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Employee, Volunteer and Intern Rules, Roles and Responsibilities

All of these rules and policies apply to all staff, interns, and volunteers at the Center.

- 1) All personnel regularly assigned to the Center must obtain identification and have it displayed at all times while in the Center. This includes paid and volunteer staff.
- 2) All personnel should only remain at the Center for their duration of their assigned shift or schedule.
- 3) Food and drink is only allowed in the dining room, the staff lounge or in a first floor staff office. Food is not permitted in the Second Floor Offices. Please clean up after yourself.
- 4) Smoking is only permitted in the smoking area outside the building.
- 5) It is never appropriate to ask any guest for cigarettes, money or to run errands. Nor is it appropriate to give cigarettes, money or accept the request to do a favor on behalf of a guest. All guest needs should be handled as any other requests through the program staff. (see policy on Fraternization, attached).
- 6) Food and beverages served for guests at the center is not to be consumed by Staff. The coffee in the staff lounge has to be purchased by staff. Please contribute \$.50 to the donation can when you have a cup of coffee so we can replenish when needed.
- 7) The refrigerator will be cleaned out each week -- so please remove your unfinished food by the end of the day. Items left at the end of the weeks will be thrown away. Also, please do not put your entire lunch tote in the refrigerator. It takes up too much space and there are many of us who need to use the refrigerator.
- 8) Only Program Management (Julia, Jodi, Mary or Tia) may ask a guest to leave. You need to consult with them regarding problem situations and before asking a guest to do so. Also, security must be alerted in this situation.

- 9) All staff must be awake and alert while at work. No sleeping is permitted and staff may not bring in blankets, pillows or slippers for use in the Center.
- 10) This is a 24 hour program and as such you must remain on your shift until the next shift comes in. If that person fails to report please notify your supervisor immediately.
- 11) All staff must be familiar with the Guest Rules (copy available from your supervisor) and actively enforce such rules. This includes, no television on in common areas between 9:00am and 4:00pm on weekdays, guests should not stay in their bedrooms during those same hours without permission, no hanging personal effects on the walls, no use of drugs and/or alcohol on the premises. All personnel should be actively ensuring adherence to these rules.
- 12) The Center phones and computers are for work purpose only. Staff must use their own cell phones for their personal calls unless it is an emergency. Use of the computers for the purposes of gambling or visiting illicit sites is strictly prohibited and monitored through cyber patrol By Bergen County.
- 13) All press and media contacts should be directed to the Center Director. No employee shall have contact with media (TV, radio, newspapers, etc.) on any subject related to The Center without the express permission of the Center Director or his/her appointed representative.
- 14) The laundry room facilities, computer training rooms and kitchen are for the provision of services to guests and are not for staff use.
- 15) Staff will be required to get TB clearance, i.e., either results of a negative TB test or letter from doctor about positive result. A positive TB test does not necessarily indicate symptomatic or contagious TB, a doctor can indicate that as person is not contagious or in need of treatment.
- 16) Guests at the center expect and are entitled to confidentiality regarding sensitive and protected information. Violating Client or Agency Confidentiality is forbidden. It is also a best practice to be sensitive to those in earshot when you are talking with someone. It is important as well to be aware of your surroundings and not talk about guests in an area where you can be overheard.

- 17) All personnel must maintain a professional boundary in their relationship with all guests both inside and outside of the Center. There is to be no socialization with guests outside of the program. Personnel should not divulge personal information to guests including their private phone numbers or home addresses. Personnel are not to drive guests at anytime unless authorized and insured by their respective agency. See Fraternalization policy, attached for further guidance.
- 18) All guest problems, concerns and conflicts are to be managed by personnel and situations deescalated by staff whenever possible. If you need support contact your supervisor or Center management. Security should only be involved if control is not able to be maintained and the individual requires escort out of the facility or the police/ambulance needs to be called.
- 19) Donations can be accepted only by a manager or supervisor, and donation guidelines must be followed. The Center does not accept prepared food at the front door unless prior arrangements have been made. Donations are never to be taken by staff as their own. Decisions on the disposition of donated items will be made by program managers.
- 20) Appropriate work attire is required at the Center at all times. Shorts, tank tops, revealing or unclean clothing is not appropriate for this environment. Consider shoes that are safe and comfortable for walking the building during your shift.
- 21) All personnel are expected to communicate to each other and guests in a way that does not discriminate in any way and that is professional and respectful. See Discrimination and Harassment Policy, attached.

Staff Drug and Alcohol Policy

In Working at the Center, it is important that we are all at our best. Alcohol and Drugs on the Center property is forbidden for staff and anyone reporting to work under the influence or appearing under the influence will not be able to work and will be referred to a supervisor for further action.

- 1) The unauthorized use, possession, purchase, sale, distribution, manufacture, transportation or dispensing of alcohol or being under the influence of alcohol is forbidden.
- 2) Also, the use, possession, purchase, sale, manufacture, distribution, solicitation or resale or use, transportation or dispensing of any illegal drug or other controlled substance; or being under the influence of any illegal drug or other controlled substance is forbidden.
- 3) The abuse of any legal drug, the purchase, sale, manufacture, distribution, transportation, solicitation for sale or use, dispensation or possession of any legal prescription or over-the-counter drug in manner inconsistent with the law, prescription or labeling; or working while impaired by the use of a legal drug.

From time to time, medications may be prescribed for an employee by his/her physician which interfere with the individual's ability to perform his/her duties. In such cases, the employee must discuss this with his/her supervisor.

An employee will not be allowed to work if there is reasonable suspicion that s/he is under the influence of alcohol or drugs. "Reasonable suspicion" includes a suspicion that is based upon specific personal observations, such as an employee's manner, disposition, muscular movement, appearance, behavior, speech, eyes or odor; information provided to management by an employee, law enforcement officials, security service or by other persons believed to be reliable; or suspicion that is based on other surrounding circumstances.

POLICY ON DISCRIMINATION AND HARASSMENT

The Center is strongly opposed to unlawful harassment and discrimination. Unlawful harassment of or discrimination against any employee, guest, volunteer, or other person seeking accommodations, advantages, facilities, privileges, services on the basis of the fact or perception of a person's race, color, creed, religion, national origin, ancestry, age, height, weight, sex, sexual orientation, gender identity, domestic partner status, marital status, physical disability, mental disability, medical condition, Acquired Immune Deficiency Syndrome or HIV status (AIDS/HIV status), or immigration status, or association with members of such protected classes, or in retaliation for opposition to discrimination against such classes, is strictly prohibited except where discrimination is *legally* permitted, such as for bona fide occupational requirements or disqualifications.

It is the intention of the Center to take whatever action is necessary to prevent, correct and when necessary, support discipline to the extent of discharge, when behavior violates this policy, provided such allegations are proven within the accepted procedures.

(C) "Harassment" refers to the following behavior:

- unwelcome sexual advances;
- requests for sexual acts or favors;
- insulting or degrading remarks or other conduct;
- threats, demands or suggestions that a staff member's work is contingent upon toleration or acquiescence to sexual advances; or
- any other unwelcome statements or actions that are sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance or create an intimidating, hostile or offensive working environment.

Examples of Harassing Behavior:

- Overt unwelcome sexual advances; requests for sexual favors; other verbal, non-verbal or physical conduct of a sexual nature; leering, making sexual gestures; displaying of sexually suggestive objects or pictures, screen savers, cartoons, or posters; making graphic verbal comments about an individual's body; using sexually degrading words to

describe an individual; writing, displaying, or distributing suggestive or obscene letters, notes, invitations; touching, assault, impeding or blocking movements.

- Insulting or degrading remarks or other conduct regarding race, religious creed, sexual orientation, age, marital status, veteran status, sex, color, ancestry, medical condition, national origin, or disability.

Those covered by this Policy may file a complaint of unlawful harassment or discrimination with the Director, or Associate Director, of the Center.

Other related conduct prohibited under this policy includes:

- retaliating against or threatening to retaliate against any person making a complaint of unlawful harassment or discrimination or serving as a witness to an alleged act of unlawful harassment or discrimination;
- condoning, encouraging, or failing to report unlawful harassment or discrimination;
- failing to keep investigatory information confidential;
- falsifying information; or
- failing to cooperate with or impeding an investigation.

POLICY ON FRANTERNIZATION

Fraternization with current or former clients of The Center, defined as any contact or association by an employee with a client at or away from the work site or other Employer program which is social, personal or intimate in nature and not specifically authorized by the Executive Director or designated department head.

Given the nature of the work of The Center, Fraternalization is prohibited. To avoid the risk of exploitation or harm to a client, all staff, volunteers and interns, shall refrain from fraternization. Examples and additional information are provided below.

In the event a person is accused of fraternization not specifically described in the list as follows, The situation will be investigated and referred to appropriate supervisors for follow-up and/or disciplinary action.

Further, in the circumstance when an employee has a preexisting relationship with someone who becomes a client of the Employer, the staff person will immediately advise his/her program director of the situation. There shall be no disciplinary action initiated for such disclosure. A plan will be created by management with guidelines for the employee to follow in this situation. The goal of the plan will be to support the employee and ensure professional conduct. Failure to follow the plan may result in disciplinary action.

Examples of Fraternalization : Employees may not engage in the following activities with current clients or former clients unless the former client (a) has received no services from the employer for at least one year; and (b) is not apparently OR known to be involved in counseling or treatment which indicates vulnerability. Fraternalization includes, but is not limited to these examples.

- a. Accepting gifts, gratuities, or money
- b. Borrowing money or items
- c. Lending or giving money
- d. Holding or keeping money (except within the money management and savings program)
- e. Holding or keeping items (except for items held as described in the admissions brochure)
- f. Serving as representative payee, under a Power of Attorney, or other representative or similar position
(continued)

- g. Accepting bribes
- h. Hiring in a personal business or enterprise
- i. Purchasing anything or selling anything
- j. Providing a ride at anytime in a non-Employer vehicle.
- k. Accompanying outside the Employer's premises when not on Employer business
- l. Serving as sponsor to or being sponsored by a client or former client in 12-step or similar programs.
- m. Touching in any way, shape or form, except as outlined in the policies and procedures for dealing with violent and threatening behavior or in the case of self-defense, crisis situation or medical emergency.
- n. Engaging in sexual activities or sexual contact with current or former clients because of the potential for harm to the client.

I have read the above rules and agree to conduct myself according to its principles:

Employee/Intern/Volunteer Name: _____

Signature : _____ Date: _____