



# **Community Opioid Response Program**

Host Site Supervisor Handbook  
2017 - 2018

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## HOST SITE SUPERVISOR EXPECTATIONS

### Role

The Host Site Supervisor is trained by the CORP AmeriCorps Program to provide on-site support and oversight to the CORP AmeriCorps Member.

### Time Commitment

Each host site supervisor is expected to invest 6-9 hours per month per Member and 20 hours of training (including host site supervisor orientation training and on-going monthly trainings).

### Training

CORP AmeriCorps Program Host Site Supervisor Orientation and on-going monthly trainings.

### Responsibilities

- Provide an on-site orientation to introduce Member to host site and partner site(s).
- Work with Members to set a daily schedule for the Member that includes the ability to serve approximately 40 hours per week (full time). Monitor time served by Member.
- Provide support to allow the Member to develop professionally throughout the year, including inviting the Member to participate in professional development opportunities at the host site and in the community.
- Make decisions with CORP AmeriCorps Member about selecting activities, developing new community partnerships, and managing volunteers.
- Ensure the Member is accurately reporting data, including programmatic data and demographic information in a timely manner.
- Work closely with the Program Managers and site administration if disciplinary action is needed. CORP AmeriCorps Members are expected to adhere to site policies regarding issues such as confidentiality, safety, dress code, attendance, and youth engagement.
- Complete a bi-annual online program survey and participate in a bi-annual site visit with the CORP AmeriCorps Program Staff.
- Approve Member timesheets once every two weeks.
- Complete a Member performance evaluation two times per year.
- Support Member's participation in National Days of Service and in other AmeriCorps training(s).
- Provide Member with tools and resources to perform effectively.
- Support, train, and coach Member in the development and implementation of service related skills:
  - Program development, delivery, and evaluation;
  - Classroom/group facilitation and management;
  - Partnership development and maintenance;
  - Volunteer recruitment and management; and
  - Community engagement, event planning, and marketing.
- Market and introduce the Member and the AmeriCorps program throughout the community and to stakeholders.
- Communicate regularly with partner sites and staff to ensure Member performance. Conduct Member programming observations as needed.
- Provide training and information to partner staff about AmeriCorps and expectations.
- Observe the Member in the course of their service. Let them know that they and their service is appreciated.

## SITE ORIENTATION FOR THE MEMBER

It is the responsibility of the Host Site Supervisor to welcome and orient the Member to the host and partner site(s). This plan can be used as a guide for an on-site orientation for the Member.

Site Orientation Plan	
<b>Before the Member's service begins...</b>	
	Prepare the Member's work space & computer space
	Get a computer username / login set-up for the Member (if necessary)
	Get an e-mail address for the Member
	Contact your Member to notify him / her what day and time to arrive for the first day
<b>During the Member's first week of service...</b>	
	Greet the Member at the door on his or her first day
	Introduce the Member to staff, especially those they will be working closely with
	Tour the facility, including their work area
	Discuss basic terms of service as well as your site's policies and procedures, including Member performance expectations specific to your service site
	Code of conduct for your site (i.e., what rules all staff need to abide by)
	<ul style="list-style-type: none"> <li>● Member's service schedule—what time to arrive, lunch break, and time to leave                             <ul style="list-style-type: none"> <li>○ This schedule must allow for approximately 40 hours/week (full-time)</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>● Site calendar &amp; any training days</li> </ul>
	<ul style="list-style-type: none"> <li>● Member sign-in procedure, if any</li> </ul>
	<ul style="list-style-type: none"> <li>● Communication procedures used at site (e-mail, bulletins, mailbox, etc.)</li> </ul>
	<ul style="list-style-type: none"> <li>● Break and lunch policy</li> </ul>
	<ul style="list-style-type: none"> <li>● Use of telephone, mail services, copier, fax machine, and supplies</li> </ul>
	<ul style="list-style-type: none"> <li>● Dress code</li> </ul>
	<ul style="list-style-type: none"> <li>● Process for reporting absence or illness (give Member your contact information)</li> </ul>
	<ul style="list-style-type: none"> <li>● Safety procedures</li> </ul>
	Help Member become accustomed to the site through job shadowing
	Check in regularly, especially during the first month of service

Members are available to start serving at the site as soon as they have completed the CORP AmeriCorps Program Orientation and have completed all pre-service paperwork.

## SETTING A WEEKLY SCHEDULE

It is the responsibility of the Host Site Supervisor to set a daily schedule with the Member. This daily schedule will outline the following items:

1. What time the Member is expected to arrive each day.
2. What time the Member may take a lunch break.
3. What time the Member may leave for the day.
4. What the Member should be doing from the start of day through the end of day.

The weekly schedule should allow a full-time Member to serve 40 hours. This is critical.

Host Site Supervisors should establish a system for the Member to sign-in/out of the building each day, if needed. This will help hold the Member accountable & provide documentation of attendance.

## TIME KEEPING & LOGGING IN TO ONCORPS REPORTS

### Time Sheets

Members will maintain records of all service activities and time records required to document service/training time for AmeriCorps. Members will submit all time sheets through the OnCorps reporting system. Members will receive training on time sheet compliance at the scheduled orientation. Members are responsible for submitting their time sheet to their Host Site Supervisors on the scheduled submission date. It is recommended that Members keep a copy of any documentation submitted.

Time sheets and program reports are extremely important. Reports are to be completed following the outline given by the AmeriCorps Program Manager. Time sheets will be due bi-weekly. Living allowance payments will be disbursed bi-monthly according to the payment calendar (please see the Program Calendar for due dates and pay dates).

Time sheets are the binding contract between Member and site supervisor and are the sole documentation of completed service. Time sheets are audited by the Corporation for National and Community Service. Reports are used to document Members' direct service and the progress toward achieving CORP AmeriCorps Program objectives.

The Host Site Supervisor plays a vital role in approving the time sheets. It is expected that the Host Site Supervisor will scrutinize and accurately approve or reject time sheets of Members based on the real hours served at the host or partner site.

### OnCorps Reports

Time sheets are tracked in OnCorps Reports (OCR), the online portal created to enable compliant remote time tracking for AmeriCorps programs. There are 3 main categories for a Member's time: "Fundraising," "Training," and "Service;" and Members should categorize their hours into these areas.

### Definition of Hour Categories

**Fundraising** (no more than 10% of Member's time) refers to any activity where the Member is directly soliciting a financial or in-kind contribution as their service activity. Please see the limitations on fundraising in the Prohibited Activities section for more stipulations. Fundraising cannot exceed 10% of a Member's time.

**Training** (between 10% and 20% of the Member's time) refers to any activity where the Member is accruing skills for their service, skills to make them a better engaged citizen, or skills to help them succeed in their "LAFTA," or Life After AmeriCorps. Training can be facilitated by the program, offered as a supplement from the host site, or pursued individually by the Member. Members are provided a library of preapproved training opportunities. The Member must get preapproval from the program manager for any training hours that are not directly related to the program or host site. Additionally, the Member must complete a Member Development Training Log for each outside training attended and counted as hours.

**Service** (between 80% and 90% of the Member's time) should constitute the majority of a Member's service and should include the time the Member spends on opioid programming, community outreach, and any volunteer mobilization and management.

## Lunch & Breaks

AmeriCorps Members must take at least 30 minutes of a lunch break every day, in which they serve six or more hours, to be compliant with the Department of Labor (even though they are not employees). Members must be allowed to take two 15 minutes breaks for every 4 hours they serve and one 30-minute break if they serve more than 6 hours in a day. Members should denote “lunch break taken” or “working lunch” in the OnCorps description box. When a Member takes a lunch break, they should deduct that time from their hours for that day.

## Description of Service

Members should briefly describe their daily activity in the box provided in OCR. It doesn't need to be extensive but should denote what they did that day and should note either “lunch break taken” or “working lunch.” Supervisors should review these descriptions to ensure that Members are accurately describing their service time and are not including any prohibited activities.

## Logging in to OnCorps Reports

Website: <http://co.oncorpsreports.com>

- 1) Look for the Login area in the upper right-hand corner of the screen. Make sure that the correct program year is showing in the drop-down menu. This should be 2017-2018.
- 2) After clicking submit, scroll down the next page until you see " Colorado Community Opioid Response Program" with the CORP logo on the left side. Log in as the Site Supervisor.
- 3) On the right side of the screen, enter your username and password.
  - a) Username = first initial of your name + your last name, for example, Lin Browning = lbrowning
  - b) Password for first login = Serve2017 (you can change it once you've logged in)

As Members complete and submit their time cards, OCR sends an email alert to supervisors that they have a pending time card to approve. Simply follow the link in the email to go directly to reviewing and approving the time card. Supervisors must review and approve time cards by Noon on the Monday following the Friday Member due date.

Need more help with OnCorps? OnCorps Reports regularly hosts webinars for supervisors, or they provide flash presentations of their trainings available via the “Help > Resources and Tutorials” tab on the upper right-hand side of the page. In addition, you can find a Site Supervisor Tutorial (Handbook) for OnCorps in that same tab. It is highly encouraged that supervisors familiarize themselves with these features.

## MEMBER PERFORMANCE EVALUATIONS

It is expected that AmeriCorps Members will receive regular feedback and guidance from their supervisor and the program manager as they grow and mature into their AmeriCorps role. Supervisors and Members are encouraged to identify and address performance issues and opportunities in a timely manner and not to “save-up” issues for an evaluation. Under the supervisor's guidance, the Member is encouraged to participate in local, county, and/or university trainings to gain skills and improve performance as needed.

All full-time Members must have a mid-term and end-of-term written evaluation. Forms are provided in the resource section of the CORP AmeriCorps Program DropBox and in the forms section of the Member and supervisor manuals. Mid-term reviews are performed within 2 weeks of the Member's service mid-point; end-of term reviews are to be completed within the Member's last month of service.

Mid-term evaluations are not required for Members who exit before the mid-point of their terms, or for Members serving less than part-time (i.e. quarter time Members). All Members, regardless of term of service or successful completion, must have a written end-of- term evaluation. Member evaluations should contain

both the Member's and supervisor's signatures and be dated by both parties. Evaluations are sent to the AmeriCorps Program Managers for review and become part of the AmeriCorps Member's service file.

### **Minimum Requirements**

The end-of-term evaluation should address at a minimum:

- whether the Member has completed the required number of hours (must state the number of hours completed to date and how many hours the Member has left to serve),
- whether the Member has satisfactorily completed assignments,
- identifies Member performance strengths and areas for continued growth, and
- Whether the Member has met other performance criteria that were clearly communicated at the beginning of the term of service.

### **Evaluations for Members Who Exit Early**

All Members who exit early must have a Member end-of-term evaluation completed at the time of their exit and the evaluation must be maintained in the Member file. They are not required to have a mid-term evaluation if the Member exited before the mid-point of their service. Completing the exit form in the eGrants/My AmeriCorps Portal is not sufficient to meet the evaluation requirement. It is the supervisor's responsibility to complete and submit an end-of-term evaluation for any Member who leaves service early.

## **STEPS TO HANDLING MEMBER PERFORMANCE ISSUES**

Host Site Supervisors are responsible for handling Member performance issues. The Program Manager is the individual who can support the Host Site Supervisor when performance issues arise. Host Site Supervisors have authority to enact the discipline procedure when they feel it is necessary. Host Site Supervisors should work in conjunction with the CORP AmeriCorps Program Managers to determine when it is appropriate to terminate a Member. A Host Site Supervisor and CORP AmeriCorps Program Manager should work together in any discipline related situation.

### **Step 1. Communicate about Performance**

Communicate openly with your Member about his or her performance. If his or her performance is not meeting your expectations, it is your responsibility to inform the Member. Document communication you have with the Member about his or her failure to meet expectations.

If you need to have a conversation about performance, you may try to follow the steps outlined below. This sequence is intended to be brief and take approximately two minutes.

1. State what you've observed: Share the facts.
2. Wait for a response.
3. Remind the Member of the goal and impact of his or her actions.
4. Ask for a specific solution.
5. Agree on the solution.

### **Step 2. Gather Documentation**

Gather documentation about the incident leading to the offense, preferably objective documentation. For example, if a Member is being disciplined for chronic tardiness, ensure documentation (sign-in sheet) exists to show the number of times the Member has arrived late.

### **Step 3. Consult with Program Manager**

Communicate with the Program Managers about the incident.

### **Step 4. Enact the Discipline Protocol**

1. **First Offense:** The Host Site Supervisor will discuss with the Member the behavior that is causing concern. Discussions should include identification of the behavior changes necessary to improve the situation. Both parties are encouraged to take written notes and clarify each other's expectations.
2. **Second Offense:** If the behavior continues, or the necessary changes are not made, a second discussion is appropriate. Following this discussion, the Host Site Supervisor will communicate with the Member in writing, outlining explicit behavior changes that are necessary to correct the situation. This written communication will also outline the specific disciplinary actions that will be taken if necessary changes are not made. The Program Manager should be made aware of this communication and documentation should be forwarded to the Program Manager for retention in the Member's file.
3. **Third Offense:** The Member will be released from CORP AmeriCorps Program for cause by the Program Managers. This disciplinary action will be communicated to the Member in writing with specific details regarding organizational expectations and dates. This documentation must be retained in the Member's file. Benefits will cease on the exit date and the Members will not be eligible for any portion of the educational award.

### Step 5. Documentation

Submit documentation about the Member's performance to the Program Managers to put in the Member's file.

### AMERICORPS "LINGO"

Change your vocabulary when referring to AmeriCorps:

Instead of	Use
Hire	Enroll
Job	Service
Paycheck	Living Allowance
Salary	Living Allowance
Volunteer	Member
Worker	Member
Employee	Member
Work	Serve

### COAHEC AMERICORPS CODE OF CONDUCT

Members are expected to serve under the terms and expectations outlined below. Failure to adhere to this Code of Conduct will result in the disciplinary actions.

#### Attendance

- Arrive and depart from the service site on time every day following a set schedule.
- Call their Host Site Supervisor if they will be late or absent as soon as they are aware this will occur and prior to expected arrival time.
- Receive approval from their Host Site Supervisor for scheduled absences.
- Notify their Host Site Supervisor and the Program Managers of a scheduled or unscheduled absence, of longer than three days, in advance.
- Attend each scheduled meeting with their Host Site Supervisor.
- Attend relevant trainings or meetings at the service site and with the AmeriCorps program.
- Abide by the site's schedule and policy regarding breaks and lunch.



- Arrive on time to each required training session.
- Provide 72-hour notification to their Program Managers if unable to attend a scheduled training session and be prepared to reschedule or otherwise make-up the training requirement.
- Serve a minimum of 20 hours per pay period to continue to receive the living allowance.

**Note.** CCAHEC reserves the right to withhold payment of the living allowance if a Member does not report to their service site for three (3) consecutive days without notifying their Host Site Supervisor or Program Managers.

## **Performance**

- Perform satisfactorily the essential functions as described in the position description.
- Submit bi-weekly timesheets for approval by the applicable deadline.
- Complete a quarterly online program survey.
- Complete all reporting requirements in a timely fashion including Quarterly Reports, reflections, Exit Reports, End of Year presentation, and evaluations as outlined in the Member/Supervisor Handbook.
- Adhere to the policies, procedures and code of conduct of CCAHEC and the service site, including, but not limited to child confidentiality, internet policies, and dress code. In addition, Members will refrain from stealing, lying and engaging in any activity that may physically or emotionally damage any individual or group.
- Prioritize AmeriCorps service over other obligations and duties, such as a job.
- Promptly meet with the host site supervisor and work with the Program Managers to develop a plan to address any issues that potentially affect the ability to complete service hours in a timely fashion.
- Participate in professional development activities such as AmeriCorps Week, Serve Colorado Member Retreat or other activities sponsored by Serve Colorado, the AmeriCorps program, or host site.
- Provide evidence of certification or participation in any required or optional development or training. This may include special events, training or conferences, or workshops or training provided through the AmeriCorps host site. Members may take safety or other training required by the host site as appropriate.
- Participate in service projects per service term with the CORP AmeriCorps Program. There are three mandatory National Days of Service this year (9/11 Day of Service and Remembrance, MLK Day, and Cesar Chavez Month of Service).

## **Dress Code**

Members are expected to be suitably attired and groomed during working hours or when representing the CORP AmeriCorps Program. Members must wear appropriate attire, in accordance with the dress code of the partner/host site. The dress code may vary between the host site and the partner sites and Members may have to “dress for their audience”. Please discuss what is appropriate for different situations with your Member. Any Member who violates this standard may be subject to appropriate disciplinary action. Members are encouraged to wear the AmeriCorps gear at least three times per week and must always wear the AmeriCorps logo while performing service. A Member must be attired in official AmeriCorps gear during any public events, publicity photographs or news articles regarding CORP AmeriCorps Program, AmeriCorps, or CCAHEC.

Members will receive a variety of branded gear (like a name badge, lanyard, lapel pin, button, polo shirt, vest, etc.) all of which are approved “logo” wear.

## Professionalism

Members are representatives of CCAHEC, their host and partner sites, their community, and AmeriCorps during their term of service and are expected to conduct themselves in a professional manner:

- Communicate professionally with CCAHEC, partner site staff, families and youth, and community Members.
- Be on time to events and activities. Keep host site informed of where you are serving.
- Respond to email communication in a timely manner (1-3 business days) – Members are expected to check email daily.
- Limit cell phone use to break-time at their site and during trainings.
- Have adequate childcare in place, including back-up care during the service term, including while attending training sessions. It is typically not appropriate or permissible for you to bring your children with you while performing service.
- Be respectful, engaged and responsive as a training participant.
- Direct concerns, problems and suggestions to their supervisor and/or Program Manager as appropriate.
- Display the AmeriCorps logo at your host site and refer to yourself as an “AmeriCorps Member” at your site and public events. Each Member will receive signs to display at sites and events. Email signatures should include your status as an AmeriCorps Member above your title and the site name.
- Publications or materials created by Members must be consistent with the purposes of the grant. The AmeriCorps and CCAHEC logos should be included on such documents, videos or websites. The Member is responsible for assuring that the following acknowledgment and disclaimer appears in any external report or publication of material based upon work supported by this grant. “This material is based upon work supported by the Corporation for National and Community Service under AmeriCorps Grant No. 17ACHCO0010001. Opinions or points of view expressed in this document are those of the authors and do not necessarily reflect the official position of, or a position that is endorsed by the Corporation or the AmeriCorps program.”
- In the unlikely event that a Member must resign their position, the AmeriCorps Member agrees to notify their Host Site Supervisor and the CORP AmeriCorps Program Managers two weeks prior to terminating AmeriCorps service. A Member who resigns due to compelling personal circumstances and who has completed at least 15% of the required service hours may request a partial Segal Education Award provided appropriate documentation is provided. The AmeriCorps program will determine if the request will be submitted based on satisfactory completion of service and appropriate documentation based on 45 CFR2522.230. A Member who resigns from a site who has completed 30% or more of their hours may not be replaced at the site.

## Internet Usage

- Member Internet activity must remain professional during their term of service, and should adhere to the Internet policy of their host and partner sites.
- Members should make sure to set any social networking accounts to private (e.g., Facebook, Twitter, Instagram, Google+) and should not add youth or parents/guardians as “friends.”
- Members are cautioned about the following:
  - Chatting with youth or parents/guardians of youth online;
  - Posting inappropriate pictures of themselves on the Internet (e.g., pictures involving alcohol consumption and/or intoxication, sexually provocative photographs);
  - Posting blog entries or communicating online about youth or their parents/guardians;
  - Forwarding non service-related or offensive emails to anyone within the COAHEC network (e.g., political or religious emails);
  - Posting pictures or videos of youth on the Internet (except when you have appropriate photo releases and are promoting the program).

## Service Days & Other Important Dates to Remember

CORP AmeriCorps Members are required to participate in service projects per service term (9/11 Day of Service and Remembrance, Martin Luther King Jr. Day, and Cesar Chavez Month of Service). The Program Manager will coordinate and schedule these service days, which may fall outside normal business hours and the normal service week of Monday through Friday. Service days may take place across the state and may require travel. Attendance at three service days is mandatory for the completion of the Member's service contract.

### Here are some potential dates for service days:

- **September:** 9/11 Day of Service and Remembrance
- **January 15:** Martin Luther King Jr. Day of Service
- **April:** Cesar Chavez Service Month

## AmeriCorps Member Professional Development Conference Calls

Conference calls will be held TBD

## AmeriCorps Site Supervisor Monthly Check-In Conference Call

Conference call check-ins will be held twice per month at the beginning of the program year (September and October) and then monthly (beginning in November), on TBD.

## DISCIPLINE PROCEDURE

Members are expected to follow the CORP AmeriCorps Program code of conduct and adhere to the policies of CORP AmeriCorps Program, CCAHEC and the partner/program sites in which they are placed. Members are expected to satisfactorily complete the duties outlined in their position description. Failure to fulfill these expectations may result in the Member facing the disciplinary procedure outlined below. If at any time during service, the Member's service performance or conduct is deemed unsatisfactory or the Member has exhibited service performance or behavioral problems of a less serious nature, the Member will be advised of the problem following the procedure below. This notice will include the corrective actions to be taken and the consequences, should the corrective actions not be met. This action does not necessarily precede termination. In most cases, the Member will be given an opportunity to correct any performance deficiencies and/or behavior patterns before disciplinary action will be taken. In serious cases, however, disciplinary action up to and including release from service for cause may be taken at the first offense.

**1. First Offense.** The Host Site Supervisor will discuss with the Member the behavior that is causing concern. Discussions should include identification of the behavior changes necessary to improve the situation. Both parties are encouraged to take written notes and clarify each other's expectations.

**2. Second Offense.** If the behavior continues, or the necessary changes are not made, a second discussion is appropriate. Following this discussion, the Host Site Supervisor will communicate with the Member in writing, outlining explicit behavior changes that are necessary to correct the situation. This written communication will also outline the specific disciplinary actions that will be taken if necessary changes are not made. The Program Manager should be made aware of this communication and documentation should be forwarded to the Program Manager for retention in the Member's file.

**3. Third Offense.** The Member will be released from CORP AmeriCorps Program for cause by the Program Managers. This disciplinary action will be communicated to the Member in writing with specific details regarding organizational expectations and dates. This documentation must be retained in the Member's file.

Benefits will cease on the exit date and the Members will not be eligible for any portion of the educational award.

The CORP AmeriCorps Program reserves the right to enact the Disciplinary Procedure at its discretion and deviate from this policy. Dependent on the severity of the violation, CCAHEC will take appropriate and immediate action up to and including involuntary suspension of service or release from the program. Any action taken by program management in an individual case should not be assumed to establish a precedent in other circumstances.

## SUSPENSION OF SERVICE

A Member's service may temporarily be suspended for the reasons listed below. Members do not receive the living allowance or other benefits and may not accrue service hours during a period of suspension.

1. During the term of service a Member is charged with a violent felony or the sale/distribution of a controlled substance. It is the responsibility of the Member to inform his or her Program Manager within 48 hours of being charged or arrested on such charges. The Member may be reinstated if found not guilty or if the charge is dismissed. Members will not receive back living allowance or credit for any service hours missed.
2. During the term of service a suspension of service occurs if a Member is convicted of a first offense for possession of a controlled substance. The Member may resume service if s/he enrolls in an approved drug rehabilitation program.
3. A Member may be placed on suspension as a result of disciplinary actions.

## EXIT FROM SERVICE

Members will be exited from service in one of three ways: successful completion, exit for compelling personal circumstances, or exit for failure to meet performance expectations (cause).

### Successful Completion

A Member will exit successfully and be eligible to receive the Segal Education Award, if the following requirements are completed by July 31, 2018:

- 1) **Minimum Service Hours.** Members must serve a minimum of 1700 hours (full time) or 900 hours (part time). A Member must complete an average of 40 hours per week (full time) during the term of service. Members record service hours via online timesheets (in OnCorps Reports). A Member must complete, submit, and obtain approval for every timesheet between enrollment and exit date on time in order to receive her/his living allowance. Only hours that are approved and completed between a Member's enrollment and exit date will be counted towards total service hours.
- 2) **Program Requirements.** Members have committed to an AmeriCorps terms of service and must complete both their service in their communities, as well as, the additional program requirements in order to successfully complete the program. A Member must satisfactorily complete assignments, tasks, projects, training, reporting requirements, service related requirements, and all essential functions of the position. In addition, they must attend each required CORP AmeriCorps and professional development training session (or complete an assigned make-up session).
- 3) **End-of-Service Tasks.** A Member must complete an exit interview with the Program Managers, submit an online Exit Form in My AmeriCorps, and return any program materials in good condition.

### Early Exit

There is neither a penalty nor additional incentive for Members to serve more than the minimum number of hours required. With approval from the host and program site, a Member may reduce the number of hours served each week once (1) they have met the minimum number of service hours, and (2) the site program

year has ended. A Member must serve a minimum of 20 hours per pay period (for full time and part time) in order to continue to receive the living allowance after completing the minimum service hours. If a Member plans to complete service hours and program requirements prior to the expected exit date of July 31, 2018, they must inform the Program Managers at least two weeks prior to completing their hours and schedule an exit interview with the Program Managers either in person or via phone.

### **Additional Term of Service**

If a Member exits the program successfully, they may be eligible to serve an additional term with CORP AmeriCorps Program. The Member must re-apply to the program and compete without preference against other applicants. Mere eligibility for an additional term of service does not guarantee selection. The Member must also meet certain minimum standards from the first term of service, which include, but are not limited to:

- Completing the required number of hours;
- Completing all program requirements;
- Submitting timesheets and other necessary paperwork in a timely fashion;
- Receiving satisfactory performance reviews from his or her Host Site Supervisor; and
- Receiving satisfactory references and approval from the Host Site Supervisor and Program Manager;
- Members may receive benefits equivalent to two full years of AmeriCorps service based upon the Segal Education Award and up to a maximum of four terms of service.

Please note: Members who do not successfully complete their hours during their first service term with our program will not be eligible for a second term.

### **Exit for Compelling Personal Circumstances**

CCHAEC may release a Member upon determination that they are unable to complete the term of service because of compelling personal circumstances. A Member who is released for compelling personal circumstances and has completed at least 15% of the required service term will be eligible for a pro-rated education award. NOTE: The Member bears primary responsibility for demonstrating that compelling personal circumstances prevent completion of service. CCHAEC must document the basis for exit under these terms to the satisfaction of the Corporation for National and Community Service (CNCS). CCHAEC may not release a Member for compelling personal circumstances without proper documentation.

Compelling personal circumstances include those beyond the Member's control, such as:

- A Member's documented disability or serious illness;
- Disability, serious illness, or death of a family Member if this makes completion of service unreasonably difficult or impossible;
- Conditions attributable to the program or otherwise unforeseeable and beyond the Member's control that make completing a term unreasonably difficult or impossible (e.g. natural disaster, strike, relocation of a spouse, the nonrenewal or premature closing of a project or program);
- Military service obligations; or
- Acceptance by a Member of an opportunity to make the transition from welfare to work.

Compelling personal circumstances do not include early exit:

- To enroll in an institute of higher education;
- To obtain employment, other than in moving from welfare to work; or
- Because of dissatisfaction with the program.

### **Exit for Failure to Meet Performance Expectations (Cause)**

Exit under these terms includes any circumstance other than compelling personal circumstances or successful completion, such as failure to complete the minimum number of service hours and/or any other program requirement by the end of the program year; or commission of a third offense in accordance with the Disciplinary Procedure or violation of a policy that constitutes cause for immediate dismissal. In addition, a Member convicted of a violent felony or the sale or distribution of a controlled substance during their term of service will be released for cause. The CORP AmeriCorps leadership team will review all cases where a Member may be released for cause. If the Member fails to communicate three (3) or more consecutive working days of unscheduled absences CCAHEC reserves the right to withhold payment of the living allowance.

If released for failure to meet performance expectations (cause) a Member will not receive any portion of the AmeriCorps education award or any other payment from the National Service Trust. The Member will receive a final living allowance payment prorated to exit date providing the Member complete and submits all necessary time card in OnCorps Reports. Furthermore, a Member exited for poor performance (cause) must disclose this information in any subsequent application(s) to any AmeriCorps program. Failure to do so will disqualify the individual from receipt of an education award, regardless of whether s/he completes a subsequent term of service.

## **GRIEVANCE PROCEDURE**

In general, aggrieved parties should attempt to resolve problems or disputes informally on a one-to-one basis as outlined in the Fair Treatment of Individuals and Conflict Resolution document in the Extension Handbook. In the event that informal efforts are unsuccessful, Members may seek resolution through the following grievance procedure. The grievance procedure is designed to resolve disputes concerning suspension, dismissal, service evaluation or proposed service assignment. If a grievance is filed regarding a proposed placement of a Member at a service site such a placement must not be made unless the placement is consistent with the resolution of the grievance.

### **Purpose**

The purpose of this process is to resolve disputes involving Members, labor unions, and any other interested individuals, such as AmeriCorps Member applicants, in a fair and expeditious manner. In general, disputes must pertain to service-related issues such as a proposed service assignment or evaluation; or a Member's suspension or dismissal. An applicant may also initiate this procedure to protest the reason s/he was not selected as an AmeriCorps Member; or a labor union's claim that a Member is displacing union Members. If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the Corporation's inspector general.

### **Process to File a Grievance**

A formal grievance must be initiated by the grievant submitting a written complaint to the AmeriCorps Program Managers no later than ten (10) working days after the suspension, exit for cause, or other incident. The written complaint shall:

- a. Describe the nature of the grievable action;
- b. Name the parties to the grievable dispute;
- c. Describe how the action being challenged is unfair, unreasonable, arbitrary, capricious, or discriminatory;
- d. Identify how the action adversely affects the grievant in his or her present or future AmeriCorps and/or professional capacity;
- e. Summarize the material that the grievant is prepared to submit to support the claim. Upon receipt of the complaint from the grievant, the AmeriCorps Program Managers, in conjunction with the CORP

AmeriCorps Leadership Team, shall prepare a written response to the complaint and submit it to the grievant no later than five (5) working days after receiving the complaint. This response should be limited to addressing the claims and statements made in the complaint.

A grievance procedure may include dispute resolution programs such as mediation, facilitation, assisted negotiation and neutral evaluation. If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the Corporation's inspector general.

### **Alternative Dispute Resolution**

The aggrieved party may seek resolution through alternative means of dispute resolution such as mediation or facilitation. Dispute resolution proceedings must be initiated within 45 calendar days from the date of the alleged occurrence. At the initial session of the dispute resolution proceedings, the party must be advised in writing of his or her right to file a grievance and right to arbitration. If the matter is resolved, and a written agreement is reached, the party will agree to forego filing a grievance in the matter under consideration.

If mediation, facilitation, or other dispute resolution processes are selected, the process must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral party may not compel a resolution. Proceedings before the neutral party must be informal, and the rules of evidence will not apply. With the exception of a written and agreed upon dispute resolution agreement, the proceeding must be confidential.

### **Grievance Procedure for Unresolved Complaints**

If the matter is not resolved within 30 calendar days from the date the informal dispute resolution process began, the neutral party must again inform the aggrieving party of his or her right to file a formal grievance. In the event an aggrieving party files a grievance, the neutral may not participate in the formal complaint process. In addition, no communication or proceedings of the informal dispute resolution process may be referred to or introduced into evidence at the grievance and arbitration hearing. Any decision by the neutral party is advisory and is not binding unless both parties agree.

### **Time Limitations**

Except for a grievance that alleges fraud or criminal activity, a grievance must be made no later than one year after the date of the alleged occurrence. If a hearing is held on a grievance, it must be conducted no later than 30 calendar days after the filing of such grievance. A decision on any such grievance must be made no later than 60 calendar days after the filing of the grievance.

### **Arbitration**

- 1) Arbitrator
  - a) Joint selection by parties. If there is an adverse decision against the party who filed the grievance, or 60 calendar days after the filing of a grievance no decision has been reached, the filing party may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and independent of the interested parties.
  - b) Appointment by Corporation. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the Corporations Chief Executive Officer will appoint an arbitrator from a list of qualified arbitrators.
- 2) Time Limits
  - a) Proceedings. An arbitration proceeding must be held no later than 45 calendar days after the request for arbitration, or, if the arbitrator is appointed by the Chief Executive Officer, the proceeding must occur no later than 30 calendar days after the arbitrator's appointment.

- b) Decision. A decision must be made by the arbitrator no later than 30 calendar days after the date the arbitration proceeding begins.
- 3) The cost
  - a) The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration. If, however, a participant, labor organization, or other interested individual prevails under a binding arbitration proceeding, the State or local applicant that is a party to the grievance must pay the total cost of the proceeding and the attorney's fees of the prevailing party.

### **Suspension of Placement**

If a grievance is filed regarding a proposed placement of a participant in a program that receives assistance under this chapter, such placement must not be made unless the placement is consistent with the resolution of the grievance.

### **Suspension of Service**

Pending resolution of grievance filed due to release for cause, Member's service is suspended.

### **Remedies**

Remedies for a grievance filed under a procedure established by a recipient of Corporation assistance may include:

- 1) Prohibition of a placement of a participant; and
- 2) In grievance cases where there is a violation of nonduplication or non-displacement requirements and the employer of the displaced employee is the recipient of Corporation assistance
  - a) Reinstatement of the employee to the position he or she held prior to the displacement;
  - b) Payment of lost wages and benefits;
  - c) Re-establishment of other relevant terms, conditions and privileges of employment; and
  - d) Any other equitable relief that is necessary to correct any violation of the nonduplication or non-displacement requirements or to make the displaced employee whole.

### **Suspension or Termination of Assistance**

The Corporation may suspend or terminate payments for assistance under this chapter.

### **Effect of Noncompliance with Arbitration**

A suit to enforce arbitration awards may be brought in any Federal district court having jurisdiction over the parties without regard to the amount in controversy or the parties' citizenship.

## **MEMBER TIME & ATTENDANCE**

### **Member Timesheets**

Members are required to submit bi-weekly timesheets before the established deadline for review by their Host Site Supervisors. Should a Member become more than a week delinquent in submitting OnCorps™ time logs, the Program Manager at CCAHEC will begin the process of stopping Living Allowance disbursement. Members must describe all service activities completed during the week, and assure that their hour totals are accurate. Members are also required to take and document a 30-minute lunch break each day. The time and duration of this break must be accounted for on each service day during which the Member served six or more hours.



## Calendars

Members are expected to maintain and share their Outlook Calendar with their supervisor. Calendar should adequately describe locations, time commitments, events and activities sufficient that a Member can be located/contacted and demonstrate adequate planning and implementation to meet service requirements.

## Sick & Holiday Leave

Members are granted 2 sick days and 3 personal days. They may follow the holiday and break schedule of the host site. However, it is the responsibility of each Member to ensure completion of a sufficient number of service hours each week in order to meet the minimum program requirements and to continue to receive the living allowance. A Member must inform the program staff and Host Site Supervisor if s/he plans to be absent for more than one week.

## Voting Leave

Members are encouraged to register and vote. Members who are unable to vote before or after service hours are allowed to do so during their service time without incurring any penalties. The Host Site Supervisor may determine the appropriate length of absence. A Member is not able to count time spent voting towards his or her hours.

## Jury Duty

Members may serve on a jury without penalty. During jury duty service, a Member will continue to receive credit for their regularly scheduled service hours and living allowance payments regardless of any reimbursements for incidental expenses received from the court.

## Unemployment Insurance

As determined by the Colorado Employment Security Act, Title 8, Articles 70-82, AmeriCorps Members are eligible for unemployment benefits.

## MEMBER BENEFITS

### Living Allowance

Members receive a living allowance to support basic subsistence costs while dedicating his or her life to service. The schedule of benefits is as follows:

Schedule of Benefits		
Slot (# Hours)	Member Living Allowance*	Segal Education Award**
Full-time (1700)	\$ 12,630.00	\$5815.00
Half-time (900 hours)	\$6315.00	\$2907.50

\*Members receive up to this amount in the service year.

\*\*The Segal Education Award amount is based on the Pell Grant amount and fluctuates year to year. The award is taxed as it is used by the Member.

The living allowance is distributed in even disbursements (please see Program Year Calendar for time card due dates and pay dates) and does not fluctuate based on the number of hours served in a pay period. Income taxes, FICA and Workers Compensation will be deducted directly from the living allowance so take home amount will be less. Members must elect direct deposit. All time sheets must have hours served and recorded within the pay period in order to receive the living allowance. CSUE reserves the right to withhold payment of the living allowance if a Member fails to report to their service site for three (3) consecutive days without notifying their Host Site Supervisor or Program Manager. Members are required to complete a

minimum of 20 hours per pay period (for part-time and quarter-time) to continue to receive their living allowance after completion of the minimum hours requirement.

Perspective Members who attend the orientation training only and do not subsequently enroll in the AmeriCorps program, due to the fact they are ineligible, they decide the program is not right for them, or any other reason, are not eligible for payment.

### **Public Loan Forgiveness**

On September 27, 2007, President Bush signed the College Cost Reduction and Access Act of 2007 (“CCRAA”) into law. In addition to other amendments to the Higher Education Act of 1965, the CCRAA created two new federal programs: a new Public Service Loan Forgiveness program and a new Income-Based Repayment plan (IBR) for the repayment of federal loans. The new Income-Based Repayment plan helps to make repaying education loans more affordable for low-income borrowers, such as an AmeriCorps Member living on a stipend; AmeriCorps service is also recognized as equivalent to a public service job for the purposes of the Public Service Loan Forgiveness program.

### **Education Award**

Upon successful completion of the term of service and all program requirements, Members are eligible to receive a Segal Education Award as shown in the Schedule of Benefits listed in Member Benefits | Living Allowance section. The amount of the education award received is dependent upon when a Member’s service began and other factors. Members can use the education award to pay educational expenses at qualified institutions of higher education, for educational training, or to repay qualified student loans. Members can use any portion of their education award and a Member has up to seven years after his or her term of service has ended to claim the award. The education award is taxable as it is used. Members who are 55 years or older by their start date are eligible to transfer their award to a child, grandchild or foster child. The Member understands that failure to disclose to the Program any history of having been released for cause from another AmeriCorps Program may render the Member ineligible to receive the education award. The Member understands that if they have already received the equivalent of two full-time Segal Education awards, he or she is not eligible to receive an additional education award, although the Member may serve up to four terms of service of any length of time. More information about the education award benefit can be found at [www.edaward.org](http://www.edaward.org) and the My AmeriCorps portal (<https://my.americorps.gov/mp/login.do>).

### **Workers' Compensation Insurance Benefits**

Workers' compensation insurance benefits are provided to Members at no cost. This benefit covers any service-related injury or illness sustained in the course of the program year that requires medical, surgical or hospital treatment.

Members who sustain service-related injuries or illnesses must inform their Program Manager within 24 hours and complete a First Report of Injury form. All injuries, no matter how minor, must be reported immediately to determine benefit eligibility in a timely manner.

CCAHEC reserves the right to change their comprehensive workers' compensation insurance at any time, subject to legal requirements, if any.

## **BACKGROUND CHECKS**

Member service is contingent upon successful completion of the federally and CCAHEC mandated background checks (including but not limited to: NSOPW, FBI fingerprint, State Checks). CCAHEC will conduct these checks. The program manager will notify sites if the applicant does not clear the background screening. Background check results cannot be shared with sites without written permission from the applicant. Sites are

free to conduct a background check at their own expense, if required by policy. Sites may not require Members to pay for site run background checks.

## EQUAL OPPORTUNITY EMPLOYMENT & NON-DISCRIMINATION STATEMENTS

CCAHEC does not discriminate on the basis of race, age, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy. CCAHEC is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and Colorado State laws, regulations, and executive orders regarding non-discrimination and affirmative action.

This AmeriCorps program is available to all, without regard to race, color, national origin, disability, age, sex, political affiliation, or, in most instances, religion. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National and Community Service. If you believe that you or others have been discriminated against, or if you want more information, contact: Office of Civil Right and Inclusiveness, Corporation for National and Community Service, 1201 New York Avenue, NW, Washington, DC 20525, (800) 833-3722 (TTY and reasonable accommodation line) (202) 565-3465 (FAX); [eo@cns.gov](mailto:eo@cns.gov) (email)

It is unlawful to retaliate against any person, or organization, that files a complaint of discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National and Community Service.

If you believe that you or others have been discriminated against, or if you want more information, contact:

Lin Browning  
Executive Director  
Central CO AHEC  
10200 E. Girard Ave, B 131  
Denver, CO 80439  
(303) 923-3734

Corporation for National and Community Service  
1201 New York Avenue, NW  
Washington, DC 20525  
(800) 833-3722 (TTY and reasonable  
accommodation line)  
(202) 565-3465 (FAX); [eo@cns.gov](mailto:eo@cns.gov) (email)

Service sites are expected to adhere to the same standards. Member with questions or concerns about any type of discrimination in their host site are encouraged to bring these issues to the attention of their Host Site Supervisor and/or Program Manager. If the host site is found to be engaging in such activities, removal of current Member(s) and denial of future Members may result. Discrimination on the part of fellow Members will also not be tolerated. Anyone found to be engaging in any type of unlawful or harassing discrimination will be subject to disciplinary action, up to and including exit for cause.

## WORKPLACE HARASSMENT & OFFENSIVE BEHAVIOR POLICY

CCAHEC is committed to providing an environment that is open and welcoming to all. Every Member, applicant, volunteer, professional associate and program participant is entitled to a workplace free of discrimination, harassment or offensive behavior. All such behaviors are therefore prohibited.

Harassment and offensive behavior includes verbal or physical conduct that denigrates or shows hostility or aversion towards an individual because of such considerations as race, color, creed, religion, national origin or

ancestry, sex, marital status, status with regard to public assistance, Membership or activity in a local commission, disability, sexual orientation, gender identity or gender expression, age, or any other status protected by law where such conduct has the purpose or effect of unreasonably interfering with an individual's ability to serve. Harassment may include but is not limited to: epithets, slurs, negative stereotyping, threats, intimidation, hostile acts and denigrating or hostile written or graphic material posted at the service site. Examples include:

- Threats or other forms of intimidation;
- Persistent intrusion or disturbance;
- Use of offensive or demeaning terms, remarks, jokes, gestures, or pictures;
- Spreading offensive or demeaning materials (pictures, cartoons, magazines, etc.);
- Accessing Internet sites containing such materials;
- Unwelcome jeers or personal comments.

**Note.** These actions may be unacceptable even if they are not performed in the direct presence of the harassed party.

### **Sexual Harassment**

Unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature constitute sexual harassment when such conduct is directed toward an individual because of her or his gender, is severe and/or pervasive, and has the purpose or effect of (1) creating an intimidating, hostile, or offensive academic environment or (2) unreasonably interferes with another's academic performance. Generally, a single sexual joke, offensive epithet, or request for a date does not constitute sexual harassment; however, being subjected to such jokes, epithets, or requests repeatedly may constitute hostile environment sexual harassment.

Included under the category of offensive behavior is sexual harassment. Sexual harassment is any deliberate, repeated, unwanted sexual behavior (e.g., comments, looks, suggestions, physical contact) that a reasonable person finds objectionable or offensive and/or that causes discomfort while serving. This may include unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of the conduct is or is threatened to be a condition of employment;
- Submission to or rejection of the conduct is used, or is threatened to be used, as the basis for employment decisions;
- The conduct has the purpose or effect of unreasonably interfering with an individual's ability to serve or of creating an intimidating, hostile or offensive work environment.

**Examples include:**

- Any request or pressure to grant sexual favors;
- Use of offensive or demeaning sexual terms, remarks, jokes, gestures or pictures;
- Spreading offensive or demeaning materials of a sexual nature (e.g., pictures, cartoons, magazines);
- Accessing Internet sites containing such materials;
- Objectionable physical proximity or physical conduct.

**Note.** These actions may be unacceptable even if they are not performed in the direct presence of the harassed party. Members have the responsibility to immediately report all incidents of harassment or offensive behavior to their Program Manager or Assistant Director for Complaints and Disabilities. It is not sufficient to report a complaint to someone other than one of these designated individuals.

All reports of harassment or offensive behavior will be thoroughly investigated as quickly as administratively possible. The investigation may include, but will not be limited to, discussion with all parties involved including witnesses. Anyone found to have engaged in discrimination, harassment or offensive behavior will be subject to disciplinary action up to and including exit for cause. CCAHEC prohibits retaliation against anyone for having raised a complaint of harassment or for cooperating with an investigation of such a complaint. Any Member determined to have knowingly made false statements during an investigation will be subject to discipline up to and including exit for cause.

Complaints of sexual harassment, sexual violence and sexual assault are treated with the greatest degree of confidentiality possible. In all situations, confidentiality is maintained on a strict need-to-know basis; however, confidentiality can only be respected insofar as it does not interfere with the CORP AmeriCorps Program's obligation to investigate allegations of misconduct that require the AmeriCorps Program to take corrective action.

CCAHEC prohibits retaliation against individuals who engage in the protected activity of filing complaints of sexual harassment, sexual violence and sexual assault or who participate in complaint processes. Retaliatory action is regarded as a basis for a separate complaint under the AmeriCorps Program's procedures and can lead to sanctions.

## INDIVIDUALS WITH DISABILITIES

CCAHEC provides an inclusive service environment including reasonable accommodations for Members with disabilities. Upon request from the Member, CCAHEC host and partner sites will make reasonable accommodations for Members with disabilities who are capable of performing the essential functions of their position, unless this would place undue hardship on the program.

All Member medical information is kept confidential. Medical information is collected and kept in separate medical files with the following exceptions:

- Supervisors may be informed of necessary restrictions on the work or duties of an employee and accommodations necessary for the employee; or,
- First aid and safety personnel may be informed, when appropriate, if the disability might require emergency treatment or if any specific procedures are needed in the case of fire or other evacuation; or,
- Government officials who are investigating compliance with the ADA and the ADAAA and other federal and state laws prohibiting discrimination on the basis of disability may be provided relevant information upon request.

When supervisors are informed of an employee's limitations and accommodations, the ADA prohibits the disclosure of the employee's medical information to other persons, including employees.

## DRUG-FREE WORKPLACE

The Drug-Free Workplace Act of 1988 requires CCAHEC, as a federal contractor and grant recipient, to certify that it will provide a drug-free workplace. As a condition of employment on such contracts and grants, Members will abide by the terms of this policy. The unlawful manufacture, distribution, dispensation, possession, use, or sale in the workplace of a controlled substance, as defined by state or federal law, is prohibited. CCAHEC will not condone criminal activity on its property, or on property under its direct control, and will take appropriate personnel action up to and including termination. Service with CORP AmeriCorps is conditioned upon compliance with this policy.

CCAHEC has the right to expect that all employees (including AmeriCorps Members) will perform their jobs (service) effectively. CCAHEC has a responsibility to the citizens of Colorado, its employees and its students to require that job performance and job conduct standards be met. CCAHEC may properly intervene when the use of alcohol or drugs affects job performance and conduct. Persons covered by this policy may not report to work or be at work while impaired by alcohol or drugs, even those lawfully prescribed, as determined under a reasonable suspicion standard. A supervisor or department head may determine by reasonable suspicion that an employee, Member, volunteer or other person covered by this policy is impaired by observing the person's behavior, appearance, and/or odor. See the Reasonable Suspicion of Impairment Checklist and related Procedures for steps to take when making this determination. The objective indicators should be clearly documented on the Checklist, in accordance with the Procedures for Impaired Performance. Anyone may report suspected impairment of an employee, volunteer or other person covered by this policy to the appropriate supervisor or department head. If the person suspected of impairment is the reporting person's supervisor or senior authority, the person reporting should advise the next level administrator. An employee who is suspected of being impaired while at work will have the right to be tested for drugs and alcohol at a testing facility designated by CCAHEC. Those with a documented incident of impairment (including a decision not to be tested, which will give rise to a presumption of impairment) will be subject to appropriate disciplinary measures, up to and including termination, in accordance with the applicable University policies and procedures

CCAHEC requires that each Member engaged in the performance of a federal grant shall, as a condition of service under the grant, abide by the terms of this policy and shall notify their Program Manager in writing of any criminal drug charge, arrest or conviction occurring during service no later than five (5) days after such charge, arrest or conviction. Upon receiving notice or otherwise learning about the charge, arrest or conviction, CCAHEC will notify the appropriate Federal contracting agency within 10 (ten) days. Within 30 days of receiving such notice, CCAHEC will (1) take disciplinary action up to and including exit for failure to meet performance expectations consistent with CNCS rules regarding termination and suspension of service, or (2) require the Member to satisfactorily participate in an approved drug treatment program. CCAHEC shall make a good faith effort to continue to maintain a drug-free workplace through implementation of this policy.

Members should not wear the AmeriCorps logo when consuming alcohol as a private citizen.

### **A Note About Marijuana**

AmeriCorps Members should understand that possessing, using or selling marijuana in any form is prohibited on CCAHEC property and during program activities. Amendment 64 legalizes certain activities related to marijuana under Colorado law, yet Amendment 64 specifically authorizes CCAHEC – as a school and an employer – to prohibit the possession and use of marijuana. In addition, although Amendment 64 passed in Colorado, the possession and use of marijuana is still prohibited under federal law. As a federally controlled substance, the use and possession of marijuana on campus is prohibited.

### **PROHIBITED ACTIVITIES**

The following activities are listed as prohibited according to national AmeriCorps guidelines established by the Corporation for National and Community Service. Members found to be out of compliance could be subject to disciplinary action up to and including immediate termination from the program. Sites need to ensure that Members do not engage in prohibited activities while charging time to the AmeriCorps program.

While engaging in service or training hours or otherwise performing activities supported by an AmeriCorps program or CNCS, Members are prohibited from the following:

- Attempting to influence legislation.
- Organizing or engaging in protests, petitions, boycotts or strikes.

- Assisting, promoting or deterring union organizing.
- Impairing existing contracts for services or collective bargaining agreements.
- Engaging in voter registration drives or using CNCS funds to conduct a voter registration drive.
- Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office.
- Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation or elected officials.
- Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization.
- Providing a direct benefit to a for-profit entity; a labor union; a partisan political organization; a non-profit entity that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986, except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; or an organization engaged in the religious activities described above, unless CNCS assistance is not used to support those religious activities.
- Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive.
- Providing abortion services or referrals for receipt of such services.
- Raising funds for living allowance or for program operating expenses or endowment.
- Writing grant applications for submission to CNCS or other federal agency.
- Spending more than 10% of Member service hours performing fundraising activities.
- Other activities CNCS may prohibit.

AmeriCorps Members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed below. Individuals may exercise their rights as private citizens and may participate in the activities listed below on their initiative, on non-AmeriCorps time, and using non- CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

## FUNDRAISING

AmeriCorps Members may raise resources directly in support of our program's service activities. Fundraising must not exceed 10% of the Member's total hours. Examples of fundraising activities AmeriCorps Members may perform include, but are not limited to, the following:

- Seeking donations of supplies, resources, venue space, equipment and materials needed for educational events.
- Writing a grant proposal to a foundation to secure resources to initiate, support and enhance community-based collaborations/coalitions;
- Securing financial resources from the community to assist in launching or expanding a program that provides social services to the Members of the community and is delivered, in whole or in part, through the Members of a community-based organization;
- Seeking donations from alumni of the program for specific service projects being performed by current Members.

AmeriCorps Members may not:

- Fundraise for required matching funds necessary to cover program operation costs.
- Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment.
- Write a grant application to the Corporation or to any other Federal agency.

## NONDUPLICATION

Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless nondisplacement requirements are met, Corporation assistance will not be provided to a private non-profit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.

## NONDISPLACEMENT

An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance. An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance. A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual. A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee. A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that:

- Will supplant the hiring of employed workers; or
- Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.

A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—

- Presently employed worker;
- Employee who recently resigned or was discharged;
- Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
- Employee who is on leave (terminal, temporary, vacation, emergency, maternity, or sick); or
- Employee who is on strike or who is being locked out.

## PHOTOGRAPH, VIDEO, & WORKS PRODUCED RELEASE

CCAHEC is committed to furthering the discussion and growth of national service and opioid education in the public realm. As such, “identifying information” (information that can be used to identify a particular Member or alumnus: name, photograph, likeness, or statements attributed to a specific Member) may be used in newspapers, television, publications, radio, and in any other print, electronic, or web-based publicity materials. The following policy defines the guidelines for using identifying information.

CCAHEC will obtain written approval from Members or alumni before using identifying information or attributed statements. If the Member is under 18 years of age at time of publication, written consent of the parent or legal guardian will also be secured. Member and alumni statements or quotations that are provided anonymously and/or published anonymously do not need to be approved by the Member/alumnus. Member must select on the Authorization and Certification page if they grant permission or not to use identifying information under the terms of this policy.

## RISK & RELEASE

Participating in an AmeriCorps program may contain inherent risks. It is the expectation of the program that Members consider their own safety while performing service. The Member agrees to assume all risks and responsibilities that are in any way associated with their service.



## DISASTER DEPLOYMENT

In the event of a disaster in the local county, the AmeriCorps Member may be temporarily reassigned to assist with the County Extension's disaster response plan at the discretion of the Member's Host Site Supervisor or the AmeriCorps program staff. As the Host Site Supervisor, you should provide appropriate training and guidance on the county's disaster response duties to your Member(s).

## DATA PRIVACY & MANDATED REPORTING

### **Ethical Considerations**

Throughout their year of service, CORP AmeriCorps Members may interact with healthcare providers, teachers, paraprofessionals, administrators, office staff, youth, parents, and the community. The effectiveness of these relationships depends not only on the work performed, but also on the ethical behavior of each Member of the team. When serving youth in schools and other child-service settings, it is essential to maintain each youth's privacy at all times.

Understanding and maintaining ethical standards in educational settings, ensuring confidentiality (privacy), and knowing the chain of responsibility within your host and partner sites are central components to serving or volunteering in a setting with youth.

### **Professional Boundaries**

Parents and youth are consumers of the educational programming offered by the CORP AmeriCorps Program. Professional boundaries must be preserved in every situation. In some cases, a Member may be serving in the same community where they live, or a Member may have children in the school where they are serving. It is especially important in these situations to be clear about professional boundaries.

The following are several suggestions that will help Members maintain professional boundaries at the service site and in the community:

- Always speak with parents in a professional manner.
- Do not show a youth the progress of another youth.
- Even though youth may want to know how a friend is doing, the data is confidential information.
- Do not mention names of youth you serve to others in the community or at your place of work. This, too, is confidential information.
- If a family or community Member has questions about CORP AmeriCorps programs or activities, thank that person for their interest, respond to questions that do not violate youth confidentiality, and encourage that individual to contact your Host Site Supervisor or the Program Manager.

Your efforts to maintain standards of professionalism will:

- Support the youth's learning
- Provide the youth with a good role model
- Ensure that private youth information is kept private
- Ensure that issues of concern are reported only to the designated personnel, and not communicated to others in the setting or in the community.

The Family Educational Rights and Privacy Act (FERPA) addresses the issues of parental rights and controls access to records and the confidentiality of those records. The intent of the law is to protect the privacy of the youth and parents. These rights are automatically granted to parents unless there is evidence of divorce, separation, or custody (Federal Law: PL. 90-247).

Data privacy laws address the access to or the exchange of personally identifiable information regarding youth information. Access or exchange includes verbal or written communication of information including, but not limited to, face-to-face conversations, telephone conversations, letters, notes, e-mail, videotapes, and audio recordings.

### **Maintaining Confidentiality**

The most important aspect of ethical practice is maintaining confidentiality regarding the youth and families.

### **Parental Release of Information**

There are times when a youth's non-public information may be shared. Any exchange of non-public information regarding a youth, except as permitted by need to know/right to know guidelines, must be authorized by the youth's family after the family has been informed about how the information will be used and who will have access to the information. This informed consent is typically given by a family by signing a parental release of information form.

Some sites may have even more stringent policies about protection of information regarding youth and families. Talk with you Host Site Supervisor to ensure compliance.

## ATTACHMENTS



# Community Opioid Response Program

### Things to consider when reviewing a Member's time card

Host Site Supervisors are the first line of defense to ensure that AmeriCorps Members are completing their time cards on time and that the time cards are completed correctly. Here are some things to consider when reviewing a Member's time card.

1. Remember that in order to continue to receive their living allowance, Members must complete a **minimum of 20 hours of service each pay period (every two weeks)**. Please check that your Member has at least 20 hours on a time card.
2. Please take a **look at the time** that the Member has recorded and make sure it looks like it "makes sense". For example, a Member probably did not really serve 16 hours last Thursday. Also, if you know they were in the office on Wednesday and you do not see hours recorded for that time, they should revise their time card to include those hours.
3. Members should be **categorizing their hours** each day into "Fundraising", "Training" and "Service" categories. As a rule, our Members will not regularly be doing fundraising, so there probably should not be much if anything in that category. Training should be at least 10% of a Member's time, but no more than 20%. The bulk of their daily service should fall into the "Service" category. Keep your eye on how Members are categorizing their hours.
4. Members must include a **brief description** of their daily activities in the "Description" box under each date. They should not include descriptions in the large box at the bottom unless they have comments about the week in general. Encourage your Member to actually describe what they did that day, rather than copying and pasting a generic description from day to day.
5. If a Member has served more than **six (6) hours** in a given day, their description must include either "Lunch taken" or "Working Lunch". They must take a break and note it when serving more than six (6) hours according to the Department of Labor.
6. Descriptions should not include participation in any **Prohibited Activities** (see your manual for a list of Prohibited Activities).
7. Descriptions should not include words like "work", "volunteer", "job", "employee", etc. Instead, Members should be using **AmeriCorps lingo**: "serve", "service", "Member", etc. See your handbook for a list of AmeriCorps lingo.

Remember, a Member's time card can be returned to them for revision any time before you approve it (and the Program Manager can return it even after approval). Do not ever feel badly about returning a time card to a Member. Better to make sure that it accurately captures what a Member is doing and that it does not include anything that might be a flag to an auditor!

## Sample Warning Letter

December 2, 2010

Jane Jones  
123 Literacy St.  
Anywhere, CO 12345

Dear Jane,

Over the past month, I have observed that you are not following our office's dress code policy, which includes the following:

"Inappropriate attire is defined, but not limited, to flip flops, halter tops, shorts, midriff tops, T-shirts with offensive slogans or pictures, beach costumes, see-through or mesh clothing, and ragged, torn, or dirty clothing."

I have contacted you previously regarding this issue: On Monday, November 1st, I noticed you were wearing a t-shirt with an alcoholic beverage logo, and I reminded you that this clothing is inappropriate for working with young children. On November 24th, your t-shirt displayed an offensive slogan, and I spoke with you about the unprofessional nature of your attire. Further, I have notified your Host Site Supervisor and/or Program Manager of this issue.

Abiding by Member expectations and the site's code of conduct is extremely important, as was discussed at your Member orientation and subsequent trainings.

Please consider this your first official warning. If you do not comply with the code of conduct immediately, you will be placed on a 30-day probation period, and may risk losing your education award.

Please note that your Member contract states that failure to comply with the code of conduct could result in temporary suspension or even release from the program.

Let's work together to make sure this doesn't happen. As we have seen by the excellent work you have done with our volunteer appreciation event last week, you are an extremely valuable CORPAmeriCorps Member and are doing fantastic work for youth and families.

Thanks in advance for your cooperation! If you have any questions about this, please contact me at (612) 555-5151 or contact your Program Manager, John Doe, at 651-555-5555.

Sincerely,  
Jane Doe, Extension Agent  
Colorado State University Extension

Cc: John Doe, Program Staff

## Sample Warning Letter

January 2, 2011

Jane Jones  
123 Literacy St.  
Anywhere, CO 12345

Dear Jane,

One month ago, you were sent your first official warning regarding your noncompliance with our office's dress code policy. In that letter I stated that if you did not comply with the program requirements effective immediately, you would be placed on a 30-day probation period, and would risk losing your education award. Since that time, I have observed that you have continued to violate our school's dress code policy: Last Tuesday your t-shirt displayed an offensive slogan.

Because you have not complied with our school's dress code policy after repeated warnings, you are being placed on a 30-day probation period. If you violate any rule of conduct during your 30-day probationary period, you may be released for cause.

I advise reviewing the code of conduct section in your Member Handbook so you are fully aware of the behaviors that could lead to you being released for cause.

Your probationary period will begin January 2, 2011 and will end February 2, 2011. Your Host Site Supervisor and/or Program Manager will be notified of your probation. Please note that you are considered to be on your second offense according to the CORPAmeriCorps Program disciplinary actions and the next offense is cause for immediate release from the program.

Please contact me at (612) 555-5151 if you have any questions regarding the disciplinary action.

Sincerely,  
Jane Doe, Extension Agent  
Colorado State University Extension

Cc: John Doe, Program Staff