


PERSONNEL POLICY MANUAL

	POLICY E-1 Page 1 of 1 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: COMPUTERS & ELECTRONIC EQUIPMENT
Notes: Replaces Policy 4.7, Computers and Electronic Equipment	

PURPOSE: To provide procedures for employees' use of electronic equipment.

POLICY

NFHC is the owner of all NFHC electronic equipment. All communications and documents transmitted by, received from or stored in agency equipment are the property of NFHC. When using NFHC's computers and other electronic equipment, employees will have no expectation of, and no right to privacy.

CONFIDENTIAL INFORMATION

- Employees will not transmit confidential information or information that could be detrimental to them or to NFHC, through the use of e-mail or fax messages.
- Employees are not to transmit material on NFHC's equipment in violation of any state or federal law or government regulation.


USE OF AGENCY COMPUTERS

- Employees are not to import to NFHC's computer equipment, hard drive files or documents that are created outside NFHC premises.
- Employees will install and use only software approved by NFHC.
- Employees are not to use passwords not assigned to them or operate other employees' computers, unless authorized by that employee or a supervisor.

OFF NFHC PREMISES

- Only the Executive Director may authorize employees to copy and take computer files or to access NFHC computers from a different location in order to perform work functions.
- Employees working away from NFHC's premises are responsible for protecting any sensitive or confidential information.
- Employees will not remove from the workplace discs, CDs, tapes, or any other electronic data storage device or other equipment belonging to NFHC without prior approval by employees' supervisor.

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	POLICY E-2 Page 1 of 2 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: PHONE & MAIL
Notes: Replaces Policy 4.8, Use of Phone and Mail Systems	


PURPOSE: Cost containment.

POLICY

TELEPHONES

- **Collect Calls**
 - All employees are prohibited from accepting Collect Calls for any client or employee.
 - Staff should inform all clients of this policy during admission and subsequently as needed.
- **Toll-Free Number**
 - NFHC maintains a toll-free telephone number only for prospective clients and/or persons in crisis who are not in our local calling area.
 - This telephone number is not to be used by NFHC employees to receive personal calls.
- **Personal Calls**
 - Employees may make short, local personal telephone calls using NFHC's regular phone lines.
 - Personal long distance calls may be made only with personally owned calling cards or cell phones.
 - If the length or frequency of personal calls negatively impacts a program, the matter will be addressed by the supervisor.
- **Agency Cell Phones**
 - Employees will follow the "check-out procedure" to use agency cell phones for official NFHC business.
 - Agency cell phones are not for personal calls.
 - If the cell phone statement reflects an overage of minutes used, the extra cost will be shared by any employees who made or received personal calls within that time frame.
 - Employees will be responsible for repair or replacement of agency cell phones that are damaged or lost while in their possession.

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	POLICY E-2 Page 2 of 2 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: PHONE & MAIL


MAIL

- All incoming mail will be opened in accordance with normal business practices, including mail that may be addressed to an individual.
- Employees expecting packages sent to NFHC should notify the Executive Assistant.
- NFHC's postage meter is for business use only.

EXPECTATION OF PRIVACY

- Employees should have no expectation of privacy in conducting personal business by any method during working hours, or while on NFHC premises.

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	POLICY E-3 Page 1 of 1 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: AGENCY VEHICLES
Notes: Replaces Policy 4.14, Use of Agency Vehicles	

PURPOSE: For the safety of Northland Family Help Center clients and employees, as well as cost containment.

POLICY

Only authorized employees may operate NFHC vehicles.

AUTHORIZATION


- For authorization to drive NFHC vehicles, employees must have MVD driving records, current driver's license and proof of auto insurance in personnel files
- Employees are required to receive special training before being authorized to drive 12-passenger vans.

USE OF NFHC VEHICLES

- Agency vehicles will be used only for business purposes, such as transportation of clients, transportation of materials to a storage facility, or picking up mail, donations or supplies for NFHC.
- For the safety and confidentiality of NFHC's clients, only current NFHC employees may be permitted in a vehicle *at any time* when transporting client(s).

Violation of this policy may result in disciplinary action, up to and including termination.

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	POLICY E-4 Page 1 of 1 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: COMMUNICABLE ILLNESS
Notes: Replaces Policy 4.5, Communicable Illness	

PURPOSE: To provide a safe and healthy work environment for employees and clients.


POLICY

Northland Family Help Center requires employees with a communicable illness to not report for work until the risk of infecting others is past and job duties can be satisfactorily performed. Communicable illnesses or conditions are those commonly and easily transmitted to others, such as pink eye, head lice, colds, flu, etc.

- If an employee reports to work with what appears to be a communicable illness, that employee will be asked by a supervisor to return home. Any disagreements between supervisors and an employee in this regard may be settled by a medical professional
- **Seeking medical attention, whether required by NFHC or chosen by the employee, is the employee's responsibility and financial obligation.**
- NFHC provides benefit-eligible employees with paid time off, which permits employees to recover from illnesses without the fear of lost income.
- If an employee must miss three days of work or more due to illness, that employee may be asked to present the supervisor with a doctor's statement.
- NFHC is not liable for staff's exposure to communicable illness within the workplace, nor for immunizations of staff.

This policy is not intended to conflict with employees' rights under the Americans with Disabilities Act (ADA). If an illness does not pose a risk to co-workers or clients, and if employees believe their job duties can be performed with or without reasonable accommodation, they are encouraged to discuss returning to work with their supervisor.

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	POLICY E-5 Page 1 of 1 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: AUTHORITY FOR PROCUREMENT
Notes: Replaces Policy 8.2, Authority for Procurement	

PURPOSE: To provide guidelines for procurement to ensure financial soundness

POLICY

Only the Executive Director has the authority to enter into a contract or lease, or to obligate NFHC in any way.


- The ED may delegate purchasing authority, in writing, to an employee for a specific term or purpose.
- Procurements or other commitments made by unauthorized personnel may result in a personal obligation and not NFHC's obligation.
- Unauthorized procurement may lead to disciplinary action, up to and including termination.

DEPARTMENTAL BUDGET FUNDS

To authorize the procurement of goods or services with funds from departmental budgets, an approved Pre-Post must be issued. This certifies that:

- Sufficient funds are available in the account.
- The procurements are a legitimate expenditure against the account.
- The necessary internal approvals required by the appropriate department supervisor were obtained.

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	POLICY E-6 Page 1 of 1 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: CHILDREN & VISITORS
Notes: Replaces Policy 4.12, Children and Visitors in the Workplace	

PURPOSE: To ensure client confidentiality and safety.

POLICY


CHILDREN

- To maintain confidentiality and safety, children (under age 18) who are not clients of the agency may not be in the Women's Shelter, Youth Shelter or agency vehicles when clients are present.
- Children of employees may only accompany their parents to work-related meetings and events that include no exposure to or discussion of clients, and only with advance approval of the meeting facilitator or other parties.
- Children may not accompany their parents if their presence will compromise the productivity or purpose of a meeting.

VISITORS

- All adults (age 18 and over) who visit NFHC's H.A.L.O. House are required to sign a Visitor Confidentiality Agreement prior to being admitted beyond the administrative or counseling offices.
- This applies to all visitors, whether scheduled in advance or not, and including but not limited to, maintenance/repair persons, funders, auditors, and/or inspectors.

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	POLICY E-7 Page 1 of 2 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: SEVERE WEATHER CONDITIONS
Notes: Replaces Policy 4.13, Severe Weather Conditions	

PURPOSE: To maintain safety and shift coverage

POLICY

Travel to work during severe weather conditions may present safety concerns for employees at NFHC, however, it is recognized that the Women's and Youth Shelters must be staffed at all times.

ESSENTIAL EMPLOYEES

Behavioral Health Workers are considered Essential Employees when they are responsible for covering shifts at H.A.L.O. House.


- BHW's are required to be at work based on the shelter schedule and should make every effort to cover the shift.
- If Essential Employees are unable to drive during adverse weather, they are to call for transportation assistance in the order listed below, well in advance of shift starting time:
 - Taxi
 - Shelter Manager
 - Clinical Director
 - Designated "On-Call" staff
- Essential Employees are responsible for having access to supervisor and /or designated agency managers' telephone numbers.
- Shelter staff on duty must be called to verify expected arrival time.

NON-ESSENTIAL EMPLOYEES

Employees are considered Non-Essential when they are not responsible for covering shifts at H.A.L.O. House.

- Examples of Non-Essential Employees are:
 - Administration Staff
 - Counseling Staff
 - Shelter Staff, when not covering shifts
 - Community Based Services Staff


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	POLICY E-7 Page 2 of 2 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: SEVERE WEATHER CONDITIONS

NON-ESSENTIAL STAFF, continued

- Non-Essential Employees may be excused when inclement weather jeopardizes the health and safety of employees.
- Non-Essential employees' direct supervisors must be contacted, and have final authorization regarding their being excused from work, since there may be circumstances that require Non-Essential employees to be at work.
- When Non-Essential Employees do not report to work due to inclement weather, accrued paid time off must be used, and if none is available, it will be considered leave without pay.
- With their supervisor's approval, Non-Essential Staff may work from home and indicate the number of hours worked on their timesheets.

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	POLICY E-8 Page 1 of 3 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: BUSINESS TRAVEL
Notes: Replaces Policy 4.15, Business Travel	

PURPOSE: To provide guidelines for business travel.

POLICY

Northland Family Help Center will pay for most expenses involved in approved business travel. NFHC will only pay for the method of transportation and lodging that is most cost effective.

TRAVEL AUTHORIZATION

- Employees are to consult the Business Manager regarding NFHC's fiscal policies on reimbursement, allowable expenses, and report submission requirements prior to travel.
- Employees are to submit a completed Travel Request Form a minimum of ten working days in advance of departure date.
- Employees' supervisor and the Business Manager must authorize all official travel requests *before employees make travel commitments*.
- The supervisor will verify that travelers have a valid Driver License and current insurance coverage prior to approving.
- Once a Travel Request has been approved, the Business Manager will process request and return a travel confirmation form to employees.

COMPENSATION

- Exempt employees will be paid their fixed salary while traveling to and from out-of-town events, including time spent in attendance at such events.
- Non-Exempt employees will be paid while traveling to and from out-of-town events, including time spent in attendance at such events, and any other time spent working.


AIR TRAVEL

- Employees will be booked on flights that are most cost effective and comfortable.
- Some things NFHC will **not** reimburse for are; first class accommodations, upgrades, lost personal baggage, excess baggage charges or tips for handling baggage.
- The most economical mode of transportation will be used to and from airports.

PERSONAL VEHICLES

- When the use of employee-owned vehicles is deemed most economical and authorized for travel, NFHC will pay for mileage.
- If travelers driving personal vehicles on NFHC business are involved in an accident, regardless of fault, NFHC will not reimburse for any physical damage to said vehicles.

PERSONNEL POLICY MANUAL

	POLICY E-8 Page 2 of 3 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: BUSINESS TRAVEL

RENTAL VEHICLES

- Employees will rent vehicles when it is the most cost effective form of transportation, as determined by the Business Manager.
- Rental cars are for business use only. NFHC's insurance will not cover rental cars used by employees for personal use.
- Only employees are permitted to drive cars rented by NFHC.
- Employees are to consult the Business Manager regarding NFHC's policies on size and type of vehicle, insurance, and reimbursement policies prior to embarking on travel.

TRAVEL ADVANCES

- Travel advances may be provided if out of town travel requests are submitted and approved within the required time frames.
- Employees must see the Business Manager for guidelines and requirements for acquiring a Travel Advance.
- If a Travel Advance exceeds actual receipts, employees will repay NFHC the difference.


PERSONAL BUSINESS

- The Executive Director must approve any deviation in travel to conduct personal business or for the convenience of employees in advance.
- Expenses paid will be based on such charges as would have been incurred in traveling the most economical and direct route. Any additional expense will be borne by employees.
- Any additional time away from duty that may be required for such indirect travel will be charged to accrued Paid Time Off, or will be considered leave without pay.
- NFHC will **not** reimburse travel expenses incurred by a spouse or other individual accompanying an employee on business.

LODGING

- When business travel requires overnight lodging, NFHC will pay for actual room expenses at the most economically priced hotel within reasonable distance of a training or meeting site.
- Employees will not be reimbursed for staying at the private residence of a relative or friend.

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	POLICY E-8 Page 3 of 3 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: BUSINESS TRAVEL

MEAL ALLOWANCES

- To be eligible for meal allowances, employees must be in an authorized travel status, at least 75 miles from home or office.
- Employees will be reimbursed for actual cost of meals, up to a maximum amount as dictated by NFHC's fiscal Travel Policy.
- Snacks, such as candy, soda or gum, are not reimbursable.
- Under no circumstances will employees be reimbursed for alcoholic beverages.


COMPLETION OF TRAVEL

- Employees must submit accurate and complete Out-Of-Town Reimbursement Forms within five business days of return from travel.
- Supervisors will review and approve Reimbursement Forms. It is a supervisor's responsibility to ensure that employees complete and submit forms on time.
- Original itemized receipts are required for all expenses.
- NFHC reserves the right to request justification for any or all receipts.
- Reimbursement will not exceed the actual amount of travel-related expenses.
- Employees who fail to provide appropriate reimbursement reports within the time allowed, may have payment delayed and will have no further travel approved until prior travel reimbursement reports are completed.

SEPARATION FROM EMPLOYMENT

- All travel expenses for employees who are separating from employment, must be submitted within fifteen (15) days of notice of separation or date of discharge.
- NFHC accepts no obligation for any reimbursement forms submitted after the 15th day.

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	POLICY E-9 Page 1 of 1 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: LOBBYING / POLITICAL ACTIVITY
Notes: Replaces Policy 5.7, Lobbying / Political Activity	

PURPOSE: To provide guidelines for lobbying or political activity.

POLICY To ensure compliance with regulations required of non-profit agencies, employees will not participate in lobbying or political activity as representatives of NFHC without the express consent of the Executive Director.


LOBBYING

- Lobbying is an attempt to influence any legislation through communication with a legislator, government official or the general public
- Membership dues to lobbying organizations will not be paid by NFHC.
- The only employee authorized to provide legislative information on behalf of Northland Family Help Center is the Executive Director.

POLITICAL ACTIVITY

- Employees may engage in political activity outside assigned work hours.
- Employees will not allow interest in a particular party, candidate, or political issue to affect job performance or relationships with other employees.
- Employees will not use the name of Northland Family Help Center or their affiliation with the agency in supporting or opposing a specific legislation or candidate.
- Employees who plan to campaign for, or are elected to public office should request a personal leave of absence, if it will affect job performance.
- Use of agency letterhead, mail, fax, e-mail or web sites for political activity is strictly prohibited.
- The circulation and signing of political petitions on NFHC properties is strictly prohibited.

PERSONNEL POLICY MANUAL

	POLICY E-10 Page 1 of 1 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: MEDIA CONTACT
Notes: Replaces Policy 5.8, Media Contact	


PURPOSE: To define the role of employees in media contact.

POLICY

Employees may not act as official or unofficial spokespersons of the agency without prior clearance from the Executive Director.

- When the ED is not available, a Northland Family Help Center representative will be authorized to act on the Executive Director's behalf.
- All inquiries from the media will be referred to the Executive Director.

PERSONNEL POLICY MANUAL

	POLICY E-11 Page 1 of 1 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: SOCIAL MEDIA
Notes: Policy written July, 2011	

PURPOSE: To protect the agency and its employees.

POLICY

Northland Family Help Center supports an employee's right to participate in social networking and other web-based communications. However, employees have a responsibility to adhere to the policies and Code of Ethics of NFHC when discussing matters related to the agency.

CONFIDENTIALITY

- Communications in online communities should never contain information that identifies or could potentially identify a client.
- No reference to current or previous employees, board members, interns or volunteers of NFHC should be posted without their express written consent, (See Policy A-6, Confidentiality).
- No employee should have an expectation of privacy on posts made on social media sites or blogs.


HARASSMENT

- No employee may post remarks that could contribute to a hostile workplace, (See Policy D-11, Harassment).
- Those with concerns or complaints regarding harassment or the inappropriate use of social media should follow the steps in Policy D-13, Problem Resolution and Grievance Procedure.

REPRESENTING NFHC

- Unless given express permission by the Executive Director, an employee has no authority to speak on behalf of Northland Family, (See Policy E-10, Media Contact).
- Personal sites should include a disclaimer stating that the views expressed are solely the employee's and do not represent the views of NFHC.
- Employees are prohibited from using agency e-mail addresses on networking sites.
- Permission from the Executive Director must be obtained before displaying the agency logo.

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	POLICY E-12 Page 1 of 1 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: PERSONAL RELATIONSHIPS
Notes: Replaces Policy 5.13, Family Members, Married, Cohabiting or Romantically Involved Employees	

PURPOSE: To prevent personal issues from causing conflict in the workplace.

POLICY

- When two NFHC employees are family members, married, cohabiting, or romantically involved, one shall not be in a supervisory position over the other.
 - If a romantic relationship develops between a supervisor and subordinate employee, one of them will be transferred to a different position.
 - If a transfer is not possible, one will be terminated.
 - NFHC will make that decision based on the best business-related interests of the agency.
- If conflicts arise between any two employees, refer to Personnel Policy D-13, Employee Grievance and Problem Resolution.

PERSONNEL POLICY MANUAL

	POLICY E-13 Page 1 of 1 Date: 09/01/2011
Section: Administrative Procedures	SUBJECT: JURY DUTY
Notes: Replaces Policy 6.9, Jury Duty	

PURPOSE: To allow employees to fulfill their civic duty.

POLICY

Northland Family Help Center will provide paid leave for employees who miss normally scheduled work hours due to Jury Duty.

ELIGIBILITY

- Full-Time and Part-Time employees are eligible for paid Jury Duty leave.
- This policy does not apply to Relief employees.

PROCEDURE

- The Human Resources Director and the direct supervisor must be informed by employees when Jury Duty notice is received.
- Employees will be paid their regular rate of pay for normally scheduled work hours that are missed.
- NFHC requires that employees remit Jury Duty fees, less travel reimbursement, to the Finance Department.