**Personnel Policy Manual**

**[Program Name]**

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**I. Purpose of Personnel Policy Manual**

This Personnel Policy Manual is not intended as a formal or exhaustive statement of employee responsibilities or as a contract of employment. It is simply a summary of current personnel policies, rules, procedures, and benefits. It is the agency’s goal to be flexible in making changes in these areas, as needed so as to continue overall improvement in working conditions and benefits for all employees over the years

We feel very strongly that we must maintain that flexibility to meet future economic challenges. We reserve the right to amend, modify and /or eliminate any of these policies rules, procedures and benefits at any time with or without notice.

Some of the provisions in this manual are mandated by various federal and state laws and regulations and are, therefore, subject to change from time to time to comply with changes in those laws and regulations.

Nothing in this handbook creates a promise of continued employment.

**II. Equal Employment Opportunity Policy**

Employment, salary, benefits, general personnel policies and practices, and all terms and conditions of employment at [Program Name] will not be influenced by an applicant’s or an employee’s race, color, creed, religion, sex, age, national origin, marital status ,veteran status, family relationships, mental or physical handicaps, or other protected status. It is the responsibility of all staff members to conform to both the spirit and the letter of the federal and state laws governing equal opportunity. Any questions regarding [Program Name] commitment to equal employment should be directed to Program Director.

**III. Harassment Policy**

[Program Name] believes that no employee should be subjected to harassment based on race, sex, religion or any other ground. This refers to acts between supervisors and employees, fellow employees and between employees and residents. Sexual harassment includes all unsolicited, unwelcome and offensive sexual overtures, or comments.

If any employee feels that he or she has been subjected to any form of harassment, the employee is urged to contact his/her supervisor or [Program Name] at once to discuss the matter. Any such report will be promptly investigated, and confidentiality will be maintained to the extent possible.

**IV. Personal Policy Authority**

[Program Name] is administered by an Executive or Program Director who is appointed by the [Program Name] Board of Directors

The Executive Director is responsible for implementing and administering the [Program Name] agency as prescribed by the Board of Directors. The Executive Director’s responsibilities and performance shall be evaluated according to standards established by the Board and its direction.

The Executive Director is primarily responsible for selecting and managing the agency’s other personnel, consistent with these policies. He/she may delegate any aspect of such administration.

The Board has the sole authority to establish and revise these personnel policies. The Board may revise or delete any part of the policies.

A copy of the Personnel Policy Manual, in effect, shall be furnished to each employee upon entry into employment with [Program Name] and to those employees who are presently employed.

**V. Employee Benefits**

**A. Definitions**

* Full time employees: an employee who is regularly scheduled to work thirty-two hours or more a week.
* Part time employees: an employee regularly scheduled to work less than twenty hours per week.
* Contractor: is hired to fulfill certain “special contract” requirements. This position carries no benefits.

**B. Health insurance**

* [Program Name] provides health insurance for all full time employees and ½ of family plan. Full time employees are eligible after sixty days initial employment. Additional family members/spouse may be covered at additional cost paid by the employee as provided by terms and conditions contained in the benefits plan. The specific details of the plans applicable to employees and family members are set forth in the Insurance policy documents furnished to each employee at the time of employment. Additional copies may be obtained from the Office Manager.

**C. Transportation and Other Expenses**

* [Program Name] reimburses employees for transportation when on agency business as authorized by the supervisor. This includes either bus fare, parking, or mileage at the prevailing rate. Reimbursement does not include transportation to and from work. Any traffic citations are the sole responsibility of the employee and will not be reimbursed.

**D. Personal Time Off (PTO)**

* Full time employees are eligible for PTO with pay after the initial 30 days of employment. This can be used for sick time, wellness day, and personal time off. PTO accrues at the rate of four (4) hours per month, and up to a total maximum of forty-eight (48) hours per year. Earned PTO cannot be carried over to the next fiscal year.
* Please note: When calling in sick [Program Name] reserves the right to require a doctor’s certificate, satisfactory to the Director or, for any day of sick leave. Employees must notify the Director or Supervisor no later than one (1) hour following the beginning of the workday.
* Part time employees are not eligible for sick leave benefits.

**E. Vacation Leave**

* Part time employees are not eligible for vacation leave benefits
* Full time employees shall accrue vacation leave time according to the following schedule:

1. After one year of full-time service, each employee will be credited and entitled to five days of vacation leave

2. After two years of full-time service, each employee will be credited and entitled to ten days each year.

3. Beginning with the fifth year and each year thereafter, each employee will be credited and entitled to fifteen working days each year.

4. Vacation time must be planned in advance and have the approval of the employee’s immediate supervisor. Vacation leave may be denied if necessary for the operational need of [Program Name]. It is best to take vacation during slow times of the year such as summer or school holidays.

5. If a regularly scheduled holiday falls in a vacation period, it shall not be counted as a vacation time.

6. An employee leaving [Program Name] shall be entitled to any earned but unused vacation pay.

7. All administrative personnel shall be required to take an additional ten days of vacation each calendar year.

8. Vacation days may not be carried over from one employment year to another without the approval of the Executive Director.

**F. Bereavement Leave**

* Subject to the approval of the Director, an employee may use five days of accrued sick leave for absence due to the death of “immediate family.” Immediate family includes father, mother, brother, sister, spouse, or child. Additional days, either with or without pay, may be granted at the discretion of the Executive Director.

**G. Other Leaves**

* Family leave, parental leave, military leave, worker’s compensation leave, and any other statutory leave will be granted in accordance with the law.

**H. Leave without Pay**

* An employee may at any time submit a written request to his/her supervisor for any other leave of absence without pay. Leaves of absence may be granted at the discretion of the Executive Director after careful consideration of the impact on [Program Name] programs and services. This leave without pay may be granted for personal reasons, vacations extensions, travel, or extended sick leave.

Such leaves, when granted, shall be for a limited time. Written approval shall specify at the beginning of termination of the leave. Extensions may be granted in extenuating circumstances and request for extensions must be in writing to the Executive director. No fringe benefits shall accrue during leaves of absence without pay.

**I. Reporting to [Program Name] while on Medical Leave**

* All employees on medical leave must submit a report from the attending physician every thirty days. The report must be submitted to the Executive Director and contain the anticipated date of return.

**NOTE:** The form requesting employee leave (of any type) must be submitted within 72 hours of requested time off to program supervisor. Emergency request may be submitted to supervisor for consideration. (I.e. Unexpected or last minute crisis)

**J. Special Occasion Leaves**

* Jury Duty: Leave for jury duty is provided with pay. All fees paid to the employee may be retained by him/her during the period of service. The employee should notify his/her supervisor as soon as notice is received. If full time attendance is not required, the employee is expected to report for work for any remaining time on the employee’s regular shift.
* Voting Time: Employees who are unable to vote because of shift scheduling shall be granted up to one hour of leave to vote on Election Day, without pay.
* Subpoenas: In the interest of good citizenship, employees are granted time off with pay when they are served with a subpoena to appear as witnesses in legal proceedings, unless the employee has a personal interest in the outcome of the case.
* Personal Business: At the discretion of the Executive Director, time may be granted for transacting personal business which cannot be taken care of during normal work hours.
* **NOTE:** The form requesting employee leave (of any type) must be submitted within 72 hours of requested time off to program supervisor. Emergency request may be submitted to supervisor for consideration. (i.e. Unexpected or last minute crisis)

**K. Snow Days**

* If public schools in the area where you live are closed, you are not required to report to work. If the schools in your area are opening late, you must report to work at the time the staff is required to report. All employees must call and notify his/her immediate supervisor prior to the beginning of the shift at what time they will be able to report to work. PTO may be used.

**L. Salary Advances**

* Salary advances will not be allowed.

**M. Holiday**

* Full time employees are eligible for paid holidays

The following days are recognized by [Program Name] as holidays:

New Year’s Day (January 1)

Martin Luther King Jr. Birthday (the day observed by district)

President’s Day (February 15)

Memorial Day (last Monday in May)

Independence Day (July 4)

Labor Day (1st Monday in September)

Veterans Day (the day observed by district)

Thanksgiving Day (4th Thursday in November)

Christmas Day (December 25)

* To be entitled to holiday pay, an employee must work the day immediately and prior after the holiday unless the employee is on approved vacation or prior approval was granted in writing by the Executive Director
* The Administrative Offices will be closed at noon on Thanksgiving Eve, Christmas Eve and New Year’s Eve

**N. Performance Evaluations**

* New employees will be evaluated after 60 days of employment and again after 90 days of employment. All other employees will be reviewed quarterly.
* [Program Name] operates under significant financial constraints. These constraints necessarily preclude any automatic pay increases. Therefore, any increases will be granted based on merit. No pay increases are automatically awarded.

**VI. Rules of Conduct**

**A. In General**

* [Program Name] exist for the benefit of youth, and families who constitute [Program Name] clientele. It is expected that the energies of all employees of [Program Name] will be directed to the delivery of quality client services. Every employee, at all times while at work must behave according to the standard of reasonableness, which applies to every law-abiding citizen.
* No personnel policy manual can provide a complete, exhaustive list or description of employee conduct that will subject employees to disciplinary action. The following section contains only examples of conduct for which disciplinary actions may be imposed.

**B. Disciplinary Guidelines**

* Disciplinary Guidelines

1. Engaging in dangerous or unsafe conduct while at work, including leaving facilities in an unsafe and unguarded condition;

2. Tardiness in either reporting to work or in notifying the supervisor of an absence;

3. Overstaying lunch periods

4. Insubordination, which can range from the refusal to obey a supervisor’s order in instruction, to a lack of cooperation with the supervisor or fellow employees;

5. Demonstration of disrespect to clientele or other members of the public;

6. Failure to perform duties in a satisfactory manner;

7. Use of program telephones of other than local calls;

8. Engaging in personal business on company time;

9. Stealing or willful destruction of program property or the property of other employees or clients;

10. The unauthorized use of program resources, including its funds, whether or not for personal gain;

11. Negligence in the performance of duty;

12. Being under the influence of alcohol or drugs while on duty or when reporting to work;

13. Falsifying program records or making false statements with intent to deceive;

14. Engaging in intimacies with clients on or off the premises;

16. Physical abuse of a client or staff member, whether on or off the premises;

17. Falsifying time cards for oneself or for any other person

18. Conviction of a felony.

**C. Rest Periods**

* Each employee will receive a 10 minute (15 minute for minors) paid rest period during the first four hours and again during the second four hours of the shift. The rest period should be taken in the approximate middle of each half of the shift.
* Each employee will receive one-half hour lunch period with pay within the first five hours of the shift.
* Each employee is responsible for taking the meal or rest period. Employee should notify their supervisors if they are unable to take a rest or meal period.

**D. Time Records**

* Non exempt employees are expected to keep full and complete records of all hours worked on the forms (time cards etc.) provided by [Program Name] and to notify [Program Name] immediately of any inaccuracy in the amount of their pay.
* No over time is allowed. Please use the flextime method. Flextime is accumulated by any hours you work over 8 hours in a regular day. All flex hours must be used within a regular pay period.

**E. Drug and Alcohol Policy**

* The use, possession, being under the influence of or participating in a transaction involving drugs or alcohol, except drugs prescribed by a physician, on the premises of [Program Name] or its clientele, or at any time during working hours, is prohibited and may be cause for dismissal and for criminal prosecution. Commission of a drug related offense may also be grounds for suspension or dismissal. [Program Name] may inspect any place, vehicle, locker, or other container on [Program Name] premises for the presence of drugs or alcohol and may require any employee suspected of drug or alcohol use or possession to submit to testing to the extent permitted by law. Employees who suspect that they may have alcohol or drug dependency are strongly encouraged to seek assistance to deal with this problem.

**F. Outside Employment**

* Employees are asked to notify [Program Name] before accepting any outside employment with another employer. Outside employment may cause a conflict with the employee’s work schedule or make it difficult for the employee to perform effectively for [Program Name]. It may also cause other conflicts of interest. It may be necessary for an employee to choose between working for [Program Name] and working for another employer.

**G. Solicitation/Distribution**

* Solicitation of any kind during working time is prohibited. Working time is all time when an employee is expected to be engaged in work tasks but does not include an employee’s own time such as meal periods, scheduled breaks, time before or after a shift, and personal clean up time.
* Distribution of literature by employees in work areas is prohibited at any time.
* Trespassing, solicitation, or distribution of literature by non-employees on [Program Name] premises is also prohibited.
* An exception to the above policy may be made at the discretion of the Executive Director for [Program Name] or another major charity.

**VII. Grievance Procedure**

**A. Disciplinary Action**

* Disciplinary action may range from oral or written reprimands to suspension without pay, demotion, or dismissal from employment. The action taken depends on the severity of the offense as determined by the Executive Director.
* When an employee feels that discipline is either unwarranted or too severe, the employee may use the grievance procedure to appeal the disciplinary action. The following steps must be taken in order for an employee to appeal discipline.

1. Within five days of the disciplinary action, the employee must meet and discuss with the Executive Director any reasons why the employee believes that the discipline should be withdrawn.
2. In the event a grievance involving suspension, demotion, or discharge, is not settled in the above, the employee may submit to the Personnel Committee a written statement within five days after the discussion with the Executive Director. The written statement must contain:

a. Nature of complaint;

b. Result of previous discussion of problem with the Director;

c. Reason employee is dissatisfied with the Director’s decision;

d. The remedy sought.

* The Personnel Committee or designee shall have the exclusive and final right to determine the facts to decide whether the discipline was appropriate. If it determines that the discipline was appropriate, the discipline shall be sustained. If the Personnel committee is not satisfied that the discipline was appropriate, it shall meet with the Executive Director to determine what action would be appropriate under the circumstances.
* The Personnel Committee will generally not overturn a disciplinary action when it is satisfied that the decision made by the Executive Director was in good faith and for the purpose of improving program services.
* The final decision in any case shall be within the exclusive province of the Personnel Committee and will involve the exercise by the Personnel Committee of its unfettered discretion. The ruling of the Personnel Committee shall be final and binding on all parties.
* Other Grievances: Any grievance other than discipline must be presented to the Executive Director within five days, if the grievance is not resolved, it must be presented, in writing to the Personnel Committee within five days after presentation to the Executive Director. The ruling by the Personnel Committee shall be binding upon all parties to the same extent as grievances concerning disciplinary actions.
* Disputes between employees: Any dispute which may arise between employees must be reported to the supervisor for resolution, or if the employee’s supervisor is directly involved, to the Executive Director.

**VII. Basic Precepts**

The Personnel Policies Manual sets forth, general guidelines for operations. All employees should refer to the Operator’s manual and the Youth Care Standards for specific questions.

**A. General Conduct**

1. We are committed to contributing time and professional expertise to activities that promote respect for the utility, integrity, and competence of those in the field of community based residential services.
2. We will not condone dishonesty, fraud, deceit, or misrepresentation.
3. We will distinguish clearly between statement and action made as private individuals and as representative of our agency.
4. We will conduct our daily relationships in a dignified, courteous, and professional manner and will not exploit our professional relationships for personal gain.
5. We will work for change and improvement as part of the human service system within the framework of existing policy, procedures, and tradition, respecting all elements of the system and interacting with each in a spirit of cooperation.
6. We will uphold and advocate for the values, knowledge, and need for community based residential services.
7. We will be committed to the development of such policies and programs to maintain the quality and effectiveness of our services.

**B**. **Ethical Responsibilities to Clients**

1. We do not practice nor condone any form of discrimination on the basis of race, color, sex, age, religion, national origin, mental or physical handicap, or any other preference or personal characteristic, condition, or status.
2. We will serve clients with the maximum application of professional skill, competence, and dedication to help them assume responsibility for themselves.
3. Exploitation of relationships with clients will not be condoned.
4. We will uphold client’s rights to a relationship of mutual trust, privacy, and confidentiality and to responsible use of information.
5. Adherence to standards essential to the health and safety, as well as the well being of clients, is fundamental to the quality of life and will be a primary concern.
6. We will assist clients to achieve self-fulfillment and maximum potential within the limits of the equal rights of others and the client’s legitimate desires and interests.
7. Toward those whose behavior is unacceptable, we will determine our course between empathy and allowing the client the freedom to take responsibility for his actions.
8. Our goal will be to provide clients with the opportunity for change and self regulation and the achievement of the maximum potential.

**C. Ethical Responsibility to Colleagues**

Respecting the training and performance of colleagues and other professionals, we will extend the cooperation necessary to enhance effective quality services to all.

1. We will respect differences of opinion and practice of colleagues and other professionals, expressing criticism in verbal or written communications in a responsible, appropriate, and constructive manner.
2. We will extend to colleagues of other professions the same respect and cooperation that is extended to employees of [Program Name].

**D. Ethical Responsibility to Employers and Contractors**

1. We will adhere responsibly to commitments made to our employers and contractors.
2. We will work to improve this agency’s policies and procedures and the efficiency, effectiveness, and quality of services.
3. We pledge integrity in contacting for the provision of client services, procurement of grants and purchase of service contracts for any source.
4. We affirm the obligation of contracting agencies to negotiate fairly for the provision of client services and to avoid any practice resulting in unfair advantage to one party over another.

**E. Ethical Responsibility to the Community**

We recognize our responsibility to the client without disregarding our responsibility to the community.

**IX. Staff Activities**

**A. Staff Development**

* Staff will periodically attend an all staff meeting to be held at the office of \_\_\_\_\_\_. All \_\_\_\_\_\_\_\_\_ employees are required to attend unless unforeseen circumstances prevent this. Will provide in accordance to the law.

**B. Staff Meeting**

* Staff meetings occur weekly, bi-monthly or monthly at an assigned school on scheduled days. These are individual program core team meetings that will be scheduled by Program Directors and Program Supervisors.

**C. Staff Relationships**

* Much of the program success of the staff will depend on how they relate to and depend on one another. The following are some suggestions to assist in maintaining positive staff relationships:

1. Back up all staff decisions to the clients; discuss disagreements in private

2. View staff feedback as more credible that client feedback, unless there is some reason to doubt the other staff person’s judgment or objectivity, in which case it should be discussed with a supervisor.

* Conferences and workshops are available to staff for furthering education. Arrangements to attend such sessions are made through the Director after the staffs have been informed of such events. A library is available to provide the staff with reading resources.

**D. Reports**

* All staff is involved in regular reporting of daily activities, monthly time records, mileage report, and quarterly activity reports. Monthly reports need to be turned into immediate supervisor by the end of each month.