

**CENTRAL
CALIFORNIA
FELLOWSHIP of
Alcoholic Anonymous
(CCFAA)**

PERSONNEL POLICIES HANDBOOK

**PERSONNEL
POLICIES**
Manager, Full time, Part time, and
Volunteer

CCFAA Personnel Policy
Updated: **Date Adopted**

**PERSONNEL POLICIES OF
CENTRAL CALIFORNIA FELLOWSHIP
of
ALCOHOLICS ANONYMOUS
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PERSONNEL POLICIES

A WORD ABOUT THIS HANDBOOK

This personnel policy handbook supersedes and replaces any and all prior handbooks, policies, procedures and practices of the Intergroup Association of Central California Fellowship of AA (hereinafter CCFAA). The policies outlined in this booklet may require changing from time to time. The following policies were adopted to establish and maintain a uniform and equitable system of personnel administration in a manner that is beneficial to the employees and CCFAA.

This handbook also summarizes CCFAA's current employee benefit plans. If any questions arise concerning implementation or interpretation of any benefit plan, the terms and conditions of the actual plan documents and summary plan descriptions will control rather than the summaries contained in this handbook.

The Board of Directors of CCFAA and the Delegate body reserves the right to amend, change, delete, or revise the plans, policies, benefits, and procedures described in this handbook at any time. CCFAA will review the personnel policies and procedures set forth in this handbook on a periodic basis.

Our Handbook does not confer any contractual right, either expressed or implied, to remain an employee for a specific period of time. All employment is at-will, which means that you may resign, or our agency may release you, with or without cause or prior notice. We may modify or discontinue the procedures, practices, policies and benefits described in this Handbook, with reasonable notice of all material changes. We always welcome suggestions for improvement in our employment practices and Handbook and invite you to bring any suggestions to the Office Manager, CCFAA Board of Directors Chair, and/or any member of the Board of Directors.

SECTION 1- INTRODUCTION

MISSION STATEMENT:

CCFAA's primary purpose is to assist the AA Groups of Sacramento and the surrounding suburban area in carrying the AA message to those who suffer from alcoholism. CCFAA is responsible to the Member Groups, deriving its legitimate authority there from. In all its activities, policies and proceedings, CCFAA shall observe the practice and spirit of AA 's Twelve Traditions and Twelve Concepts for World Service, as well as its Three Legacies of Recovery, Unity and Service.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of CCFAA to provide equal opportunity to all qualified persons regardless of race, color, citizenship status, national origin, ancestry, gender, pregnancy, sexual orientation, gender identity or expression, genetic information, age, religion, creed, medical condition, physical or mental disability, marital status, Military or veteran status, political or religious affiliations, or any other characteristic protected by law ("Protected Status"). This policy applies to all employment activities including, but not limited to, recruitment, hiring, placement, promotion, demotion, termination or rates of pay.

NON-HARASSMENT

It is the firm policy of CCFAA to prohibit harassment on any basis including, but not limited to race, color, citizenship status, national origin, ancestry, sex, gender, pregnancy, sexual orientation, gender identity or expression, genetic information, age, religion, creed, medical condition, physical or mental disability, marital status, veteran status, political or religious affiliations, or any other characteristic protected by law ("Protected Status"). This policy applies to any employee, volunteer, supervisor, board member, or delegate.

The purpose of this policy is not to regulate the morality of employees. Rather it is to assure that in the workplace, no employee is subject to harassment. While it is not easy to define precisely what harassment is, it certainly includes sexual harassment such as unwelcome advances, request for favors and/or verbal or physical conduct of a nature including, but not limited to drawings, pictures, jokes, teasing, uninvited touching or other related comments. Other types of harassment can include slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes and teasing.

Harassment of an employee will not be tolerated. Violations of this policy may result in disciplinary action, up to and including termination. There will be no adverse action taken against employees who report violations of this policy or participate in the investigation of such violations.

Any employee who feels that she/he is a victim of harassment should immediately report such action in accordance with the following procedures. All complaints will be promptly and

thoroughly investigated.

1. Any employee who believes that she/he is a victim of harassment should report the act immediately to the manager. If the employee prefers not to discuss the matter with the manager, they may speak directly to any member of the Board of Directors.
2. CCFAA will promptly investigate every reported incident. Any employee, supervisor or agent of CCFAA who has been found to have harassed another employee may be subject to appropriate disciplinary action, up to and including immediate discharge.
3. CCFAA will conduct all investigations in a discreet manner. CCFAA recognizes that every investigation requires a determination based on all the facts in the matter. It also recognizes the serious impact a false accusation can have. CCFAA trusts that all employees will act responsibly.
4. The reporting employee and any employee participating in any investigation under this policy have CCFAA's assurance that no retaliation will be taken as a result of a harassment complaint. Rather, CCFAA policy encourages discussion of the matter so as to help protect others from being subjected to similar inappropriate behavior.

If CCFAA learns that an employee, volunteer, supervisor or board member has lodged a false harassment claim or given untrue information about a complaint, CCFAA may take corrective action, up to and including termination, against that individual.

Employees will not be retaliated against for filing a complaint and/or assisting in a complaint or investigation process. Further, CCFAA will not tolerate or permit retaliation by supervisors or co-workers against any complainant or anyone assisting in a harassment investigation.

The Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you believe you have been harassed or discriminated against or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency in addition to exhausting the above complaint procedure. The contact information for these agencies is listed in the phone directory

SECTION 2 - -EMPLOYMENT

AT-WILL EMPLOYMENT STATEMENT

Employment with CCFAA is on an at-will basis, for Full Time, Part Time and Volunteers. This means that either the employee or CCFAA may end the employment relationship at any time, with or without notice and with or without cause or reason, except for an illegal reason. The

Office Manager shall be under contract to the CCFAA and be compensated per contract. The Office Manager may be removed from office by a 2/3 vote of the registered Delegates or by a majority vote of the Board of Directors at any time. Such removal shall be made without prejudice.

EMPLOYMENT STATUS

The Office Manager shall be under contract to the CCFAA. All employees are in probationary status during their first six (6) months of employment. During the probationary period employees can determine if their new job is a good fit, and supervisors can evaluate work performance. All employment is at-will, including the Office Manager, both during and after the probationary period.

CCFAA OFFICE MANAGER

The Manager shall have served as a Group Secretary and/or Delegate or have equivalent AA experience. Additionally, the Office Manager shall have office administrative skills and knowledge of bookkeeping procedures commensurate with the position. The Office Manager is responsible to the Board of Directors and through the Directors to the Delegates of the CCFAA for the efficient administration and operation of the Central Office.

For additional details regarding Office Manager reference the CCFAA Operating Procedures and this Personnel Policy Handbook's Appendix A: CCFAA Office Manager's Job Description. The Office Manager is eligible for medical insurance, vacation, holidays and sick day benefits.

EMPLOYEE CLASSIFICATIONS AND CATEGORIES OF EMPLOYMENT

A. Exempt and Non-Exempt Status

State and federal wage and hours laws include exemptions from overtime pay for certain categories of employees. Whether your position is exempt or non-exempt is determined by your duties, responsibilities and salary.

1. **NONEXEMPT** employees are entitled to overtime pay under the specific provisions of federal and state laws.
2. **EXEMPT** employees, as defined by the Fair Labor Standards Act and state law, meet either the executive, administrative or professional duties test, with a threshold salary of at least twice the state minimum wage, based on a 40-hour workweek. While exempt employees are expected to adhere to regular schedules to ensure effective workflow, the number of hours actually worked in a given week may vary. An exempt employee is paid a salary which does not change based on the number of hours worked except in limited circumstances authorized by law. An exempt employee who believes that an improper deduction has been made from their regular salary is encouraged to report the matter to the Human Resources Department as soon as possible. The matter will be promptly investigated and, if a mistake occurred, corrected. Employees will not be retaliated against for reporting this issue for investigation. .

Employees in exempt positions are not entitled to overtime pay. Exempt employees are generally paid in full-day increments, although they must use the appropriate paid leave, if available, for absences for personal reasons of more than four hours.

A. Additional Employment Classifications

In addition to the above categories, each employee will belong to one other employment category:

1. REGULAR FULL-TIME: Employees who are not temporary in status, and who are regularly scheduled to work a full-time schedule of at least 40 hours per week. Generally, they are eligible for a benefits package of medical insurance, vacation, holidays and sick day benefits, subject to the terms, conditions, and limitations of each benefit.

2. REGULAR PART-TIME: Employees who are not temporary in status, and who are regularly scheduled to work less than 40 hours per week, but at least 10 hours per week. CCFAA tries to not schedule part time employees more than 32 hours per week. Part time employees may occasionally be scheduled for more than 32 hours a week to assist with unusual circumstances. Part time employees are eligible for vacation, holiday and sick day benefits.

3. TEMPORARY: Employees hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially estimated period does not in any way imply a change in temporary employment status. Nor does any estimated employment period constitute a promise of employment for a specified term; temporary employees, like all other types of employees, are employed at-will. Temporary employees retain that status until notified of a change by the CCFAA Board of Directors Chair or Office Manager in writing. While they receive all legally mandated benefits, they are ineligible for any of CCFAA's other benefits programs.

4. CASUAL: Employees who have established an employment relationship with the organization but who are assigned to work on an intermittent and/or unpredictable basis, or less than 10 hours per week. While they receive all legally mandated benefits, they are ineligible for any of CCFAA's other benefits programs.

Since all employees are hired for an unspecified duration, these classifications do not guarantee employment for any specific length of time. All employment is at-will and at the mutual consent of the employee and CCFAA.

VOLUNTEERS

CCFAA relies upon hundreds of volunteers each year to fulfill its mission. Volunteers may work on a regular weekly or monthly schedule. This schedule varies based on office need and volunteer availability. Volunteers are not employees and are not eligible for pay or benefits for their service.

INDEPENDENT CONTRACTORS

It is the policy of CCFAA to use its own employees to perform vital office duties and functions to the extent it is practical. When it is deemed necessary by the CCFAA Board of Directors with Delegates approval, CCFAA may contract out for specific services, not otherwise provided by CCFAA. All fees for Independent Contractors are paid directly to the person contracting to perform the specific service.

Because the independent contractor is not an employee, CCFAA does not deduct FICA, federal and state withholding taxes, nor does CCFAA provide worker's compensation or unemployment insurance, or any other benefits received by full-time or part-time employees. Independent Contractors are not subject to scheduling by the Office Manager, as are full time and part time employees. Independent Contractors are therefore at liberty to perform their service independently, but are asked to abide by all CCFAA policies affecting the health and safety of CCFAA employees, volunteers and visitors.

SOBRIETY REQUIREMENTS **and PHYSICAL SOBRIETY**

CCFAA defines physical sobriety as abstinence from alcohol and illegal drugs, including medications that are not being taken under the supervision of a medical doctor.

To be an employee of CCFAA it is suggested that an employee has been continuously sober for an extended period of time. See list below.

Suggested Minimum Sobriety:

- Office Manager: 5years
- Full Time: 1 year
- Part Time: 9 months
- Volunteers: 6 months
- Volunteers: Under 6 months if accompanied by someone who has 6 months or greater.

SECTION 3 – WORK ENVIRONMENT COMMUNICATION

CCFAA is committed to providing the best possible climate for maximum development and achievement of goals for CCFAA and its employees. CCFAA's practice is to treat each employee as an individual. It seeks to develop a spirit of teamwork – individuals working together to attain a common goal.

It is the policy of CCFAA that all employees have the right to voice their complaints. CCFAA recognizes the meaningful value and importance of full discussion in resolving misunderstandings and preserving good relations between management and employees. Accordingly, CCFAA believes that the following procedure will ensure complaints receive full consideration.

1. Should a condition exist that an employee feels is unsatisfactory, it is important that an employee bring it to the attention of the Office Manager. In correcting any unsatisfactory condition, it is critical that the Office Manager notifies the employee of the corrective action to be taken. If the Office Manager determines that no action is warranted or possible the employee shall receive an explanation regarding the determination. In all cases the Office Manager shall reply to the employee's complaint within three (3) working days.
2. In the event the problem remains unresolved following discussion with the Office Manager, or if conditions exist that involve the Office Manager violating any of the policies set forth herein, an employee may contact the Board of Directors Chair, preferably in writing. Upon receiving the complaint, the Board of Directors Chair shall provide the employee a determination within one week.
3. Any employee who feels the complaint has not received adequate attention, or corrective action in Step 2, may direct the complaint to any member of the **Board of Directors**.
4. Such complaints are to be made in writing within three (3) business days of receiving the answer provided in Step 2. The complaint will be reviewed, and arrangements made for a meeting with the employee. If possible, the meeting should be held within three (3) business days of receiving the complaint.

The "open door" policy, which provides for a review by management, is a safeguard against any possible inequitable treatment. All employees may therefore be assured that every effort will be made to resolve problems. Under no circumstance will an employee be penalized for presenting a complaint to the Office Manager, or any member of the Board of Directors . This policy does not apply to disciplinary actions, including termination of employment.

EMPLOYEE PERFORMANCE REVIEWS

It is the policy of CCFAA that every employee receives a written performance review by his/her immediate supervisor when required and at a minimum, annually.

The purpose is to establish guidelines for a comprehensive appraisal of a staff member's overall job performance.

The annual performance review will include, but is not limited to, the purposes and factors listed below:

1. To provide a comprehensive review of a staff member's job performance in relation to stated individual goals and job expectations.
2. To acknowledge and plan the employee's areas of performance strengths, professional achievements and growth, and to identify future performance objectives.
3. To address the employee's compliance with CCFAA policies, personnel policies, and training requirements.
4. To establish a consistent framework for areas in need of improvement, described with clarity and specificity, related to current practice or behavior and appropriate or accepted behavioral expectations. Suggested approaches or recommendations will be discussed with the employee for taking corrective action.
5. Performance appraisals are an ongoing process. Managers should assess specific achievements and areas of difficulty for each staff member throughout the rating period. The performance appraisal review should not contain "surprises" to either the employee or supervisor.
6. Any adjustment in wages or salary shall normally be considered in conjunction with an employee's performance review, if funds are available.

ATTENDANCE AND PUNCTUALITY

It is a condition of employment that employees work their required schedule as determined by the Office Manager. It may be changed from time to time, as necessary, to maintain an orderly and efficient office. Absences, while sometimes unavoidable, disrupt the normal routine, orderly and efficient functioning of the office.

To minimize such disruption, the employee must report their absence as soon as practicable. Any anticipated absences are subject to the approval of the Office Manager as early as possible.

If an employee anticipates arriving late for work, the employee shall communicate immediately to the Office Manager their likely time of arrival and their reason for being late.

WAGE AND HOUR ISSUES

A. Work Schedule and Overtime

The normal scheduled hours for full-time employees is 40 hours per week, Monday through Friday. Hours of work are generally from 8:30 a.m. to 5:30 p.m. but may differ depending on the needs of CCFAA . All work schedules must be approved by the Office Manager.

Nonexempt employees are entitled to one and one-half times the employee's regular rate for all hours worked over eight (8) in one workday or forty (40) in one workweek.

CCFAA's payroll workweek begins on Sunday at 12:00 midnight and ends at 11:59pm on Sunday. Paid time off (e.g. holiday, sick days, and vacation) does not count as hours worked for the purpose of calculating overtime.

B. Payroll Deductions

1. Federal and State Income Tax are deducted in accordance with federal law and deposited to the employee's credit with the Internal Revenue Service and State Franchise Tax Board. For this reason, it is important that the W-4 and DE-4 form completed at the time of employment accurately reflect the number of exemptions claimed. Any changes in such exemptions must be reported to the Office Manager.
2. State Disability Insurance (SDI) and Paid Family Leave (PFL) are state-mandated insurance programs administered by the California Employment Development Department (EDD) which are funded through employee payroll taxes.
3. Federal Insurance Contribution Act (FICA) is part of the Social Security Program. A percentage of gross pay is deducted as the employee's contribution for Social Security and Medicare. CCFAA contributes an equal amount to cover the cost of these benefits.
4. Voluntary Deductions are made for elective payments towards health benefits or retirement plan contributions. Such deductions must be authorized in writing.
5. Legal Garnishments are court orders requiring CCFAA to remit part of an employee's wages to a third party in payment of a debt.

C. Rest and Meal Periods for Nonexempt Employees

CCFAA provides nonexempt employees a paid 15-minute rest period for each four (4) hours worked or major portion thereof, instead of the 10-minute breaks required by law. This break should be taken as close to the middle of the work period as possible. Employees are to be free from any work responsibility or interruption during their rest period. However, in cases of emergency, employees may be required by their supervisor to reschedule their rest period to some other time during the applicable four (4) hour period.

CCFAA provides each employee working at least five (5) consecutive hours an unpaid meal period of thirty (30) minutes. When a work shift of not more than six (6) hours will complete the day's work the meal period may be waived by mutual consent of the supervisor and employee. When an employee is not completely relieved of all duties during his/her meal period and/or is not free to leave the premises, the employee will have an on-duty meal period and shall be paid for the meal period. Nonexempt employees must record the times in and out for the meal period on their time record.

Employees will be relieved of all job duties during break periods and supervisors will arrange employee schedules so that all employees may take their breaks. Employees who feel that they are unable to take their required breaks or meal period must contact their immediate supervisor before the scheduled break or meal period.

D. Working Outside the Office

To the extent an employee is required and authorized by the Office Manager to perform work duties at locations outside the office (including from home), the employee shall be compensated for the number of hours worked.

SECTION-4 COMPENSATION AND BENEFITS

It is the policy of CCFAA that salaries and wages shall be industry competitive to attract and reward individuals who will contribute to CCFAA success. It is also the policy of CCFAA that salaries and wages shall be based upon the evaluation of employee performance and the availability of funds as determined by the Board of Directors.

CCFAA provides group health insurance coverage for fulltime employees. If an employee elect's coverage for family members, such additional coverage shall be at the employee's expense.

A. PAID LEAVES

1. HOLIDAYS

Full-time and part-time employees are eligible to receive paid holidays. Full

time is described as averaging forty (40) paid hours or more per week, regular staff working on less than full time shall accrue these benefits on a basis proportional to the hours worked.

In order to receive holiday pay, an employee must have worked their scheduled hours immediately preceding and following the holiday.

Employees will be paid for an observed holiday only if it falls on his/ her regularly scheduled workday. The employee's supervisor establishes his/her regularly scheduled workdays.

The dates of the observed holidays will be available at the beginning of each calendar year. In general, observed holidays will include:

New Year's Day, Martin Luther King Day, Presidents Day, Cesar Chavez Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, Christmas Day, and day after the Annual Picnic.

Other days of closure may only be authorized by the Board of Directors with Delegates approval.

The Office Manager and Regular Staff are also entitled to one (1) floating holiday per calendar year. The Floating holiday is granted annually the first pay period in January and expires the last pay period in December.

Employees terminating employment for any reason are not entitled to payment for unused Floating holiday hours.

2. VACATION

The Office Manager and Regular Staff shall be entitled to take vacation after six (6) months of employment. Vacation begins to accrue from the date of hire and cannot be used during the first six months of employment.

The full-time staff shall accrue vacation at the rate of eight (8) hours per month, for the first three (3) years; 10 hours per month after three years; 12 hours per month after five years; and 14 hours per month after 10 years. Full time is described as averaging 40 paid hours or more per week. Vacation leave may be accrued up to a maximum of one and one-half times an employee's annual accrual rate.

Regular staff working on less than a full basis shall accrue these benefits on a basis proportional to the hours worked.

Vacation may be taken as weekly periods or as individual one-half days as long as the

period chosen meets with supervisor approval. Vacation requests should be submitted to the supervisor in writing, one week in advance, whenever possible

Employees separating from employment for any reason are entitled to payment for all accrued unused vacation time.

3. SICK LEAVE

Sick leave shall be available after ninety (90) days of employment. Sick leave is accrued by full time employees at the rate of eight (8) hours per month and regular staff working on less than a full basis shall accrue these benefits on a basis proportional to the hours worked . Sick days may be accrued up to a maximum of 27 days.

Employees who work 30 or more days within a year from the beginning of employment are entitled to paid sick leave. Employees including part-time & temporary employees will earn at least one hour of paid leave for every 30 hours worked. Accrual begins on the first day of employment. Employees may start using accrued sick leave beginning on the 90th day of employment.

Upon termination of employment for any reason, all accumulated sick leave is canceled without compensation to the employee. Compensation paid to an employee during a period of sick leave will be at the rate of his/her base salary (exclusive of overtime).

4. BEREAVEMENT LEAVE

If a death occurs in an employee's immediate family, full and part-time employees may take up to three (3) days off with pay, with total days off not to exceed twelve (12) days annually. CCFAA defines "immediate family" as the employee's spouse or domestic partner, children, step-children, parents or siblings, and the parents of the employee's spouse or domestic partner.

For the death of a grandparent, grandchild, brother-in-law, sister-in-law, full and part-time employees may take one (1) day off with pay.

Upon the approval of the Office Manager, employees may also take up to four (4) hours off with pay to attend the memorial service of someone other than their immediate family. Upon the approval of the Office Manager, employees may be allowed additional time off without pay

B. Unpaid Leaves of Absence

1. General Provisions Applicable to all Leaves of Absence

CCFAA will grant all legally mandated leaves and may also grant a leave of absence in other circumstances. You should notify your supervisor in writing as soon as you become aware that you may need a leave of absence. CCFAA will consider your request in

accordance with the applicable law and CCFAA's leave policies. You will be notified in writing whether your leave request is granted or denied. If you are granted leave, you must comply with the terms and conditions of the leave; this includes keeping in touch with the Office Manager during your leave and giving prompt notice if there is any change in your status or return date.

Paid leave will not accrue while you are on an unpaid leave of absence.

CCFAA may hold in abeyance or proceed with any counseling, performance review, or corrective action, including discharge, that (1) was contemplated prior to an employee's request for or receipt of a leave of absence or that (2) has come to the CCFAA's attention during the leave. If any action is held in abeyance during the leave of absence, CCFAA reserves the right to proceed with the action upon the employee's return. Requesting or receiving a leave of absence in no way relieves employees of their obligations while on the job to perform their job responsibilities capably and up to CCFAA's expectations and to observe all CCFAA policies, rules, and procedures.

2. Military Leave

CCFAA will grant military leave in compliance with all applicable state and federal regulations. Please consult the CCFAA Board of Directors Chair or Office Manager if you require military leave. You are expected to notify your manager as soon as you are aware of the dates you will be on duty so that arrangements can be made during this absence. Please contact the CCFAA Board of Directors Chair or Office Manager for more specific information regarding military leave.

3. Workers' Compensation Leave

Employees who have an accepted claim for workers' compensation benefits shall be provided an unpaid leave of absence until such time as they are medically released to return to work or deemed permanent and stationary. Employees on Workers' Compensation leave can coordinate accrued paid leave with any Workers' Compensation benefits, not to exceed full regular pay.

Except for the initial evaluation/treatment, Workers' Compensation benefits do not cover absences for medical treatment. When you report a work-related illness or injury, you will be sent for medical treatment, if treatment is necessary. You will be paid your regular wages for the time you spend seeking initial medical treatment. Any further medical treatment will be under the direction of the health care provider. For any absences from work for follow-up treatment, physical therapy or other prescribed appointments the employee must use paid accrued leave or the leave will be unpaid.

Upon submission of a medical certification that an employee is able to return to work, the employee under most circumstances will be reinstated to his/her same position held at the time the leave began, or to an equivalent position, if available. If an employee is released for modified duty, CCFAA will attempt to provide alternate work. If alternate work is available, the employee is expected to return to work.

4. Discretionary Medical Leave

Employees can request a medical leave from the CCFAA Board of Directors Chair or Office Manager. The grant or denial of such leave is discretionary with CCFAA and is considered on a case-by-case basis based on the needs of CCFAA. Any request for a discretionary medical leave of absence must be in writing from the employee stating the reason(s), circumstances, and length of the requested leave. The employee's request must be submitted at least ten (10) working days prior to the beginning of the requested leave if at all possible. Leaves of absence for indefinite periods are not granted.

5. Personal Leave

A personal leave of absence may be granted to an employee by the CCFAA Board of Directors Chair or Office Manager. The total leave of absence, including both paid and unpaid time, may not exceed 60 consecutive calendar months. All earned paid leave must be used prior to the beginning of any unpaid portion of the leave. Benefits will accrue only during the paid portion of the leave.

CCFAA is not obligated to grant such a leave of absence and may consider such requests on a case-by-case basis. Any request for a personal leave of absence must be in writing from the employee stating the reason(s), circumstances, and length of the requested leave. The employee's request must be submitted at least ten (10) working days prior to the beginning of the requested leave if at all possible.

Upon expiration of an approved personal leave of absence, the employee may be reinstated to the position held at the time the leave was granted, if such a position is still available. Failure on the part of the employee to report for work, or to notify his/her supervisor of any extenuating circumstances promptly at the expiration of the leave of absence, shall be deemed a voluntary resignation from employment at the conclusion of the third day following the employee's expected return.

6. Other Legally Mandated Leaves

CCFAA will provide employees with any leave of absence required by law, including for appearance as a witness in a legal proceeding, domestic violence and crime victims for appearance in court or to obtain services, for organ donor or bone marrow transplant, appearance by a parent at school when requested as provided in the Education Code, performance of emergency duty by a volunteer firefighter or police reservist, or any other reason authorized by law. Whenever possible, reasonable advance notice of the need for a legally required leave of absence shall be provided by employees. This leave will be unpaid— however, in certain circumstances employees may utilize accrued paid leave to cover these absences.

- a. Jury Duty: If an employee is summoned for jury duty, or is subpoenaed as a witness, arrangements must be made immediately with the Office Manager. Full and part-time employees summoned for jury duty will receive their regular pay (less any jury duty compensation paid by the court) for a jury duty not to exceed (10) calendar days. Thereafter, exempt employees will be paid for the entire week

in which they serve on either jury or witness duty and perform any work. Any full or part-time non-exempt employee subpoenaed as a witness will be paid for time to testify up to one (1) day, less any witness fees received. When employees are summoned for jury or witness duty, they will be required to return to work for any day or portion of that day that they are not selected for jury duty or called as a witness.

b. Voting Leave: Nonexempt employees, who are unable to vote outside of regular working hours, may request time off to vote in a statewide election. Whenever possible, a request for up to two hours of paid time off to vote shall be made at least two days in advance of the election. . This paid time off to vote should generally be taken at the beginning or the end of the employee's regular working hours, whichever will provide the most free time for voting and the least time off work.

TRAINING

CCFAA Intergroup is committed to providing employees the training needed to make them a successful part of the office. This will be accomplished by:

1. On-the-job training: new employees will be assigned to work with an internal "expert" (Office Manager) to learn the day-to-day tasks that must be accomplished.
2. External coursework: requests for external training may come from the employee or the Office Manager to the Board of Directors for approval.

SECTION – 5 PAYROLL ADMINISTRATION

Employees paid on an hourly basis shall be required to maintain a daily record of all time worked on a timesheet. At the close of each pay period, the employee shall provide the Office Manager with a completed timesheet to include total hours worked and the employee's signature.

Any hourly paid employee who works more than forty (40) hours a week shall be compensated at one and one-half times their regular hourly rate for the hours worked over forty (40) hours.

CCFAA makes income tax and social security deductions as required by federal and state law. Deductions are withheld from an employee's paycheck on established paydays. Employees are required to complete all necessary forms, including Form W-4, immediately after being hired to accommodate processing of these deductions. Any change of the employee's marital status or exemption status must be reported to the Office Manager.

**CHILD SUPPORT AND MEDICAL SUPPORT
WITHHOLDING OBLIGATIONS**

California law requires all employers to notify the Child Support Office of the California Department of Human Service of all newly hired employees to determine whether they are subject to court-ordered withholding for child or medical support.

CCFAA will withhold child or medical support or spousal maintenance obligations from an employee's pay as required by court order.

Upon termination of employment, employees subject to court-ordered child support, medical support or spousal maintenance must notify CCFAA of the name and address of the employee's new employer or new source of income.

BUSINESS AND TRAVEL EXPENSE

It is the policy of CCFAA to reimburse employees for reasonable business-related expenses incurred on behalf of CCFAA. The expenses must be documented on the appropriate form (Request for Reimbursement) and accompanied with receipts.

Private automobile travel shall be reimbursed on the current rate per mile as approved by the Board of Directors for employees using their own automobiles for CCFAA business. For documentation purposes, the employee must disclose the point of departure, the destination and the total miles of the trip.

All requests for business related reimbursement should be submitted for payment by the close of the pay period in which the expense occurred.

Employees are to maintain automobile insurance at their own expense as required by law.

SECTION – 6 DISCIPLINE and TERMINATION

A. Code of Conduct

The successful operation and reputation of CCFAA is built upon the principle of ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

CCFAA complies with all applicable laws and regulations and expects its employees to perform their duties in accordance with the letter, spirit, and intent of all relevant laws and regulations and to refrain from any illegal, dishonest, or unethical conduct. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are

examples of infractions of rules of conduct that may result in corrective action, up to and including immediate termination of employment:

1. Theft or inappropriate removal or possession of CCFAA or coworker property
2. Insubordination or other disrespectful conduct
3. Falsifying documents or providing false or misleading information
4. Violation of safety or health rules
5. Misuse of any leave of absence
6. Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
7. Violation of personnel policies, policies covered in this handbook or violating rules specific to the CCFAA in which you work
8. Unsatisfactory performance or conduct
9. Unprofessional behavior, mistreatment of other employees or clients, discriminatory or harassing conduct, including sexual harassment
10. Fighting on the job or any violence or threats of violence
11. Possession, use of, or being under the influence of alcohol or illegal drugs while on the job
12. Breach of confidentiality
13. Inability to safely perform the essential functions of your position, after consideration of any reasonable accommodations required by law.

B. Corrective Action Guidelines

CCFAA seeks to establish and maintain standards of employee conduct and supervisory practices which will, in the interest of CCFAA and its employees, support and promote teamwork and effective business operations. Such supervisory practices include administering corrective action when employee conduct or performance problems arise. Major elements of this policy may include:

1. Constructive effort by the supervisor to help employees achieve full satisfactory standards of conduct and job performance.
2. Correcting employee shortcomings or negative behavior to the extent required.
3. Notice to employees through communication of this policy that termination may result from violation of employee standards of conduct or unsatisfactory job performance.
4. Written documentation of warnings given, and corrective measures taken.
5. Documentation of corrective action will become part of the employee's personnel record.

Options for Corrective Action:

Depending on the facts and circumstances involved in each situation, management may choose to begin corrective action at any step, up to and including immediate termination, as employment with CCFAA is at-will.

The following steps may be followed at CCFAA's or Office Manager's discretion:

1. Oral Warning. For infractions CCFAA or Office Manager deems to be minor, the employee may be issued an oral warning. If the situation does not improve within a reasonable time, the supervisor may repeat the measure or implement another option.
2. Written Warning Notice. For repeated minor infractions, or a more substantial infraction, the employee may be issued a written warning notice. If the situation does not improve within a reasonable time, the supervisor may repeat the measure or take steps to terminate the employee.

The written warning notice should be prepared following a corrective action discussion with the employee. The employee will be given an opportunity to comment in writing and will be asked to sign the notice acknowledging receipt. Two copies of the notice will be distributed as follows: (1) Employee; and (2) Personnel File.

3. Termination. For infractions CCFAA or Office Manager deems to be sufficiently serious, or continued failure to respond appropriately to prior corrective action, or if such action is deemed in the best interest of CCFAA.
4. Investigatory Suspension. If events compel immediate action when termination appears possible, the CCFAA Board of Directors Chair or Office Manager may immediately suspend the employee for a specified period, pending an investigation. The employee will be required to leave the premises immediately. The suspension/investigation period will generally last no longer than one workweek, and additional days may be taken if the investigation is incomplete. The objective of this suspension will be to determine if termination is the proper decision. If termination is appropriate, the suspension will be unpaid. If termination action is not taken, the employee shall be paid for his/her regularly scheduled hours occurring during the suspension, unless CCFAA Board of Directors Chair or Office Manager determines that a suspension of that length is appropriate corrective action. In no event will an exempt employee be suspended without pay in increments less than one full workweek for other than violations of major safety rules.

The above corrective action program is simply an operating guideline. It does not create any contractual rights and should not be construed as a guarantee of employment for any specific period of time, for any specific work, or for any specific term. All employees are employed "at-will" and employment may be terminated at any time by CCFAA or the employee, with or without cause.

PRIVATE AND CONFIDENTIAL INFORMATION

The business and personal information that an employee acquires at CCFAA is confidential and shall stay within the confines of CCFAA. It is the responsibility of every CCFAA employee to protect the privacy of their fellow employees, volunteers, visitors, callers, and customers, and the confidential nature of CCFAA business. Everyone calling or contacting CCFAA has the right and expectation that their private situation and concerns are and shall be treated as confidential. The disclosure by an employee of any such private or confidential information is strictly prohibited.

PERSONNEL FILES

Personnel records shall be kept and maintained by the Board of Directors Chair or Office Manager. The Board of Directors shall have access to these records and supervisors may review the files of their reports. The employee's personnel file shall include job application form, resume, performance evaluation and reviews relating to job performance, disciplinary records and documentation, records of wage and salary changes, attendance records, and any other employment related documents deemed appropriate by the Office Manager, and/or the Board of Directors. All medical records, including records of medical approval to return to work following injury or illness will be kept in a separate file.

Employees, former employees, or their designated representative, have the right to examine their personnel file within 30 days of a request to either Office Manager, or the CCFAA Board of Directors Chair. The right to review personnel documents excludes letters of reference, documents related to criminal investigations, and privileged documents. Employees may inspect their file during normal working hours and in the presence of the CCFAA Office Manager. Employees, or their representative, may request a copy of material in the file, but may not alter, add to, or delete any existing information in the personnel file.

Access by others is granted only for legitimate CCFAA business, on a legal need-to-know basis, or if approved or directed by the CCFAA Board of Directors Chair.

Employees shall have the right to add information to their Personnel file in response to adverse action.

SAFETY IN THE WORKPLACE

Safety is achieved in the workplace through teamwork. As a team, each employee must practice safety awareness by anticipating unsafe conditions and reporting any unsafe conditions immediately. An employee shall immediately notify their supervisor of:

1. Any existing emergency situation on or about or affecting CCFAA, including weather warnings.
2. Conduct by anyone that creates unsafe conditions for others.
3. Anyone using alcohol or illegal drugs on or about CCFAA premises.
4. Any faulty equipment or machines.
5. Whether they need help lifting any heavy objects.
6. If they become injured or sick at work.

WORKPLACE VIOLENCE PREVENTION

CCFAA's policy is 'zero tolerance' for actual or threatened violence against co-workers, visitors, or any other persons who are either on our premises or have contact with employees in the course of their duties. Security and safety in the workplace is every employee's responsibility.

All employees, clients and visitors to our agency should be treated with courtesy and respect at all times. Employees must refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises.

All suspicious individuals or activities should be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening. In situations where an employee becomes aware of an imminent act of violence, a threat of imminent violence, or actual violence, emergency assistance must be sought immediately. In such situations, the employee should immediately contact the Office Manager in person or via office telephone number (916) 454-1771 and, if appropriate, contact law enforcement by dialing 911. When reporting a threat of violence, be as specific and detailed as possible.

CCFAA encourages employees to bring their disputes or differences with other employees to the attention of the Office Manager, or the CCFAA Board of Directors Chair. before the situation escalates into potential violence. CCFAA is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns prior to any violent acts or threats.

Every verbal or physical threat of violence must be treated seriously and reported immediately to the Office Manager, or the CCFAA Board of Directors Chair. The Office Manager and or CCFAA Board of Directors Chair will be responsible for consulting with the appropriate resources and witnesses. This may include, in appropriate cases, consultation with the supervisor of the employee who made the threat, the threatened employee and/or any witnesses. Where a violation of the policy is found, the Office Manager or CCFAA Board of Directors Chair will take appropriate corrective action.

Full cooperation by all employees is necessary for the employer (CCFAA) to accomplish its goal of maximizing the security and safety of its employees. Employees should direct any questions they have regarding their obligations under this policy to the Office Manager, or CCFAA Board of Directors Chair. Employees can report violation of the policy and raise any questions regarding their obligations or this policy without fear of reprisal of any kind.

CALIFORNIA CLEAN AIR ACT

Pursuant to the California Clean Indoor Air Act, smoking is prohibited anywhere in CCFAA

offices. To provide a safe and healthy environment for employees and visitors, smoking is only permitted outside the office building in the designated areas.

SOLICITATION AND DISTRIBUTION

To maintain the orderly and efficient functioning of CCFAA:

1. Solicitation of any kind by an employee, of an employee, volunteer, visitor or customer is strictly prohibited on CCFAA premises, including the office building at large and the parking lot. Except for CCFAA approved or sponsored events or programs.
2. Employees are strictly prohibited from distributing literature, including handbills on CCFAA premises, including the office building at large and the parking lot. Except for CCFAA approved or sponsored events or programs.
3. The posting of materials or electronic announcements are permitted only with approval from Office Manager or CCFAA Board of Directors Chair.

PERSONAL PHONE CALLS AND INTERNET USAGE

CCFAA staff shall keep personal phone calls to a minimum while at work. Staff shall limit personal phone calls to break times and shall not make personal calls when responsible for supervision of the office or volunteers

CCFAA staff shall not be allowed to make any personal long-distance calls or any “900” calls from CCFAA telephones unless those calls are charged to the staff person’s residence telephone.

Personal cell phones shall be used during appropriate break times so as not to interfere with the regular office routine.

CCFAA computers and email systems shall be used only for CCFAA business. Personal use of CCFAA computers and email systems are prohibited unless approved by the Office Manager.

CCFAA reserves the right to access the email system from time to time without notice to the employee. Employees acknowledge that CCFAA does not consider the email system as private to the employee and that by using the system the employee consents to access.

Unrestricted access to the Internet is provided as a communication, research and support tool to facilitate CCFAA business. As such, Internet access should normally be limited to CCFAA business. Accessing, downloading, transmitting, or viewing of any

material that may be deemed illegal, discriminatory, disruptive or designed for personal gain is strictly prohibited.

SOCIAL MEDIA GUIDELINES

Web applications that facilitate information sharing and collaboration include web-based communities, social-networking sites, video-sharing sites, wikis, blogs, and countless others. Together, these technologies are known as “social media.” As the popularity and integration of social media continues to increase in popularity, a number of new issues and questions are raised about proper use. These Guidelines were created to assist CCFAA employees to effectively and responsibly navigate issues unique to social media.

These Guidelines apply to all CCFAA employees who participate in social media or other Internet activity. The Guidelines apply without regard to whether the conduct occurs during working or non-working time. Similarly, the Guidelines apply regardless of whether CCFAA equipment is used. If, at any time, you are uncertain about how to apply these guidelines or have any question about your participation in social media, you should seek the guidance of the Office Manager or CCFAA Board of Directors Chair.

Social media is in a state of constant change and CCFAA recognizes that there will likely be events or issues that are not addressed in these Guidelines. Therefore, the responsibility falls to each individual to use good judgment and, when in doubt, to ask for clarification or authorization *before* engaging in any questionable conduct online.

The following Guidelines should be considered when posting or reviewing materials online.

1. Information becomes public the moment it is published on the Internet. CCFAA employees should be mindful of the public nature of the Internet when engaging in conduct online. Further, employees should expect that other CCFAA employees, including senior management, will see anything that you post online.
2. Unless given written consent, you may not represent in any way that you are speaking on behalf of CCFAA. CCFAA has designated the PI/CPC Committee as spokesperson for CCFAA in all media statements to ensure consistent messaging. All Media inquiries on CCFAA operations should be referred to the CCFAA Board of Directors.
3. All postings on social media must comply with our confidentiality and disclosure of proprietary information policies. Do not upload, post, or share photographs of CCFAA staff or clients taken at any CCFAA-sponsored event or pictures taken inside a CCFAA office or work-related documents or e-mail exchanges. Similarly, preserve the confidentiality of client information, including the identity of current, former, and prospective clients. If you are unsure about the confidential nature of information you are considering posting, consult with the Office Manager and/or CCFAA Board of Directors Chair.

4. Do not link to our website without written permission from the Office Manager, and/or CCFAA Board of Directors Chair.
5. Remember, you are responsible for what you write or present on social media. You can be sued by other employees or any individual that views your social media posts as an invasion of privacy, obscene, defamatory, harassing, libelous, or creating a hostile work environment.
6. You are encouraged to address any workplace concerns through internal channels rather than social media. This employee handbook describes various complaint resolution procedures that can be used for this purpose.
7. All agency policies that regulate off-duty conduct apply to social media activity including, but not limited to, policies related to illegal harassment, code of conduct, nondiscrimination, and protecting confidential and/or proprietary information.
8. Employees may not use CCFAA equipment for non-work-related activities without permission. Additionally, our Electronic Media policy applies to social media use at work, including our policy that personal use of our computers, including personal social media activities, should not interfere with your duties at work. We monitor our facilities and equipment to ensure compliance with this restriction.

This Social Media policy is not intended to interfere with employees' right to participate in concerted activity such as communicating with their coworkers regarding their wages, hours or terms and conditions of employment, or to their right to self-organize or join labor organizations or any other rights protected under the National Labor Relations Act.

DRESS CODE

CCFAA staff, while in the building or while representing CCFAA outside of the building, shall dress according to the prevailing community standards of good taste. All staff, including volunteers, will be dressed in clean clothing that is in good repair without stains, holes, tears, or frays. Clothes must fit appropriately and look professional. The Office Manager is responsible for identifying clothing that does not meet the guidelines and to manage staff accordingly.

CONFLICT OF INTEREST

A Conflict of interest includes a personal or financial interest or involvement in any client or supplier of CCFAA, including outside employment or consulting. If an employee or any of his or her close relatives (spouse, domestic partner, child, sister, brother, parent, grandparent, or in-laws) has, or is considering having, a personal or financial interest in a client, competitor, or supplier of CCFAA or real estate adjacent to a CCFAA location, the employee must disclose the

interest or relationship to the Office Manager or CCFAA Board of Directors Chair. Furthermore, employees may not give or accept gifts, loans, or favors from persons having business relationships with CCFAA. The receipt or giving of small gifts or casual entertaining for business purposes, however, is not prohibited. Failure to promptly disclose actual or potential conflicts of interest to the Office Manager or CCFAA Board of Directors Chair may result in discipline, up to and including dismissal. Whenever these issues arise, contact the Office Manager or CCFAA Board of Directors Chair to discuss the issue. CCFAA via the members of the Board of Directors reserves the right to determine whether any relationship represents an actual or potential conflict of interest in violation of this policy.

WHISTLEBLOWER POLICY

CCFAA encourages its employees to report improper activities in the workplace and will protect employees from retaliation for making any such report in good faith.

1. Employee Rights

Employees have the right to report, without suffering retaliation, any activity by CCFAA or any of our employees that the employee reasonably believes: 1) violates any state or federal law; 2) violates or amounts to noncompliance with a state or federal rule or regulation; or 3) violates fiduciary responsibilities by a CCFAA nonprofit corporation. In addition, employees can refuse to participate in an activity that would result in a violation of state or federal statutes, or a violation or noncompliance with a state or federal rule or regulation.

Employees are also protected from retaliation for having exercised any of these rights in any former employment.

The whistleblower protection laws do not entitle employees to violate a confidential privilege of CCFAA (such as the attorney-client privilege) or improperly disclose trade-secret information.

2. Where to Report

Employees have the duty to comply with all applicable laws and to assist CCFAA to ensure legal compliance. An employee who suspects a problem with legal compliance is required to report the situation(s) to the Office Manager. If the complaint involves the Office Manager, the problem should be reported to the CCFAA Board of Directors Chair. If the complaint involves the Board of Directors then the complaint should be reported to the CCFAA Delegate Chair.

Employees may also report information regarding possible unlawful activity to an appropriate government or law enforcement agency.

3. Protection from Retaliation

It is the intent of this policy to encourage employees to report fraudulent or illegal activities and there shall be no retaliation for any reports made pursuant to this policy. Any employee who believes they have been retaliated against for whistle blowing may file a complaint with either the CCFAA Board of Directors Chair and/or CCFAA Delegate Chair. Any complaint of retaliation will be promptly investigated, and remedial action will be taken when warranted. This protection from retaliation is not intended to prohibit managers or supervisors from taking action, including disciplinary action, in the ordinary course of business based on valid performance-related factors.

OTHER EMPLOYMENT

Outside employment or other opportunities for financial gain should not lead to a conflict of interest or interfere with the employee's regular job duties. Employees are requested to review any outside employment or outside opportunities for financial gain with the Office Manager to ensure no conflict of interest exists.

DATING CO-WORKERS

Dating other CCFAA employees is not prohibited provided the following conditions exist:

1. The relationship is between peers.
2. Is not coercive or forced.
3. Is handled professionally and appropriately.

Because the Office Manager is responsible for performance reviews, scheduling, recommending raises and disciplining those that work for him/her, the Office Manager shall not date any employee she/he supervises. If a romantic relationship exists with a subordinate, personal feelings may affect the Office Manager's actions and judgment. In the event such a relationship begins to develop, it is the Office Manager's responsibility to report this matter to the CCFAA Board of Directors.

SEPARATION FROM EMPLOYMENT

A. Involuntary Resignation

Resignation is a separation of employment voluntarily initiated by the employee. If an employee fails to provide notice of his/her absence for a period of 3 days or longer, this will also constitute voluntary resignation. CCFAA requests, but does not require, that the employee provide at least 2 weeks' notice prior to the intended last day of work.

B. Involuntary Termination:

It is CCFAA's policy to make a reasonable effort to hire and retain qualified employees. However, employment at CCFAA is for no specified time, regardless of length of service of the

employee. CCFAA reserves the right to end our relationship with any employee at any time, with or without notice, for any reason not prohibited by law.

C. Layoffs

Situations may arise in which CCFAA's work force must be reduced because of either budgetary needs or reorganization. Any job-related factor or combination of factors may be used in reaching a decision of which positions to eliminate or which employees to separate from employment.

Laid-off employees may be eligible for rehire. Such employees may be required to compete with other candidates to determine who may be best suited for a job. There are no recall rights. An employee who has been laid-off has the responsibility to inquire about job openings and to apply through normal processes.

D. Final Pay:

A separating employee is given his/her final paycheck on the day of separation. However, if an employee resigns without notice, the final paycheck will be available within 72 hours of resignation. The final paycheck includes payment for all hours worked, paid absences during the current pay period, and accrued, unused vacation/PTO hours.

E. Return of CCFAA Property

Separating employees are expected to return to their supervisors all CCFAA-furnished tools, equipment, keys, etc. prior to the last day of employment. Arrangements for clearing any outstanding debts with CCFAA and receiving final pay should be made with the Office Manager. Any confidential information received while employed at CCFAA belongs solely to CCFAA and must be kept confidential even after the employment has ended.

F. Reference Requests

No reference information other than a verification of dates of employment, wage and title(s) will be given out to a third party without prior written authorization by the employee. No employee, other than the Office Manager, and/or CCFAA Board of Directors Chair is authorized to provide employment references for agency employees.

H. Exit Interview

All resigning employees are offered, and it is requested that they complete a brief exit interview with the Office Manager, and/or CCFAA Board of Directors Chair. The purpose of the exit interview is to:

1. Obtain feedback regarding the employee's level of satisfaction working for CCFAA.
2. Understand the employee's reason for leaving.
3. Obtain suggestions for improving service and management practices.
4. Inform employee about their rights, privileges and benefits.
5. Outline the procedures for obtaining benefits.
6. Inform employee they must keep CCFAA informed of their current address to receive benefit information and income tax documents.

7. Inform employee that references for any future employer shall be limited to confirming the time period of their employment with CCFAA.

SECTION 7- VOLUNTEERS

VOLUNTEERS VITAL FOR SERVICE

Volunteers play a vital role in the functioning of CCFAA. Volunteers who are flexible, cooperative and willing to follow instructions are necessary in maintaining the orderly and efficient functioning of the Office. Volunteers provide the essential additional help necessary for maintaining vital services. Volunteers can also play a vital role in communications between CCFAA and the groups, and bring to the office new ideas and the concerns of the fellowship.

VOLUNTEER'S RESPONSIBILITY TO A.A.

When working in CCFAA, a volunteer may be the only contact an outsider or newcomer may have with the AA program. The ideas and attitudes conveyed, therefore, must represent the fellowship as a whole rather than the specific ideas or beliefs of any particular member, however well meaning. In this manner we hope to eliminate any concerns a newcomer might have about participating in Alcoholics Anonymous.

Volunteers who deviate from established procedures, without cause, and who are unwilling to work with other volunteers or staff as a team, may hamper the orderly and efficient functioning of CCFAA, and may even pose a danger to others. In such instances the Office Manager may have an individual determined as not fit to participate as a volunteer, notwithstanding any opinions to the contrary.

Just remember: I am Responsible...When anyone, anywhere, reaches out for help....

EMPLOYEE CONTACT WITH VOLUNTEERS:

CCFAA relies on hundreds of volunteers each year to fulfill its mission. As a CCFAA employee, you will be required to have contact and communicate effectively with volunteers.

Communicating effectively with volunteers and encouraging their participation includes the following:

1. Greeting volunteers in a friendly manner when they arrive.
2. Thanking volunteers for participating when they leave.
3. Encouraging them while they are working.
4. Letting the volunteer's supervisor know if the volunteer is having

difficulty with a project.

5. Letting the Officer Manager know of any work-related problems with the volunteer, addressing any unresolved problems.

CHANGES TO PERSONNEL POLICIES

1. These Personnel Policies may be changed by a majority vote of the Delegates present at a regular CCFAA Delegates meeting. (Note: Changes that are made due to state or federal law do not need to be presented to Delegates for approval, but the Delegates should be advised that changes were made to maintain compliance with the state or federal law.)
2. Proposed changes to these Personnel Policies shall be submitted, in writing, to the CCFAA Board of Directors Chair. Such proposed changes shall specify the title and paragraph to be changed along with the reason for the change.
 1. The By-Laws and Operating Procedures Committee shall review the changes, to insure the compatibility to the By-Laws and Operating Procedures.
 2. The CCFAA Board of Directors shall review and by majority vote decide to send them in their current form onto the delegate body.
 3. The CCFAA Delegate chair shall announce to the Delegates the proposed changes.
 4. The Office Manager shall publish the proposed change in the following month's By-The-Way, and on-line via CCFAA's website.
 5. Then the By-Laws and Operating Procedure Chair shall make a report to the Delegates at the next Delegates meeting and answer any questions.
 6. The Delegates vote to accept or reject the proposed changes after the By-Laws and Operating Procedure Chair has made his report.
7. Should the changes pass, they shall be recorded in the Personnel Policies Handbook and be available to any active Delegate at Central Office upon request. If not the change is dropped or the process starts over.
8. The Office Manager shall have each employee sign and acknowledgement that he/she has read and understands the updated personnel handbook. The Office Manager will maintain the signed acknowledgement in each employee's personnel file.

EMPLOYEE ACKNOWLEDGEMENT

This acknowledges that I have received a copy of the CCFAA Employee Handbook and understand that it contains important information regarding CCFAA’s general personnel policies and my privileges and obligations as an employee. I acknowledge that I am expected to read, understand, and adhere to CCFAA’s policies and I will familiarize myself with the material in the Handbook. I understand that CCFAA may rescind or add to any policies, benefits or practices described in the Handbook, other than the employment-at-will policies, from time to time in its sole and absolute discretion with or without prior notice. CCFAA will advise employees of material changes within a reasonable time. I understand that if I have any questions regarding the contents of this handbook, I should ask the Office Manager or CCFAA Board of Directors Chair for clarification.

I further understand that nothing in this handbook is meant to interfere with employees’ rights to discuss the terms and conditions of employment or any other right conferred under Section 7 of the National Labor Relations Act.

Employee Signature

Date

Employee’s typed or printed name

cc: Employee, Personnel File

