask, "Is there anything else I can help you with?"

Taking Messages

When taking messages, BE SURE TO INCLUDE:

- ◀ Caller's name (ask for correct spelling)
- ◀ Company/Department
- ◀ Phone number: (Area Code) + Number + Extension
- ◀ Reason for the call
- ◀ Best time to return call
- ◀ Time and date call was received
- ◀ Next step for the person being called. (e.g. call back time, etc.)
- ◀ Finish by recapping exactly what it is you are going to do as a result of the telephone conversation/Repeat message back to verify
- ◀ End calls pleasantly, say "Thank You!" "Have a good day!"

Transferring or Placing a Caller on Hold

- ◀ If caller asks to speak to someone specific, find out who is calling and the purpose of the call. A good way to handle this politely is to say, "May I ask who is calling?" It is also a good practice to find out what the call is in reference to. You can accomplish this by asking "May I tell (the person's name they asked for) what this call is in reference to?"
- ◀ When transferring a caller or placing a caller on hold, always explain what you are about to do.
(e.g. Ask permission "Would it be ok if I put you on hold to see if he/she is available?" or "Would you like for me to transfer you to (the person's name they asked for)" If so, give the caller the extension in case he or she gets cut off and transfer them).
- ◀ Professional courtesy dictates that you ask for permission and wait for it to be given.
- ◀ Never leave a caller on hold longer than 60 seconds. If possible, check back with callers more quickly.
- ◀ When returning to the caller, say "Thank you for holding" instead of "Sorry."

- ◀ ALWAYS USE THE HOLD FEATURE. Do not just place receiver on the desk! CALLERS CAN HEAR YOU!!!
- ◀ Have empathy: Remember what it is like to be put on hold when you had an important matter to discuss.
- ◀ If it is going to be longer than 60 seconds check back with the caller, explain the situation and ask if he/she would like to continue holding or if he/she would prefer to leave a message.

When Emotions Run High

If you receive a call from an angry, dissatisfied or otherwise emotional caller, remember to:

- ◀ REMAIN CALM. Do not take the anger or outbursts personally – the caller is not angry with you.
- ◀ Let the caller vent; do not interrupt.
- ◀ Stick to the facts and repeat what the caller said.
- ◀ Identify the problem, ask clarifying questions if necessary.
- ◀ Determine action and explain to caller.
- ◀ Always follow through.
- ◀ Never promise what you cannot control.

If All Else Fails

- ◀ Inform the caller that you are going to either transfer the call or put them on hold while you find someone to help them.

Obscene Callers

Do Not Deal With These Callers

- ◀ The best plan is to have a plan. Speak to your supervisor about how to deal with these calls.
- ◀ Inform the caller that you are going to transfer the call to the Public Safety Office.
- ◀ Hang Up.

You should make every effort to assist callers in the most efficient and polite manner possible. Professionalism and courtesy are also expected when you are making calls and leaving messages in voice mail.

APPENDIX A

Job Classifications

Category I	Regular Student Workers
Category II	Security Cadet Safety Cadet TV Center Technician Computer Lab Assistants (Regular Shift)
Category III	Graduation Ushers
Category IV	Animal Care Attendants Building Manager (Student Life) Printing Co-op Manager (Student Life) Computer Lab Supervisor Senior Public Safety Student Workers
Category V	Tutors (Budgets #129 and 804)
Category VI	Tennis/Aerobics Instructors Recreational Sports Building Managers Computer Lab Assistants (Night Shift) Supplemental Instructors (Budget # 129)
Category VII	Law School Students and Tutors Lifeguards I Lifeguards II Special Research Assistant to General Counsel Third Year Research Assistants

.10 additional/hour

- ◀ Graduate student workers
- ◀ Regularly scheduled weekend and evening student workers

APPENDIX B

Tax Information For Foreign Students

Withholding is the term used to describe a portion of your check amount that an *employer is required* to pay directly to federal, state and city taxation authorities in anticipation of your annual income tax obligations. The check you receive, therefore, is for less than you earn during the pay period. The amounts withheld are credited toward your tax bill so that most taxpayers will have to pay relatively little additional money at annual tax filing time and many will qualify for a refund of money over-withheld. If you will be on the University payroll, you should receive and complete a W4 form before receiving the first paycheck. The W4 is an extremely important form. Completing it incorrectly could mean that you will owe taxes when filing tax returns in April. As a nonresident, you are required to check "single" (regardless of marital status) in section 2, unless you are married to a U.S. citizen or permanent resident. Most nonresidents are not allowed to claim any dependents, so you must write "1" in line 5. Exceptions to this are citizens of Canada, India, Japan, Korea and Mexico due to agreements between the U.S. and these countries. In addition, you must request an additional amount of \$15.30 bi-weekly to be withheld in line 6, since your nonresident tax rate is different than a resident and the taxes withheld are based on resident taxable deductions.

Currently the U.S. has tax treaties or agreements with roughly 40 countries and territories under which their citizens may be tax exempt from all or part of US income tax. To see if your country is among these and how a treaty may affect your tax status, request IRS publication #901 US Tax Treaties.

Definitions for Federal Tax Purposes

Alien – A term used by the Internal Revenue Service for an individual who is not a US citizen.

Exempt Individual – A person not subject to the Substantial Presence test (see below), which determines whether someone files as a resident or nonresident. Many students incorrectly believe this means they are not required to file a tax return and/or pay taxes.

Internal Revenue Service – Also known as IRS, this is the U.S. federal agency responsible for collecting taxes and enforcing tax reporting and collection laws. It is a division of the U.S. Treasury Department.

Nonimmigrant – An individual with a permanent residence abroad who is in the United States for a primary purpose that is temporary, such as those in J1 or F1 immigration status.

Nonresident – An individual who is in the United States for a temporary purpose of a relatively short nature (usually less than five years). Although required to file a tax return annually, only income from U.S. sources is taxed.

Resident – An individual who is a U.S. citizen, a U.S. permanent resident or a nonimmigrant who has been in the United States sufficient time to qualify to file as a resident. The Substantial Presence Test determines residency.

Social Security – A term used to describe an agency, a card and two types of tax. The Social Security Administration (SSA) is a government agency housed in the Department of Health and Human Services. The card contains a unique nine-digit identification number issued to qualified individuals primarily to determine eligibility for social benefits through various forms of employment. The number on the card is also used for tax record keeping. The taxes, known as FICA (Federal Insurance Contribution Act) and Medicare are withheld from employment income to later provide for retirement. The actual amount withheld from a paycheck for FICA is 7.65% of total earnings.

Substantial Presence Test (SPT) – A formula devised by the Internal Revenue Service to determine whether a nonimmigrant is a resident or nonresident for tax purposes.

Tax Treaty – An agreement between the United States and another country to determine how the country's residents will be taxed when temporarily in the United States. (In this case, resident refers to tax residency) A treaty can give certain tax benefits. A note of caution, however, tax treaties are very specific. Just because someone is a resident of a tax treaty country does not mean that the person will automatically qualify for tax benefits.

Withholding – The retention of a given amount of salary (wages) by an employer on behalf of the government for tax purposes. Withholding is the term used to describe a portion of your check amount that an employer is required to pay directly to federal, state, and city taxation authorities in anticipation of your annual income tax obligations. The check you receive, therefore, is for less than you earn during the pay period. The amounts withheld are credited toward your tax bill so that most taxpayers will have to pay relatively little additional money at annual tax filing time and some will qualify for a refund of money over-withheld.

Because of legal restrictions, the University Payroll Office is not able to answer individual questions from international students regarding their tax liabilities. US tax law is extremely complex and each student's situation varies. It is the responsibility of each international student to understand his or her own tax situation. To assist you in learning about your tax-filing obligations, the International Student Services Office offers annual tax seminars for all international students, conducted by accountants who specialize in international taxation.

APPENDIX C

Emergency Treatment Facilities

Queens Campus Area

Queens Hospital Center
82-10 164th Street
Flushing, New York
(718) 883-3090
Emergency (718) 883-3000

Mary Immaculate Hospital
A Catholic Medical Center
152-11 89th Avenue
Jamaica, New York
(718) 558-2115

Staten Island Campus Area

Staten Island University Hospital
475 Seaview Avenue
Staten Island, New York
(718) 226-9000

Oakdale Location Area

Southside Hospital
301 East Main Street
Bay Shore, New York
(631) 968-3000

Manhattan Campus Area

NYU Downtown Hospital
170 William Street
New York, New York
(212) 312-5000

St. Vincent's Hospital
12th Street and 7th Avenue
New York, New York
(212) 604-8000

St. Joseph's Hospital
A Catholic Medical Center
158-40 79th Avenue
Flushing, New York
(718) 558-6200

St. Vincent's Medical Center
355 Bard Avenue
Staten Island, New York
(718) 8818-2070

Good Samaritan Hospital
1000 Montauk Highway
West Islip, New York
(631) 376-3000

St. Luke's/Roosevelt Hospital
10th Avenue at 59th Street
New York, New York
(212) 523-4728

APPENDIX D

Statement on the Integrity and Confidentiality of Student Records

The first responsibility of every University office is to ensure the integrity and the confidentiality of student information and records. We realize that as a student worker, you are aware of this, but the University's concern for this responsibility is such that we have created this statement that makes the University's position clear and that serves as a statement of our confidentiality policy.

To begin, you should be advised that there are three federal laws that govern the release of a student: the Family Educational Rights and Privacy Act ("FERPA"), the Health Insurance Portability and Accountability Act ("HIPAA") and the Gramm-Leah Bliley Act ("GLBA"). All three statutes require us to respect the confidentiality of protected personally identifiable student information by adhering to well-defined guidelines about the release of such information. FERPA protects all education information in student records, HIPAA protects student health information, and the GLBA protects various kinds of student financial information. The obligation to preserve the confidentiality of such information applies to ALL full-time and part-time University employees, including administrators, faculty, clerical staff, student workers and even janitorial staff who empty trash baskets that may contain confidential records.

Beyond any legal requirement, the University is bound by professional ethics to safeguard the integrity and confidentiality of student information. Accordingly, the University asks you to err on the side of not releasing information when you are in doubt about whether you ought to do so. You should always feel free to ask your supervisor for assistance before releasing the requested information.

What follows, then, are some principles and rules that the University wants to be certain that all student workers are aware of with respect to the confidentiality of student information:

1. We may have access to all the information we need to do our jobs; but we have no right to any information not needed to do our jobs.
2. We may not disclose any information about any student to anyone outside the University or to persons within the University who do not need this information to do their job at the university.
3. We may not browse through student records, whether in "hard copy" form or in computer files, for information about students at random or for information about persons we know.
4. We must take reasonable precautions to safeguard access to student information. These include:
 - a) Tearing up or shredding documents
 - b) Not sharing our computer ID's and passwords
 - c) Not allowing anyone else to do work under our ID's and passwords
 - d) Not leaving Banner up and running and accessible when we are away from our computers

APPENDIX E

University Support Services

Queens Campus

Student Life Office
Phone: (718) 990-6567
University Center

Student Health Office
Phone: (718) 990-6360
Room 129, Newman Hall

Staten Island Campus

Student Life Office
Phone: (718) 390-4443
Room B11, Campus Center

Student Health Office
Phone: (718) 390-4447
Room B17, Campus Center

Manhattan Campus

Student Life Office
Suite 465
Phone: (212) 277-5170

Counseling Center
Phone: (718) 990-6384
Room 130, Marillac Hall

Campus Ministry
Phone: (718) 990-6255
Marillac Terrace

Counseling Center
Phone: (718) 390-4451
Room B2, Flynn Hall

Campus Ministry
Phone: (718) 390-4475
Room B-09, Campus Center

APPENDIX F

Drug and Alcohol Treatment Facilities

Queens

*Chemical Dependency Unit
Flushing Hospital Medical Center*
4500 Parsons Blvd.
Flushing, NY 11355
(718) 670-5540

Elmhurst Hospital
79-01 Broadway
Elmhurst, NY 11373
Phone: (718) 334-4000

Queens General Hospital
82-68 164th Street
Jamaica, NY 11432-1104
Alcohol Detox: (718) 883-2731
Outpatient: (718) 883-2750

*Long Island Jewish Medical
Center Family Services*
366 Jericho Turnpike
Mineola, NY 11501
Phone: (516) 742-4015

Mercy Hospital
1000 North Village Avenue
Rockville Centre, NY 11570
Inpatient Alcohol Detox Only:
(516) 255-2287

*Mercy Medical Center Family
Counseling Services*
385 Oak Street
Garden City, NY 11530
Drug and Alcohol Abuse:
(516) 745-1120

Nassau County Medical Center
2001 Hempstead Turnpike
East Meadow, NY 11554
Alcohol and Drug Abuse
Outpatient –Bldg. K
Phone: (516) 572-3297

*Outreach Project Assessment
Referral Units*
117-11 Myrtle Avenue
Richmond Hill, NY 11418
Phone: (718) 847-9233

*South Oaks Addiction
Recovery Service*
400 Sunrise Highway
Amityville, NY 11701
Service Line: 1-800-732-9808

*Western Queens Alcoholism
Services*
62-07 Woodside Avenue
Woodside, NY 11377
Phone: (718) 898-5085

Staten Island

Daytop Village Inc.
1915 Forest Avenue
Staten Island, NY 10303
Phone: (718) 981-3136

*S.I. University Hospital
Substance Abuse and
Alcohol Services*
392 Seguine Avenue
Staten Island, NY 10309
Phone: (718) 226-2752

S.I. University Hospital
450 Seaview Avenue
Staten Island, NY 10305

Eastern Long Island

Hauppauge Clinic
1330 Motor Parkway
Hauppauge, NY 11749
Opiate Addiction:
(631) 853-7373/75
Alcohol Program: (631) 669-1124

South Oaks Hospital
400 Sunrise Highway
Amityville, NY 11701
Outpatient Alcohol and Drug Abuse:
(631) 264-4000, extension 5010

Manhattan

AA Hotline
(212) 647-1683

Methadone Maintenance Center
103 East 125th Street, 8th Fl
New York, NY 10035
(212) 774-3210

*S.I. Mental Health Inc./Teen
Alcoholism Program*
14 Slosson Terrace
Staten Island, NY 10301
Phone: (718) 720-6727

*St. Vincent's North Richmond
Community
Mental Health Center*
427 Forest Avenue
Staten Island, NY 10301
Phone: (718) 876-2362

Horizons Counseling Center
124 West Main Street
Smithtown, NY 11787
Phone: (631) 360-7578

AA Hotline
Alcohol Services: (631) 669-1124

*NYU Downtown Hospital –
New Vision Program
(Alcohol Detox, cocaine, heroine,
methadone)*
170 William Street,
New York, NY
(212) 312-5000

*Drug and Alcohol Clinic at
St. Vincent's Hospital
(Counseling services only)*
12 Street and 7 Avenue
(212) 604-8273



8000 Utopia Parkway
Queens, NY 11439
www.stjohns.edu