

GREATER BOSTON LEGAL SERVICES

Online Orientation

Welcome to GBLS!

This presentation has been designed to provide information and resources that are available to you.

It is our goal that you benefit from supervised learning and personal development that will allow you to take with you a valuable working experience.

You will receive access to the GBLS computer network once you complete and submit all of the required documents.

Let's begin!

About us...

Greater Boston Legal Services (GBLS) provides free legal assistance and representation on civil (noncriminal) matters to hundreds of the neediest residents in the city of Boston and 31 surrounding cities and towns.

When they have nowhere else to turn, low-income families and individuals, elders, and people with disabilities look to GBLS for help to secure the most basic necessities of life.

For more information about GBLS, please visit our website at www.gbls.org.

Building Procedures

Access

The building is accessible to staff 24 hours a day, seven days a week. Access to the building before 7:30 a.m. and after 7:30 p.m., or on weekends, and holidays requires a security access card.

Temporary access cards may be obtained from your unit secretary.

There is a security guard at the front desk in the reception area Monday – Friday from 5:00 p.m. to 9:00 p.m.

GBLS is handicapped accessible.



Building Procedures

Access

Inside the building a push-button lock code is needed for every floor and rear stairwell. If you do not have this code by the time of your orientation, ask your supervisor or unit secretary.

Do not share this code with clients, interpreters or visitors.

Please do not prop locked doors open at any time. This creates a security risk to your co-workers.



Building Procedures

Weather Related Closing

In most instances, GBLS will close for snow and other weather related conditions when the state trial courts in Suffolk or Middlesex Counties close or under the Executive Director's discretion.

GBLS closing information will be placed in the following locations, usually by 7:30 am, once the decision is made:

- GBLS staff site: <https://gblsma.sharepoint.com/sites/intranet>
- Your email
- Your voicemail
- The GBLS main number

If the courts are open, staff should check the GBLS main number to verify that GBLS is open.

Building Procedures

Reception

All clients and visitors must sign in at GBLS' first floor reception area. The receptionist will notify you by telephone and email that your client or visitor has arrived.

Please send an email to outlook contact group: **_Team: Reception** if:

- You are expecting a client, interpreter or visitor.
- You need to book a conference room or interview room.
- You are unable to meet your client/visitor at the appointed time.

Building Procedures

Reception

Clients who bring their children to GBLS must supervise them. Under no circumstances are children to be left unsupervised. GBLS receptionists and secretaries should not be expected to provide child care while clients are being interviewed or attending a meeting. Please advise clients of this policy. Should the children become disruptive while in the care of a friend or older child, the receptionist will call the case handler/client to handle the situation.

Technology Use Policy

Our priority at GBLS is to protect client information and provide our staff and advocates with a safe and secure working environment.

The GBLS policy based on 201 CMR 17 protects MA residents by setting standards for how businesses who gather personal information store, transport, and dispose of this information.

This policy must be followed by all GBLS staff students and volunteers. To be in compliance, all staff must read and sign the Technology Use Policy acknowledgement.



Technology Use Policy

Please do not:

- Share your computer log in information with anyone inside or outside GBLS.
- Use your personal email account for any GBLS work related communication.
- Use your laptop on the GBLS network.
- Transport client files without the proper security tools (encrypted thumb drives; encrypted emails).

GBLS reserves the right to monitor communication and data at any time, with or without notice, to ensure that GBLS property is not being used unlawfully or in violation of GBLS policy.



Technology Services

Staff, students and volunteers are assigned a network username and password to access the GBLS network upon completion of all necessary paperwork.

Computer access is deactivated on the last day that's on file. If your end date changes, please notify Personnel.

Your unit secretary should be able to help you with the following information:

- Setting up voicemail
- eFax System/Desktop faxing
- How to book your own Conference Room
- Scanning
- Wi-Fi guest access

For any other questions regarding technology at GBLS, please contact helpdesk@gbls.org or call extension 1590.

Westlaw/Library

The GBLS library is located on the 1st floor. Please contact Librarian, Jeff Flynn at jjflynn@gbls.org or extension 1741 should you need assistance or need Westlaw access.



Reporting Your Time

Volunteer Timesheets

Everyone at GBLS, paid or unpaid, must submit a timesheet for auditing and reporting purposes.

Student/Volunteer Timesheets should be turned in to the Administration Unit on the 15th and the 1st day of the month.

All timesheets should be placed in the Student/Volunteer Timesheets tray located on the 5th floor or emailed to Yahaira Ortiz at yortiz@gbls.org.

Revised 11/06/14

Greater Boston Legal Services
Bi-Weekly Student/Volunteer Timesheet

Name: _____

From: _____ To: _____

*NOTE: The numbers below represent the dates of the month. For hours worked, simply write the total number of hours in the appropriate box.

1	<input type="text"/>	16	<input type="text"/>
2	<input type="text"/>	17	<input type="text"/>
3	<input type="text"/>	18	<input type="text"/>
4	<input type="text"/>	19	<input type="text"/>
5	<input type="text"/>	20	<input type="text"/>
6	<input type="text"/>	21	<input type="text"/>
7	<input type="text"/>	22	<input type="text"/>
8	<input type="text"/>	23	<input type="text"/>
9	<input type="text"/>	24	<input type="text"/>
10	<input type="text"/>	25	<input type="text"/>
11	<input type="text"/>	26	<input type="text"/>
12	<input type="text"/>	27	<input type="text"/>
13	<input type="text"/>	28	<input type="text"/>
14	<input type="text"/>	29	<input type="text"/>
15	<input type="text"/>	30	<input type="text"/>
		31	<input type="text"/>

TOTAL HOURS: _____

TOTAL HOURS: _____

Student/Volunteer Signature _____ Supervisor Signature _____

Last Day of Internship/Volunteer Assignment _____ Date _____

Please send time sheet to Sonia Marquez, Lourdes Alvarez, or Yahaira Ortiz.

Reporting Your Time

Work-Study Timesheets

Timesheets **must** include at least 1 hour taken for lunch.

Holiday hours are not paid to hourly employees or students. However, students may request approval from their supervisor to work 8 hours during a holiday week.

Paid work study interns should only submit 7 hours per day and no more than 35 hours per week.

Work-study interns do not have to complete a GBLS Student/Volunteer Timesheet but must turn in copies of their work-study timesheets.

Boston College
Off-Campus Agency Time Sheet

(Please use blue ink)

Last Name: _____ First Name: _____

Eagle I.D. Number: _____ Hourly Rate: _____

Job Class: 920 _____ Account No. _____ - 270
(The 4 digit number assigned to each specific job according to Boston College and Classification System) (BC assigned 4 digit account number)

Pay Period Begins Sunday: ____/____/____ Pay Period Ends Saturday: ____/____/____

	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Total Hours
	From To	From To	From To	From To	From To	From To	From To	
Time of Day								
No. of Hours								

Time of Day: Record to and from time for hours worked each day. **Lunch hours are not paid.**

No. of Hours: Record numbers of hours and exact minutes worked.

Two hours = 2.00
Two hours 45 minutes = 2.45
Two and one-half hours = 2.30
Two hours 15 minutes = 2.15

Earned Sick Time Used (available only during our summer employment period)

- In the above grid, do NOT record Earned Sick Time that was used.
- Record below the date and time when **accrued** sick time was used this week, and note that it must be a minimum of 1 hour, and then in quarter-hours. (For example: One hour 15 minutes = 1.15)

Date, and time (From & To): _____ Amount of Sick Time used: _____

Date, and time (From & To): _____ Amount of Sick Time used: _____

Refer to Earned Sick Time information on the main page of our website (bc.edu/studentemployment) for additional information, including Questions and Answers, about this subject.

Employee Signature

Date

Authorized Off-Campus Agency Signature

Date

Mail original to: Boston College, Student Services, Lyons Hall, Chestnut Hill, MA 02467
Important: Please keep a copy for your records.
No payment will be made unless all appropriate FBSC forms have been completed by the employee.

Reporting Your Time

Northeastern Work-Study Timesheets

All Northeastern University (NU) paid coops, should submit weekly timesheets directly to the school website:

https://studentemployment.neu.edu/JobX_Home.aspx.

Please have your supervisor sign a hard copy of the timesheet and place it in the Student/Volunteer Timesheets tray located on the 5th floor no later than Tuesday at 11:00 am. **Your timesheet will not be approved unless Personnel receives your timesheet.**

Accounting Information

GBLS will reimburse you for any case-related expense you may incur.

Petty Cash

Petty cash is available for cash reimbursements of \$20 or less. You will need to provide a receipt for proof of purchase. Please see Family Unit AS/LA, Alejandra Galindo.

Check Requests

A check request must be completed for any reimbursement request over \$20. The check request must be approved by the unit's Managing Attorney.

Reimbursing GBLS

GBLS should be reimbursed for any expenses (i.e. postage) incurred by you for any non-client or non-GBLS matter.

For more information, please contact your unit secretary.

Interpreters

If you have a client who has limited English proficiency or does not speak English, you may have to contact an interpreter.

GBLS rates are \$30 for interpretations and \$35 for translations (all per hour) with the exception of some interpreters whom we have agreed to pay more due to a language or other circumstances.

Process is as follows:

- Complete an Invoice for Language Services Rendered
- Place in the Accounts Payable mailbox on the 5th floor
- Complete an Interpreter Evaluation

Your unit Secretary can assist you in arranging for an interpreter. Please contact Personnel if you have issues with an interpreter.

GBLS also has a language line provider called **Language Service Associates (LSA)**. In addition to interpreting by telephone services, LSA provides access to other services, such as video remote interpreting and Face to Face interpreting, however there is an additional cost for the use of these services and prior authorization is needed in order to access additional services. Instructions on using this service can be found in the Document Library at the end of this presentation.

GBLS Policies

Drug Free Policy

It is the policy of Greater Boston Legal Services to maintain a drug free work environment at each of its offices, for all its employees. The purpose of the drug free policy is to:

- Explain GBLS' response to drug use in the workplace;
- Assist employees with substance abuse problems;
- Prohibit the use/possession or distribution any illegal drug or controlled substances on GBLS property.

Please note that GBLS is a non-smoking building, including e-cigarettes.

GBLS Policies

Sexual Harassment Policy

It is the goal of Greater Boston Legal Services to promote a workplace that is free of sexual harassment. Sexual harassment is unlawful and will not be tolerated by this organization.

Employees who believe they have experienced harassment or have witnessed harassment, should report their concerns immediately to the Director of Human Resources or the Executive Director.

GBLS takes these allegations seriously and will act promptly to address any complaints of sexual harassment or retaliation against any individual.

GBLS Policies

Anti-Discrimination and Anti-Harassment Policy

It is the goal of GBLS to promote a work environment that respects diversity, fosters equal employment opportunity and is free from discrimination and harassment based upon race, ethnicity, color, gender, age, religion, national origin, sexual orientation, gender identify, handicap, marital status, veteran status or any other legally protected status. Consistent with this commitment and consistent with federal and Massachusetts law, GBLS will not tolerate discriminatory or harassing conduct of any individual and will respond promptly to complaints of discrimination and harassment.

For Your Safety

Please notify your supervisor immediately if:

- You are concerned for the safety of your client or anyone involved in any of your cases.
- You are aware that an individual might represent a threat to GBLS staff or your client.
- You do not feel comfortable meeting alone with your client or someone else.

If your supervisor is not available, please notify your Unit's Managing Attorney.

For Your Safety

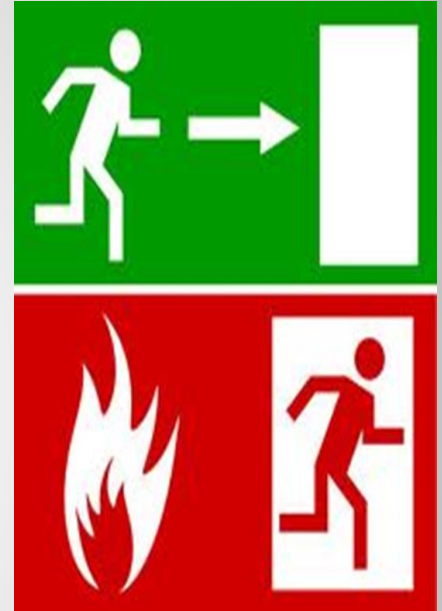
In the event that the fire alarm goes off, proceed at once to the exit designated for your area/floor.

Use only the front and rear stairwells. Do not use the elevator.

Give direction to clients and/or visitors that may not have familiarity with the building.

Take only your personal possessions with you, because you will not be allowed to re-enter the building.

Fire extinguishers are located on each floor, on the outside wall by the restrooms.



Orientation Summary

- Normal business hours at GBLS are 9:00 – 5:00. Including an hour lunch.
- Do not share the push-button access code needed for every floor and rear stairwell with anyone outside of GBLS.
- Reception distributes via email, faxes sent to the GBLS main fax number.
- To book a conference room, please email **_Team: Reception** or see your unit Secretary.
- Always email outlook group **_Team: Reception** if you are expecting a client, or are unable to meet your client/visitor at the appointed time.
- Personal emails **cannot** be used for any GBLS work related communication (use GBLS email). Do not share your GBLS username and password with anyone inside or outside of GBLS. All GBLS work related documents need to be saved in the “S” drive. Please see Technology Use Policy.

Orientation Summary

Continued..

- If your internship or volunteer assignment is extended, please notify **_Team: Personnel**
- For technical support email helpdesk@gbis.org or call extension 1590.
- Timesheets must be submitted by all students, interns (paid or unpaid) and volunteers in a timely manner.
- GBLS prohibits harassment, drugs, alcohol, and smoking (including e-cigarettes) in the building.
- Notify your supervisor immediately if you are concerned for the safety of your client or anyone involved in any of your cases or you do not feel comfortable meeting alone with your client or someone else.
- Your belongings should **never** be left unattended.

Frequently Asked Questions

Q. I have been locked out of my GBLS computer account, who do I contact?

A. Please contact 5th floor Administrative Secretaries, Yahaira Ortiz, extension 1609 or Maria Casas extension 1587.

Q. Why has my account been disabled?

A. It could be for one of the following reasons:

- Your end date was extended but Personnel was not notified.
- You are taking a month + break and your GBLS computer account was temporarily disabled.
- You have failed to submit timesheets to the Administration Unit.

If you need your GBLS computer account access restored, please contact Administrative secretary, Yahaira Ortiz at extension 1609.

Keep in mind that it is a violation of state law and GBLS policy for anyone to share their account information with you so you can access the network.

Q. How can I access my GBLS email through the web?

A. You can access your email through the web by logging into outlook.office365.com and entering your GBLS username and password.

Q. How do I send a fax?

A. We no longer have a physical fax machine. Faxes should be scanned to your GBLS email and faxed via your desktop. Instructions on how to do this can be found in the Document Library at the end of this presentation.

Q. I am a Northeastern University School of Law intern funded by work-study and I worked more than 35 hours a week, can I put this on my timesheet?

A. GBLS cannot approve more than 35 hours a week. If you exceed 35 hours a week, please make arrangements with your supervisor to use the excess hours as “comp time”.

Frequently Asked Questions

Q. Do I have to submit a timesheet to the Administration Unit even though I am not getting paid by GBLS?

A. Yes, everyone is required to submit a timesheet.

Q. My internship or volunteer assignment has been extended, who should I notify?

A. Notify outlook contact group **_Team: Personnel**. Otherwise, your GBLS computer account will be disabled on the end date that's currently on file.

Q. I plan to come in during the weekend, how can I enter the building?

A. Your unit Secretary will provide a temporary access card. This card must be returned and cannot be used by anyone else.

Q. I have an appointment with a client that does not speak English, how do I arrange for an interpreter?

A. To make arrangements for interpretations or translations please refer to our Interpreters List, which can be found in Legal Server. You will be instructed to schedule a training with our IT department to get access to the system.

GBLS also has a language line provider called **Language Service Associates (LSA)**. Instructions on using this service can be found in the Document Library at the end of this presentation.

Q. Does GBLS have its own notary services?

A. Yes, to find out who is available to notarize a document, please send an email to the outlook contact group: **_NotariesList**.

Q. Is there a dress code at GBLS?

A. GBLS does not have a dress code. However, proper business casual attire is expected from all staff, volunteers and interns. If you are scheduled to be at court, you will need to wear proper business attire.

Congratulations!

You have reached the end of the orientation.

Please click [here](#) to access the orientation paperwork. Instructions on which forms need to be completed can be found in the welcome email.

In addition to the orientation paperwork, the link above will direct you to the Document Library, where you will have access to policies, manuals and other frequently requested documents.

Feel free to come back to our Document Library any time during your internship.