



Community Opioid Response Program

Partner Site Handbook
2017 - 2018

PARTNER SITE EXPECTATIONS

Role

Partner sites, such as yours, are generally community partners that may already be involved in education initiatives with healthcare providers, community members and/or high school students. Partner sites will provide opportunities for AmeriCorps members to facilitate and coordinate opioid related education events. They will assist the members in determining best fits for community stakeholders, service locations, target audiences, dates, and other logistical details for performance measure activities. In addition, Members will work with Partner sites to increase awareness of volunteerism and to engage volunteers to sustain and grow the CORP initiatives with the partner sites in the community.

Time Commitment

Full-time AmeriCorps members must serve approximately 40 hours per week in order to successfully complete their service terms. Our hope is that partner sites will provide members with opportunities, for facilitation and coordination of CORP education events, to meet these hours per week goals. Other than providing opportunities, a partner site's time investment should be relatively small, and will most likely consist of meeting with the member and host site supervisor to establish a schedule with the member and some on-going communication with the Host Site supervisor regarding the AmeriCorps member's performance. Partner site representatives are invited and encouraged to participate in the program Steering Committee that will meet quarterly. The Host Site Supervisor will travel to the Partner Site as needed to observe and support the Partner Site and Member activities and environment.

Training

There is not a formal training offered for partner sites, however CCAHEC will offer an informational, web-based meeting in October, as well as ongoing support to partner sites. More information and resources for the CORP AmeriCorps program are available. Please contact the member's Host Site supervisor or the Program Managers with any questions or concerns.

Partner Site Responsibilities

- Provide an on-site orientation to introduce the AmeriCorps member to your site.
- Work with the member(s) and their supervisor to set a schedule that works for your site and them. Member's time may fluctuate based on other partner sites where the member is serving. Help to monitor time served by member.
- Make decisions with the member about selecting activities and managing volunteers.
- Work closely with the Host Site Supervisor and communicate regularly about member growth, challenges, and opportunities. Also communicate with the supervisor if you have concerns about a member's behavior or if you believe disciplinary action is needed. Members are expected to adhere to site policies regarding issues such as confidentiality, safety, dress code, attendance, and student engagement.
- Provide the member with tools and resources to perform effectively; encourage them!
- Market and introduce the member and the AmeriCorps program throughout your organization, community and to stakeholders.
- Communicate regularly with Host Site supervisor and member to ensure successful member performance.
- Observe the member in the course of their service. Let them know that they and their work are appreciated.
- Display the AmeriCorps logo at your site and help to ensure that the member is wearing the AmeriCorps logo while performing their service.

CORP 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 Partner 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 CORP 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 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 (this could be a pin or name tag). 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).

Member Benefits

AmeriCorps members are eligible for a variety of benefits that make the dedication of a year to service worthwhile. Benefits include a modest living allowance designed to cover their basic expenses. In addition, after successfully completing their service year, members are eligible to receive an Education Award which can be used for continued education or to repay student loans. They may also be eligible for student loan forbearance, public loan forgiveness, healthcare, child care, and other social benefits. In addition, AmeriCorps members gain career experience and job satisfaction. They frequently talk about the difference the experience has made in their careers. AmeriCorps members get things done, and that kind of results-oriented experience pays off when they are considering their next steps, whether in education or employment.

Member Background Checks

AmeriCorps Member service is contingent upon successful completion of the federally mandated background checks (including but not limited to: NSOPW, FBI fingerprint, State Checks). The CORP AmeriCorps program 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. However, sites may not require members to pay for site run background checks.

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 |

For more information about AmeriCorps National Service, visit the AmeriCorps website at www.americorps.gov.

AMERICORPS MEMBER ACTIVITIES

Allowable Activities

The following activities are allowable service activities and are associated with the CORP performance measures. Members shall:

- Work with the Consortium's Program Manager to coordinate at least six provider education events lasting a minimum of two hours each per year within their respective AHEC Regions and communities. The content of the education shall focus on safe opioid prescribing, chronic pain management, recognition of opioid use disorder, medication assisted treatment (MAT), and other important aspects of engaging primary care providers to combat the opioid epidemic
- Coordinate at least six safe storage/disposal community education events lasting a minimum of two hours each per year within their respective AHEC Regions and communities
- Shall coordinate delivery of youth-focused opioid-related educational programming and resources (Rise Above's "Not Prescribed" 1-hour lesson and its "Media Smart Youth-Not Prescribed" 4-week curriculum), reaching youth aged 12-17, per year, within their respective AHEC Regions and communities.

Other member activities may include:

1. Initiate, support and enhance community-based collaborations with lead local partners.
2. Facilitate participation in prescription take back events and CO permanent disposal programs.
3. Disseminate opioid education related messaging campaigns.
4. Facilitate law enforcement education events for providers of Medication Assisted Treatment.
5. Facilitate strengthening addiction recovery efforts, including work with drug courts, peer recovery coaches and peer support groups.

Prohibited Activities

The following activities are listed as prohibited according to national AmeriCorps guidelines established by CNCS. 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 charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or CNCS, staff and members may not engage in the following activities (see 45 CFR § 2520.65):

- 1) Attempting to influence legislation;
- 2) Organizing or engaging in protests, petitions, boycotts, or strikes;
- 3) Assisting, promoting, or deterring union organizing;
- 4) Impairing existing contracts for services or collective bargaining agreements;
- 5) Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office;
- 6) 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;
- 7) 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;

- 8) Providing a direct benefit to
 - a) A business organized for profit;
 - b) A labor union;
 - c) A partisan political organization;
 - d) A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amounts of lobbying (while efforts are made to keep information in this consolidated document current, please consult the primary sources for the most up-to-date information), except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; or
 - e) An organization engaged in the religious activities described above, unless CNCS assistance is not used to support those religious activities;
- 9) Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;
- 10) Providing abortion services or referrals for receipt of such services; or
- 11) Such other activities as 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 above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

NON-DISCRIMINATION POLICY

The Partner Sites certifies that this Program is available to all without regard to race, color, national origin or ancestry, disability, age, sex, gender, political affiliation, veteran status, genetic information, sexual orientation, gender identity or expression, pregnancy or religion.

WORKPLACE HARASSMENT, SEXUAL 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.

INDIVIDUALS WITH DISABILITIES

CCAHEC provides an inclusive service environment including reasonable accommodations for Members with disabilities. Upon request from the member, CORP 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.
doing so.

NON DUPLICATION

AmeriCorps grant/AmeriCorps service may not be used to duplicate an activity that is already available in the locality of a program. Additionally, unless non-displacement requirements are met, AmeriCorps 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 AmeriCorps assistance. An organization may not displace a volunteer by using a participant in a program receiving AmeriCorps assistance. A service opportunity will not be created under this program that will infringe in any manner on the promotional opportunity of an employed individual. A participant in a program receiving AmeriCorps 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 program 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 program 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.