



FACES & VOICES OF RECOVERY

ADVOCATE. ACT. ADVANCE.

EMPLOYEE POLICIES AND PROCEDURES MANUAL

January 1, 2023

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I. INTRODUCTION

A. VISION AND MISSION STATEMENT

Vision: We envision a world where the diverse voices of individuals and families affected by addiction are embraced and connected in communities, free from discrimination and injustice.

Mission: Changing the way addiction and recovery are understood and embraced through advocacy, education and leadership.

B. DIVERSITY, EQUITY, AND INCLUSION STATEMENT

We at Faces & Voices of Recovery acknowledge the direct connection between recovery and social justice. We are committed to being visible and vocal in supporting the diversity of all people through inclusive, antiracist and equitable practices.

II. PERSONNEL

A. EMPLOYMENT POLICIES

Equal Employment Opportunity Policy

Faces & Voices of Recovery (Faces & Voices) is an affirmative action employer that considers all applications, conditions, benefits, and terms of employment including recruitment, hiring, promotion, training, transfer, layoff, and termination without regard to race, color, national origin, age, sex, sexual orientation or preference, religion, marital status, disability, non-job related criminal justice history, veteran status, citizen status or any other characteristic protected by law.

Employment

These policy and procedure guidelines are meant to serve as a reference document for employees; they are not intended to create, nor are they to be construed to constitute, a contract between Faces & Voices and its employees. Faces & Voices reserves the right to modify, revoke, suspend, terminate, or otherwise change these guidelines, in whole or in part, at any time with or without notice. Faces & Voices also reserves the right to interpret the provisions of these policy and procedure guidelines as it deems appropriate or depart from them in order to address specific situations as they arise.

Employment at Faces & Voices, consistent with District of Columbia law, is “at will.” This means that neither the employee nor Faces & Voices is required to continue the employment relationship.

Immigration Reform and Control Act Regulations

Under the provisions of the Immigration Reform and Control Act, all individuals, whether born in the United States or not, must provide acceptable documentation to a new employer that proves identity and employment eligibility.

After being hired, but prior to beginning work, an employee will be asked to complete a United States Immigration Form I-9 and to present required documentation. Failure to provide this documentation will delay employment until such documentation has been presented.

Hiring of Employees

All employees of Faces & Voices shall be hired and retained at the direction of Faces & Voices' Chief Executive Officer except for the Chief Executive Officer, who is hired by the Board of Directors.

Employment Status

Each Faces & Voices employee will be employed in one of the following employment categories.

Employment Categories

Regular full-time: an employee hired to work at least 30 hours per week is designated as regular full-time after completing the period of trial employment.

Regular part-time: an employee who works at least 20 hours per week is designated as regular part-time after completing the period of trial employment.

Employment Records

A personnel file is started for every new employee and is maintained during the course of employment. Personnel files are the property of Faces & Voices. It includes materials related to the employee's job application (resume, references, etc.), job description, letter of employment, job evaluations, emergency contacts, and other pertinent information. Access to one's personnel file is not automatically granted (except where litigation is involved). However, employees may review and copy the contents of their file (other than confidential materials such as feedback from references) through a written request to the Chief Operating Officer. They may respond in writing to any information contained in the file. Personnel files are the property of Faces & Voices.

Each employee is responsible for reporting to Faces & Voices any change in payroll, personnel, emergency, or benefit information, including name, address, telephone number, dependents, beneficiaries, withholding status, deductions, or other such changes. Changes must be made in writing and submitted within 10 days of the date the change becomes effective.

Human Resources

Faces & Voices' Operations Manager is responsible for overseeing and assisting employees to resolve questions relating to human resource matters, including employee benefits, and employee relations matters.

B. PRIVACY AND CONFIDENTIALITY POLICIES

Employee Privacy Policy

Employees' past criminal record, history of any medical conditions including alcohol or drug problems or HIV disease, and any other sensitive information will be kept confidential. Such information will only be disclosed to supervisors or managers who need to know about necessary work restrictions and accommodations or to arrange emergency medical care and will not be disclosed to parties outside Faces & Voices except when necessary and when permitted or required by law.

Confidentiality Policies

Faces & Voices periodically comes into possession of confidential information in the course of business. Faces & Voices is strongly committed to protecting confidential information whether that information is entrusted to Faces & Voices and its employees by an employee or some other source.

Confidential Information about Faces & Voices of Recovery Matters

During the course of business, employees may obtain access to confidential information about Faces & Voices of Recovery, including but not limited to:

- a. Information regarding Faces & Voices employees, such as wages, benefits, disciplinary action and other personnel information.
- b. Information regarding Faces & Voices legal matters, such as legal claims and litigation.
- c. Personal information regarding employees, such as addresses, telephone numbers, and information about employee family and health matters.

All confidential Faces & Voices matters becoming known to a Faces & Voices employee must be held in strict confidence. Employees must not discuss confidential Faces & Voices matters or release confidential information to any outside party without express knowledge and permission of the Chief Executive Officer. Outside parties who request confidential information about employees should be directed to the Chief Executive Officer. If any questions arise about how to treat information, an employee must treat it as confidential until the Chief Executive Officer directs otherwise.

C. EMPLOYEE PERFORMANCE, EVALUATION, DEVELOPMENT AND CONDUCT

Orientation

Shortly after employment, new employees are provided with an initial orientation which includes a brief history of Faces & Voices, personnel guidelines, and fiscal policies. The employee is oriented to administrative matters such as keys, computer access, and office procedures. The employee's manager should follow up with a review of program goals, the job description, and other supervisory issues.

Staff Development and In-Service Training

The Chief Executive Officer may approve Faces & Voices' payment for training of staff if Faces & Voices determines there is a need for or would benefit from such training. The Chief Executive Officer may also mandate staff attend in-service training as deemed necessary for organizational development.

Trial Employment Period

There is a 90-day trial period of employment for all employees, after which they will be evaluated. This period is intended to allow a supervisor to determine whether a new employee can adequately perform the duties of the position. The period of trial employment may be extended at the discretion of the Chief Executive Officer in order to further assess an employee's work performance. The trial employment period does not alter the employment at-will nature of the employee's status. Length of service and fringe benefits, however, are computed from the first day of employment.

Employee Evaluation

Evaluations are used to assist in the employee's professional development and to assist Faces & Voices in strengthening its programs. They are intended to provide feedback to employees on performance, to identify areas of strength as well as areas requiring improvement, and to identify performance goal to be accomplished. Faces & Voices' staff have their job performance evaluated at the end of the period of trial employment and annually thereafter, for the period ending December 30 of each year. Performance evaluations become a part of the employee's personnel file.

Commendations

Correspondence favorable to an employee's work performance that is received from sources outside Faces & Voices will be brought to the attention of the Executive Officers and a copy will also be placed in the employee's personnel file.

Employee Conduct: General

It is the policy of Faces & Voices that certain rules and regulations regarding employment are necessary for the efficient operation of the organization and for the benefit and safety of all employees. Conduct that interferes with operations, discredits the organization, or is offensive in nature will not be tolerated.

Employees are expected to conduct themselves in a positive manner so as to promote the best interests of the organization at all times. Such conduct includes:

- Reporting to work punctually as scheduled and ready for work, at the assigned time.
- Giving proper advance notice to Management whenever unable to work or unable to report on time.
- Complying with all organizational safety and security rules and regulations.
- Not smoking on the premises.
- Treating all colleagues and visitors in a courteous manner.

The following types of conduct are prohibited and will subject the individual involved to disciplinary action, up to and including termination:

- Improper disclosure of confidential information.
- Engaging in any form of discrimination directed at a fellow employee, volunteer, or other individual because of that person's race, color, national origin, age, gender identity, sexual orientation or preference, religion, marital status, disability, non-job-related criminal justice history, veteran status, citizenship, or any other characteristic protected by law. Engaging in any form of harassment, including sexual harassment.
- Falsifying or altering any agency report or records, such as an application for employment, a medical report, a time record, an expense account or petty cash record, shipping receiving records, logs, etc.
- Theft, destruction, defacement or misuse of Faces & Voices property, the property of a fellow employee, volunteer, visitor, or another person who does business with Faces & Voices.
- Insubordination.
- Threatening or attempting to intimidate fellow workers, visitors or others.
- The use of abusive language.
- Reporting for work under the influence of alcohol and/or illegal drugs, or the use, sale, dispensing or possession of illegal drugs on Faces & Voices' premises.
- Failure to abide by safety rules and policies.
- Repeated instances of lateness or absences.
- Repeated instances of failure to give proper advance notice whenever unable to work or unable to report on time.

The preceding examples are illustrative of the types of behavior that are not permitted, but are not intended to be an all-inclusive listing or to alter the employment at-will status. Any questions regarding this policy should be directed to the Chief Executive Officer. Faces & Voices retains the right to take disciplinary action up to and including termination of an employee whose conduct is unacceptable.

Conduct with Staff

Faces & Voices expects employees to perform their duties in a professional manner, to create an environment of cooperation and to work together as a team for the benefit of Faces & Voices of Recovery. Fellow employees should always be treated in a courteous manner.

Policy Against Discrimination and Harassment, including Sexual Harassment

Faces & Voices is committed to providing a working environment that is free from discrimination and harassment. In keeping with this commitment, Faces & Voices maintains a policy prohibiting discrimination and discriminatory harassment, including sexual harassment. This policy applies to all employees. In addition, Faces & Voices does not and will not condone any discriminatory conduct of its agents and non-employees who have contact with employees during working hours.

Policy against Discrimination

Faces & Voices strictly prohibits discrimination against any employee or applicant for employment because of the individual's race, color, national origin, gender identity, age, sexual orientation or preference, religion, marital status, disability, non-job-related criminal justice history, citizenship or any other characteristic protected by law. This policy applies to all Faces & Voices activities, including but not limited to recruitment, hiring, compensation, benefits, transfer, assignment, training, promotion, discipline and termination. As detailed below, this policy also bans discriminatory harassment.

Faces & Voices will provide reasonable accommodation to qualified individuals with a disability consistent with the law. What constitutes a reasonable accommodation depends on the specific circumstances and thus will be addressed by Faces & Voices on a case-by-case basis.

Policy against Harassment, including Sexual Harassment

In general, Faces & Voices prohibits conduct that constitutes or could lead or contribute to harassment based on race, color, national origin, gender identity, age, sexual orientation or preference, religion, marital status, disability, non-job-related criminal justice history, citizenship or any other characteristic protected by law. Examples of such conduct are racial, religious, ethnic or gender-based slurs; distribution of offensive materials or e-mail; and threatening, intimidating, or hostile acts. Harassment does not require intent to offend. Thus, when unwelcomed by the recipient, inappropriate conduct meant as a joke, a prank, or even a compliment can lead or contribute to harassment.

Sexual Harassment

Federal and District of Columbia laws provide that it is unlawful for an employer to discriminate against any employee on the basis of gender identity. Sexual harassment in the workplace is prohibited as illegal and against Faces & Voices policy. Sexual harassment consists of any verbal or physical conduct of a sexual nature imposed on the basis of sex by the offender. According to the US Equal Employment Opportunity Commission (EEOC) guidelines, unwanted or unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when:

- Submission to such conduct is explicitly or implicitly made a condition of employment
- Submission to or rejection of such conduct by an individual influences or is used as the basis for employment decisions affecting such individuals
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Faces & Voices prohibits conduct that constitutes or could lead to sexual harassment. This policy prohibits any type of sexual harassment, whether verbal, physical or visual, by any Faces & Voices employee. Defining sexual harassment precisely is difficult, but conduct that may create sexual harassment certainly includes:

- Unwelcome requests for sexual favors; unwelcome sexual flirtations, advances or propositions.

- Lewd or derogatory comments or jokes; graphic comments regarding sexual behavior or the body of another employee; sexual innuendo and other vocal activity such as cat calls or whistles; or leering and making gestures.
- The display in the workplace of sexually suggestive objects or pictures; obscene letters, notes, invitations, photographs, cartoons, articles, or written or pictorial materials of a sexual nature.
- Continuing to express sexual interest after being informed the interest is unwelcome.
- Retaliating or threatening retribution against an employee for refusing a sexual advance or for reporting an incident of possible sexual harassment to Faces & Voices or any government agency.
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, or similar employee decisions, in exchange for sexual favors.
- Any unwanted or inappropriate physical touching, assault, or blocking or impeding an individual's movements.

Employees are responsible for respecting the rights of co-workers. The Chief Executive Officer is responsible for establishing a workplace environment free from all discrimination, coercion, or harassment.

Additional rules apply to individuals with supervisory authority at Faces & Voices. No one with a supervisory role is at any time to: (1) threaten or imply that an individual's submission to or rejection of a sexual advance will in any way influence any decision regarding that individual's employment, performance valuation, advancement, compensation, assignments, discipline, termination, or any other term or condition of employment; or (2) make any employment decision concerning an individual on such a basis.

Reporting Inappropriate Conduct and Responding to Complaints

Faces & Voices provides the following guidelines for handling a harassment or discrimination complaint:

- If you believe that you or another individual has been subjected to any conduct of the type described in Faces & Voices' Policy against Discrimination and /or Policy against Harassment, you are urged and expected to report the relevant facts promptly. You may make your reports either orally or in writing. You have the right to report a harassment or discrimination claim to the Chief Operating Officer. If the complaint involves the Chief Operating Officer, you have the right to report a harassment or discrimination claim to the Chief Executive Officer. If the complaint involves the Chief Executive Officer, you have the right to report a harassment or discrimination claim to the Chair of the Board of Directors. The person receiving your report is responsible for reporting the situation to the Chief Executive Officer as soon as possible.
- All discrimination and harassment complaints will be promptly and thoroughly investigated by the Chief Operating Officer, the Chief Executive Officer or the Chair of the Faces & Voices Board of Directors.

- The investigation will be objective and complete; all those with pertinent information on the subject will be interviewed. In conducting its investigation, Faces & Voices will strive to keep the identity of the individual making the complaint as confidential as possible. Information will be disclosed to others on a “need to know” basis for purposes of properly investigating and processing complaints. A final determination regarding the complaint will be made by the Chair of the Faces & Voices Board of Directors in cases investigated by the Chief Executive Officer. In the event that the complaint involves the Chief Executive Officer, the Chair of the Faces & Voices Board of Directors will investigate and a final determination regarding the complaint will be made by the Faces & Voices Board of Directors Executive Committee with the Chair recusing themselves from the deliberations.
- No employee will suffer reprisals or retaliation for reporting discrimination or harassment or any other unlawful conduct, or for initiating or assisting in any action or proceeding regarding unlawful harassment or discrimination. When the investigation ends, a determination will be made, and the results will be communicated to the complainant, the employee against whom the allegations were made and, as appropriate, to all others directly concerned.
- If the allegations are proven, prompt and appropriate disciplinary action (up to and including termination) will result. Steps will be taken to prevent any further discrimination or harassment.
- Threats or acts of retaliation against individuals because they, in good faith, report inappropriate conduct pursuant to these policies to provide information in connection with a report by another individual will not be tolerated; they will be considered a serious violation of Faces & Voices policy and may result in disciplinary action up to termination. Any incidents of further harassment or retaliation should be reported immediately to the Chief Executive Officer.
- Any discrimination or harassment complaint found to be frivolous, malicious, or based upon knowingly false information will be considered a serious violation of Faces & Voices policy and may result in disciplinary action up to termination.

Disciplinary Actions Regarding Employee Performance and Conduct

An employee’s performance may be unacceptable due to unsatisfactory or inadequate work performance or misconduct, including but not limited to lack of accuracy, productivity, efficiency, skills, aptitude or knowledge; poor attendance, work habits, motivations, behavior or attitude; failure to comply with the standards set forth in the guidelines concerning employee conduct; or other job-related reasons. Employees with performance or conduct problems will be given supervisory feedback. Employees may formally respond to supervisory feedback and potential actions in writing to the Chief Executive Officer. Employees are subject to any or all of the following disciplinary actions:

Reprimand: A written warning to an employee. Employees will receive a copy of any written warning. One copy of the warning will be placed in the employee’s personnel file.

Demotion: Demotion is the placement of an employee into a lower-level position, usually with a lower level of pay.

Suspension: Suspension is time away from work without or with pay, for a specified duration.
Termination: Termination is a permanent removal from the job.

Faces & Voices retains the right to terminate immediately or impose other discipline as deemed necessary and appropriate on an employee whose work performance or conduct is unsatisfactory or unacceptable. When Faces & Voices determines that an employee with performance or conduct problems may be able to improve to a satisfactory level, Faces & Voices may in its discretion impose discipline short of termination.

An employee may respond in writing to any disciplinary action and may request a meeting with the Chief Executive Officer.

Grievance Procedure

Any employee dissatisfied with their compensation or working conditions may file a grievance in writing with the Chief Executive Officer. The Chief Executive Officer shall meet with the employee within 10 business days after the grievance is filed to discuss the grievance and shall issue a written decision on the grievance within 5 business days after that meeting.

Any employee dissatisfied with the decision of the Chief Executive Officer may appeal to the Executive Committee of Faces & Voices' Board of Directors or to the chair of Faces & Voices' Board of Directors.

Drug-Free Workplace

Faces & Voices is committed to delivering all of its programs and services in a work environment free of alcohol and drug problems, and in compliance with Federal and State regulations. The "work environment" is considered to be all Faces & Voices work sites, and any location where an employee represents Faces & Voices including over-the-road travel in owned or rented vehicles and circumstances where the employee is being reimbursed for expenses.

Employee Dress and Appearance

Employees are representatives of Faces & Voices. Given that, all employees must present in a neat, clean and professional way when conducting Faces & Voices work. Employees may consult with Management if they have questions as to what constitutes appropriate dress and appearance.

Return of Property

Employees are responsible for all Faces & Voices property, materials, keys, or written information issued to them or in their possession or control. Employees must return all Faces & Voices property immediately upon request or upon termination of employment. An employee utilizing Faces & Voices property, or the property of others in Faces & Voices for personal use or advantage, without appropriate approval or otherwise not following appropriate procedures will subject that employee to disciplinary action.

This policy applies to, but is not limited to copying machines, computers, tools, instruments, implements, etc.

Whistleblower Policy

Faces & Voices' Whistleblower Policy requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Faces & Voices employees and representatives must practice honesty and integrity in fulfilling responsibilities and comply with all applicable laws and regulations. Faces & Voices directors, officers and employees must report violations or suspected violations in accordance with this Whistleblower Policy.

No Faces & Voices director, officer or employee who in good faith reports a violation of the policy shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within Faces & Voices prior to seeking resolution outside of Faces & Voices.

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense. Violations or suspected violations may be submitted on a confidential basis or submitted anonymously. Faces & Voices will acknowledge receipt of a reported violation or suspected violation within five (5) business days. Faces & Voices will promptly investigate all reports of violations.

In following Faces & Voices' open door policy, employees can share their questions, concerns, suggestions or complaints with the Chief Executive Officer, who in most cases is in the best position to address an area of concern. All suspected violations will be reported to Faces & Voices' Chief Executive Officer and/or Board Chair, who has specific and exclusive responsibility to investigate all reported violations.

For suspected fraud, or when not satisfied or uncomfortable with following Faces & Voices' open door policy, employees should contact Faces & Voices' Chief Executive Officer or Board Chair or Executive Committee directly. Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. The Chief Executive Officer and/or Board of Directors will investigate and resolve all reported complaints and allegations concerning violations of Faces & Voices high standards of business and professional ethics.

The Finance Committee shall address all reported concerns or complaints regarding Faces & Voices' accounting practices, internal controls or auditing. The Finance Committee shall be immediately notified of any such complaint and shall work on such complaint until the matter is resolved. The Chief Executive Officer and/or Board of Directors will notify the complainant and acknowledge receipt of the reported violation or suspected violation within five (5) business days. The Chief Executive Officer and/or Board of Directors will promptly investigate all reports and appropriate corrective action will be taken if warranted by the investigation. The Chief

Executive Officer and/or Board of Directors will take appropriate disciplinary action if any allegations have been made falsely or maliciously. The Chief Executive Officer and/or Board of Directors will report to the Finance Committee at least annually on compliance activity.

All employees must sign the Employee (Protection) Whistleblower acknowledgement form at the end of this document.

D. TIME AND PAY SCHEDULES

Office Hours and Work Schedules

The normal work week is 40 hours worked per week (typically eight hours a day five days per week). The work week begins on Saturday and ends on Friday. Office hours are 9:00 am until 5:30 pm EST, Monday through Friday. If there is a need to change a work schedule, the employee will be consulted in advance, whenever possible.

Holidays

Faces & Voices is closed on the legal holidays listed below and on the Friday after Thanksgiving. If a holiday falls on Sunday, Monday will be the day off; if on a Saturday, Friday will be a day off.

New Year's Day	January 1
Martin Luther King Day	3 rd Monday in January
President's Day	3 rd Monday in February
Memorial Day	Last Monday in May
Juneteenth	June 19 th
Independence Day	July 4 th
Labor Day	1 st Monday in September
Indigenous Peoples Day	2 nd Monday in October
Election Day	1 st Tuesday in November (2 hours off)
Thanksgiving	4 th Thursday and Friday in November
Christmas	December 25

Holiday Closing Schedule

The office will close at 3 pm the day before the celebration of the following holidays (this will occur on Friday if the holiday is on Monday):

Memorial Day
Independence Day
Labor Day
Thanksgiving
Christmas
New Year's Day

Wages Paid for Holidays

Faces & Voices makes a distinction between payment of wages for legal holidays that are recognized by Faces & Voices and payment for vacation/sick time. Only employees who are eligible to receive fringe benefits may accrue vacation and sick time. However, all employees are eligible to be paid for time off during Faces & Voices holidays if they meet the following criteria:

1. Employees, even if hired on a temporary or per diem basis, whose normal schedule is 40 hours per week.
2. Employees, even if hired on a temporary or per diem basis, whose normal work schedule is less than 40 hours per week and whose normally scheduled work days(s) fall on the holidays.
3. Work performed on holidays, weekends or evenings.
 - For business reasons an employee may be requested to work on a holiday or during a weekend or in the evening. When an employee has been requested to or has approval to work on a holiday, the day/hours worked may be exchanged for another day/hours which the employee chooses to take off in lieu of the holiday. For payroll purposes the holiday is treated like a normal work day.
 - When an employee has been requested to or has approval to work during a weekend or in the evening, the day/hours worked may be exchanged for other day/hours which the employee chooses to take off according to the guidelines.

Time Records

Hourly employees are expected to maintain their time sheets accurately and completely reflecting total hours worked each day. The falsifying of any time record is prohibited and may be grounds for disciplinary action, up to and including termination.

Paychecks; Payroll Schedule

Employees are paid semi-monthly on the 15th and last day of the month. Pay dates that fall on a weekend will be paid the previous Friday. All payroll is completed via direct deposit to a US banking account.

Punctuality

Promptness is necessary for the effective operation of Faces & Voices and its programs. All employees are expected to be at work at their assigned time and to notify Management as soon as possible if they are going to be late, in accordance with applicable Faces & Voices policy and procedures regarding the tracking of staff schedules. Habitual lateness is not acceptable and may be grounds for disciplinary action, including reprimand, suspension or termination.

Absences

All employees who must be absent from work should notify Management as soon as possible after the decision to be absent has been made. When it is possible, it is important that the employee both leave a message and speak directly to Faces & Voices staff in order to

communicate when the employee expects to return to work and to identify tasks which need to be completed during the employee's absence.

Inclement Weather

An authorized absence will be approved when government officials issue a weather advisory and the federal/state government is closed. In the event of a severe storm, a power blackout, or another emergency, the employee should not assume the office is closed. If the office remains open, employees are expected to make reasonable efforts to arrive at work on time or as soon thereafter as conditions permit. If the office remains open, absences will be charged against employee's leave time.

Personal Visitors at the Office

Brief visits by personal visitors are welcome so long as they do not unreasonably disrupt the employee's work or distract any employee from performing his or her work.

Compensation

Salaries

Compensation for the Chief Executive Officer shall be set by the Board of Directors. The Chief Executive Officer shall determine the rate of compensation for all other employees of Faces & Voices. Insofar as possible, all staff shall be compensated at a rate commensurate with the salary scale for staff with similar credentials and responsibilities in comparable non-profit policy organizations.

Salaries are reviewed annually on December 30 by the Chief Executive Officer. The Chief Executive Officer will give each employee salary increases to reflect merit as deemed appropriate and to the extent possible. The Chief Executive Officer may, at their discretion, delay or withhold a salary increase for any or all employees. All salary decisions are reviewed by the Chair of Faces & Voices Board of Directors.

Restrictions on Outside Compensation

Employees of Faces & Voices can accept money (in the form of fees, honoraria, salary, reimbursement for costs, etc.) for non-Faces & Voices work without any deduction from salary if such work is in addition to and not in place of fulfillment of work responsibilities at Faces & Voices and is performed on the staff member's own time. Notice of all compensated outside work must be given to the Chief Executive Officer whose approval must be obtained before such work is undertaken.

No outside compensated work may be performed when it is so integrally related to Faces & Voices' mission and activities that it would be appropriate for Faces & Voices itself to undertake it as a project. Relevant factors to be considered in determining whether a project is appropriate for Faces & Voices rather than an individual employee to perform and be compensated for include how closely it is related to Faces & Voices' mission and activities and whether the offer of compensated work came about because of Faces & Voices' work in the area and reputation or because of the individual employee's credentials. The Chief Executive Officer will make all

determinations regarding whether or not outside compensated work is closely related to Faces & Voices mission and activity.

Outside compensated work must be limited in amount and must be performed with the staff member's own resources, not Faces & Voices'.

Severance Pay

Severance pay may be paid to persons terminated by Faces & Voices. Employees terminated by Faces & Voices for reasons other than misconduct will receive one week of severance pay for each full year of service, but not more than five weeks of severance pay. In addition, vacation time outstanding will be paid.

II. FRINGE BENEFITS AND LEAVE

A. SUMMARY OF EMPLOYEE BENEFITS AND LEAVE

This section of the guidelines briefly describes each Faces & Voices-sponsored employee fringe benefit. Employees will also receive summary plan descriptions where applicable, which describe certain benefit programs in greater detail. The summary plan description and official plan documents contain information regarding eligibility requirements, coverage limits, deductibles, premiums and fees. Should a conflict exist between the official benefit plan documents and these guidelines or the summary description, the official plan documents will control in all cases. Faces & Voices reserves the right, at its sole and absolute discretion, to amend benefits, to change insurance carriers, or to require or change employee contributions toward premium costs, deductibles, or co-payments. Faces & Voices may make such changes at any time, for any reason. Employees will be notified of any such changes promptly. While Faces & Voices' intention is to continue offering the Faces & Voices-sponsored benefit programs, it cannot guarantee that such benefits will always be available.

Benefits required by Law

The following benefits apply to all employees, full, part-time, per diem or hourly:

Worker's Compensation: This insurance protects employees against loss of income and designated medical expenses resulting from a work-related accident or illness from the first day of employment. Faces & Voices pays the full cost of this benefit. Worker's compensation insurance provides a weekly cash benefit of two-thirds of the employee's salary as determined by the Worker's Compensation Board and provides for the necessary medical treatment to any employee who is injured or contracts an occupational illness during the course of employment.

- (a) ***Unemployment Insurance:*** If employees qualify according to government guidelines, Faces & Voices contributes to state and federal funds to provide them with protection in the event of lay-off or termination. However, where the termination was for misconduct or voluntary termination, an employee may not be eligible for unemployment payments.

- (b) *Social Security (FICA)*: Equal contributions are made by the employee and Faces & Voices, currently at the rate of 7.65% up to a limit set by the Social Security Administration.

Voluntary Benefits

Voluntary benefits are those provided at the discretion of Faces & Voices. They may be changed, revised or modified at any time.

Eligibility

All employees who work a minimum of 20 hours weekly are eligible for health insurance coverage, and life insurance. Employees must enroll for the coverage to take effect, but employees are eligible for these benefits on the first day of employment. Medical coverage is available to qualifying employees' dependents. Employees currently make **10%** contribution toward their own **monthly** premiums and **40% of their** dependent's **monthly premiums**.

Faces & Voices voluntary benefits are:

Health Insurance: Hospitalization and major medical insurance coverage is available to all regular employees scheduled to work 20 hours or more weekly and to their dependents. Employees must enroll for the coverage to take effect. Employees are eligible for this coverage on the first day of employment.

Co-insurance for in-network treatment and a deductible for out-of-network treatment may apply.

Upon separation from employment, employees will be given the option to continue their coverage upon pre-payment of all applicable premiums. A written notice describing these options and the rules and regulations governing eligibility and premium payment (a "COBRA Notice") shall be mailed to an employee's last reported address shortly after separation from employment.

Dental Insurance: Available through Benelink Services.

Vision Insurance: Available through Benelink Services.

Life Insurance: Faces & Voices employees are eligible for life insurance. Upon termination of employment, Faces & Voices-provided life insurance coverage will cease. Please see the Operations Manager for information about this benefit.

Voluntary Tax-Sheltered Annuity Plan (403)(b): Faces & Voices has established a Voluntary Tax-Sheltered Annuity Plan that all employees are eligible to participate in. At this time, a 3% employer match is available.

B. LEAVES

Vacation Time

Vacation time will be provided as follows for staff who work 40 hours per week:

Years of Employment	Officers	All Other Staff
1 year	4 weeks (160 hours)	3 weeks (120 hours)
2 to 4 years	4 weeks (160 hours)	4 weeks (160 hours)
5 to 9 years	5 weeks (200 hours)	5 weeks (200 hours)
10+ years	6 weeks (240 hours)	6 weeks (240 hours)

Employees who are scheduled to work 20 hours but less than 40 hours per week are eligible for pro-rated vacation time.

Vacation is accrued per pay period and may be taken at any time with manager consent. A balance of no more than 10 days may be maintained at any one time. If an employee uses all of their accrued vacation and wishes to take additional time away from work, they may do so without pay with the Chief Executive Officer's consent.

Employees may elect carry over up to 80 vacation hours from the previous year which must be used during the new year. No more than 80 hours may be carried over in any year. At year-end, employees may elect to receive compensation for any vacation hours exceeding the 80-hour carryover limit. Compensation shall be paid at the existing rate in place during the year of origin.

Paid Time Off

Each full-time employee is granted up to 5 days (40 hours) of paid time annually for personal matters, and part-time employees may take up to a proportionate share of 5 days. These hours are not accrued, may not be rolled over into the next year, and will not be paid out upon termination. Employees hired on September 1 or later will only be awarded up to 2 days (16 hours) of paid time off from September 1 to December 30 in the first year of employment. Employees become eligible to take paid time off after completing their 90-day probation.

Paid Sick Days/Sick Leave

Paid leave due to illness or medical appointments for themselves or family members may be taken as follows:

- *Full-time employees* may accrue up to 10 sick days per year.
- *Employees who work 20 hours but less than 40 hours per week* accrue sick days on a pro-rata basis.

Sick leave is accrued per pay period. Employees may accrue and maintain a balance of up to 30 sick days (240 hours).

If an illness lasts in excess of one week or if the illness is chronic and has occurred incrementally on three occasions, the inability to report to work must be verified by a licensed physician or approved health care provider.

During an extended illness, vacation and paid time off may be substituted when all sick time has been paid out. If an employee has used up all of their sick time and other leave, the employee will not be paid for additional sick days until they have accrued additional leave.

The employee is responsible for notifying their supervisor when they are ill and must give as much advance notice as is possible.

Unused sick leave has no remunerative value and will not be paid upon termination.

Bereavement Leave

Employees are entitled to up to five consecutive workdays of leave with pay annually in the event of the death of a close family member. A “close family member” is defined as a partner, spouse, child, sibling, sibling-in-law, same or opposite sex domestic partner, or as defined under the Faces & Voices’ family and medical leave policy located [here](#) on page 10. Employees who are scheduled to work at least 20 hours but less than 40 hours per week will be eligible for paid leave on the days that they are normally scheduled to work during the designated five-day period.

An excused absence for the death of a family member must be taken at the time of its occurrence. It may not be postponed, taken retroactively, carried over to the next year or exchanged for salary.

Under extraordinary circumstances, additional paid bereavement leave may be allowed. Requests for bereavement leave made during the period of trial employment will be decided on a case-by-case basis. Special requests for bereavement leave must be approved by the Chief Executive Officer.

Jury Duty

Employees will be paid their regular wages for time spent on jury duty. Days spent on jury duty shall not count against vacation or paid time off.

Worker’s Compensation Leave

Under Faces & Voices’ Worker’s Compensation Insurance, an employee is paid for absence from work due to an injury incurred while on the job. Worker’s Compensation Insurance provides a weekly cash benefit and the necessary medical treatment to any employee who is injured or contracts an occupational illness during the course of employment. This insurance is

provided to all employees from the first day of employment without cost to the employee. Payments are determined by the insurance provider. Payments for all medical fees, hospital bills, tests, etc. may also be covered by the insurance provider for an injury incurred while on the job.

Job-related injuries or illnesses, even though they may seem minor, must be immediately reported to the Executive Director in writing.

The employee must also prepare Worker's Compensation forms, which can be obtained from the Operations Team. The employee should complete the form and return it to the Operations Manager as soon as possible.

When consulting a physician, employees are advised to be certain that the doctor is an authorized Worker's Compensation Insurance physician.

No payments can be made to the employee if the accident/injury is not reported. Failure to report the accident/injury in a timely manner may affect Worker's Compensation benefits. The insurance provider requires that notice be given to the employer within 30 days after the accident causing the injury or death. The notice must be in writing and delivered in person or by mail to the Chief Executive Officer. Failure to report an accident could be grounds for disciplinary action.

Under Worker's Compensation guidelines sick time, vacation, paid time off, or unpaid leave time cannot be substituted for Worker's Compensation leave even at the employee's request. Faces & Voices will review each case of work-related accident or illness to determine whether Faces & Voices will pay the employee's salary without charging the time off to sick time or vacation, or paid time off during the period they are waiting for Worker's Compensation to begin. Faces & Voices will pay the salary only if there is a request by the employee accompanied by medical documentation stating that the employee must be out of work and for how many days. Faces & Voices is not legally required to provide any such review or payment and will not automatically do so.

During a worker's compensation leave, the employee must:

1. Notify Faces & Voices as soon as possible regarding the date that the employee expects to return to work, but in all cases, notice must be given at least one week before the return date.
2. Provide to Faces & Voices a physician's statement every 30 days to verify the continued need for recuperation.

Employees on leave under this policy do not accrue vacation, sick, paid time off or holiday time during the period the employee is on leave.

Maternity/Paternity Benefits

Staff Employed at least 12 months

This policy covers (a) the birth of a child of the employee, or (b) the placement of a child with an employee in connection with the adoption of the child by the employee. The terms “mother” and “father” mean biological or adoptive parent.

Faces & Voices offers twelve weeks of unpaid leave, the employee may also use accumulated sick and/or vacation leave. The Chief Executive Officer shall have the power to grant, at their discretion, additional unpaid leave. Ordinarily, the total amount of leave should not exceed four months. Employees on leave under this policy do not accrue vacation, sick, paid time off or holiday time during the period the employee is on leave.

Personal Leave

A personal leave of absence may be granted for up to 90 days in a calendar year for business-related educational pursuits or personal reasons. When all available vacation time and paid time off have been exhausted, personal leaves of absence are without pay.

Requests for a personal leave of absence must be made to the Chief Executive Officer in writing at least one month before the leave begins, except in an emergency. The request must indicate: the reason for the leave, the date leave is to commence, the expected duration of the leave, and the employee’s address and telephone number while on the leave. Requests will be considered in light of the expected workload and business needs for the period of time the employee wishes to be away. Personal leaves of absence are granted at the sole and absolute discretion of the Chief Executive Officer.

During a personal level of absence, an employee will not accrue leave benefits and will not be entitled to sick pay.

An employee on leave of absence must notify Faces & Voices, in writing, of their intention to return to work at least one week in advance of the return date. Every effort will be made to reinstate an employee returning from an approved leave of absence, on schedule, into the same or substantially similar position as the one they left before the leave. If business circumstances prevent the employer from offering the same position upon return to work, an alternative position and corresponding salary will be offered if one suitable to the employee’s skill and experience level is available. Failure to accept the offered position will be considered a voluntary termination of employment, effective immediately.

Employees must return from a leave of absence no later than originally requested and approved. Employees who fail to return from an approved leave of absence on schedule, at the discretion of the Chief Executive Officer, will be considered to have voluntarily terminated employment.

Sabbatical

Executives shall be entitled to a six-week paid sabbatical for each ten years employed at Faces & Voices. They will continue to accrue leave and remain eligible for benefits during the sabbatical.

Such sabbatical shall be in addition to any accrued vacation time. Subject to the provisions of the next paragraph, an eligible employee may extend the duration of a sabbatical by using any accrued vacation time and/or by taking unpaid leave.

The exact timing and duration (if longer than six weeks) of any sabbatical taken shall be approved by the Chair of the Board of Directors.

IV. WORKING CONDITIONS

A. SAFETY

Faces & Voices of Recovery will provide, via the Chief Executive Officer and all employees, a safe and healthy workplace environment for employees and visitors. Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment. The workplace environment is described as any physical space in which an employee is conducting business for Faces & Voices of Recovery, outside of the employee's remote office.

Faces & Voices of Recovery will provide information to employees about workplace safety and health issues through regular internal communication channels such as employee meetings, postings, emails, or other written communications. Employees must immediately report any unsafe condition to the appropriate supervisor or Chief Executive Officer. To comply with laws and initiate insurance and workers' compensation benefits procedures, all accidents that result in injury, regardless of how insignificant the injury may appear, must be immediately reported to the Chief Executive Officer.

Employees who wish to make suggestions for safety improvements should do so with the Chief Executive Officer. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

B. USE OF COMMUNICATION SYSTEMS

Employees are to speak on the telephone in a courteous and professional manner at all times. Employees should practice discretion in using Faces & Voices of Recovery telephones and facsimile (fax) when making personal calls/messages and will be required to reimburse Faces & Voices of Recovery for any charges resulting from their personal use of the telephone/fax/cell phone. The use of Faces & Voices paid postage for personal correspondence is not permitted.

Internet, Email, Texting and Social Media use is authorized to conduct company business only. Under no circumstances may company computers or other electronic equipment be used to obtain, view, or reach any pornographic, gambling or otherwise unethical, or for illegal activities. Doing so can lead to disciplinary action up to and including termination of employment.

C. SMOKING & TOBACCO USE

The use of any tobacco product is prohibited in all Faces & Voices of Recovery's offices, buildings, and facilities. This policy applies equally to all employees, members and visitors. Any breach of this policy is to be reported to the appropriate manager/supervisor.

D. USE OF EQUIPMENT

Faces & Voices may issue equipment to employees solely for the use in performing job functions. Faces & Voices will be responsible for any repair/replacement of equipment incurred during job use. Equipment is defined as any property paid for and provided by Faces & Voices of Recovery. In the event of a necessary repair to any issued equipment, employees will contact IT/Technology for instructions on how to proceed. Approval for repair/replacement is at the sole discretion of the Chief Executive Officer. Any employee who authorizes a vendor to make repair/replacement without prior approval may be required to reimburse Faces & Voices for such expense.

E. TRAVEL AND OTHER EXPENSES

Travel expenses will be reimbursed by Faces & Voices for all approved travel by employees related to the program or administration of the organization, upon timely submission of expense reports and receipts.

Employees who use personal cars for allowable business-related travel will be reimbursed according to the [most current IRS standard mileage rate](#), plus tolls and parking fees.

Detailed records must be kept of charges to Faces & Voices since each charge must be documented for our books and auditors. For transportation, lodging, and other expenses, receipts must be attached to expense reports for full reimbursement.

When an employee charges an item to Faces & Voices on its credit card, a copy of the charge received at time of purchase with proper documentation should be submitted to the Operations Manager. All credit card and cash receipts must be submitted in accordance with Faces & Voices procedures within one month of the date the expense was incurred.

EMPLOYEE PROTECTION (WHISTLEBLOWER) POLICY

If any employee reasonably believes that some policy, practice, or activity of Faces & Voices of Recovery is in violation of law, a written complaint must be filed by that employee with the Chief Executive Officer or the Board President.

It is the intent of Faces & Voices of Recovery to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieve compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of Faces & Voices of Recovery and provides Faces & Voices of Recovery with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

Faces & Voices of Recovery will not retaliate against an employee who in good faith, has made a protest or raised a complaint against some practice of Faces & Voices of Recovery, or of another individual or entity with whom Faces & Voices of Recovery has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.

Faces & Voices of Recovery will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of Faces & Voices of Recovery that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare, or protection of the environment.

My signature below indicates my receipt and understanding of this policy. I also verify that I have been provided with an opportunity to ask questions about the policy.

Employee Signature

Date

Please Print Name

EMPLOYEE POLICY & PROCEDURE MANUAL ACKNOWLEDGEMENT FORM

- The Personnel Policies & Procedures Manual describes important information about Faces & Voices, and I understand that I should consult the Chief Operations Officer or Chief Executive Officer regarding any questions not answered in the Manual.
- Since the information, policies, procedures, and benefits described herein are subject to change, I acknowledge that revisions to the Manual may occur. I understand that revised information may supersede, modify, or eliminate existing policies or procedures. Only the Board of Faces & Voices has the ability to adopt any revisions to the policies in this Manual.
- Furthermore, I acknowledge that this Manual is neither a contract of employment nor a legal document. I have reviewed the Manual and am aware of its location should I need to access it in the future. I understand that it is my responsibility to read and comply with the policies contained in this Manual and any revisions made to it.

Employee Signature

Date:

Executive Director Signature

Date: