



# Crisis Center, Inc.

## Employee Handbook

Human Resource Manual

Updated: June, 2008

### **Brief History of the Crisis Center, Inc.**

The Crisis Center began in January, 1971 with the Rap Line program, a telephone crisis intervention, listening and referral line. The Crisis Center gradually expanded to include service voids discovered. The Counseling Services began in 1974 to provide low cost or not cost professional services; Alternative House began in 1976 to shelter and counsel runaway, homeless, abused and neglected youth. Safe Place was established as an outreach project in 1987; and Teen Court, a delinquency prevention and youth development program began in 1989. Youth as Resources, to help youth initiate community service projects, began in 2000.

Contact Cares began in 1973 as a telephone ministry, to provide training to volunteers to respond to the needs of callers and others, and to help clients through listening and caring. In 2002, the Crisis Center and Contact Cares initiated merger talks. The merger was completed in the spring of 2003. The merged telephone crisis intervention, listening and referral lines, Rap Line and Contact Cares was re-named "Crisis Contact."

### **Philosophy**

We believe in people. We believe that people are important. We believe that people can change. We believe in each life there are crisis events that are opportunities for change.

We believe relationships between people are the vital link that holds society together. We believe that in each life there are moments when the individual or the family must reach beyond themselves for support, help and understanding.

We believe it is in such moments that the Crisis Center serves as agents to respond, to aid, to care, to support and to enrich the people we serve.

### **Purpose / Mission**

The Crisis Center responds to any person, of any age, in personal crisis, helping each through appropriate services to help themselves.

### **Practices**

An Employment Application Form is required. Potential employees may be interviewed by the relevant

Crisis Center program staff after completing a required Employment Application Form. The application form lists personal information, employment position, skills, education, military service, employment history (last seven years), and at least three (3) personal references. The applicant also signs a statement indicating the information contained is accurate; it authorizes references to provide relevant information; agreement, if requested, for a drug-free test; and permission to obtain a driving record.

Successful applicants, who have been interviewed, will be notified of hiring decisions. Interviewed unsuccessful applicants will be notified of the hiring decision in writing.

At the time of employment and when revisions occur, all employees will be required to sign an acknowledgment of receipt of the Employee Handbook and may be required to execute Crisis Center forms pertaining to employment practices such as confidentiality, computer usage, substance testing, background checks, use of employer property, etc..

## **Introduction & Purpose of the Employee Handbook**

The purpose of this handbook is to make employees familiar with the Crisis Center, Inc., a youth service bureau otherwise known as the "Crisis Center," and provide information about working conditions, employee benefits and some policies affecting your employment. Please read, understand and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines benefits. While we have tried to summarize the elements of employment, you may have specific questions regarding the human resource policies of the Crisis Center which are not adequately addressed in this handbook. Please, then, direct your inquiries to your supervisor or other designated staff. We intend to keep an open-door policy for employees' work-related issues and concerns.

No employee handbook can anticipate every circumstance or question about policy. The need may arise and the Crisis Center reserves the right to interpret, revise, supplement or rescind any policies or portion of the handbook from time-to-time as it deems appropriate and at its sole and absolute discretion.

This handbook supersedes any previous statements issued regarding personnel policies and procedures, verbal or written. Any revision to the handbook will substitute and replace prior policy or procedure statements and become part of this handbook. You are subject to the policies described here or as they may be revised from time-to-time regardless of your date of hire. Please be aware that the policies and procedures described here in general terms may be changed from time-to-time, with or without notice, whether or not communicated to you.

## **You Are an At-Will Employee**

Indiana is an employment at-will State. This means that an employee has no right to a job and may be terminated with or without cause, at any time, for any reason, and without previous notice.

## **This Handbook is Not a Contract**

The Crisis Center may modify any of its provisions at any time without providing notice to you. The language used in this handbook is not intended to create nor is it to be construed to constitute a contract between the Crisis Center and any of its employees. Neither the handbook nor any other Crisis Center communication or practice creates an employment contract. No director, supervisor, employee or other representative of the Crisis Center has authority to promise employment for a particular length of time, or to make any other promise or representation about your future employment with the Crisis Center.

## **Equal Opportunity Employment**

The Crisis Center is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, marital status, national origin, age, disability or veteran status in hiring, promotion, termination, compensation, benefits or any other terms or conditions of employment. A state and federal Labor Law compliance poster is posted on the entry wall near the desk of the Administrative Assistant, administration area.

## **Disability . Civil Rights . Age Discrimination Acts**

The Crisis Center has a non-discrimination policy including compliance with the Americans with Disabilities Act (ADA). In terms of employment, a qualified person is a person with a disability who can perform the essential functions of the job with or without reasonable accommodation. The Crisis Center complies with the Civil Rights Act and the Age Discrimination Act. The ADA defines a “qualified individual with a disability” as an individual with a disability who can, with or without reasonable accommodation, perform the essential functions of the job which the individual holds or desires to hold.

## **Drug-Free Workplace Policy . Drug Free Workplace Act. Public Law 100-690**

The Crisis Center complies with federal drug-free workplace policy law and regulations, and has a commitment to its employees and clients to provide a safe and drug-free work environment. The Crisis Center expects all employees to report for work in a condition to perform their duties. The presence on the job, of illegal drugs or alcohol, other substances not consistent with their prescribed use, or substances for the purpose of altering emotional state that may influence employees during working hours, are inconsistent with the drug-free workplace objectives. Being under the influence of illegal drugs or alcohol on the job may pose serious safety and health risks, not only to the user but to those who work with our clients or others who may come into contact with the user.

In order to provide a safe and drug free work environment, the Crisis Center expects the following:

- All employees are prohibited from being under the influence of alcohol or illegal drugs during working hours. Those found to be under the influence are subject to disciplinary action, up to and including termination.
- The use, sale, possession, transfer or purchase of illegal drugs on the Crisis Center’s premises or while performing Crisis Center business is strictly prohibited. Employees involved in any of these

activities are subject to disciplinary action, up to and including termination.

**II** Any employee who commits an unlawful act on or off the Crisis Center's premises which discredits the Crisis Center in any way will be subject to disciplinary action, up to and including termination.

▯ Prescription drugs brought on the Crisis Center's property must be for the person prescribed and used only in the manner, combination and quantity prescribed. Employees must notify their supervisor or company official when taking prescribed medication which may have possible side effects on their performance.

If use of a legal prescription drug affects an employee's ability to adequately, satisfactorily or properly perform his or her job duties, the employee may be sent home and/or become subject to disciplinary action.

▯ Employees must report any conviction under a criminal drug statute for violations occurring on or off the Crisis Center's property while conducting company business. A report of a conviction must be made within five days after conviction.

▯ The Crisis Center may require a pre-employment drug/alcohol test to insure compliance with this policy, or may require a test of employees suspected of using or being under the influence of drugs or alcohol or where, in the sole opinion of the Crisis Center, circumstances justify testing.

- All employees may be tested at one time or tests may be given on a random basis to employees. The refusal to submit to a drug test for any reason (other than an approved medical problem) may result in disciplinary action, up to and including termination for a first refusal or any subsequent refusal.
- Employee's privacy and confidentiality rights will be protected throughout the drug-free policy implementation. Records will be kept in the personnel folder in a locked file cabinet with access limited to supervisors.
- Formal and informal assistance will be provided to employees by the Crisis Center such as making available information on Alcoholic Anonymous, Narcotics Anonymous, mental health agencies or the Crisis Center's counselors. The Crisis Center will not charge for employees who receive assistance from the Crisis Center's professional counselors but will not provide financial reimbursement for the cost of other drug/alcohol professional services.

Consequences of violating the Crisis Center's Drug Free policies or failure to obtain and benefit from assistance include termination from employment.

**Definitions:**

*Company premises:* All areas in which the Crisis Center operates including, but not limited to, its property; the parking lot(s), Crisis Center vehicles, even in privately owned vehicles; desks;

equipment; work space; and storage facilities.

*Illegal drugs:* Includes any substance capable of creating or maintaining adverse effects on one's physical, emotional, or mental state; and controlled medication not prescribed for current personal treatment by a licensed medical professional to address a specific physical, emotional, or mental condition.

*Legal drugs:* Includes medication prescribed by a physician and over-the-counter medications. The use or abuse of such drugs is prohibited to the extent that job performance or fitness of duty is adversely affected.

*Employee:* Exempt and non-exempt individuals working at the Crisis Center on a full or part time basis including full-time staff, part-time staff and temporary staff.

Actions that will be taken against an employee for the violation of the drug-free workplace policy and/or being under the influence of illegal drugs or alcohol while providing services to the employer include:

C      Disciplinary action and/or immediate dismissal

## **Non-Harassment / Discrimination Policy**

The Crisis Center prohibits unlawful harassment/discrimination in any form on the part of executives, managers, supervisors and co-workers. All employees are required to avoid any behavior or conduct toward any other employee that could be interpreted as unwelcome or unlawful harassment or discrimination.

Unlawful harassment/discrimination is unwelcome conduct, whether verbal, physical, or visual that is based upon a person's protected status: sex, color, race, ancestry, religion, national origin, age, disability, medical condition, veteran status, citizenship status, sexual orientation, or other protected group status.

## **Sexual Harassment**

Sexual harassment is any repeated and unwanted sexual comments, looks, suggestions or physical contact that is found objectionable or offensive and that causes discomfort on the job. It is any "unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature that explicitly or implicitly involves a condition on one's employment or alternately, which has the purpose or effect of unreasonably interfering with work performance or the creation of an intimidating, hostile or offensive work environment."

Examples of sexual harassment may include threats to terminate employment, block promotion, or give a poor evaluation to a person who refuses to go along with sexual advances or the rewarding of promotions or raises to a person who does go along.

Sexual harassment can also include suggestive comments, insults, jokes about sex, personal anatomy or gender specific traits, repeated requests for dates or statements about other employees relating to sexual matters. Non-verbal sexual harassment can include suggestive or insulting sounds, leering or obscene gestures. Visual sexual harassment can include sexually suggestive pictures or objects. Physical sexual harassment includes unwelcome touching, hugging, kissing, pinching, brushing the body, coerced sex or actual assault.

Sexually harassing behavior is forbidden in the workplace and in any other work-related settings, including holiday gatherings, Crisis Center gatherings, or other work-related social events.

If you feel you are being unlawfully harassed in any manner or form by a co-worker, you must follow the procedure outlined below:

- C Notify the alleged harasser or inform other management immediately that the act is unwelcome and unwanted. Document the incident noting the date, time, place, specifics of the incident, any witnesses and your response to the incident.
- C Notify your supervisor or other management of the incident. That person is required by company policy to initiate an investigation into the alleged conduct and to take appropriate action.
- C If the harassment continues after notification to your supervisor or department head or you feel that any action taken against the alleged harasser was not appropriate under the circumstances, you must notify the Executive Director or Associate Director immediately.
- C If you believe you are being unlawfully harassed in any manner or form by your supervisor, you must follow the procedure outlined below: You must notify the alleged supervisor immediately that the act is unwelcome and unwanted. Document the incident noting the date, time, place, specifics of the incident, any witnesses and your response to the incident.

### **Reporting – Sexual Harassment**

Any employee who believes he or she has been sexually harassed must promptly report the incident to their immediate supervisor or designated company official or the Associate Director or Executive Director before it becomes severe and pervasive. If the alleged harassment is asserted against the Executive Director or Associate Director, then the incident may be reported to the President of the Crisis Center Board of Directors. The report may be made orally or in writing, but any complaint made orally must be reduced to writing and should be signed by the complaining person prior to an investigation being undertaken.

The written report may be prepared by the complaining party or by the person receiving the oral report. The written report must include a description of the behavior that is the subject of the complaint, the date(s) such behavior occurred and must name any persons who have knowledge of the behavior. Reports must be made as soon as possible, but not more than 30 days after the incident.

## **Investigation**

Upon receiving the written report, a person designated by the Associate Director or Executive Director shall promptly commence a confidential investigation so as to protect the privacy of all persons involved. It is required that any employees involved in such an investigation not discuss the matter among themselves or with other employees so as to maintain this confidentiality and privacy of all persons involved. Insofar as possible, confidentiality will be maintained throughout the investigation process. During the investigation, the complainant will be kept informed as to the status of the investigation.

The investigator will determine the facts through investigation and will make a written report of the findings. The written record will be kept in a confidential file in the office of the designated company person for a period of three (3) years following the investigation, unless new circumstances dictate the file should be retained for a longer period. At the conclusion of the investigation, the investigator shall confer with the Executive Director and/or Associate Director as to the results of the investigation and the action to be taken.

## **Disciplinary Action.**

Any employee found to have violated the policy is subject to appropriate disciplinary action which may include warning, reprimand, suspension or termination.

## **No Retaliation.**

The Crisis Center will not retaliate in any way against any employee who makes a report of sexual harassment nor permit any other employee to do so. Any retaliation is a serious violation of the sexual harassment policy and must be reported immediately and will be investigated in the same manner as a charge of sexual harassment. Any individual found to have retaliated against another individual for having made a report of sexual harassment, will be subject to the same discipline provided for sexual harassment offenders.

## **False Accusations.**

If any investigation results in a finding that the complainant falsely accused another of sexual harassment, and that same was done knowingly or maliciously, that complainant will be subject to disciplinary actions, up to and including termination.

## **No Smoking Policy**

On September 23, 1993, the Board of Director's instituted a No Smoking Policy within the Crisis Center building. The Environmental Protection Agency of the U.S. Government has stated that secondhand smoke is a Class A carcinogen. Because of the environmental risk and the possible legal liability, smoking is not allowed within the building and must be done outside the building in designated areas at least 15 feet from entrances. Failure to comply with this policy can result in disciplinary actions up to and including discharge.

## **Relationship with Media**

Because of the confidential nature of the agency's work, no employee is permitted to release any information to newspapers or other media without express permission from the Executive Director or Associate Director.

## **Criminal History Affidavit / Check**

Staff personnel whose job responsibilities require contact with children and youth must sign a state-required criminal history affidavit. In addition, an F.B.I. criminal history check, that requires fingerprinting, is routinely done on applicants offered a position in which the prospective employee (or volunteer) comes into contact with children and youth. Fees for the F.B.I. criminal history check are paid by the Crisis Center. Failure to pass is a disqualification for hire by the Crisis Center. The state of Indiana requires criminal history checks at least every four years upon renewal of the Crisis Center's Alternative House license application. However, other criminal history checks may be made at other time periods if the Crisis Center has reason to believe that a check might supply helpful information.

## **Access to Personnel Files**

A personnel file is maintained on each employee. The personnel files are the property of the Crisis Center and access to the information is restricted. Only supervisors and management personnel who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact their supervisor or designated company official. Employees may review their own personnel files in the Crisis Center's offices in the presence of their supervisor or other individual designated by the Crisis Center.

Reference checks will be responded to by the Executive Director or Associate Director. Information released to third parties, with appropriate identification and request, will be limited to employment verification, dates of employment and job title. Release of any other information will require written authorization by the employee except where such information is given in response to a statutory or regulatory requirement.

## **Personnel Data Changes**

It is the responsibility of each employee to promptly notify their supervisor of any changes in personnel data such as mailing addresses, telephone numbers, dependents, emergency contacts, education and/or other status changes so that they remain current and accurate. Notification must be in writing and dated.

## **Employee Categories**

Classification does not guarantee employment for any specified period of time. The right to terminate the

employment “at will” at any time is retained by both the employee and the Crisis Center.

Each employee is designated as either *exempt* or *non-exempt* based on federal and state wage and hour definitions. As a private, non-profit agency, within Department of Labor guidelines, the Crisis Center is not subject to the Fair Labor Standards Act. It is the Crisis Center’s policy to pay non-exempt staff overtime pay as outlined under over-time section of the Employee Handbook.

Exempt employees are excluded from specific provisions of federal and state wage and hour laws. An employee’s exempt or non-exempt classification may be changed with written notification by the Crisis Center to the employee.

Description Follows:

**Exempt:** Any employee whose work is of an executive, managerial, supervisory, professional or sales nature is in the exempt category.

**Non-exempt:** All other employees whose position and responsibilities do not fit the exempt classification.

**Full-Time Employees:** Employees who are regularly scheduled to work a full-time schedule of 80 hours in a designated pay period are considered full-time. They are eligible for health insurance, dental insurance, life insurance, compensated time off and participation in the pension plan, subject to the terms, conditions and limitations of each benefit program.

**Part-Time Employees:** Part-time employees, who are not assigned to a temporary status, and who are regularly scheduled to work part-time but less than the full-time work schedule, are considered part-time staff. They receive all legally mandated benefits such as Social Security and Workers’ Compensation Insurance, and may be eligible for some Crisis Center benefits subject to the terms, conditions and limitations of the benefit program. They do not receive paid time-off.

**Relief or Temporary Employees:** Employees who are temporary supplements to the work force and whose employment may be for a limited duration are relief or temporary staff. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until they are notified of a change. They receive all legally mandated benefits, such as Social Security and Workers’ Compensation Insurance, but are not eligible for other benefits.

### **Initial Evaluation / Introductory Period:**

The first ninety (90) days of employment are an introductory period; it gives an opportunity to determine if the job fits and allows management to verify necessary skills, attitudes and motivation. The 90 day period may be extended, at the employer’s discretion, for part-time staff whose total work time is limited. At the end of the introductory period, your supervisor will evaluate your work performance, conduct and policy compliance and make a recommendation regarding continued employment. Written comments, if any, will

be included in the personnel file.

There is no paid time-off during the evaluation period. Successful completion of the introductory period will not change your status as an at-will employee. The Crisis Center or the employee may still terminate employment at any time, for any reason, with or without cause, and without previous notice.

### **Performance Reviews:**

There are job descriptions for Crisis Center positions. Performance reviews are conducted once a year. Performance reviews will take place in consultation with the employee whose job is being reviewed. Employees will receive a copy of their written review and initial the review indicating that they have read it. Employees not in agreement with the evaluation may present, in writing, their additions. Additions made by the employee to their evaluation will also become part of the personnel file. The evaluation becomes a part of the personnel file.

The performance review of the Executive Director and Associate Director is completed by the Personnel Committee and/or Personnel Committee chairperson of the Board of Directors.

### **Promotion**

When or if a job category position becomes available, the position's requirements will be made available to the Crisis Center's staff and, if management deems it necessary or advisable, to the public. Applicants will be evaluated based upon education, experience, and / or performance and other relevant information that may determine their suitability for the position.

### **Pay Periods**

Pay periods are bi-weekly or 26 pay periods during the calendar year. Paychecks are distributed through direct deposit with pay dates being every other Thursday.

### **Punctuality**

It is important that employees be prepared to work at the designated starting time and to work until the designated closing time. Violation of policy may result in disciplinary action, up to and including termination.

### **Overtime**

All hours worked in excess of 40 hours per week by non-exempt employees are considered "overtime" and will be compensated at one and one-half (1½) times the regular rate of pay for the additional hours worked for non-exempt employees. Overtime is only paid for hours actually worked. Time taken off during the pay period does not count toward over-time.

An employee cannot get paid for overtime when using compensated time-off during the pay period. Overtime hours must be approved by the supervisor. (It is possible to "sell" unused compensated time-off only if your job will require a replacement; the request must be approved by the supervisor. See page 23).

## **Working Hours**

The Crisis Center operates two programs that function more than eight hours a day. Alternative House, the emergency shelter for children, boys and girls, ages 6 to 18, operates 24 hours a day, 365 days a year. Staff in this program are scheduled throughout the 24 hours. Crisis Contact telephone lines are operated 18 hours a day by staff and volunteers.

The Crisis Center is a service agency that is dependent upon full staffing to meet our client's needs. When a staff person is late, it creates a hardship for other staff and the Crisis Center's clients. Violation of the attendance and punctuality policy may result in disciplinary action up to and including termination.

Employees are expected to notify a supervisor as soon as possible if they are unable to work. Failure to call at least four hours before their scheduled work time will be noted in their personnel folder and can result in suspension and / or termination.

Absence for more than three (3) consecutive days requires a doctor's statement. If no communication is received from an employee within a three (3) day work period, the Crisis Center may conclude that the employee has voluntarily left the employ of the Crisis Center. An employee whose absences exceed three (3) days in any calendar quarter without medical or other justifiable cause will be considered to have excess absences which could result in termination of employment.

Excessive tardiness, absenteeism, leaving work early, or unauthorized absences can be cause for disciplinary action, up to and including termination.

Regular working hours vary depending on the Crisis Center program or service area. Working hours are subject to periodic review. Working hours may be re-assigned due to workflow or other scheduling needs. Employees are expected to be on the premises only during times when they have regularly scheduled work hours and for a reasonable period of time before and after scheduled work times. Exceptions must be approved in writing by a supervisor. Former employees who wish to visit must have a supervisor's approval documented in the daily Team Report.

## **Time-Clock / Record Keeping**

Non-exempt full-time and part-time employees are required to use the time clock to record all hours worked – when you report for your scheduled shift; when you leave at the end of your shift. Consistent failure to clock in can be grounds for disciplinary action up to and including termination.

Employees who voluntarily come in before their regularly scheduled starting time or who remain after their closing time will not be paid for such periods unless it has been approved in advance by a supervisor and so noted with the supervisor's initials.

Under NO circumstances should you request or permit another employee to clock your time in or out for you. Employees must use the appropriate form to record any time off (whether for personal, vacation, sick

time) and it must be authorized by the supervisor. Time off must be requested at least ten (10) days in advance of the time-off period.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

## **24 Hour Staffing/ Shift Schedules**

Alternative House operates twenty-four (24) hours a day, every day and requires adequate staff to maintain a staff to client ratio. Shift starting times are staggered. Depending on the numbers of youth residents, residential staff may be decreased. The decision to increase or decrease residential staff will be made by either /or the Director of Alternative House or the Quality Personnel Specialist who may consult with the Executive Director and/or Associate Director.

All efforts will be made to maintain the ratio of male and female staff on each shift and will supercede other considerations such as individual preference, convenience, seniority, etc. To maintain the appropriate staff level, if tardiness or other reasons delay a staff member's shift arrival, you must remain on your shift until relieved or until instructed by your supervisor.

Crisis Contact is an eighteen (18) hour response line that provides compassionate listening, referrals and crisis intervention for callers. Crisis Contact is manned by volunteers and paid staff. Crisis Contact staff are expected to be available for those hours that are not covered by volunteers or by other Crisis Center employees. (See Policy & Procedure General Guidelines).

## **Compensation**

The Crisis Center may award salaries based upon the nature of the work performed and are meant to reward job performance and productivity and not given merely on length of service. Factors considered are experience, education, training and performance. Each position has a written job description describing the duties and responsibilities. A review process will be completed at the end of your introductory period and thereafter once a year to discuss accomplishments and plans for the next year. Financial and marketplace considerations affect increases.

## **Payroll Deductions**

Deductions to comply with governmental regulations will automatically be deducted from paychecks. Federal, state or other taxes, by law, are withheld from salaries. The amount withheld is based upon the number of exemptions and gross earnings. Employees are responsible for notifying the payroll department of any changes to their exemptions. Additional payroll deductions may be available. Contact the payroll department.

## **Salary Reviews**

The Crisis Center awards salary increases on the basis of merit and overall performance. Salaries are reviewed on an annual basis. Each employee's direct supervisor will review their performance and make recommendations regarding a salary increase. Recommendations are reviewed by the Executive Director and/or Associate Director ensuring they are consistent with the company's compensation strategy.

## **Personal Appearance**

Crisis Center shirts with our logo are encouraged for Alternative House staff. The Crisis Center will reimburse staff for the cost of a specified number of shirts. Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image the Crisis Center presents to the community. During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their position. A business casual dress code is adopted to promote a comfortable atmosphere. Shorts, tight tee shirts or tee shirts with suggestive lettering, pictures or designs are not permitted and you can be sent home. If you have any doubt about whether an outfit is acceptable, do not wear it.

## **Employee Conduct and Work Rules**

The Crisis Center expects employees to follow rules of conduct which protect the interests and safety of all employees, clients and the organization.

## **Conflict of Interest**

An employee shall not engage in any activities which create a conflict of interest between the employee's functions and any other interest or obligation. An employee may not make or participate in the making of a decision if there is a financial conflict of interest. Information on a potential conflict of interest shall be provided to the Executive Director and / or Board of Directors in order to receive approval to proceed.

Goods or services shall not be purchased from an employee or a near relative of an employee unless there is a specific determination that the goods or services are not available otherwise.

## **Examples of Unacceptable Behavior**

It is not possible to list all the forms of behavior that are considered unacceptable. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- C☐ Taking or using a Crisis Center van without supervisor approval.
- C☐ Unauthorized or excessive absenteeism or tardiness. Continued absence, tardiness or consistent failure to work a scheduled time without prior notice
- C☐ Dishonesty, including but not limited to the falsification of employment-related documents or

information including the employment application, personnel record, work record, or electronic or other written information.

- C☐ Behavior resulting in client or public complaints.
- C☐ Breach of confidentiality, falsification or propagation of client or employee information.
- C☐ Misapplication or misappropriation of Crisis Center funds.
- C☐ Harassment/discrimination of any kind of any Crisis Center employee or client or any other individuals with whom the employee is required to deal with in the scope of Crisis Center business.
- C☐ Misuse, unauthorized use, taking, damaging, or defacing of property of the Crisis Center or of any employee or member of the public.
- C☐ Working under the influence of alcohol or illegal drugs
- C☐ Fighting or threatening violence in the workplace or while on Crisis Center business.
- C☐ Boisterous or disruptive activity and behavior in the workplace, including profanity or discriminatory epithets or words
- C☐ Insubordination or other disrespectful conduct or resistance to supervision including but not limited to, failure or refusal to comply with an order or procedure; abusive language, assaulting or threatening words.
- C☐ Violation of health or safety rules
- C☐ Smoking in prohibited areas, inside the building or within 15 feet of building entrances.
- C☐ Sexual or other unlawful or unwelcome harassment
- C☐ Failure to perform work in an acceptable, timely or efficient manner
- C☐ Theft or inappropriate removal or possession of Crisis Center property
- C☐ Use, possession, distribution, sale, or transfer of alcohol or illegal drugs in the workplace, while on duty, or while operating Crisis Center-owned vehicles or equipment.
- C☐ Negligence or improper conduct leading to damage of Crisis Center owned or client-owned property.
- C☐ Possession of dangerous or unauthorized materials, such as firearms or explosives in the workplace; including the exterior grounds parking lot and playground.

- C☐ Violation of the Crisis Center's employment policy regarding attendance and punctuality
- C☐ Falsifying time sheets or other records
- C☐ Leaving the job unattended during a work shift without supervisor's permission.
- C☐ Operation of equipment in an unsafe manner or destruction of Crisis Center property.
- C☐ Failure to use safety equipment or safety standards.
- C☐ Commission of a crime which the Crisis Center determines, in its sole discretion, reflects poorly on or which discredits the Crisis Center in any way.

Unacceptable behavior is not limited to the list above. An employee may be terminated without advance notice for unacceptable behavior.

### **Performance Periods**

The first ninety (90) days of employment is a more intensive evaluation review period in order to identify and verify necessary skills, attitudes and motivation. A review *may* be completed at thirty (30) days, sixty (60) days, and ninety (90) days. Comments and expectations will be given to the employee some of which may be in writing and included in the personnel file. Extensions of the evaluation/probation period may be extended at the discretion of the immediate supervisor.

### **Performance Review**

Each position has a job description on which a performance review is conducted yearly. All performance reviews take place in consultation with the employee whose job is being reviewed; employees will receive a copy of their written review and will initial it indicating they have read it. Employees not in agreement with the evaluation may present, in writing, their comments. All evaluations become a part of the employee's personnel file.

The performance review of the Executive Director and Associate Director will be done by the Personnel Committee of the Board of Directors.

### **Employment Record**

Individual, separate, confidential files are maintained on each employee.

### **Problem Resolution**

It is our intention to encourage communication to resolve dissatisfaction that may arise from job-related problems. First, if you have a job related problem, question or complaint, discuss it with your immediate

supervisor. If that doesn't resolve it, you and/or your supervisor should relate the matter to the next higher level of management. An effort should be made to resolve the matter informally but to the reasonable satisfaction of the parties involved.

If the matter is not resolved, it should be brought to the Executive Director or Associate Director; it can be brought by either the employee or the supervisor, but both parties will be heard in bringing resolution to the issue and advised of any decision. This decision is final.

Only when a matter to be discussed personally involves the supervisor or office with whom you must communicate should you bypass this person and proceed to the next person in authority.

### **Layoff & Recall**

The selection of employees to be laid off due to a variety of business reasons is the sole discretion of the program's supervision in consultation with the Executive Director and Associate Director/Finance. Layoffs will be based upon the job classification and the needs of the Crisis Center program / service. The person to be laid off will receive, in writing by certified mail, a notice of layoff. If circumstances change, an employee may be recalled to work. A list of all employees who have been laid off will be maintained by the Human Resource Coordinator. An employee's name will remain on the layoff list for a period not to exceed six (6) months.

A former full-time employee may be recalled for a part-time position. After receiving a written recall notice from the department of the Crisis Center, the employee has seven (7) calendar days during which to indicate in writing to the Crisis Center's Human Resource staff person, his/her intent to return and three (3) additional calendar days to report to work. Failure to accept recall to a position shall indicate resignation and the employee's name will be removed from the layoff list.

### **Disciplinary Actions**

The Crisis Center encourages each employee to develop their performance to the highest level of their ability. Disciplinary policies are designed to meet Crisis Center standards and ensure fairness. Infraction of Crisis Center policies may result in formal counseling, probation, suspension or termination.

The disciplinary steps listed may not be followed in every case. Management reserves the right to determine which action shall be taken based on the nature and severity of the infraction, the circumstances surrounding the infraction and the employee's past performance.

### **Verbal Warning.**

A conversation between a supervisor and an employee is scheduled to discuss the disciplinary problem. It is usually (but not always) the first step. The purpose is to bring the specific problem to the employee's attention and discuss ways to correct the problem. This conversation must be documented by the supervisor and an informal memo is placed in the employee's file describing the incident and the

supervisor's actions.

### **Written Warning.**

A written warning is a documented formal conversation between a supervisor and an employee about a disciplinary or performance problem. This is often the second step.

A written warning occurs when the problem identified in the verbal warning has not been resolved or when the problem is of such importance that the verbal warning step is bypassed.

A written warning describes the behavior that must change and ways to correct it. Written warnings must be signed by the supervisor and should be signed by the employee. The employee receives a copy and a copy is put in the personnel file. A written warning may also be coupled with a suspension.

### **Suspension.**

Suspension may occur because of a crisis situation where it is important that an employee be removed from the workplace because of a serious situation in which the health, safety, or welfare of others is concerned. Suspension may take place when serious misconduct has occurred and an investigation is conducted. Suspension may occur with or without pay; this decision will be made by the supervisor in consultation with a program director and/or Executive Director or Associate Director. A copy of the written notice of suspension is placed in the employee's personnel file.

### **Discharge.**

An employee may be discharged as a result of a serious offense, or the accumulation of infractions for which written notices or warnings have been issued and insufficient improvement has occurred. In some situations, the appropriate disciplinary action may be to discharge the employee even when none of the prior steps have been taken.

## **Termination of Employment**

The Crisis Center recognizes the value of retaining experienced employees. Therefore, we minimize the need for an incidence of termination either voluntarily or involuntarily. However, the employment of any person, covered by the policies and practices in this employee handbook, may be terminated by either party at any time, with or without cause or advance notice.

Unused but earned compensated time off will be paid with your final paycheck. Health insurance coverage, if the employee is eligible, may be continued at your (the employee's) expense under the "COBRA" program coverage.

When the Crisis Center initiates the termination and not the employee, the final decision rests with the Executive Director to whom it may be appealed. No specific notice period is required for termination.

### **Company Property**

Upon the termination of employment, all property must be returned to the Crisis Center including office keys, I.D. badge, Crisis Center pagers and cell phones, equipment, manuals, reports, documents, etc. Pay for days worked or unused time-off, if any, will be held until items are returned and noted by a supervisor. Materials that the employee would like to remove should be gathered together for review by the appropriate manager.

### **Resignation**

A Crisis Center employee may resign at any time by giving written notice to your immediate supervisor. Two weeks notice is the minimum requested.

Letters of Recommendation / Reference Letters. The Crisis Center will provide letters confirming employment for current or former employees upon authorization by the employee. The Crisis Center will provide confirmation of employment dates and title. All requests must go through a supervisor.

### **Benefits**

Following is a brief description of benefits. For more information, contact the Crisis Center's Associate Director/Finance or the Bookkeeper. The Crisis Center reserves the right to amend or terminate any benefit at any time or to increase employee premium contributions toward any benefit. In any instance where they may be a contra-indication between the Employee Handbook and any benefit plan document, the plan document will control.

### **Full-Time Exempt / Non-Exempt Employees / Compensated Time Off.**

Full-time exempt / non-exempt employees are eligible for compensated time off upon successful completion of the 90 day introductory period. Except in emergencies, all compensated time-off must be requested ten (10) days in advance to the immediate supervisor for approval. Time-off scheduling will depend on the operating needs of the Crisis Center.

We encourage staff to take all compensated time off each year. However, full-time exempt and non-exempt employees may carry over up to 80 hours (a total of ten (10) days) from one year to the next. 80 hours is the total maximum number of hours that can be accrued at any time. Part-time employees do not receive compensated time off.

### **Compensated Time-Off Benefit Schedule / Exempt, non-Exempt, Full-Time Employees**

For full-time employees (exempt, non-exempt) who have been employed up to five years, the Crisis Center provides compensated time off of 200 hours (twenty-five days a year that is the equivalent of five (5) five-day work weeks). *These days include holidays, vacation time and sick days.* This block of 200 hours can be used, with supervisor's approval, at the employee's consideration and judgment. Two weeks advance notice of intent to take extended compensated time (vacation days) off is required.

In the initial year of full-time employment, pro-rated days off earned may be taken after the first 90 days. Days off are earned for each month of full-time employment. Days not earned cannot be taken off.

At the end of the fifth year of employment, full-time staffs are eligible to receive an additional 40 hours (five (5) days of compensated time off. *These days include holidays, vacation time and sick days.* That is, a total of 240 hours (thirty days off a year or the equivalent of six (5) day work weeks). This block of thirty days can be used, with supervisor's approval, at the employee's consideration and judgment.

The computation to determine eligibility for compensated time off begins from the date of hire. For example, if the start date of hire was the sixth month or 50% of the year, the extra days off would be pro-rated or 50% of the days of compensated time off.

At the end of the fifteenth (15) year of employment, staff receive 280 hours (thirty-five paid days off a year or the equivalent of seven five-day work weeks) .*These days include holidays, vacation time and sick days.*

After twenty-five (25) years of employment, staff will receive 320 hours (forty paid days off a year or the equivalent of eight five-day work weeks. (Years must be consecutive) *These days include holidays, vacation time and sick days*

All compensated days off include holidays, vacation time and sick days. That is, if a holiday, vacation or a sick day is taken off, it is counted as compensated time off.

### **Over-Time/ More than 80 Hours a Designated Pay Period**

If a full-time non-exempt staff has worked 40 hours per designated pay period, additional hours are paid at regular pay multiplied by 1.5. If a listed holiday is also worked after 40 hours in a designated pay period, staff are paid for the worked holiday hours at regular rate multiplied by 2.0 or double their regular hourly rate. (For example, \$10 / hour = \$20/ hour holiday overtime rate)

### **Time and a Half Holidays / Non-Exempt Hourly Paid Staff**

Time and a half will be paid for non-exempt hourly staff who works the following:

Easter	Christmas Day	Thanksgiving
Memorial Day	New Year's Eve (4pm-Midnight)	Martin Luther King Day
4 <sup>th</sup> of July	New Year's Day	

### **Non-Exempt, Part-Time, Temporary or Relief Staff**

Non-exempt part-time, temporary or relief staff are scheduled as needed or intermittently and do not receive time off with pay.

## **Family & Medical Leave**

If, and to the extent required by federal law, the Crisis Center complies with the 1993 Family & Medical Leave Act (FMLA) by providing up to twelve (12) work weeks of unpaid leave to all eligible employees during any twelve (12) month period. The Crisis Center will only provide FMLA if it employs 50 or more employees.

If FMLA applies, employees are eligible for FMLA leave if they have completed at least one year of service and have worked at least 1,250 hours within the previous twelve (12) month period.

For the purpose of this policy, the leave year within which an eligible employee may take his or her twelve (12) weeks of federally-protected leave means the twelve (12) month period beginning on the date the employee first takes leave for any of the reasons set forth previously.

The employee must submit the written request for family medical leave to the employee's supervisor (or Human Resources Coordinator) identifying the reason for the leave and the amount of time being requested. In the event of an emergency, the employee should make such request as soon as practical after the emergency necessitating the FMLA leave has occurred.

If the need for family/medical leave is foreseeable, you must give the Crisis Center at least 30 days prior written notice to take leave under the Family Medical Leave Act. If this is not possible, you must at least give notice as soon as practicable (within one to two business days of learning of your need for leave except in extraordinary circumstances). Any employee who fails to give the requisite notice may be delayed in receiving authorization for leave and/or may be subject to having the leave denied. Additionally, if you are planning a medical treatment, you must consult with the Crisis Center first regarding the dates of such treatment. The Crisis Center has "Request for Family/Medical Leave" forms available from human resources.

A serious health condition which forms the basis for the employee's FMLA leave request must be identified by a treating physician of the employee and submitted to the Crisis Center, in writing. The Crisis Center is entitled to request that the physician certify as to the employee's serious health condition and reserves the right, at its own expense, to obtain a second opinion if there is a question as to the validity of the certification provided by the employee.

Circumstances:

- |  |  |  |
|--|--|--|
| * Birth of a child                                 | * The employee has a serious health condition and is unable to perform the functions of his/her position | * Care for a spouse, child or parent of the employee when they have a serious health condition |
| * Placement of a child for adoption or foster care |  |  |

No employee benefits will be lost as a result of taking such FMLA leave; however, the employee will not accrue any seniority or benefits during the time of leave and is not entitled to any benefits other than those to which the employee would have been entitled had the leave not been taken.

Those employees who are 10% of the highest paid employees may not be restored to their prior position if

such is necessary to prevent substantial and grievous economic injury to the Crisis Center and after receiving notification of leave, the Crisis Center notifies the employee that they will not be reinstated.

When FMLA leave is taken, the employee's earned vacation time and personal days shall first be used and are charged against the leave time provided by law.

During FMLA leave, the Crisis Center's medical/dental insurance coverage benefits for which the employee is eligible will continue. If the employee does not return from the FMLA leave, for a reason other than a serious health condition or some other reason beyond the control of the employee, the employee will reimburse the Crisis Center for the cost of any health benefits paid by the Crisis Center on behalf of the employee during any unpaid portion of the FMLA leave.

### **Military Leave of Absence**

A military leave of absence will be granted to full-time exempt or non-exempt employees obligated for Reserve exercise or if called to active duty with the U. S. Armed Forces without a loss of seniority or benefits.

An employee taking military leave will receive, from the Crisis Center, the difference between the regular pay and the military pay for a maximum period of six months. Thereafter any extended time off is without pay but without a loss of benefits or seniority. A military leave of absence does not require the employee to utilize all accrued vacation time and personal days while on leave.

### **Absence for Bereavement**

Should a bereavement occur in a full-time employee's immediate family, the employee may request a bereavement leave and shall be granted such time off with pay as is reasonable under the circumstances to enable him/her to look after funeral arrangements or to attend the funeral. Bereavement leave will be "with pay" for those who have accumulated sufficient compensated paid time-off; time-off taken will be deducted from the current balance of hours.

Part-time staff may take the time off *without pay*.

#### **Bereavement Absence**

#### **Standard:**

Immediate Family:	Spouse, child	5 consecutive days
	Parents, Mother or Father-in-law, Brother, Sister	3 consecutive days
Other Family:	Grandchildren, Grandparents Brother or Sister-in-law	1 working day

## **Absence for Jury Duty**

Leave is allowed for jury service provided that no petition to be excused from such service due to hardship has been filed. A copy of the summons for jury duty must be provided to your supervisor as soon as possible so that alternative scheduling can be made, if necessary. Time off for jury duty does not include an appearance before a court of law where an employee is either a plaintiff or defendant. Also, if an employee volunteers for jury duty, the employee will not be compensated for time away from work.

An employee released from jury duty during their normal scheduled working day must promptly report to work for the remainder of that day unless a call to the supervisor indicates the employee does not have to report.

Upon completion of jury duty, an employee must present a certificate or proof of service to be excused from work. The Crisis Center will pay the employee's regular salary less the amount paid by the court. Maximum paid jury duty leave is two (2) weeks per calendar year.

## **Mileage Reimbursement**

Mileage is reimbursed for work related trips when using a personal vehicle. Records must be returned to the bookkeeper, signed by a supervisor, indicating the reason for the trip, the destination, and the number of miles.

## **Food Service**

Because of job requirements, employees generally work their shift without leaving the building. Food is provided at no cost to the employee, a valuable benefit. At least thirty (30) minutes of time is provided free of work duties.

## **Vendors**

Any employee, working with a vendor, is prohibited from receiving a gift in excess of \$20 value.

## **CRISIS CENTER FULL-TIME (Exempt & Non-Exempt) EMPLOYEE BENEFITS**

In Compliance with State, Federal or Other Regulations

### **Time Off**

- C Time off policy including holidays, vacation policy, personal and sick days
- C Family & Medical Leave Act
- C Military Leave of Absence
- C Absence for Bereavement
- C Absence for Jury Duty

### **403(B) Plan including Crisis Center Match**

### **Insurance**

- C Medical / Dental Insurance
- C Life Insurance
- C Disability Insurance

**COBRA** – See - Benefit conversion at termination

### **Worker’s Compensation**

### **Unemployment Insurance**

### **Federally mandated employment requirements (Social Security)**

**Meals**            May be provided on your shift

### **Other Benefits:**

Full-time non-exempt employees who choose not to use their compensated time-off days, may request purchase of their time by the Crisis Center at their compensation rate.

### **Alternative House “Bonus”**

The bonus policy was instituted in the early 1980’s to compensate residential staff and occurs when staff to resident ratio increases above a certain pre-determined level.

- The bonus is determined only on actual worked hours if the eligible employee worked between 64 and 80 hours during the designated pay period.
- Hours taken off during the period do not count toward the bonus.
- A full-time or part-time eligible employee who calls off less than eight (8) hours before their scheduled shift will not be eligible for the bonus in that pay period.
- Alternative House residential staff, who work sixty-four (64) up to eighty (80) hours of a scheduled eighty (80) hours, are eligible for a bonus based on the resident capacity: Resident capacity rate is: A 6% bonus for 27- 30 residents; a 9% bonus for 31 or more youth residents.
- The bonus is determined based on the non-exempt employee’s hourly rate of pay multiplied by the number of hours actually worked (eligibility is a minimum of 64-80 hours) during the pay period, multiplied by the applicable percentage. The percentage is determined for each pay period based on Alternative House resident average daily census for that pay period. The driver position does not qualify).
- The Alternative House Coordinator will also receive the bonus based on the same formula as non-exempt

employees by dividing the salary into an hourly rate. The bonus will be based on a maximum of 80 hours per pay period.

### **403(B) Plan - Eligibility**

Full-time exempt *and* non-exempt employees are eligible after the first year of employment. Part-time employees must work 1,000 hours in a 12 month period of employment, starting with the first day of employment, to become eligible for the 403(b) plan.

The 403(B) is a plan to help save for retirement; it also reduces current income taxes. Employee contributions are made through payroll deductions. Employees may contribute pre-tax earnings up to annual dollar limits set by the IRS. Changes to percentage amounts may be made with the bookkeeper or may be made on line. The Crisis Center, at the discretion and direction of the Board of Directors, may make matching contributions. Any matters relating to the matching contributions and eligibility can be directed to the bookkeeper. A booklet outlining the 403(B) plan is available to employees upon hire.

### **Crisis Center Matching Contributions**

The Crisis Center, at the discretion and direction of the Board of Directors, may make matching contributions. Currently the Crisis Center match is 25¢ for each \$1 the employee contributes up to a equivalent maximum of 3% of the employee's annual earnings.

### **Medical / Dental / Disability Insurance**

Exempt and non-exempt employees, who work at least 38 hours a week, are eligible for medical, dental and disability insurance. Details regarding the medical and dental coverage are available from the bookkeeper. The Crisis Center, with the approval of the Board of Directors, pays a percentage of the premium for exempt and non-exempt employees only, not family members. Eligible employees may purchase family medical insurance and have the premium deducted from their paycheck.

### **COBRA - Benefit Conversion at Termination**

Federal law gives qualified employees and their qualified dependents the opportunity to continue Medical and Dental insurance after they have resigned, been terminated, the employee died, the employee's hours were reduced, a leave of absence was taken, a divorce or legal separation, or a dependent child no longer meets eligibility requirements.

Under COBRA, the employee or dependent pays the full cost of the medical premium. The Crisis Center will provide the eligible employee and dependent with a written description of the medical plan and the costs associated with it.

### **Federally Mandated Benefits – Social Security**

Crisis Center pays payroll deductions for Social Security which provides retirement, long-term disability benefits and survivor benefits in the event of your death as currently mandated by federal law.

### **Worker's Compensation**

If you are injured while on the job you may be eligible for compensation as provided by the Indiana Workers' Compensation Law. Accidents not promptly reported can impact eligibility for reimbursement of expenses.

### **Unemployment Insurance**

The Crisis Center pays a premium to the state and federal governments toward an unemployment fund. The fund provides payments to individuals who are unemployed and are deemed qualified for such payments by the state of Indiana agency.

## **Environmental & Safety Issues**

### **Smoke-Free Environment**

The Crisis Center has a strict smoke-free policy. Smoking is prohibited except in designated, outdoor areas. Smoking in a non-designated area may lead to disciplinary action, up to and including termination of employment. Cigarette remains must be completely extinguished and discarded appropriately and never left on the landscape or the Crisis Center's property.

### **Safety Procedures**

It is the Crisis Center's policy to comply with all applicable federal, state, and local health and safety regulations and employees are expected to comply by reporting any unsafe equipment or hazards so that management can take corrective action. Accidents that result in injuries, for example, need to be reported immediately. Staff must be familiar with safety procedures, locking doors, etc. and procedures in the event of a fire or other emergency.

Safety includes the use of video cameras recording various areas of the interior and exterior of the building. Signs are posted indicating that video taping takes place. Tapes are reviewed and can provide protection for staff when an incident takes place.

Staff who drive Crisis Center vans are expected to park the vans in the appropriate location, make sure all debris is removed, the van is clean; always use seat belts, use phone headsets while driving and/or refrain from using cell phones; inform appropriate staff of maintenance needs, and lock the van doors when exiting.

### **Cell Phone Use**

Employees with a Crisis Center issued cell phone have been provided with a hands-free device (head set) and all drivers (transportation aides) have been issued phones with walkie-talkie (direct-connect) capabilities. Safety is an imperative. If it is necessary for an employee to make a cell phone call while driving, find a safe

location to pull over before making the call. When receiving a cell phone call, pull over as soon as possible recognizing traffic conditions. Employees sign a required statement that indicates safe cell phone use. During working hours, cell phone use is prohibited except in emergency.

### **Visitors**

Employees must ensure that all visitors register and sign in at the reception area. Their signature indicates that they understand they will not disclose resident identities. Sign-in also protects against theft, safety, and avoids potential distractions or disturbances. No solicitations are allowed on the Crisis Center premises.

### **Use of Company Property**

#### **Telephones**

Telephone etiquette and helpfulness to callers is essential. When speaking to callers, clients, or others, staff represent the Crisis Center. The caller's impression of the Crisis Center is based upon staff courtesy, friendly demeanor, knowledge, and helpfulness. Personal calls should be limited and as brief as possible.

#### **Use of Equipment and Vehicles**

The Crisis Center has a significant investment in computer systems, business machines, office equipment and vehicles. Due care is expected when using equipment. If equipment or vehicles need repair, please notify the appropriate person.

Any deliberate mistreatment of equipment or vehicles is grounds for immediate dismissal.

#### **Return of Property**

Employees are responsible for all property, materials, or written information issued to them or in their possession or control. They must return all Crisis Center property immediately upon request or upon termination of employment.

#### **Internet & E-Mail Use Policy, Standards & Procedures**

Internet access, internal e-mail and external e-mail will be provided to assist those employees that need these services to perform their duties. Staff are required to sign an Internet Policy statement. There is also a form outlining the "Use of Technology."

Policy statements will be signed by the employee on a separate document and maintained in their personnel file.

#### **Crisis Center's Policy Statements to be Signed by Employees:**

Acknowledgement of receiving the Employee Handbook / Human Resource Manual by signing and returning

the acknowledgment form to the Administrative Assistant (or other Crisis Center designee) indicates agreement with the policies indicated and / or included in the Employee Handbook.

- Acknowledgment of Receiving Employee Handbook / Human Resource Manual (includes)
  - Confidentiality Statement
  - Personal Competence & Limitations
  - Internet & Email / Use of Technology Procedure
  - Personal Valuables Policy
  - Cell Phone Policy (Transportation)
  - Crisis Center Keys Policy
  - Drug Free Testing Policy
  - Employee Protection (Whistle Blower Policy)

### Personal Competence

#### **The staff of the Crisis Center shall:**

- Attend all meetings, seminars, workshops, etc. that may be requested by the program coordinator or the Executive Director and/or the Associate Director/Finance.
- Satisfactorily meet the training requirements either by in-service training or by obtaining necessary certification of on-line or other training opportunities. Training requirements are 20 hours / full time Alternative House staff and 10 hours / part-time Alternative House staff. Training must be documented and in the staff person's personnel folder within five (5) days of completion of the training.
- Maintain a good working knowledge of agencies to refer clients or callers.
- Maintain knowledge of the employee's primary job duties as well as a good working knowledge of the programs and services of the Crisis Center including special abilities of the various staff members.
- Maintain a working knowledge of the local, state and federal laws and regulations pertaining to counseling practices, professional malpractice, health and safety, and client confidentiality.
- Pass a keyboarding assessment with a minimum 15 words typed per minute.
- Maintain the confidentiality of clients and of the Crisis Center.
- Conduct him/herself in a manner complimentary to the Crisis Center.
- Develop a positive rapport with clients.

- Assume duties necessary for the successful completion of the objectives of the Crisis Center.
- Participate in regular staff group sessions as requested.
- Maintain a good working knowledge of safety practices and of emergency first aid.
- Keep staff/client relationships at all times consistent with the goals of the Crisis Center. This requires that the staff/client relationship be kept on a professional basis while on or off duty.
- Not permit alcohol or drugs to be obtained, possessed, consumed or glamorized nor be under the influence of drugs or alcohol while on duty.
- Assume responsibility for the shift worked, and be present at all times unless excused.
- Phone numbers are not to be given out without staff consent.

### **LIMITATIONS**

Individuals on the staff of the Crisis Center's programs shall not:

- Sign any papers or enter into any contracts legally binding on the Crisis Center without the approval of the Board of Directors. Approval may be indicated by a written statement, on file, from the President of the Board of Directors to a specific person, generally, the Executive Director.
- Use his or her position as a means to solicit private clients.
- Represent him/herself as a therapist except as can be verified by recognition by a professional sanctioning body.
- Receive or require any remuneration from any client except as a Crisis Center authorized fee for service.
- Alternative House staff may not leave the Alternative House unattended.
- Staff for all programs must be present during official hours of operation.
- All employees must sign an agreement of confidentiality and adhere to federal confidentiality regulations.

## CONFIDENTIALITY AGREEMENT

As an employee of the Crisis Center, Inc., I do swear that I will adhere to all confidentiality requirements and regulations.

I will be aware that sensitive information is not to be related beyond the confines of the Crisis Center and then only to authorized individuals.

I further swear that I will protect the confidentiality of client information with any person or persons other than staff, a caseworker, or a probation officer or other official or person who are directly related to the well being of the client.

I understand that this agreement will become part of my personnel file and any infraction of this agreement may result in my immediate suspension or dismissal.

**The employee's signature on the "Acknowledgment of Receiving the Employee Handbook" constitutes recognition and acceptance of this policy.**

## **Internet & E-Mail Policy**

The Crisis Center encourages the use of electronic mail (email) as a tool to help accomplish the Crisis Center's legitimate business and service objectives. E mail can greatly enhance the quality and efficiency of communication among management, employees, and others involved in the Crisis Center's activities.

However, email can be misused with potentially serious consequences for both the Crisis Center and the email user. This policy is intended to define the parameters of appropriate email usage by Crisis Center staff.

It is expected that all employees will use common sense and sound judgment when using the email system. Employees are expressly prohibited from sending any messages or materials containing obscene, profane, lewd, derogatory or otherwise potentially offensive language or images. The use of material containing racial, sexual or similar comments or jokes is forbidden. Users should respect the rights and sensitivities of recipients and reflect the professional image the Crisis Center wishes to portray.

Email messages cannot be considered private. Such messages may also be subject to disclosure to outside third parties, including the court system and law enforcement agencies under certain circumstances. Employees should not send any email messages they would not want to have seen by persons other than the intended recipients.

Access to the internet is for work related usage. It is not for entertainment, personal gain or profit. No downloading of any software (games) is allowed, nor is it to be used for the placement of or access to any material considered to be inappropriate, offensive or disrespectful of others. The downloading, creating or transmitting of illegal or sexually offensive material is prohibited. It is not to be used for solicitation of Crisis Center employees, customers, vendors, etc. Company provided internet access is not to be used as a vehicle to provide information about, or lists of, Crisis Center employees to others.

Violators of the Crisis Center's Internet Policy will be subject to appropriate disciplinary action up to and including termination of employment. Any known or suspected violations of the policy should be reported immediately to management. The company will investigate alleged abuses of this policy and can limit or revoke access, or refer the matter to senior management or law enforcement depending on the extent or nature of the policy violation.

**The employee's signature on the "Acknowledgment of Receiving the Employee Handbook" constitutes recognition and acceptance of this policy.**

## **Crisis Center, Inc. Key Policy**

- ▶ I have been issued \_\_\_\_\_(number) of keys for \_\_\_\_\_.
- ▶ Keys shall be used solely for business purposes.
- Keys cannot be copied / duplicated for any reason.
- Lost or stolen keys should be reported to the issuer within 24 hours. Upon a second incident of loss, employee may be billed for key and lock replacement.
- Upon resignation, termination, or discontinued lock use, keys must be returned to the issuer within 72 hours.
- Unauthorized use of keys, or failure to abide by the above conditions, will result in disciplinary action up to termination.

Staff Member Name \_\_\_\_\_(printed) \_\_\_\_\_ Signature

Administrative Representative / Issuer of key(s) \_\_\_\_\_.

Date of Issue: \_\_\_\_\_.

**The employee's signature on the "Acknowledgment of Receiving the Employee Handbook" constitutes recognition and acceptance of this policy.**

## **Crisis Center, Inc. Transportation / Use of Cell Phones**

1. Cell phones should only be used for business matters.
2. Employees should pull over when placing or receiving a phone call, use head-sets and two-way capabilities if continuing to drive and talk.
3. Employees must keep the phone on and fully charged when on duty. Each phone issued includes a home and vehicle charger.
4. Any damage, malfunctions or loss of phones and equipment should be reported to the employee's immediate supervisor within 24 hours (or via email or voicemail if occurrence is on the weekend). The immediate supervisor will notify Technical Support for repairs or replacement. Employees may be charged for replacement or repair charges.
5. Employees should not exceed monthly minutes balance nor place any directory assistance (411) calls without prior approval from employee's immediate supervisor. Exceptions may be approved for emergency or urgent use; however, those calls must be reported to the employee's immediate supervisor within 24 hours (or via email or voicemail if occurrence is on the weekend).
6. No text messaging nor internet use is authorized. While no roaming or long-distance charges are incurred, each user's activity (inbound and outbound) is recorded and verified monthly.
7. Unauthorized use of phones or failure to abide by above conditions will result in disciplinary action, restitution, up to termination.
8. If the phone is shared by multiple employees, users are responsible for the above terms only during their scheduled shift which may be verified by the weekly schedule.

**The employee's signature on the "Acknowledgment of Receiving the Employee Handbook" constitutes recognition and acceptance of this policy.**

## **Crisis Center, Inc. Drug Free (Testing) Policy**

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in accordance with the policies of the Crisis Center and the Drug Free Workplace Act of 1988.

As a condition of employment, an employee of the Crisis Center must abide by this policy statement. An employee who violates this policy will be subject to discipline up to and including discharge.

Possession, distribution, manufacture or dispensing of a controlled substance or use of intoxicating beverages, unauthorized medical or other drugs on company property or use of these substances in a manner that affects work, will be subject to discipline up to and including discharge.

The Crisis Center employs staff in safety sensitive occupations and care for children who are dependent upon such services; therefore, a higher standard of safety must be held.

Access to and / or treatment of alcoholism or other addictions is encouraged and supported by the Crisis Center's philosophy. Confidential substance abuse counseling is available from Crisis Center counselors or from any appropriate agency. Employees may contact public or private providers for assistance with alcohol or other substance abuse problems.

**The employee's signature on the "Acknowledgment of Receiving the Employee Handbook" constitutes recognition and acceptance of this policy.**

**Crisis Center, Inc.**

**Drug Testing Consent Form**

As a condition of my potential or continued employment, I understand and I agree to undergo a drug test.

I understand that if my test results are positive, I will not be considered further by the Crisis Center, Inc. for employment.

I hereby authorize any medical professional to conduct such testing and to provide the results to the Crisis Center, Inc.

I release the Crisis Center, Inc. and the person and medical organization conducting the testing from liability.

(Applicant) (Employee) \_\_\_\_\_  
(name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
Date

## Crisis Center, Inc.

### Other Background Checks

As a condition of employment, the following background checks are required:

1. **Child Protective Service Check:** All employees are required to complete a criminal background check. Check will be in any county in which the person has resided within the past five years.
2. **Sex & Violent Offenders Check:** All employees are required to complete a criminal background check for any county in which the person has resided within the past five years. The registry is available through the Indiana State Police website, or if from another state, the FBI website.
3. **Local Law Enforcement:** All employees must complete a criminal background check to every Police Station and/or Sheriff's Office that would have responded to every address that the applicant has resided within the past five years. Requests are made directly to each police or sheriff's department individually. If there is no final disposition shown, the applicant must go to the county clerk's office in the county courthouse in which the arrest took place and provide written verification concerning the outcome of the arrest. The background check unit is: [Background.CheckUnit@dcs.in.gov](mailto:Background.CheckUnit@dcs.in.gov) if there are questions on how to treat a conviction.
4. **Fingerprint Based National and State Check:** All employees are required to complete a criminal background check. This report will cover criminal activity nationwide as well as Indiana. It also will cover juvenile history. Indiana uses the PrideRock system. An email clearance letter is sent. A qualified response means that the fingerprint check did not turn up any criminal history that would eliminate the person. Conditional disqualification can require more information or to excessive convictions at a misdemeanor level. A resolution letter is required to clear this. If a person is Disqualified, it means that the applicant has had a felony conviction. A waiver can be requested and reviewed if the conviction is not for one of the nineteen (19) crimes listed on the letter that cannot be overturned.

**The applicant/employee must pass all steps to be considered as passing the Criminal History Background Check.**

**The employee's signature on the "Acknowledgment of Receiving the Employee Handbook"**

**constitutes recognition and acceptance of this policy.**

## **Personal Valuables Policy**

1. The Crisis Center assumes no responsibility for employee's use of valuable personal items such as jewelry, cameras, personal cell phones, pagers, or other items of value while in the building for official or unofficial business.
2. Employees are not prohibited from using the above or other personal items, not listed, while in the building, but recognize that they do so at their own risk.
3. The Crisis Center assumes no responsibility for the replacement or repair of the above items if damaged, lost or stolen

**The employee's signature on the "Acknowledgment of Receiving the Employee Handbook" constitutes recognition and acceptance of this policy.**

## **Crisis Center, Inc. Employee Protection (Whistleblower) Policy**

If any employee reasonably believes that some policy, practice, or activity of the Crisis Center, Inc. is in violation of law, a written complaint must be filed by that employee with the Executive Director or the Board President.

It is the intent of the Crisis Center, Inc. to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieve compliance with various laws and regulations.

An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of the Crisis Center, Inc. and provides the Crisis Center with a reasonable opportunity to investigate and correct the alleged unlawful activity.

The protection described below is only available to employees that comply with this requirement:

The Crisis Center, Inc. will not retaliate against an employee who in good faith, has made a protest or raised a complaint against some practice of the Crisis Center or of another individual or entity with whom the Crisis Center, Inc. has a business relationships, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.

The Crisis Center, Inc. will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of the Crisis Center that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning the health, safety, welfare, or protection of the environment.

**The employee's signature on the "Acknowledgment of Receiving the Employee Handbook" constitutes recognition and acceptance of this policy.**

### **Excessive Absenteeism & Tardiness**

Because of the importance of staff's schedules, the following is the policy instituted October 4, 2004:

Unexcused absence in a six (6) month period:

1 <sup>st</sup> & 2 <sup>nd</sup> Offense	Verbal & written notice in personnel file
3 <sup>rd</sup> Offense	Suspension for three (3) working days without pay with supervisor's review (days determined by Human Resource)
4 <sup>th</sup> Offense	Termination

Tardiness – Leaving Early – No Time Punch in a one (1) month period

1 <sup>st</sup> Offense	Verbal and written notice in personnel file
2 <sup>nd</sup> Offense	Suspension for one (1) working day without pay with supervisor's review (days determined by Human Resource)
3 <sup>rd</sup> Offense	Suspension for two (2) working days without pay with supervisor's review (days determined by Human Resource)
4 <sup>th</sup> Offense	Termination

Staff are expected to call ahead at least four (4) hours if it is not possible to make the scheduled shift.

Punch in (time clock) and out at the scheduled shift time.

**The employee's signature on the "Acknowledgment of Receiving the Employee Handbook" constitutes recognition and acceptance of this policy.**

### **Technology Policy & Procedure**

**The Crisis Center intends that all employees have the opportunity to use current and evolving technology.**

**Employees will:**

- Agree to the internet policy received with the Employee Handbook
- Report any known hardware/software failure or trouble to the Technical Support staff as soon as possible
- Complete a keyboarding assessment upon hire
- Complete technical training upon hire (information, phone, security network, etc.)
- Request additional technical training as needed or required
- Read and reply appropriately and timely to e-mail messages
- Retain network and password privacy

**The Crisis Center, Inc. will:**

- Provide access to technical support during the work day and remotely if possible
- Provide technical training as requested or needed
- Keyboarding skill training for staff with less than twelve (12) words per minute
- Troubleshoot and resolve hardware/software failure reported as soon as possible
- Employ further troubleshooting and resolution assistance from an information technology firm
- Weekly backup of entire network information stored on network servers; retain and backup data for a minimum of three (3) years
- Maintain a minimum of thirty-two (32) workstations with access to password-protected roaming provide for ample employee use

**The employee's signature on the "Acknowledgment of Receiving the Employee Handbook" constitutes recognition and acceptance of this policy.**

# Crisis Center, Inc.

## ACKNOWLEDGEMENT OF RECEIVING EMPLOYEE HANDBOOK / Human Resource Manual

I, \_\_\_\_\_, have received a copy of the Crisis Center, Inc.'s  
Name

Employee Handbook / Human Resource Manual, on \_\_\_\_\_,  
Date

I understand that I am responsible for knowing and abiding by the rules and regulations of the  
Crisis Center, Inc.

My signature indicates my recognition and acceptance of the policies of the Crisis Center.

I also understand that this signed document will become part of my personnel file and indicate that  
I accept these terms and conditions.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date



# Crisis Center, Inc.

## Employee Handbook Human Resource Manual

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