


PERSONNEL POLICY MANUAL

	POLICY B-1 Page 1 of 2 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: RECRUITING AND HIRING
Notes: Replaces Policy 1.7, Recruiting and Hiring	

PURPOSE: To maintain equal treatment of all NFHC employees or candidates for employment

POLICY

It is the intent of Northland Family Help Center to use due diligence in all hiring decisions, and ensure that all recruitment and employment activities are conducted in compliance with applicable state and federal laws concerning Equal Employment Opportunity.

AGE LIMITATIONS

- Pursuant to NFHC's behavioral health licensure requirements, employees and volunteers must be at least 21 years of age.
- Interns must be at least 18 years of age.


OPEN POSITION PROCEDURES

- Before posting, the wages for each position will be determined. ***Only the Executive Director has the authority to determine wages offered for any position.***
- Position openings will be posted internally and/or externally by Human Resources only.
- All volunteer and employment applications will be submitted to Human Resources.
- HR will perform the initial screening and schedule interviews.
- Interviews will include the Human Resources Director, the Clinical Director and/or the immediate supervisor of that position, or their designees.
- Interviews for a particular position will be conducted using Interview Questionnaires provided by Human Resources, to ensure equal opportunity among all applicants.
- At every interview, Northland's programs, wages, benefits and funding by grants and contracts will be discussed.
- If applicants are not interviewed, or interviewed and not chosen, their applications will be retained in the HR department for three years.
- A new application is required for each position.
- All hiring decisions will adhere to the Uniform Guidelines on Employee Selection Procedures published by the EEOC.

REFERENCES

- After interviewing, Human Resources or their designee will contact previous employers and/or personal references of appropriate applicants.
- No offer of employment will be made until reference checks have been completed and the candidate has been approved by the Human Resources Director and/or the Executive Director.

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JOB OFFERS

- Once approved, a hiring supervisor will make an employment offer to the applicant and arrange a start date, followed by notification to Human Resources regarding applicant's acceptance or refusal of the job offer.
- When making the job offer, supervisors should refrain from making any statements regarding the expected duration or job security of any position. Also at this time, wages will be clearly communicated.
- Supervisors will direct newly hired employees to schedule an appointment with Human Resources for completion of all required paperwork prior to beginning work.

OPPORTUNITIES FOR INTERNAL CANDIDATES

- The agency believes in and is committed to a policy of upward mobility for its interested employees through promotion and transfer opportunities.
- NFHC reserves the right to post job openings externally as well as internally, while searching for the most qualified candidate for every position.
- No supervisor will obstruct the advancement of an employee to a different position for which that employee is qualified.
- Current NFHC employees wishing to apply for an open position within the agency must submit a letter of interest to HR.
- Current NFHC employees must meet Minimum Qualifications and will be considered as any other applicant for an open position.
- NFHC reserves the right to offer a position to the applicant it believes is best qualified for the position.

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	POLICY B-2 Page 1 of 3 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: CERTIFICATIONS FOR EMPLOYMENT
Notes: Replaces Policy 1.9, Certifications, Employment Requirements	

PURPOSE: To ensure that Behavioral Health Licensure and funding requirements are fulfilled, and to maintain a safe and healthy environment for clients and staff.

POLICY

Before beginning work, all personnel are required to become certified in or submit evidence of the items on the following list. This list is not to be considered all-inclusive, and may have additions to or deletions from at any time.

Proof of Employment Eligibility

- At the time of hire, all employees must complete a U.S. Department of Justice I-9 Form and provide proof of identity and employment eligibility.
- Through the use of E-Verify NFHC will provide the Social Security Administration (SSA) and the Department of Homeland Security (DHS), with the information from new employees' I-9 forms to confirm authorization.
- If it is discovered at any point that fraudulent documents were presented, that employee will be terminated immediately without recourse.

Fingerprint Clearance

- All employees must complete fingerprinting procedure by a designated outside agency, for the purpose of obtaining an Arizona Department of Public Safety fingerprint clearance card before employment begins.
- A completed application and fingerprint card are to be returned to Human Resources before work may begin.
- Human Resources or their designee will be responsible for monitoring the status of clearance card applications. If card has not been received within 30 days of applying, a status inquiry will be faxed or called to DPS Applicant Clearance Card Team, and weekly thereafter until the card arrives.
- If employees are denied or are unable to maintain a DPS fingerprint clearance card for any reason at any time during employment, they will be terminated immediately and without recourse.


Medical Clearance

- All employees must submit documentation of a physical examination or nursing assessment that indicates the ability to perform the duties contained in the job description before employment begins. This will be at employees' expense.

Tuberculosis (TB) Test

- A TB Test is required for all staff members before employment begins and annually thereafter. Certification of satisfactory results must be submitted to Human Resources.
- The TB test is paid for by the agency.

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First Aid / CPR

- All staff members are required to take and successfully complete classes to obtain certification in First Aid and CPR, (adult, and infant/child) before employment begins.
- On-line training will not fill this requirement.
- Certification of satisfactory completion and receipts must be submitted to Human Resources for reimbursement.

Criminal History Affidavit

- All new employees must submit a notarized "Criminal History Affidavit" form, indicating that they are not awaiting trial and have never been convicted of specified criminal offense(s) before employment begins.
- If criminal offenses exist that prevent potential employees from receiving fingerprint clearance, the offer of employment will be withdrawn.
- If it is discovered at any point that answers on the "Criminal History Affidavit" form were untruthful, the offending employees will be immediately terminated without recourse.


Driver License, Driving Record and Proof of Auto Insurance

- All employees must submit a current valid driver license, a driving record from the Department of Motor Vehicles at his or her own expense, and proof of current auto insurance before employment begins.
- NFHC's insurer will determine whether employees' motor vehicle record adheres to its requirements. If not, employees will not drive NFHC insured vehicles, NFHC rented vehicles or personal vehicles as part of their job duties.
- Employees are at no time, to transport a client within personal vehicles.
- Employees found to be driving NFHC vehicles with a suspended driver license may be terminated immediately without recourse.
- It is the employee's responsibility to notify their respective supervisor within 2 working days if their driver license is suspended or changed in any way.

Proof of Education/Certification/License

- All employees are required to submit a copy of diploma, degree and/or official transcript for the highest level of education completed before employment begins.
- Any employee who is required to be "licensed" or "certified" must submit a copy of the license and/or certification.

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REIMBURSEMENT

- NFHC has arrangements with agencies in the community to provide TB tests for which the agency will be billed directly.
- Employees will be required to pay for their own fingerprint clearance card. One half of the cost will be deducted from the employee's second paycheck, the other half from the third paycheck.
- NFHC will pay for fingerprint clearance cards for volunteers and interns, as well as certification renewal for employees past their initial probationary period.
- For CPR and First Aid classes, employees must submit an original receipt along with a copy of certification to HR within 30 days of issuance for reimbursement.
- Employees will be responsible for "no-show," "cancellation" or any fee other than for valid certification.
- NFHC will only reimburse for required Arizona licenses/certifications and those that meet agency-client needs.
- An employee may choose to utilize any agency within the community to obtain required certification(s), however, NFHC will only reimburse the employee the amount that NFHC would have paid, had employee utilized an NFHC source. Human Resources will maintain a current schedule of fees.
- Should employment end for any reason before completion of the 6-month Probationary Period, any certification, license and/or training fees that NFHC paid for directly, or reimbursed to employee will be deducted from employee's final paycheck.

RESPONSIBILITY

- It is the responsibility of each employee to ensure that the required clearances, certifications, and/or licenses, are current at all times and that documentation has been provided to Human Resources.
- Employees may not be allowed to work until the requirements are fulfilled
- If employees have not submitted the required documentation by the end of 30 days, employment will be terminated immediately, without recourse. Such separation from employment is considered "Voluntary Separation".

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	POLICY B-3 Page 1 of 2 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: INTRODUCTORY PERIOD
Notes: Replaces Policy 2.1, Introductory Period	

PURPOSE: To provide supervisors a period of time to assess newly hired Northland Family Help Center employees and current employees in a new position.

POLICY

Employees who are newly hired or have moved to a new position will be placed in an Introductory Period. During this time, NFHC will determine whether employees are suitable for the position and a good fit within the agency. Supervisors and employees will review and discuss expectations and standards listed in job descriptions at the start of employment or new position. Once established, these standards may be referenced at various times throughout the Introductory Period to provide guidance and direction.

NEW HIRE

- New hires will be placed on a six-month Introductory Period.
- Accrual of Paid Time Off hours will begin with eligible employees' first day of employment, and may be utilized as accrued.

CONTINUING EMPLOYEE

- Current employees in new positions due to job promotion, transfer or other job changes within the agency will be placed on Continuing Employee Introductory Period for three months.
- Eligible employees in this category are entitled to utilize benefits as earned in previous position.


COMPLETION OF INTRODUCTORY PERIOD

- Employees are released from the Introductory Period after successful completion of a performance review and Personnel Action Form, which must be signed by employees, their direct supervisor and the Executive Director.

EXTENSION OF INTRODUCTORY PERIOD

- If the evaluation is unsatisfactory at the end of the New Hire Introductory Period, NFHC may consider an extension of Introductory Period, as opposed to termination. During this period, the supervisor will further assess employees' skills, knowledge, and abilities for the position.
- With an unsatisfactory evaluation NFHC may consider alternative job placement (e.g., return to former position), or extension of Introductory Period if and when possible.
- A Continuing Employee Introductory Period may also be extended up to six months, if deemed appropriate due to the nature and responsibilities of a new position.
- NFHC reserves the right to extend employees' Introductory Period, if the agency believes that such extension would be of benefit to both the agency and the employee in place of termination


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Section: Workplace Practices	SUBJECT: INTRODUCTORY PERIOD

TERMINATION

- Employees may be terminated at any time during New Hire or Continuing Employee Introductory Period without cause or reason and the terminated employees will have no right to grievance or appeal.

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	POLICY B-4 Page 1 of 1 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: NEW EMPLOYEE ORIENTATION
Notes: Replaces Policy 1.10, New Employee Orientation	

PURPOSE: To provide orientation guidelines.

POLICY

All new Northland Family Help Center employees will be provided orientation.

ALL NEW EMPLOYEES


All newly hired employees are required to complete orientation which includes, but is not limited to, the following topics:

- NFHC Mission, Philosophy and Values
- Clinical and/or Administrative Ethics
- NFHC Personnel and relevant program Policies and Procedures
- Job description
- Confidentiality policy
- Mandated reporting requirement
- H.A.L.O. House security procedures

DIRECT CARE STAFF

- Newly hired direct care employees are required to receive New Employee Orientation, including all topics listed in R9-20-206 in the Arizona Administrative Code, before providing behavioral health services.
- This orientation will last at least twenty hours, and is considered part of the first year 48-hour training requirement, (See Policy B-5, Training).
- Orientation documentation will be maintained in personnel files.
- Before providing direct care services, the completed orientation checklist and all other employment requirements must be submitted to Human Resources.
- HR will notify the supervisor when these requirements have been met.

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	POLICY B-5 Page 1 of 1 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: TRAINING
Notes: Replaces Policy 1.11, Training	

PURPOSE: To ensure that all staff receive adequate training

POLICY

NFHC requires that staff meet the training standards of funding sources and licensure. The agency also tries to provide all employees the opportunity to develop job skills and abilities that reflect NFHC's mission and values.

LICENSURE REQUIREMENTS

- All staff members must receive training and obtain certification in Infant/Child and Adult CPR and First Aid before employment begins.
- Direct care employees are required to receive the above training, as well as, training on topics listed in R9-20-204(F) in the Arizona Administrative Code.
- The first year training requirement for direct care staff is 48 hours, and 24 hours each subsequent year.


ADDITIONAL REQUIRED TRAININGS

- Training on current best practices of Trauma Informed Care and Treatment is required for direct care employees and made available to all employees.
- Trainers are Arizona licensed behavioral health professionals and in-house specialists.
- Scheduling of trainings and assigning attendance will need be coordinated by administrators, per budget constraints.
- Ad hoc topical trainings will be presented at staff meetings.
- Specific agency programs may require additional training.

PROCEDURES

- Training documentation must promptly be submitted to Human Resources, and will be maintained in personnel files.
- All employees will be paid for time spent in required training.
- Cost of required training will be covered by NFHC.
- Procedures for obtaining professional training and/or Continuing Education Units are addressed in Policy B-6, Professional Training and Development.
- When pertinent trainings are offered by outside entities or in-house, NFHC will attempt to make these available to employees as the budget allows.

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	POLICY B-6 Page 1 of 1 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: PROFESSIONAL TRAINING & DEVELOPMENT
Notes: Replaces Policy 4.16, Professional Training and Development	

PURPOSE: To provide consistent and equitable guidelines for reimbursement of expenses incurred by employees attending professional trainings.

POLICY

As the agency's budget permits, eligible employees will be reimbursed for approved professional development activities.

AUTHORIZATION

- To attend professional trainings, a Training Request Form must be submitted to direct supervisors at least ten working days in advance of the event.
- These trainings must be deemed by employees' supervisor to be directly job-related.
- Employees' supervisor and the Business Manager must approve reimbursed expenses according to NFHC Finance Policy and budgetary constraints. The Executive Director will give final approval for all such requests pursuant to the needs of the agency.

REIMBURSEMENT

- Salary, tuition and travel expenses will be reimbursed for approved professional trainings.
- All other trainings will be paid for exclusively by the employees.
- Employees must submit a Travel Request Form no less than ten working days in advance of the event, per Policy E-8, Business Travel.


CONTINUING EDUCATION UNITS

- The exception to this policy would be those professionals who must complete Continuing Education Units in order to maintain their professional licenses.
 - If the license is applicable to their current position, employees will be paid their regular salaries while attending courses
 - Tuition and travel expenses will be paid by the employees

ELIGIBILITY

Employees will be eligible for such reimbursement if they are Full-Time, Exempt (salaried), Non-Temporary and have completed their six-month New Hire Introductory period.

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	POLICY B-7 Page 1 of 1 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: PERFORMANCE EVALUATION
Notes: Replaces Policy 2.5, Performance Evaluation	

PURPOSE: To ensure that all employees are performing up to expected standards.

POLICY

All employees will receive an annual performance appraisal, which will document their performance and accomplishments. All reviews are based on the job description, so items to be reviewed are unique to each position. Performance Planning and Appraisal forms are created and distributed by the Human Resources Director.

ANNUAL REVIEWS

Annual Reviews will occur near the anniversary of employment, or of appointment to new position.

- Supervisors and employees will review and discuss expectations and standards in job descriptions at the start of employment. Once established, these standards may be referenced at various times throughout the evaluation period to provide guidance and direction.
- A Performance Planning and Appraisal form will be used to document and record the formal review. Supervisors and the employees being evaluated will contribute to the review.
- Upon successful completion of evaluations, employees ***may be*** eligible for pay increase.
- Pay increases are ***not*** guaranteed, nor implied to be guaranteed, and are subject to availability of funds.
- Performance appraisals are kept in employees' personnel files.

NEW AND CONTINUING EMPLOYEES IN NEW POSITIONS


All NFHC new hires will be placed on a six-month Introductory Period, and current employees in new positions for three or six months.

- At the end of this Introductory Period, the supervisors and employees will contribute to Performance Planning and Appraisal forms as described above.
- New employees will receive an additional performance review upon completion of one year, and annually thereafter.
- If the evaluation is unsatisfactory at the end of the Introductory Period, alternative job placement may be considered.

CHANGE IN SUPERVISOR

Prior to a change in supervisors, if possible, an interim performance appraisal will be completed for all employees reporting to that supervisor.

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	POLICY B-8 Page 1 of 2 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: SEPARATION FROM EMPLOYMENT
Notes: Replaces Policy 1.14, Separation from Employment	

PURPOSE: To define different forms of separation from employment and to establish procedures at termination.

POLICY

All employment at NFHC is considered at will. Termination of employment may be initiated at any time by either the employee or the agency. Separation may come in different forms, such as;

- **Resignation:** When employees initiate their own termination verbally or preferably in writing for any reason, including retirement.
- **Self-Termination:** When employees do not report to work for three consecutive workdays, without properly notifying their supervisors, they may be considered self-terminated.
- **Termination:** When NFHC discharges employees for misconduct and/or unsatisfactory performance.
- **Reduction in Force/Layoff:** When NFHC initiates termination due to lack of work, lack of funding or a change in the workforce.
- **Medical:** Injuries or personal illnesses that prevent employees from returning at the end of paid time off or leave of absence.


PAID TIME OFF

- Separating, full-time employees will be entitled to payment of a percentage of unused, accrued paid time off, pursuant to Policy F-1, Paid Time Off.
- No other benefits will be paid out at termination, including Floating Holidays, Birthday Holidays and accrued Pager Hours.
- *The use of any paid time off during the last two weeks of employment is to be decided by the Executive Director, according to the needs of the agency.*

TERMINATION PAPERWORK

- A Separation Personnel Action Form will be initiated by Human Resources when the separation date has been established.
- This paperwork may include equipment/key return, future contact information and verification of final pay.

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Section: Workplace Practices	SUBJECT: SEPARATION FROM EMPLOYMENT


INSURANCE

- Insurance coverage will end on the last day of the month during which the last day of employment occurs.
- Premiums collected from final paychecks may differ in accordance to coverage ending date.
- Employees enrolled in group insurance, will be eligible to continue that coverage through the Consolidated Omnibus Budget Reconciliation Act (COBRA). Information will be provided to them at, or shortly after, termination.

EXIT INTERVIEW

- When possible, an exit interview will be conducted by Human Resources with departing employees during the last week of employment.
- The interview may include employee suggestions and comments

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	POLICY B-9 Page 1 of 1 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: REDUCTION IN FORCE / LAYOFF
Notes: Replaces Policy 1.15, Reduction in Force / Layoff	

PURPOSE: To provide a consistent procedure for layoffs.

POLICY

Northland Family Help Center receives its funding through a variety of sources. Occasionally when funding is cut or reduced, it becomes a business necessity to make adjustments in programs and staffing in order to stay within budget.

- If layoffs are deemed necessary, those employees affected may be offered the option of returning to work in the same or similar position if such should become available within six months of layoff.

LAYOFF DECISIONS

- Employees affected by reduction in force will be notified as soon as practical.
- The Executive Director and other Supervisors reserve the right to make the final decisions.
- These decisions are made without regard to; race, color, sex, age, national origin or religion or any other criteria protected by law.
- This policy does not apply to student interns, Introductory Period employees, or temporary employees. Under the above conditions, these employees would be terminated rather than laid off.


RECALL

- Eligible, laid off employees will be placed on a recall list for six months.
- Employees will be recalled if the same or similar position becomes available, according to the needs of the agency and their ability to perform the job.
- Unless recalled earlier, laid off employees' status will be changed to "terminated" at the end of this six-month period.
- A laid-off employee who refuses a job interview for a similar status position within the agency or refuses a job offer for a similar status position within the agency will relinquish all recall rights and will be terminated effective the date of the qualifying refusal.

INSURANCE AND LEAVE BENEFITS

- An employee on layoff status is eligible to continue group insurance during the layoff period through Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA).
- A laid-off employee does not accrue paid time off during the layoff period.
- Upon layoff, full-time regular employees will be entitled to payment of a percentage of unused, accrued paid time off, pursuant to Policy F-1, Paid Time Off.

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	POLICY B-10 Page 1 of 2 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: EMPLOYMENT CATEGORIES
Notes: Replaces Policy 2.0, Employment Categories	

PURPOSE: To define the different categories of employment at Northland Family Help Center.

EXEMPT EMPLOYEES

- Exempt employees are salaried, and their duties are executive, administrative or professional.
- They are exempt from provisions of the Fair Labor Standards Act and are not paid overtime wages.
- Exempt employees are expected to work whatever hours are necessary to perform their job duties within acceptable NFHC standards.

NON-EXEMPT EMPLOYEES

- Employees who are Non-Exempt receive overtime pay, as per the FLSA, at the rate of one-and-one-half times the employees' regular hourly rate for all hours worked beyond 40 hours in a workweek.

INTRODUCTORY EMPLOYEES

- All employees are subject to an Introductory Period. This includes Exempt, Non-Exempt, Full-Time, Part-Time, Relief, Temporary and any staff who change to a new position, (See Policy B-4, Introductory Period).

REGULAR EMPLOYEES

- Employees who have successfully completed the required Introductory Period are considered Regular Employees.

TEMPORARY EMPLOYEES

- Temporary employees are employed for a specified, limited period of time, not to exceed one year, either on a Full- or Part-Time basis.
- Temporary employees are not eligible for many agency benefits.


FULL-TIME EMPLOYEES

- Full-Time employees are scheduled to work a minimum of 32 hours per week.
- Full-Time Regular employees are eligible for agency benefits within the plan specifications.

PART-TIME EMPLOYEES

- Part-Time employees are scheduled to work a minimum of 16 but not more than 31 fixed hours per week.
- Part-Time shelter employees are required to work a minimum of two regularly scheduled shifts per week.

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Section: Workplace Practices	SUBJECT: EMPLOYMENT CATEGORIES

PART-TIME EMPLOYEES, continued

- Part-Time employees are not eligible for most benefits.
- They do, however receive pay equal to one-and-one-half times their regular hourly rate for working on NFHC designated holidays.


RELIEF EMPLOYEES

- Relief employees are not scheduled to work for a minimum number of hours each week, or are scheduled to work a fixed number of hours that is less than 16 hours per week.
- Work a minimum of 24 hours, or three (3) eight-hour shifts, per month, unless shifts are not available. The 24-hour requirement does not include meetings and/or training attendance.
- Relief staff members may, on occasion, work up to 40 hours per week without affecting their Relief status.
- Relief employees are not eligible for most benefits
- They do, however receive pay equal to one-and-one-half times their regular hourly rate for working on NFHC designated holidays.
- Attend weekly Staff and Clinical meetings, as well as other meetings and/or trainings as required/requested.
- Work weekends, nights and/or holidays as needed.
- Have an active telephone number. Should that number change, employees are required to immediately inform supervisors, and Human Resources.
- Notify supervisors regarding any time of unavailability, such as primary employment elsewhere, school, vacation, etc.
- Occasionally last minute or immediate shift coverage by a Relief BHW is required. Relief Behavioral Health Workers are permitted to refuse such coverage requests on three occurrences in a six-month period.

STATUS CHANGES

- Part-Time or Relief employees who change to Full-Time status have the same waiting periods for benefits as for new employees.

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	POLICY B-11 Page 1 of 2 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: INTERNS & VOLUNTEERS
Notes: Replaces Policy 2.2, Interns and Volunteers	

PURPOSE: To provide guidelines for interns and volunteers

POLICY

To assist in the educational process of candidates, Northland Family Help Center offers internships to qualified students. NFHC derives no immediate advantage from the activities of the intern. Interns are not paid and are not necessarily entitled to a job at the conclusion of the internship. Some offers of volunteer work may be accepted.

HIRING PROCESS

- Intern Applications will be submitted to Human Resources.
- The supervisor in charge of the prospective intern will verify with the college, the applicant's viability as an intern in an internship program.
- Suitability of the candidate for an internship will be determined after an interview and reference checks.

INTERN REQUIREMENTS

- Interns must be students working in an educational program for college credit and must be required to fulfill a specific number of hours training/working in a suitable work environment
- Student interns must be at least 18 years of age.
- Interns are required to become certified in or submit evidence of the items on the following list. This list is not to be considered all-inclusive, and may have additions to or deletions from at any time.


Fingerprint Clearance

- All interns must complete fingerprinting procedure by a designated outside agency, for the purpose of obtaining an Arizona Department of Public Safety fingerprint clearance card before employment begins.
- A completed application and fingerprint card are to be returned to Human Resources before work may begin.
- Human Resources or their designee will be responsible for monitoring the status of clearance card applications. If card has not been received by NFHC within 30 days of applying, a status inquiry will be faxed or called to DPS Applicant Clearance Card Team, and weekly thereafter until the card arrives.
- If interns are denied or are unable to maintain a DPS fingerprint clearance card for any reason at any time during employment, they will be released immediately

Tuberculosis (TB) Test

- A TB test is required for all interns before internship begins. Certification of satisfactory results must be submitted to Human Resources.

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Section: Workplace Practices	SUBJECT: INTERNS & VOLUNTEERS

Criminal History Affidavit

- Before interns begin work, they must submit a notarized “Criminal History Affidavit” form, indicating that they are not awaiting trial and have never been convicted of specified criminal offenses.
- If criminal offenses exist that prevent potential interns from receiving fingerprint clearance, they will not be hired.
- If it is discovered at any point that answers on the "Criminal History Affidavit" form were untruthful, the offending interns will be immediately released.

TRAINING

- Interns will be provided the opportunity to develop job skills and abilities, as well as ensure training requirements of licensure and/or funding sources.
- Interns will read and be familiar with NFHC’s policies and procedures relevant to the intern’s service. Interns may be dismissed immediately upon violation of any of NFHC’s policies or procedures.
- Interns will be held to the same standards as any NFHC employee regarding conduct and work performance.

SUPERVISION

- Interns will not displace regular NFHC employees, but work under their close supervision.

TRANSPORTATION OF CLIENTS


- Interns will not transport clients or operate NFHC owned vehicles.

VOLUNTEERS

- Due to licensing and funder restrictions, in most cases NFHC is not in a position to accept gracious offers of volunteer work from community members.
- A volunteer performing duties having no contact with NFHC clients or confidential information; i.e., assisting with event planning, pulling weeds, painting fences, etc., by submitting identification cards and signing a Confidentiality Agreement.
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Northland Family Help Center reserves the right to terminate any intern or volunteer at any time without cause or reason, and the terminated intern or volunteer will have no right to grievance or appeal.

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	POLICY B-12 Page 1 of 1 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: PERSONNEL RECORDS MANAGEMENT
Notes: Replaces Policy 2.3, Personnel Records Management and Policy 2.4, Personnel Data Changes	

PURPOSE: To establish Northland Family Help Center's procedure on maintenance of personnel files and access to personnel files and records.

POLICY

Northland Family Help Center establishes a personnel file for all employees when employment begins. Files are maintained by the Human Resources department for seven (7) years beyond the date of separation, or as governed by accepted Record Retention Schedules.

CONTENTS OF OFFICIAL PERSONNEL RECORDS

Pursuant to licensure and funder requirements and applicable federal, state, or local laws, employees' official personnel files may contain the following documents. This list is not all-inclusive and may be changed as requirements change:

- Job application forms, resumes, reference checks and other documents submitted to NFHC for original employment or subsequent position changes.
- All Personnel Action forms, performance appraisals, letters of commendation, disciplinary actions and clinical supervisions.
- Documents, certificates, licenses, and diplomas related to further education, training and certification completed by employees.


DATA CHANGES

NFHC requires that employees immediately report to Human Resources any changes in their essential personal information, such as name, address, telephone number or emergency contact. If the information will affect insurance benefits or taxes, a change in marital status or number of dependents should also be reported.

FILE ACCESS

Employees do not have the right to access their personnel files. These files are the confidential property of NFHC and as such, access is provided only for human resources purposes by supervisors. Employees do not have the right to inspect or access the files of other employees. Any such request for access will be denied.

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	POLICY B-13 Page 1 of 1 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: VERIFICATION OF EMPLOYMENT
Notes: Replaces Policy 2.6, Verification of Employment	

PURPOSE: To protect the privacy of employees.

POLICY

All requests for job references or verifications of employment about current or previous employees must be referred to the Human Resources Director. If the HRD is unavailable, the request is to be directed to the Executive Director.


INFORMATION PROVIDED

- When communicating with prospective new employers, the information given includes dates of employment, title, position and base pay at time of separation. NFHC will not release or discuss information such as reason for leaving, rehire eligibility, job performance, attendance, or character.
- Under certain circumstances however, NFHC may be compelled by a “duty to warn” future employers of criminal or violent misconduct, dishonesty, theft, sexual misconduct, or other actions that might cause losses or damages to others.
- More information may be dispensed if required by legal and/or official action, including claims for unemployment.

LETTERS OF REFERENCE

- Supervisors may, upon specific written request to, and approval from, the Executive Director, write reference letters for the purposes of future employment for employees. These references may be written on NFHC letterhead and must identify the working relationship of the supervisor to referenced employees and support only documented job performance matters.
- Letters must be approved by the Executive Director. A copy of the final letter is to be given to Human Resources for inclusion in personnel files.
- NFHC does not provide personal references.

PERSONNEL POLICY MANUAL

	POLICY B-14 Page 1 of 1 Date: 09/01/2011
Section: Workplace Practices	SUBJECT: OUTSIDE EMPLOYMENT
Notes: Replaces Policy 1.6, Outside Employment	

PURPOSE: To clarify expectations of employees with regards to outside employment.

POLICY

FULL-TIME EMPLOYEES

- Upon accepting full-time employment with Northland Family Help Center, employees agree that the agency will be their primary employer.
- Should conflicts in work schedules occur due to shift or job reassignment, or for any other reason, the work schedule at the agency is their primary obligation.

PART-TIME EMPLOYEES

- Upon accepting part-time employment with Northland Family Help Center, employees agree that school or outside employment will not compromise their job performance and ability to fulfill responsibilities to NFHC.

RELIEF EMPLOYEES

- Upon accepting employment as relief staff with Northland Family Help Center, it is understood that NFHC is not the primary employer.
- Any commitment made by employees to cover shifts, is binding upon their employment.

CONFLICTS OF INTEREST

- No employees of Northland Family Help Center will hold other employment, or participate in any activity that is in conflict with the policies, Mission, Philosophy or Values of Northland Family Help Center.

COMMUNICATION

- To reduce conflict, any changes in outside employment or school that may affect NFHC scheduling should be promptly reported to the immediate supervisor.

