

CHARG RESOURCE CENTER PERSONNEL POLICIES/EMPLOYEE HANDBOOK

March, 2016

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EMPLOYMENT-AT-WILL

Please be aware that Colorado is an “Employment-at-Will” state. CHARG Resource Center’s philosophy is grounded in the concept of partnership and mutual respect between and among its consumers, employees, administrators, board members and other volunteers. It is in this spirit that we share the following information which clarifies the legal reality of the “employment at will” system.

In accordance with Colorado state law, employees of CHARG Resource Center who do not have a written employment contract for a specific fixed term of employment are employed at the will of the Company for an indefinite period.

This means that employees who do not have an individualized written employment contract are employed at the will of CHARG Resource Center and are subject to termination at any time, for any reason, with or without cause or notice. Similarly, these employees may terminate their employment at any time for any reason.

Only the Executive Director and/or the Boards of Directors are authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Supervisory and management personnel should not make any representations to employees or applicants concerning the terms or conditions of employment with the Center that are not consistent with this policy. No statements made in pre-hire interviews or discussions, or in recruiting materials of any kind, alter the at-will nature of employment or imply that discharge will occur only “for cause.”

This policy may not be modified by any statements contained in these Personnel Policies, Practices and Guidelines or any other employee handbook or Personnel Policies, Practices and Guidelines dated prior to May, 2013, employment applications, memoranda, or other materials provided to applicants and employees in connection with their employment. None of these documents, whether singly or combined, create an express or implied contract concerning any terms or conditions of employment. Similarly, CHARG Resource Center policies and practices with respect to any matter should not be considered as creating any contractual obligation on CHARG’s part or as stating in any way that termination will occur only “for cause.” Statements of specific grounds for termination set forth herein or in any other Resource Center documents are examples only, not all-inclusive lists, and are not intended to restrict the Resource Center’s right to terminate at-will.

Completion of an introductory period or conferral of regular status does not change an employee’s status as an at-will employee or in any way restrict the Resource Center’s right to terminate the employee or change the terms and conditions of employment.

CHARG RESOURCE CENTER ADMINISTRATION

CHARG Resource Center is a joint venture of two private nonprofit corporations - Capitol Hill Action and Recreation Group and HEART of Boardwalk. Governance of CHARG Resource Center is the responsibility of the volunteer Boards of Directors of the two organizations as defined within established governance policies. It is the responsibility of the Boards of Directors to establish policies relative to budget, programs, and personnel for CHARG Resource Center. In the event an Executive Director is employed by CHARG Resource Center, he or she will be responsible for implementation of all policies, and will specifically be in charge of carrying out all personnel policies. When there is no Executive Director, any staff person of CHARG Resource Center who is in a supervisory or management position is expected to understand and implement these policies, with the oversight of the Board of Directors. All staff persons will receive copies of these personnel policies and are expected to read and abide by them.

While the Boards of Directors fully intend to continue offering the benefits and policies as presented herein, the Boards reserve the right to change or revoke, permanently or temporarily, portions of this document if it is in the best interest of the agency to do so. No policy, benefit, or procedure implies or may be construed as an employment contract.

Note: When reference is made in these policies to the Executive Director or “management staff,” it is understood that the function described will be assumed by the Presidents of the Boards of Directors or their designee(s) in the event there is no Executive Director or management staff.

HIRING AND TERMS OF EMPLOYMENT

Employee Classifications

1. Regular, Full-Time, Exempt and Regular, Full-Time, Non-Exempt

Regular, full-time, exempt employees normally work forty (40) hours per week. Employees classified as exempt are not subject to the minimum wage and overtime provisions of the Fair Labor Standards Act (FLSA) based on the nature of their duties and responsibilities, and are not entitled to overtime payments. Exempt employees are typically paid on a salary basis. Employees in this category may occasionally be required to work hours in addition to the normal work week, and although they do not receive overtime pay, they may be granted “goodwill” or compensatory time off at the discretion of the Executive Director or his/her designee.

Regular, full-time, non-exempt employees normally work forty (40) hours per week. Employees classified as non-exempt are subject to the minimum wage and overtime provisions of the FLSA regardless of whether they are paid on an hourly or a salary basis. All employees classified as non-exempt must obtain the approval of the Executive Director or his/her designee, prior to working overtime. Overtime hours (all hours worked beyond forty per week) are paid at one and one half times the regular pay rate.

Flexibility of work schedules may be necessary, depending on program need or employee preference. A flexible schedule (e.g., four ten-hour days per week) must be approved by the individual’s immediate supervisor and by the Executive Director. All regular full-time exempt and non-exempt employees are eligible to participate in the benefit programs described herein.

2. Regular, Part-Time, Exempt Salaried and Regular, Part-Time, Non-Exempt Salaried

To be paid by salary, part-time exempt and non-exempt employees must work a regular schedule of at least twenty (20) hours per week. Work schedules will be determined by program need. All such employees are eligible to participate, on a pro-rated basis, in the benefit programs described herein, except that health insurance benefits will only be available on a pro-rated basis to those employees working at least thirty (30) hours per week. Level of benefits will be calculated on a percentage basis corresponding to the percentage of a forty-hour week that an employee works.

3. Regular, Part-time, Hourly

Regular, part-time, hourly employees will be hired for a fixed number of hours expected to be worked per week. Should the number of hours worked regularly exceed twenty hours per week, the employee will be given the opportunity to become a part-time, salaried employee. Part-time hourly employees do not receive health insurance coverage or paid leave. They are eligible for training and education benefits as appropriate and as allowed by budgetary considerations. The number of hours expected to be worked may be subject to change depending on program need.

4. Temporary

A temporary employee generally is an individual who is hired either part-time or full-time for a specified, limited period of time. A temporary employee may be classified as either exempt or non-exempt depending on the duties/tasks to be performed.

5. Student Interns

CHARG Resource Center will utilize the services of, and accommodate the needs of, student interns and their referring schools or programs to the extent practical. Student intern positions may be paid or unpaid as determined on a case-by-case basis.

6. Consultants/Independent Contractors

Depending on need, the services of consultants and/or independent contractors may be utilized from time to time at the discretion of the Executive Director and/or Boards of Directors. When the services of consultants and/or independent contractors are utilized, they will be paid an agreed-upon fee and will be responsible for paying all applicable taxes and filing all required tax returns. In accordance with Colorado law, a person working regular hours and provided with office space and equipment is not generally considered an independent consultant. Per HIPAA guidelines, all business associates that may need to use or disclose protected health information must fill out and sign a Business Associate Agreement.

Hiring Procedures

It is the practice of CHARG Resource Center to hire individuals solely on the basis of their qualifications and ability to do the job to be filled.

Any candidate for employment must fill out and sign an employment application form in order to be considered for hiring. Depending on the position applied for, candidates in certain professions may be

required to verify, in writing, that they are aware of the requirement that they register with the appropriate Grievance Board through the Colorado Department of Regulatory Agencies.

Completed employment applications will be reviewed by the appropriate staff, and individuals will be selected for possible interviews from the pool of those candidates who meet or exceed the requirements and qualifications of the position. The best qualified candidates will be determined on the basis of factors such as education, skills, experience, general reputation, and positive recommendations from references. One or more rounds of face-to-face interviews will be conducted, and a final hiring decision made by the Executive Director in consideration of all of the above factors. Other considerations going into this decision will include such items as a Colorado Bureau of Investigation criminal conviction check, Grievance Board database check or licensing board check(s) as appropriate, credit checks, previous employment and educational checks.

In the case of positions at Heartland Clinic and other positions involving significant client contact, the CHARG Board shall select from one to three consumer representatives from the Board and/or the Heartland Clinic caseload who will then work with the Executive Director on the interview process, including participation in interviews and consultation regarding the final decision. Following a decision to hire an applicant, an offer of employment, including any necessary contingencies or disclaimers, will be made.

If the background, or any other subsequent investigation discloses any misrepresentation on the application form or information indicating that the individual is not suited for employment, the applicant will be refused employment or, if already employed, may be terminated.

A member of an employee's immediate family will be considered for employment by CHARG Resource Center if the applicant possesses all the qualifications for employment. An immediate family member may not be hired, however, if the employment would:

- a) Create either a direct or indirect supervisor/subordinate relationship with a family member; or
- b) Create either an actual conflict of interest or the appearance of a conflict of interest.

Employees who marry or become members of the same household may continue employment as long as there is not:

- a) A direct or indirect supervisor/subordinate relationship between the employees; or
- b) An actual conflict of interest or the appearance of a conflict of interest.

At the time of hire, employees are required to sign a written statement acknowledging they are employed at the will of CHARG Resource Center and are subject to termination at any time, for any lawful reason, with or without notice, and with or without cause. They will also acknowledge in writing their receipt of a complete copy of these Personnel Policies, and will be given keys to the CHARG building and/or any offices to which they will need access. Keys must be returned upon termination of employment.

All new employees will complete Form I-9 for the Immigration and Naturalization Service to verify that the individual is permitted to work in the United States, and will provide copies of either a U.S. passport or a Social Security card and state photo identification.

Personnel files

Personnel files will be maintained for all employees, Personnel files will include job application, resume, I-9, a copy of any current professional license, signed acknowledgements, IRS Employee's Withholding Allowance Certificate, contact information in case of emergency, Employee Performance Evaluations (EPE's), leave forms, any written communication to or from the employee pertaining to his/her job, and at termination or resignation, information concerning reasons for the employee's departure.

Personnel files will be secured and will not be accessible to other employees except management staff as necessary. On request, an employee may review his/her personnel file in the presence of a manager, supervisor, or the Executive Director. Personnel files will be maintained for at least five years after date of employee's termination.

It is within the policies of CHARG Resource Center for the Executive Director to hire staff. The Executive Director shall enforce the following structure for hiring procedures:

In accordance with CHARG Resource Center's antidiscrimination and Affirmative Action policies, recruitment, selection, training, and promotion of persons in all job classification will be accomplished without regard to race, creed, religion, color, sex, sexual orientation, gender expression, marital status, citizenship, national origin, ancestry, disability/handicap, age or veteran/military status. More details can be found in the CHARG Antidiscrimination Statement.

Performance Requirements

Performance requirements are laid out in job descriptions and in the Employee Performance Evaluation (EPE). Employees are also expected to adhere to the following ethical standards:

1. Staff members should respect the dignity and basic rights of others and maintain concern for the welfare of others, whether co-workers, persons using program services, or the general public and regardless of race, creed, religion, color, sex, sexual orientation, gender expression, marital status, citizenship, national origin, ancestry, disability/handicap, age or veteran/military status.
2. Staff members should avoid any conflict of interest. A conflict of interest exists when it is reasonable and probable that an interest arising by contract or other relationship might affect the judgment or actions of an employee in his or her work duties. No current Clinic patient may be treated as a private patient by any employee of the Clinic.
3. Staff members should be aware that their effectiveness depends in part on their ability to maintain effective interpersonal relationships. They should seek assistance for resolution of any personal problems which interfere with job performance.
4. Staff members should respect the social responsibility they carry in providing supportive services to others. They should maintain confidentiality around any private issues which are shared with them by clients. They also should recognize and respect that any recommendations they make to others could alter the life situations of those others, and should avoid any misuse of this potential influence. They must adhere to HIPAA guidelines at all times.
5. Staff members are responsible for compliance with current local, state, and federal laws as such laws apply to their duties.
6. Staff members should not enter into any dishonest, unethical, or unlawful behavior directed toward

Evaluation and Supervision

Each employee will have an assigned supervisor and will participate with that supervisor in an ongoing evaluation process of job performance. This process will include quality, quantity and timeliness of work, areas needing improvement, and areas of desired career growth. At the end of the first six months of employment and then yearly the Employee Performance Evaluation will be completed, shared with the employee, and placed in the employee's personnel file. Personnel files will be maintained at a site designated by the Executive Director.

Leave, Absence, and Paid Holidays

Regular, full-time, salaried employees shall receive the following paid leave time:

1. Vacation Leave.

For the first four years of employment, full-time employees will accrue vacation leave of 1 1/4 days (ten hours) per month. After four years of employment, employees will accrue vacation leave of 1 3/4 days (14 hours) per month. Part-time salaried employees working at least 20 hours per week will accrue vacation leave at a pro-rated rate based on average hours worked per week. Vacation leave will accrue until the employee has accumulated four weeks (160 hours for full-time employees, pro-rated for part-time salaried employees). At this point, no further leave will accrue until the month in which the employee uses enough vacation leave to bring the accrued total back down under four weeks. During that month, leave will begin to accrue again, up to a maximum of four weeks. Vacation leave will also not accrue during any month in which more than half of an employee's work days have been taken off with either sick or unpaid leave. Vacation leave must be approved by appropriate supervisor who shall not withhold consent unless it would cause an unavoidable and serious program difficulty. At termination, the employee will receive payment for all accrued vacation leave in accordance with the above caps on accrual. Vacation leave in excess of four weeks which was accrued prior to the institution of the four-week limit will not be lost.

2. Sick Leave.

Employees will accrue sick leave at the rate of 1 1/2 days (12 hours) per month. Part-time salaried employees working at least 20 hours per week will accrue sick leave at a pro-rated rate based on average hours worked per week. Sick leave is for personal illness, family illness, or other personal needs (e.g., "mental health days"). Up to three days of sick leave may be taken at a time for any personal reason. Over three days at a time must be used only for personal illness or family illness or death, or for unusual reasons which are approved in advance, in writing, by the appropriate supervisor. Documentation from medical personnel may be requested at the discretion of the supervisor. Accumulated sick leave will not be compensated at the termination of employment or at any other time.

3. Administrative Leave.

Time off for educational or other administrative reasons may be granted with approval of appropriate supervisory and management staff.

4. Leave Without Pay.

Leave without pay may be granted under unusual circumstances for special need.

5. Court Leave.

An employee who is required to serve as a subpoenaed witness or summoned juror in a Federal, State,

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County, or Municipal Court; or as a subpoenaed witness or juror in a private suit or as litigant in a case resulting directly from discharge of his/her duties as an employee of CHARG Resource Center, shall be granted court leave with full pay to serve in that capacity. The employee will be expected to continue to participate in as many job responsibilities as possible during jury duty, and will return to work if not required to be present in court for a substantial portion of the day.

6. Unauthorized Leave.

Any leave not accounted for by appropriate procedures as outlined above will be considered unauthorized and may result in disciplinary action.

7. Paid Holidays.

The following holidays will be paid holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Colorado Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day
- Employee's Birthday

Regular, part-time, salaried employees shall receive prorated leave time based on the percentage of full-time (forty hours per week) that they work.

Hourly, part-time employees are not eligible for paid leave time. Their schedules will be adjusted for holidays. They can request unpaid leave time and will be granted same as reasonable.

Fringe benefits include health insurance for the full-time employee (the employee must pay for family coverage) and prorated health coverage for the employee who is salaried for thirty hours or more up to full-time. All employees will receive unemployment and workers' compensation insurance.

Employee Reimbursement

CHARG Resource Center employs a pay scale which correlates with job classifications. Each new employee will have a job classification established at the time of hiring. The determination of job classification will be based on the job description. At any time, a position may be filled at a different salary level than indicated in the pay scale. All job classification and pay levels must be approved by the Executive Director.

There are no provisions for any other financial reimbursement to employees for other work expense. No uniforms are required. Overtime hours will only apply in unusual circumstances and must be approved in advance by the Executive Director. Travel and tuition for educational experience and other administrative travel will be considered on an individual basis and will be based on potential

benefit to agency and on budget restrictions.

Professional employees will be paid the last working day of each month, and hourly consumer employees on the 15th. If the 15th falls on a weekend or holiday, consumer staff will be paid on the last working day before the 15th. Payment will be made by check or in cash, depending upon needs of employees.

CHANGES IN EMPLOYEE CLASSIFICATION OR STATUS

Authority

The Boards of Directors have ultimate authority over the program and staff of the corporation. When there is an Executive Director, authority for staffing and personnel management is delegated to the Executive Director.

Merit Raises

All salary increases are subject to availability of funds as determined by the Boards of Directors. Merit raises may be granted based upon performance evaluation; criteria may include but not be limited to productivity, supervisory perception of performance, and meritorious service. It is recognized that there may be times when staff are deserving of a raise but funds will not allow compensation. Supervisors are encouraged to provide staff with positive input regarding such situations and to remain objective about budgetary realities.

Bonus or Incentive Award

Subject to the availability of funds, the Executive Director may recommend that the Boards of Directors consider providing a bonus or incentive award to the employees of CHARG Resource Center. A bonus or incentive award does not increase the base salary.

Changes in Classification

Programmatic needs may dictate changes in job requirements. Changes in classification provide for recognition of this. Such changes may entail either the raising or lowering of salary amounts. A change in classification may be requested by any incumbent staff member or any level of supervisory staff. The change will be made only upon approval by the Executive Director.

Disciplinary Action

Disciplinary action should begin with a discussion of the problems in job performance. This discussion should occur between the supervisor and the employee. The supervisor should outline expected changes in performance. The supervisor should then put in memo form written documentation of the discussion. A time frame should also be established by the supervisor and be included in the memo.

If the employee makes the expected changes in performance within the time frame, then no further action is required. If, however, the employee does not meet the expected changes within the time frame, the supervisor will consult with management staff.

A decision based on the judgment of supervisory and management staff as to the seriousness of the problems may then be made to 1) move toward dismissal of the employee with one last warning regarding the expected changes and a time frame within which the changes must occur. If changes do not occur as expected, then notification of dismissal will be sent in writing from the Executive

Director. Such notification will include documentation of the reasons for dismissal, or 2) move toward disciplinary probation by completing a special EPE reflecting the problem areas. The supervisor must review the EPE with management staff. If the decision is to implement disciplinary probation, the

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employee will be informed in a meeting and will be given a specified length of time in which to make expected changes.

If the employee does not make required improvements within the probation period, the supervisor may recommend dismissal. Management staff will be consulted, and a decision will be made. The Executive Director must give final approval. The employee will be given written notification from the Executive Director. Such notification will include documentation of the reasons for dismissal. If the employee does make the necessary changes in performance in the time frame designated, the employee will be returned from probation status to regular, permanent status.

Immediate Dismissal or Suspension

Exceptions to the process described above occur when an employee's actions violate the ethical standards presented earlier, when an employee exhibits insubordination or gross neglect of duties, or when gross incompetence or insensitivity to clients is evident. In such cases the Executive Director may suspend or dismiss the employee without advance notice and without probation. Notification in writing will come from the Executive Director and will include documentation of the reasons for the action. Suspension should be used when further evaluation of the employee's actions is warranted but the actions in question are serious enough to indicate that the employee should not be allowed to perform employment duties during the evaluation. Dismissal should be carried out when the actions are clearly the responsibility of the employee and are clearly serious as described above.

Layoffs

An employee may be laid off by the Executive Director because of a shortage of funds or a change in or termination of any program. In order of priority, all of the following factors are to be considered in selecting those employees to be released:

1. The needs of the agency
2. The criticalness of the employee's skills
3. The employee's EPE ratings

An employee who is laid off will be given a minimum of two week's notice. The notice will include the effective date of the layoff and the reason for the layoff.

Salary Reductions

Salary reductions may be necessary due to funding losses or termination of grants. This will not be deemed to be a demotion and will not reflect adversely on the employee's record. A reduction in salary may be accompanied by a corresponding temporary or permanent reduction in hours worked (furlough).

Redeployment

Although an employee is hired for a particular segment of programming, or a particular facility within the program, relocation may become necessary due to budgetary or program need. All employees are subject to such redeployment unless otherwise stated in a contract.

Resignation

Employees shall give the agency two weeks notice of intent to resign. This notification shall be in writing.

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EMPLOYMENT-RELATED GRIEVANCES

An employee may question and seek change in a personnel action if he or she deems the action to be a violation, misinterpretation or inequitable application of personnel policies described herein. The steps open to the employee are as follows:

STEP 1

On an informal basis the employee and supervisor should discuss the concerns of the employee. Attempts should be made by both to settle the matter in this way.

STEP 2

If the matter cannot be settled in this informal manner, the employee may submit in writing, to the supervisor, a brief description of the grievance. This must occur within one month of the start of the informal process in STEP 1. The supervisor will deliver to the employee a written decision within five working days.

STEP 3

If the employee is not satisfied by the response of the supervisor, he/she may submit the grievance in writing to management staff within five working days of having received the response from the supervisor. Management staff will review the grievance and will respond in writing to the employee within five working days from the date of the receipt of the grievance.

STEP 4

If the employee continues to feel the grievance is not resolved, he or she may request review by a committee of no fewer than two of his or her co-workers. This committee must be requested within five working days of receipt of the response in STEP 3, or of the receipt of the response in STEP 2 if STEP 3 is bypassed. The committee will make recommendations to supervisory or management staff within five working days of the request; that staff will review these recommendations and make a written response to the employee within another five working days.

STEP 5

If the employee continues to believe that the personnel actions are a violation, misinterpretation, or inequitable application of policies, he or she may personally request the Boards of Directors to review the entire process. The Boards of Directors will make such a review and will make a final determination within thirty days. The employee must abide by the decision of the Boards.

Failure to abide by the timeframes by the employee at any step will be interpreted to mean that the grievance has been successfully resolved, and it will not be reconsidered. Failure to comply with the time frame by other parties will automatically move the grievance to the next step. Failure by the Board to respond within the timeframe established will give the employee the right to appear at the next Board meeting to present the grievance. The grievance will be settled at that time.

During the time the grievance procedure is in process, a fired employee shall not perform his or her employment duties. If an employee is determined, through the procedure, to have been unjustly terminated, such employee shall be reinstated with pay for the time taken to conduct the procedure. No compensation shall be given for such period to any employee found by the procedure to have been properly terminated.

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EMPLOYEE PROTECTION (WHISTLEBLOWER) POLICY

If any employee reasonably believes that some policy, practice, or activity of CHARG Resource Center is in violation of law, a written complaint must be filed by that employee with the Executive Director or the Board President. It is the intent of CHARG Resource Center 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 achieving 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 CHARG Resource Center and provides CHARG Resource Center 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.

CHARG Resource Center will not retaliate against an employee who in good faith, has made a protest or raised a complaint against some practice of CHARG Resource Center, or of another individual or entity with whom CHARG Resource Center 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.

CHARG Resource Center will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of CHARG Resource Center 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.

SAFETY

Accidents/Injuries

In the interest of all personnel and the organization, it is vital that all employees develop safe work habits and obey all safety rules established. Injury to any employee while at work or to any other party on the premises of the organization must be reported immediately to the employee's supervisor. The supervisor will assist the employee in obtaining proper first aid or medical attention, and will assist in the timely filing of a Worker's Compensation claim as appropriate.

Personal Property

CHARG Resource Center will not be responsible for personal items of employees. All employees must assure the safety of their possessions. CHARG Resource Center also will not be responsible for automobiles of employees which are parked at CHARG Resource Center facilities during work hours. Automobiles should be securely locked and valuables placed in the trunks to protect them from loss.

PRODUCTIVE WORK ENVIRONMENT

It is the policy of CHARG Resource Center to promote a productive work environment and not to tolerate verbal or physical conduct by any employee that harasses, disrupts, or interferes with another's

work performance or that creates an intimidating, offensive, or hostile environment. No form of harassment will be tolerated, including harassment for any of the following reasons: race, creed, religion, color, sex, sexual orientation, gender expression, marital status, citizenship, national origin, ancestry, disability/handicap, age or veteran/military status.

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SEXUAL HARASSMENT POLICY

It is the policy of CHARG Resource Center that all employees are responsible for ensuring that the workplace is free from sexual harassment. Because of CHARG Resource Center's strong disapproval of offensive or inappropriate sexual behavior at work, all employees must avoid any action or conduct which could be viewed as sexual harassment.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexually harassing nature, when: (1) submission to the harassment is made either explicitly or implicitly a term or condition of employment; (2) submission to or rejection of the harassment is used as the basis for employment decisions affecting the individual; or (3) the harassment has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Specific examples of prohibited sexually harassing conduct are:

- Unwanted physical contact or conduct of any kind, including sexual flirtations, touching, advances, or propositions;
- Verbal harassment of a sexual nature, such as lewd comments, sexual jokes or references, and offensive personal references;
- Demeaning, insulting, intimidating, or sexually suggestive comments about an individual;
- The display in the workplace of demeaning, insulting, intimidating, or sexually suggestive objects, pictures or photographs;
- Demeaning, insulting, intimidating, or sexually suggestive written, recorded, or electronically transmitted messages.

An employee who has a complaint of sexual harassment at work by anyone, including consumers, supervisors, co-workers, or visitors, should first clearly inform the alleged harasser that his/her behavior is offensive or unwelcome and request that the behavior stop. If the behavior continues, or if the employee reasonably believes that confronting the alleged harasser would lead to retaliation or escalation, the employee must immediately bring the matter to the attention of his/her supervisor. If harassment by the immediate supervisor is alleged, the violation should be reported to that supervisor's immediate supervisor or the CHARG executive director. If harassment by the executive director is alleged, the violation should be reported to the president(s) of either board.

If a supervisor or administrator knows of an alleged incident of sexual harassment, they must take appropriate remedial action immediately. If the alleged harassment involves any types of threats of physical harm to the victim, the alleged harasser may be suspended with pay. During such suspension, an investigation will be conducted by CHARG Resource Center. If the investigation supports charges of sexual harassment, disciplinary action against the alleged harasser will take place and may include termination. If the investigation reveals that the charges were brought falsely and with malicious intent, the charging party may be subject to disciplinary action, including termination.

If an employee is dissatisfied with management's response to his/her complaint, he/she may contact the Colorado Department of Regulatory Agencies, Division of Civil Rights, at 303-894-2997.

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VOLUNTEER POLICIES

General Description:

1. All volunteers must abide by the Personnel Policies of CHARG Resource Center except where these Personnel Policies apply specifically and only to paid employees. This includes completion of a written application, submission to a Colorado Bureau of Investigations criminal background check, and evidence of professional licensure as appropriate.
2. Volunteers with a regularly-scheduled, ongoing role at CHARG will be evaluated on a yearly basis by CHARG Resource Center's Coordinator of Volunteers or by their immediate supervisor, to include an annual written evaluation, with a copy given to the volunteer and a copy remaining on file at CHARG Resource Center.
3. Disciplinary action may be initiated by the volunteer's immediate supervisor or by the Coordinator of Volunteers, and a grievance may be initiated by an individual volunteer, utilizing the same procedures as are described elsewhere for paid staff.
4. Volunteers will be recognized as valued members of the CHARG community. They are to be consulted and given a voice in any policy or program of CHARG Resource Center which directly affects them.
5. All volunteers have a general right to know what is going on except for information which might violate the Confidentiality Policies explained elsewhere. Thus, volunteers may be invited to CHARG Resource Center's regular staff meetings as appropriate or to the meetings of either governing board, except when that board may go into Executive Session.
6. CHARG Resource Center will provide orientation and training, regular supervision, and a job description or other clear statement of expectations and roles to be performed.

Selection of Volunteers :

These criteria are generally used for selecting volunteers:

- 1) Knowledge and experience in the area of expertise they are offering;
- 2) Relevance of their skills or knowledge to the needs of consumers and/or staff; and
- 3) Demonstrated commitment to CHARG's model of working with consumers in equal partnership.

Duties of Volunteers:

1) Volunteers will interview with CHARG Resource Center's Coordinator of Volunteers, including completion of an application form and submission to a CBI criminal record check.

2) Volunteers will accept a trial period of specified duration, depending on the judgment of the Volunteer Coordinator.

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3) Volunteers will report to the Volunteer Coordinator as well as, if appropriate and as assigned, to other personnel who supervise their work.

4) Volunteers will not provide therapy or professional counseling unless this is specifically authorized by clinical staff.

5) Any suicidal or other violent ideation will be reported to CHARG's professional staff.

6) Volunteers requesting an ongoing relationship with CHARG will be expected to make a minimum commitment of time (generally at least 1-2 hours per week for six months).

7) Volunteers will be expected to adhere to the same standards of performance and to possess the same qualifications as paid staff who perform the same duties.

EMPLOYEE ACKNOWLEDGEMENT FORM

I have received a copy of the Personnel Policies, Practices and Guidelines for CHARG Resource Center dated March, 2016. I understand that these policies, practices and guidelines supersede and replace any other policies, practices and guidelines I may have been given and that any policies, practices and guidelines distributed prior to May, 2013 cannot be relied upon as being in effect or as valid.

I agree to abide by the rules and regulations contained in the Personnel Policies, Practices & Guidelines dated March, 2016 or as distributed from time to time as updates or revisions to the handbook. I understand that it is my responsibility to become familiar with the contents of these policies, practices and guidelines, and to ask for clarification on any point which may not be clear to me.

I further understand that I am employed at the will of CHARG Resource Center and am subject to termination at any time, for any lawful reason, with or without notice, and with or without cause.

(signed)

(date)