



Community Opioid Response Program

Member Handbook
2017-2018

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AmeriCorps History and Purpose

Welcome to AmeriCorps

As an AmeriCorps member, you will set an example of caring and community spirit that America needs.

Our country has difficult problems and big challenges—too many children are falling behind their classmates, many families don't feel safe in their own neighborhoods, and others can't afford decent housing or health care. During your term of service as an AmeriCorps member, you won't solve these problems single-handedly—but you will play an important role in bringing communities together to help solve these and other problems.

You are carrying on an American tradition of service that dates back to our nation's founding more than 200 years ago. Americans have always found ways to help others and make our nation stronger—through military service, the Civilian Conservation Corps, the Peace Corps, and in other ways. The 1,000,000-plus Americans who have served in AmeriCorps since 1994 have done what other generations of Americans have done before them—taken an active role as citizens to make a difference for themselves and others. What happens next is up to you.

This guide is intended to describe AmeriCorps and your role in it, but your AmeriCorps experience will be what you make of it. Because you have made a commitment to serve, you are a role model for people of all ages in your community—and across the country. Show others the importance of serving. Demonstrate what it means to be an active citizen. Uphold and pass on the ethic of service—by involving others in your service projects, telling people about your experience with AmeriCorps, and encouraging your friends to join AmeriCorps.

What is AmeriCorps

If you're a new AmeriCorps member but don't quite understand what AmeriCorps is, or how you fit in, don't feel badly. It's a little complicated when you consider all the programs in which AmeriCorps members serve, and all the ways they serve. To understand what AmeriCorps is all about, consider what all AmeriCorps members have in common.

Your Colleagues

AmeriCorps members are Americans of all ages who have made a commitment to serve their communities and country. Since 1994, more than 1,000,000 people have served in AmeriCorps. AmeriCorps members range in age from seventeen to older than ninety. Some have college degrees; others have completed high school or are earning a GED. They reflect the diversity of America in age, ethnicity, education, race, gender, and religion.

Your Commitment

As an AmeriCorps member, you are expected to adhere to the AmeriCorps pledge. The pledge represents the commitment you have taken to serve not just this year, but in the years ahead.

AmeriCorps Pledge

I will get things done for America—to make our people safer, smarter, and healthier.

I will bring Americans together—to strengthen our communities.

Faced with apathy, I will take action.

Faced with conflict, I will seek common ground.

Faced with adversity, I will persevere.

I will carry this commitment with me this year and beyond.

I am an AmeriCorps Member.

AND I AM GOING TO GET THINGS DONE.

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 |

AmeriCorps Goals

AmeriCorps has four main goals:

Getting Things Done. AmeriCorps members help communities solve problems in the areas of education, public safety, the environment, and other human needs (like health and housing) by serving directly and by getting other people to serve as volunteers.

Strengthening Communities. AmeriCorps members help unite individuals from all different backgrounds—and organizations of all kinds—in a common effort to improve communities.

Encouraging Responsibility. AmeriCorps members explore and exercise their responsibilities to their communities, their families, and themselves during their service experience and throughout their lives.

Expanding Opportunity. AmeriCorps helps those who help America. AmeriCorps members receive awards to further their education or to pay back student loans. They also gain valuable job experience, specialized training, and other skills.

AmeriCorps members have pledged their time and talents to getting this done during their term of service. The AmeriCorps pledge represents the commitment you have taken to serve not just this year, but in the years ahead. If you have questions about how our program helps fulfill the overall mission and objectives of AmeriCorps, discuss it with your fellow members or your program manager. And if you have suggestions about how AmeriCorps can better serve your community and the nation, please share your ideas with your program manager, your state commission, or the staff of the Corporation for National and Community Service.

For more information about AmeriCorps and the accomplishments of your fellow members across the country, visit the AmeriCorps website at www.americorps.gov.

National Service: AmeriCorps and More

You are part of a national group of nearly 80,000 AmeriCorps members. You’re also part of an even larger movement. You are one of nearly a million Americans who have answered the call of national service this year. National service includes everyone from the first-grade youth who supports a recycling program to the retired professional who visits patients in a hospital. And the seventh-grader who helps those younger learn to read and the college graduate who helps organize an after-school program for kids in his neighborhood. And the retired

professional who participates in a neighborhood watch program and the college student who responds to a natural disaster in a nearby community.

The Corporation for National and Community Service, based in Washington, D.C., supports a range of full-time and part-time service opportunities through funding provided by Congress and other support from local and private-sector partners.

AmeriCorps is divided into three main parts:

- AmeriCorps State and National supports programs that the Corporation or a state has selected. This includes the many hundreds of national and local nonprofit organizations through which AmeriCorps members serve. State commissions distribute two-thirds of AmeriCorps funding to local programs that the state selects, and the Corporation distributes other funding directly to national and local programs, like Habitat for Humanity, the Boys & Girls Clubs of America, and the American Red Cross.
- Like AmeriCorps State and National, AmeriCorps VISTA is also a national network of programs, with a particular focus on helping low-income communities. AmeriCorps VISTA members generally serve full-time for one year in urban or rural areas.
- AmeriCorps National Civilian Community Corps is a national program in which members age eighteen to twenty-four serve in teams on short-term service projects. AmeriCorps NCCC members live on one of five campuses—in Denver, CO; Sacramento, CA; Baltimore, MD; Vicksburg, MS; or Vinton, IA—and travel to help other communities.

The Corporation for National and Community Service also oversees Senior Corps and the Social Innovation Fund.

Senior Corps consists of more than 245,000 Americans age fifty-five and older who help meet community challenges with their skills, experience, and talent—serving as Foster Grandparents, Senior Companions, and volunteers with the Retired and Senior Volunteer Program (RSVP).

- Foster Grandparents serve as extended family members to nearly 190,000 children and youth with exceptional needs. Foster Grandparents serve in schools, hospitals, correctional institutions, and Head Start and day care centers for 15-40 hours a week. They help abused or neglected children, mentor troubled teenagers and young mothers, and care for premature infants and children with physical disabilities.
- Senior Companions provide assistance and friendship to seniors who have difficulty with daily living tasks, helping them live independently in their homes instead of moving to institutionalized care.
- RSVP is one of the largest volunteer efforts in the nation, matching programs that need volunteers with older Americans who serve part-time. Volunteers organize neighborhood watch programs, tutor teenagers, renovate homes, teach English to immigrants, help victims of natural disasters, and provide other community services.

The Social Innovation Fund (SIF), a program of the Corporation for National and Community Service (CNCS), combines public and private resources to grow the impact of innovative, community-based solutions that have compelling evidence of improving the lives of people in low-income communities throughout the United States. The SIF invests in three priority areas: economic opportunity, healthy futures, and youth development. The SIF makes grants to experienced grant-making institutions that are well-positioned within communities to identify the most promising programs and guide them towards greater impact and stronger evidence of success. In addition to funding, Social Innovation Fund recipients receive significant technical assistance to support implementation of their innovative programs. The SIF will award up to \$51million in grants during the 2015 fiscal year, with up to \$11 million going towards the continuation of existing recipients. Each selected recipient will be awarded between \$1 million and \$10 million and will match every federal dollar of the grant award. At least 80 percent of awarded federal funds must be invested in sub-recipient programs. Since its inception in 2009, the SIF and its private sector partners have invested over a billion dollars in compelling community solutions.

About Colorado AmeriCorps CORP

The Colorado AmeriCorps Community Opioid Response Program (CORP) is a statewide initiative utilizing 12 AmeriCorps members assigned to six regional Area Health Education Centers (AHECs) who will provide support to local communities that are implementing strategies to reduce the impact of opioid abuse throughout Colorado.

The CORP grant is closely associated with the work of the Colorado Consortium for Prescription Drug Abuse Prevention (Consortium) and Rise Above Colorado (Rise Above) that provide support to local communities who are implementing strategies to reduce the impact of opioid abuse.

The Consortium serves as a subcommittee for the legislatively mandated CO Substance Abuse Trend and Response Task Force (Task Force) that is chaired by the CO Attorney General. One of the Consortium's roles is to implement a state plan for preventing opioid abuse and related consequences. Rise Above is a drug abuse prevention organization that measurably impacts teen perceptions and attitudes about the risks of substance abuse to help youth make empowered, healthy choices.

The overarching goal of this partnership is to link together the existing infrastructures of the AHECs, Rise Above, the Consortium, and the Task Force, to the work of local community coalitions, primarily through a constellation model approach that has been identified as a best practice. This approach is designed to bring together multiple groups or sectors around an issue working toward a joint outcome.

Role of AmeriCorps CORP Members

Members will coordinate and facilitate provider education events around safe prescribing practices, facilitate community educational events around safe storage and disposal of medications, and coordinate delivery of youth-focused opioid-related educational programming and resources. Members may also disseminate opioid-related messaging campaigns and initiate, support and enhance community-based collaborations.

The AmeriCorps members will serve in counties across Colorado and with local program/partner sites (such as local public health, law enforcement, coalitions) coordinating, strengthening, and facilitating prescription drug misuse and abuse education to a variety of groups. To reach program goals, the AmeriCorps member will partner with a variety of community volunteers and entities including local businesses, agencies, organizations, and institutions.

Service Term

CORP AmeriCorps' Service Term

The program's term of service is 1700 for full-time service or 900 for part-time service, by July 31, 2018.

Additional Term(s) of Service

There are different term limits in each branch of AmeriCorps. Individuals may serve up to four AmeriCorps State/National service terms, up to five VISTA terms, and up to two NCCC terms in their lifetime. Members may only earn the equivalent of two Education Awards in their lifetime.

For a member to be eligible for more than one term of service, they must complete their previous term(s) successfully according to the program(s) with which they served. Members may choose to apply for an additional term within a program they have already served or may apply for a different program. Although a member may be eligible for a second term, a program is not required to offer an additional term to any member, nor is a member guaranteed an additional term of service with any program. For questions about additional terms of service, please consult the Program Manager.

Allowable Service Activities

Direct service activities generally refer to activities that provide a direct, measurable benefit to an individual, a group, or a community. Your service this year will focus on coordinating provider education events, coordinating safe disposal/safe storage community events, coordinating youth-focused opioid-related educational programs, and supporting community coalitions, all focused on prescription drug misuse in Colorado. This is direct service and your service activities this year should focus on direct service.

AmeriCorps members may perform direct service activities that will advance the goals of our program, that will result in a specific identifiable service or improvement that otherwise would not be provided, and that are included in, or consistent with the CORP AmeriCorps grant application. Please see CORP program goals and your position description for specific activities for your service.

In AmeriCorps programs across the nation, members' direct service activities are addressing local environmental, educational, public safety (including disaster preparedness and response), or other human needs. Examples of the types of direct service activities AmeriCorps members may perform include, but are not limited to, the following:

1. Tutoring children in reading,
2. Helping to run an after-school program,
3. Engaging in community clean-up projects,
4. Providing health information to a vulnerable population,
5. Teaching as part of a professional corps,
6. Providing relief services to a community affected by a disaster, and
7. Conducting a neighborhood watch program as part of a public safety effort.

Your Rights and Responsibilities

Like any group of individuals working together, AmeriCorps members must follow certain rules and regulations in order to be effective. The rights and responsibilities listed below are merely illustrative, and your program manager may identify others.

Rights

- You have a right to participate in an AmeriCorps program on the basis of equal opportunity and merit.
- You may not be discriminated against or harassed on the basis of race, color, religion, national origin, sex, age, disability, or political affiliation.
- You have a right to reasonable accommodation for disabilities.
- If you believe your rights have been violated, you may report such violations to the directors of your program, who must establish and maintain a procedure for filing and adjudicating certain grievances. You may also file discrimination-related grievances with the Equal Opportunity Counselor of the Corporation for National and Community Service at (202) 606-5000, ext. 312 (voice), or (202) 606-5256 (TTY).

Responsibilities

- To earn an education award, you must satisfactorily complete your program requirements and your full term of service (at least 1700 hours for full-time service or 900 hours for part-time service during the program year).
- Satisfactory service includes attendance, compliance with applicable rules, a positive attitude, quality service, and respect toward others in the program and in the community.

You will be asked to sign a contract (Member Service Agreement) stating your rights and responsibilities while in AmeriCorps. You must abide by this contract and follow the rules of your program. You may be suspended or terminated if you violate the stated rules of behavior.

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 enacting of disciplinary procedures.

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 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 second 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 three 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).

Confidentiality and Mandated Reporting

- Treat any knowledge or information about program participants sensitively and confidentially.
- Store confidential participant information or data in a secure on-site location. Participant information and data may not be removed from the host or partner site.
- Immediately notify the Program Managers of noncompliance issues at the host or partner/program site. If the member does not feel comfortable notifying the Program Managers, they may contact the Office of Inspector General Fraud Hotline: 1-800-447-8477.
- There is an exception to the confidentiality parameters outlined previously. School/host site personnel, including CORP AmeriCorps members, are considered mandated reporters and are obligated by law to report any suspected abuse or neglect to proper agencies. Training on this policy will be provided during the program year.

Dress Code

Members are expected to be suitably attired and groomed during working hours or when representing the Community Opioid Response 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 supervisors. Any Member who violates this standard may be subject to appropriate disciplinary action. Members are encouraged to wear the CORP 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 CORP AmeriCorps gear during any public events, publicity photographs or news articles regarding Community Opioid Response Program, AmeriCorps, or CCAHEC.

Members will receive a variety of branded gear (like a name badge, lanyard, lapel pin, button, t-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, participants, 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-times 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 Managers as appropriate.
- Display the AmeriCorps and CORP logos at your host site and refer to yourself as an “AmeriCorps Member” at your site and public events. Each Member will receive signage 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 CORP 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. 17AC195371 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 45CFR2522.230. 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 participants “friends.”
- Members are cautioned about the following:
 - o Chatting with youth or participants online;
 - o Posting inappropriate pictures of themselves on the Internet (e.g., pictures involving alcohol consumption and/or intoxication, sexually provocative photographs);
 - o Posting blog entries or communicating online about youth or participants;
 - o Forwarding non service-related or offensive emails to anyone within the CORP network (e.g., political or religious emails);
 - o Posting pictures or videos of youth or participants on the Internet (except when you have appropriate photo releases and are promoting the program).

Discipline Procedure

Members are expected to follow the CORP Code of Conduct and adhere to the policies of CORP, 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 Managers should be made aware of this communication and documentation should be forwarded to the Program Managers 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.

During the term of service if 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 their Program Managers 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.

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. 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 August 31, 2018:

- 1) **Minimum Service Hours.** Members must serve a minimum of 1700 hours (full 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) s/he has 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, s/he 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 Managers;
- 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

CCAHEC may release a member upon determination that s/he is 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. CCAHEC must document the basis for exit under these terms to the satisfaction of the Corporation for National and Community Service (CNCS). CCAHEC 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 may 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. 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. 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:

1. Describe the nature of the grievable action;
2. Name the parties to the grievable dispute;
3. Describe how the action being challenged is unfair, unreasonable, arbitrary, capricious, or discriminatory;
4. Identify how the action adversely affects the grievant in his or her present or future AmeriCorps and/or professional capacity;
5. 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.

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.

Suspension of Service

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

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. 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.

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 non-duplication 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 non-duplication 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 and 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 of their 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 five or more hours. This break cannot be counted toward service hours.

Calendars

Members are expected to maintain and share their calendar with their supervisor and the Program Managers. 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 and Holiday Leave

Members are not granted sick or holiday leave. 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. 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.

OnCorps Reports (OCR)

Timesheets are tracked in OnCorps Reports, 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 all service activities must be reported in one of the three categories.

Definition of Hour Categories

Fundraising (no more than 10% of your time) refers to any activity when the member is directly soliciting a financial or in-kind contribution as their service activity. Please see the limitations on Fundraising in the Program Requirements section for more stipulations.

Training (between 10% and 20% of your time – must not exceed 20%) refers to any activity when the member is accruing skills for their service, skills to make them a better-engaged citizen, and 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. 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 your time) should constitute the majority of a member's service and should include the time the member spends on CORP programming, lesson preparation and any volunteer mobilization and management.

Lunch and Breaks

AmeriCorps Members must take at least 30 minutes of a lunch break every day in which they serve more than six hours to be compliant with the Department of Labor (yes, even though you aren't employees). Members must be allowed to take one 15 minute break per 4 hours you serve and one 30 minute break if you serve more than 6 hours in a day. Members should denote "lunch break taken" or "working lunch" in the box where you can describe your service activity in OCR. Members may only count lunch time toward their service hours if the lunch is a working lunch (like meeting with your Host Site Supervisor, etc.).

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."

Logging in to OCR

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

- 1) Look for the login area on the upper right hand corner of the screen. Make sure that the correct program year is showing in the box in the top right hand corner of the screen. This should be 2017–2018.
- 2) After clicking submit, scroll down until you see the Colorado AmeriCorps Community Opioid Response Program on the left side. Login as an “AmeriCorps Member.”
- 3) On the right side of the screen, enter your username and password.

Need more help with OnCorps? OnCorps Reports regularly hosts webinars for members. They also provide flash presentations of their trainings available via the “Help > Resources and Tutorials” tab on the upper right hand side of the home page. It is highly encouraged that members familiarize themselves with these features.

Timeliness/Punctuality/Preparedness

The day begins according to the schedule given in your assigned site’s orientation and decided upon with your Host Site Supervisor. You are expected to arrive on time and prepared for your day’s responsibilities.

Time Spent Traveling Between Service Sites

Member travel time between service sites during a service day is counted as service time; the initial trip to a service site that day, and the time going home from the last site, are considered commuting time and are not counted as service hours.

Hours during Trips

Hours during trips will be counted by adding drive time to the destination plus the active AmeriCorps time spent on the trip. Time sleeping does not count as service hours.

Scheduling with the Host Site

Members should follow the set site schedule as communicated by the Host Site Supervisor with the exception of mandatory trainings and program dates as communicated by the Program Manager. Remember, it is your responsibility to keep track of your time and ensure that you will successfully reach 1,700 hours (full-time), 900 hours (part-time) or 450 hours (quarter-time) before July 31, 2017. The Program Manager will become involved with scheduling and a service plan should the member be too far behind in accruing their hours to successfully complete their term of service.

There is neither a penalty nor additional incentives for members to serve more than the minimum number of hours required. With approval from the host site, a member may reduce the number of hours served each week once (1) s/he has met the minimum number of service hours, and (2) the site’s program year has ended. A member must serve a minimum of 20 hours per pay period in order to continue to receive the living allowance after completing the minimum service hours. Member’s exit dates will vary based on their agreements with their host sites.

Report Requirements

Throughout the year, members are required to complete any reporting, evaluation, or other documents as notified by the Program Manager. These documents are used to ensure grant compliance, monitor program progress, evaluate member trainings, and measure member performance and satisfaction.

There are two mandatory performance evaluations of the member that involve their host site supervisor’s participation: the mid-term evaluation and the end-of-term evaluation. Copies of both evaluations can be found in the Forms and Resources tab of your member manual. The Program Manager will remind the member and

supervisor of the evaluations at least one month before they are due. Complete evaluations must be signed and submitted to the Program Manager by the due dates.

Performance evaluations provide positive as well as constructive feedback through one-on-one meetings with AmeriCorps members. They provide opportunities for member growth, self-improvement, and self-reflection. AmeriCorps members must receive a satisfactory end-of-term evaluation to receive an education award.

Evaluation Requirements

- Hours served—On track? If not, why and what is the plan to successfully complete service hours?
- Satisfactory completion of assignments and program criteria. This is based on the position description.
- Dated signatures of Member and Host Site Supervisor.
- The end-of-term evaluation must be completed by the end of the program year.

Scheduled evaluations

- Mid-Term Review: Mid-January
- End-of-Term Review: July

Program Reports

The CORP submits performance activities and outcomes of our program three times each year. Data are compiled by the Program Manager and are reported to Serve Colorado and Corporation for National and Community Service. Members submit trimester reports via OnCorps for each trimester of active service.

Reporting Expectations

Recording event participation and program impacts is considered as important as time sheets, since this documents the progress being made towards grant goals (performance measures) for AmeriCorps. Data and reports will be recorded in OnCorps Reports.

Report categories may include the following:

- Provider Education
- Safe Storage Safe Disposal
- Youth Substance Abuse Education
- Community Collaborations
- Messaging Campaigns

Additional training will be provided on program reporting.

Mandated Reporting

- Treat any knowledge or information about program participants sensitively and confidentially.
- Store confidential participant information or data in a secure on-site location. Participant information and data may not be removed from the host or partner site.
- Immediately notify the Program Managers of noncompliance issues at the host or partner/program site. If the member does not feel comfortable notifying the Program Managers, they may contact the Office of Inspector General Fraud Hotline: 1-800-447-8477.
- There is an exception to the confidentiality parameters outlined previously. School/host site personnel, including CORP AmeriCorps members, are considered mandated reporters and are obligated by law to report any suspected abuse or neglect to proper agencies.

Work with your Host Site Supervisor and Program Manager if this situation should arise.

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 hours) | \$12,630.00 | \$ 5,815.00 |
| Part-time (900 hours) | \$6,315.00 | \$2,907.50 |

*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. CCAHEC 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 full-time and part-time) to continue to receive their living allowance.

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 benefits.

Forbearance and Interest Payment

Full-time members are eligible for forbearance for most federally-backed (Title V) student loans. It is the responsibility of the member to request forbearance on his or her loan using the My AmeriCorps system. If a Member places a student loan on forbearance, and she or he successfully completes the term of service, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service.

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

The Segal AmeriCorps Education Award is a post-service benefit received by AmeriCorps members who have served in AmeriCorps State and National, AmeriCorps VISTA, and the National Civilian Community Corps. Individuals that successfully complete a term of national service in one of these branches is eligible to receive this award. The term of service for CORP is completion of 1700 hours for full-time service members and 900 hours for part-time service members.

A member that fails to disclose to the program any history of having been released for cause from another AmeriCorps program will be ineligible to receive the education award.

Upon successful completion of the term of service, you will be eligible for the education award equal to the maximum amount of the Federal Pell Grant. For fiscal year 2017, the amount is \$5,815 for full-time members and \$2,907.50 for part-time members. The award is available for your use immediately following the close of your service term, which is about 1-2 weeks. The award is taxed as it is used. Members access the education award through the My AmeriCorps portal.

You can use your education award in the following ways, or a combination of them:

- to repay qualified existing or future student loans
- to pay all or part of the current cost of attending a qualified institution of higher education (including certain vocational programs)
- to pay current expenses while participating in an approved school-to-work program
- Gift to a child, grandchild or foster child if over 55 at the start of service year

If the member has received forbearance on a qualified student loan during the term of service, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service. If a member serves at least 15 percent of their term and leaves for compelling personal circumstances (as determined by the Program Manager), they may be eligible for a prorated award based on the number of service hours completed.

More information about the Segal Education Award is also available on the CNCS website at <https://www.nationalservice.gov/programs/amicorps/alumni/segal-amicorps-education-award>

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 Managers 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 managers 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 and Non-Discrimination

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 (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 Colorado Area
Health Education Center (CCAHEC)
10200 E. Girard Ave, B131
Denver, Colorado 80231
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 (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 Managers. 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 and 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 Managers 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 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;
- 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 Act

Pursuant to the Drug-Free Workplace Act of 1988 CCAHEC is committed to maintaining a drug and alcohol-free environment. Members are prohibited from the illegal use, manufacture, sale, dispensation, distribution, or possession of illegal drugs, controlled substances, narcotics, or alcoholic beverages on CCAHEC premises, host or partner sites, while representing CCAHEC, AmeriCorps, and CORP in on or offsite events and activities, or while traveling in an official capacity. Service with CORP AmeriCorps is conditioned upon compliance with this policy. If there is reasonable suspicion that they are under the influence on site or during their service hours, hosts can request drug testing with an approved provider. 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 Managers or 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 a positive test, a 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. Furthermore, members should not wear the AmeriCorps/CORP 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 CORP/AmeriCorps activities. Amendment 64 legalizes certain activities related to marijuana under Colorado law, yet Amendment 64 specifically authorizes the CCAHEC—as 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 service sites 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.

Non-Duplication

Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless non-displacement 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.

Non-Displacement

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, or sick); or
- Employee who is on strike or who is being locked out.

Risk and 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 of the 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. Your Host Site Supervisor will provide appropriate training and guidance on their county's disaster response duties.

Member Training

Members will receive training necessary for completion for a successful year of service and achievement of program performance measures. Additionally, members will have access to professional development training to enhance their skills for life after AmeriCorps.

Program Managers, Partners, and Host sites will provide initial Member orientation and ongoing training including but not limited to:

AmeriCorps

- What is a National Service Member
- The service term and benefits of being a Member for the Program
- Program operation, goals, and objectives
- Member expected and prohibited activities
- Position description, and allowable activities
- Living allowances, stipends, and reporting expectations
- Program mechanics: background checks, check-ins and conference calls.
- Professional behavior and duties as a representative of community, CORP and AmeriCorps.

The Program

- Program interventions, strategies and evaluation
- Community needs assessment data
- Safe prescribing practices and PDMP
- Safe storage and disposal practices
- Youth opioid data and social norming education
- Gathering and reporting program outputs and outcomes
- Roles of Program Lead Organizations, Host, and Partner Sites

COAHECs, Attorney General, Consortium, and Rise Above

- AHEC mission, goals and structure
- Rise Above Constellation Model
- The CO Consortium Model

Life after AmeriCorps and Professional Development Training

Program Managers, Partners, and Host sites will 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
- Community engagement, event planning, and marketing

Use of Personal Vehicle

CORP members who travel for CORP business with their own vehicles must follow these procedures:

- Wear seat belts when driving or riding
- Obey all laws and practice courteous and safe driving habits
- Possess valid and sufficient auto insurance
- Possess a valid driver's license
- Members who have lost their driver's license must notify their supervisor and Program Manager the next working day
- Under no circumstances will any member imbibe any form of alcoholic beverage or controlled substances while driving for CORP business/programs
- Members are solely responsible for any tickets caused by their own behavior (e.g., speeding, parking)
- We recommend that you not use your personal vehicle to transport others because you will assume personal liability if you choose to do so.

Accidents

If, while operating a privately owned vehicle in the performance of CORP AmeriCorps business, a member is involved in an accident resulting in personal or property damage, s/he shall:

- Immediately notify the local police
- Check for registration and proof of insurance from other parties involved
- Request that all parties and properties concerned remain at the scene of the accident until a law enforcement officer releases them
- Refrain from discussing the accident with anyone other than the investigating officer, appropriate city officials, and representatives of the insurance company
- Report the accident to the Program Manager as soon as practical, but no later than the next day.

Insurance

Proof of insurance must be kept in the vehicle at all times. State law requires privately owned vehicles to carry liability insurance, and proof of such insurance is to be kept in the vehicle. CORP does not insure privately-owned vehicles.

Seat Belt Policy

CORP recognizes that seat belts are extremely effective in preventing injuries and loss of life. We care about our members, and want to make sure that no one is injured or killed in a tragedy that could have been prevented by the use of seat belts. Therefore, all CORP AmeriCorps members must wear seat belts when operating or riding in a company-owned vehicle, or any vehicle, including a personal vehicle, on company premises or on company business. All members and their families are strongly encouraged to always use seat belts and proper child restraints whenever driving or riding in any vehicle.

Mileage Reimbursement

Members will be reimbursed for mileage associated with CORP activities. There is no mileage reimbursement for commuting to and from your host or partner site from your place of residence (daily commute). You will be reimbursed for mileage over your daily commute for activities associated with this program such as:

- Youth education event at a school
- Provider education event at a public health office
- Safe disposal event at a community center
- Community coalition meeting
- Distributing opioid education brochures at a local fair

Members will track their mileage on the “daily tracker” sheet and will compile the miles onto the travel voucher sheet for monthly reimbursement. Members must submit their travel voucher sheet on the last Friday of the month to their host site supervisor. The host site supervisor will submit them to the CCAHEC Accounting Manager. In special circumstances and with prior approval from the grant fiscal manager, a member may be reimbursed for mileage more frequently.

Photograph, Video & Works Produced

CORP is committed to furthering the discussion and growth of national service and healthy Colorado communities. 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.

CORP 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.

