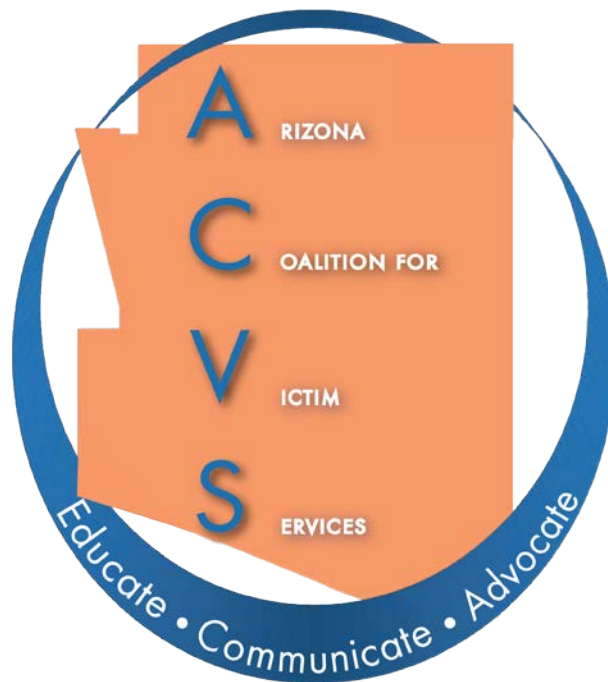


Policies and Procedures Manual



Approved by the ACVS Executive Committee – September 2019

**Arizona Coalition for Victim Services (ACVS)
Policies and Procedures Manual**

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The Policies and Procedures Manual contains essential information about the Arizona Coalition for Victim Services (hereafter referred to as “ACVS”). The manual is intended to be a guideline of policies and procedures—it is **not a contract of employment “rights” or supervisor “absolutes”**, nor does it offer an answer for every situation. ACVS strives to achieve the guidelines set forth in the manual, however, reserves the right to exercise individual discretion and to change the guidelines at any time.

100 INTRODUCTION & ORGANIZATIONAL PHILOSOPHY

Statement of Purpose 101

The Arizona Coalition for Victim Services is an unincorporated network of agencies, which provide services to crime victims. The Coalition is a non-profit agency. The stated purpose of the Coalition is to:

- A. Facilitate communication between those agencies that provide services to crime victims;
- B. Improve the quality of services provided to crime victims through education, training and advocacy;
- C. Educate and advocate on all governmental levels regarding issues that affect victims and providers of victim services.

Code Of Ethics And Conduct 102

All employees and volunteers of ACVS are expected to maintain high standards in all relationships. These standards must be practical and applied reasonably to all employees and volunteers. To that end, the ACVS agrees that each employee/volunteer shall:

- Make the safety and well-being of ACVS clients* the basis of all decisions and actions in accordance with ACVS’s mission.
- Maintain professional, courteous and appropriate relationships with clients, volunteers, and community members.
- Strive for efficiency and continuous learning in the employee/volunteer’s field of work.
- Fulfill all job responsibilities with honesty and integrity.
- Respect local, state, and national laws.
- Implement all ACVS policies, rules, and regulations.
- Avoid using his/her position for personal gain, partisan politics, or furtherance of personal religious beliefs.
- Safeguard all ACVS properties, equipment, and materials.
- Promptly reports any errors, damages or failures.
- Honor all commitments until fulfillment or release.
- Maintain confidentiality except when required by law, or when the safety of an individual or ACVS may be jeopardized.
- Respect the ethical standards of ACVS volunteers, employees and members.

* For purposes of this document, clients are defined as anyone who attends an ACVS sponsored event or uses ACVS services

All employees and volunteers of ACVS are expected to conduct themselves in a manner consistent with effective and orderly business practices. No employee or volunteer, by action or inaction, shall disrupt or encourage disruption of any ACVS activity. All employees/ volunteers shall at all times attempt to maintain order, abide by all ACVS policies, rules, and regulations, and carry out all directives of their supervisor or the Executive Committee.

Conflict Of Interest **103**

A conflict of interest may occur when the personal interests of an employee, volunteer or Executive Committee member of ACVS and/or her/his family comes into conflict with the interest of ACVS. To avoid any action that could be interpreted as using their position at ACVS unfairly, all employees, partners, and family members shall refrain from serving on the Executive Committee of ACVS or any other organization known to be or likely to become an applicant for ACVS funds.

No employee/volunteer/Executive Committee member shall engage in any business transaction or shall have a financial interest direct or indirect, which is incompatible with the proper discharge of his/her duties or which would tend to impair her/his independence of judgment or action in the performance of her/his duties at ACVS.

At Will Employment **104**

All ACVS employees have an Employment-At-Will relationship with ACVS. This means that the employment relationship may be ended by either party at any time, for any reason, with or without notice. Nothing in this policy manual is to be construed as a contract, either expressed or implied, that changes the Employment-At-Will relationship. The At-Will status of any employee can be altered only by a document signed by the Executive Committee.

200 WORKPLACE AND EMPLOYEE POLICIES

Equal Opportunity/Non-Discrimination Policy **201**

ACVS is an Equal Opportunity Employer operating in compliance with applicable Equal Opportunity and non-discrimination laws. ACVS will employ the best qualified personnel without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, ancestry, familial status, marital status, disability, or veteran status. Unless otherwise required by law, this policy applies to recruiting, selecting, training, promoting and all other personnel actions and conditions of employment such as compensation, benefits, transfers, layoffs and reinstatements, and corrective measures.

Drug And Alcohol Free Workplace **202**

Employees/volunteers shall not manufacture, possess, sell, offer to sell, transfer, use, or be under the influence of alcohol, any illegal drugs or non-prescribed controlled substances while on duty or in the workplace. Controlled substances are those substances listed in schedule I through V of section 812 of Title 21, United States Code. Workplace is defined as any building or premises used by ACVS, any property owned or leased by ACVS for any purpose, or any place employees occupy while conducting ACVS business. The only exception made to this rule is for special ACVS events where alcohol may be served.

Harassment And Sexual Harassment 203

Harassment on the basis of race, ethnicity, color, religion, national origin, age and/or disability violates federal and state law. Harassment is an intentional pattern of verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of her/his race, ethnicity, color, religion, national origin, age, sex, sexual orientation, gender expression and/or disability and that (1) has the purpose or effect of creating an intimidating, hostile, or offensive work environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities. Harassing conduct can be hostile or intimidating acts, verbal slurs or threats, or written or graphic material that shows hostility of aversion towards an individual or group because of race, ethnicity, color, religion, national origin, age, sexual orientation, gender expression and/or disability in the workplace.

Sexual harassment is a violation of federal and state law. Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitutes sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

ACVS strictly prohibits all forms of harassment. If you believe that you or a co-worker has been subjected to harassment by an employee or by a client, immediately report this to a member of the Executive Committee, who will investigate your complaint and take appropriate action.

Americans With Disabilities Act 204

ACVS shall comply with all applicable provisions of the Americans With Disabilities Act (ADA). Full consideration for any employment or volunteer opportunity will be extended to any qualified disabled person who, with or without reasonable accommodation, can perform the essential functions of any job under consideration. Discrimination based solely on disability without consideration of qualifications and reasonable accommodation is prohibited.

Immigration Reform And Control 205

The Immigration Reform and Control Act of 1986 (IRCA) prohibits ACVS from employing foreign nationals who lack proper authorization to be in the U.S. IRCA requires that all employers keep records on each person hired. During the hiring process all employees must fill out an I-9 form. If at any time an employee's status for employment changes, she or he is required to notify ACVS of the change in status within 30 days.

300 EMPLOYMENT POLICIES

Definitions Of Employment Status 301

- **Temporary:** Employees who are hired to work for a limited, specific period of time regardless of the number of hours worked. They may or may not be contract personnel. They are typically not granted benefits.
- **Full-Time:** Employees regularly scheduled to work 32 hours or more per week.

- **Part-Time:** Employees regularly scheduled to work less than 32 hours per week.
- **Exempt:** Employees whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and are exempt from overtime pay requirements (generally this applies to all salaried employees who are employed in executive, administrative or professional capacities).
- **Non-Exempt:** Employees whose positions do not meet FLSA exemption tests are paid at 1½ times the regular rate of pay for hours worked over 40 hours a week. Hours that are not actual hours worked (e.g., vacation, bereavement, sick, personal days, and holidays) are not included in the overtime provision. Any hours worked in excess of forty (40) hours in any work week must be approved by a supervisor or the Executive Committee prior to the employee actually working the additional hours.
- **Work Hours:** Work schedules vary by position and are established for each position by the supervisor and/or Executive Committee.
- **Work Week:** The work week at ACVS begins at 12:00 am on Sunday and runs through 11:59 pm on Saturday.

Recruitment And Hiring 302

When there is a vacancy or a new position is created at ACVS, a recruitment and selection process will be carried out with the oversight of the Executive Committee. In its recruitment and employment process, ACVS strives to provide the best-qualified personnel available, with primary consideration given to maintaining the highest standards of performance, and to comply with ACVS's EEO/Non-Discrimination Policy and all appropriate local, state, and federal laws regarding recruitment and employment. ACVS will report all newly hired or rehired personnel to the State Directory of New Hires in compliance with the Arizona New Hire Reporting Program.

Performance Review 303

An employee performance review may be conducted at any time the supervisor or the Executive Committee deems it advisable to evaluate work performance, clarify job expectations and enhance employee productivity. A performance review may be carried out by an employee's supervisor, the Executive Committee or by a designated representative of the Executive Committee. All employees shall be given an opportunity to give verbal and written feedback about their evaluations. The evaluation and the feedback will become a permanent part of the employee's personnel record and cannot be removed or altered.

Corrective Action 304

Violations of work rules, instances or patterns of unacceptable behavior or misconduct which affect performance of one's job, or continued poor performance are subject to corrective action. ACVS reserves the right to determine the appropriate corrective action for any given performance issue. Correction action will normally be administered by the individual's immediate supervisor and/or designees of the Executive Committee. Discipline will normally become increasingly severe each time an offense or behavior is repeated or a performance improvement is not forthcoming; however, some types of misconduct or performance issues which affect the safety and well-being of clients are such that termination may be called for on the first occurrence.

Termination And Exit Interviews **305**

Employment at ACVS can be terminated at will, with or without cause, at the initiation of either the agency or the employee without advance notification. Employment with ACVS is normally terminated through one of the following actions:

- **Resignation – Voluntary termination by the employee:** Non-exempt employees who plan to resign are asked to give at least ten (10) working-days’ notice. Managerial and professional employees are requested to give at least twenty (20) working-days’ notice. Employees should submit their resignations in writing to their immediate supervisors or the Executive Committee and specify the date at which their services will stop and the reason for quitting their position with ACVS.
- **Discharge – Involuntary termination by ACVS:** This applies to those individuals whose employment at ACVS was terminated due to disciplinary reasons (see Corrective Action). Must be approved by the Executive Committee.
- **Reduction in Workforce – Involuntary termination by ACVS:** A reduction in work force occurs when an employee is terminated by ACVS for non-disciplinary reasons such as lack of work, reorganization, economic circumstances, or other reasons deemed necessary or appropriate by the agency.

All employees, regardless of their type of termination, should complete an exit interview with an ACVS representative designated by the Executive Committee. All keys to the facilities or other ACVS materials and/or equipment must be handed over to the immediate supervisor or the Executive Committee on or prior to the last day of employment. In accordance with current Arizona Revised Statutes, if employment is terminated by ACVS, all remaining salary and unused vacation time will be paid to the employee within three (3) working days of termination or the next pay period whichever is sooner. If an employee voluntarily resigns, he/she will be paid on the next regular payday following the employee’s last day of employment.

Arbitration **306**

Employee disputes can be time-consuming and very costly, particularly when they end up in lawsuits between the employee and the employer. Therefore, ACVS has adopted a mandatory arbitration process. Any grievance not resolved internally goes to mandatory arbitration. Under this program, it is a condition of employment that every employee agree to submit any dispute arising out of employment with ACVS that is not resolved internally to arbitration through the American Arbitration Association, or another mutually agreed upon arbitrator. Arbitration is a process in which a dispute is presented to a neutral third party, the arbitrator, for a final and binding decision. The arbitrator makes this decision after both sides present their arguments at an arbitration hearing. While there is no jury, the arbitrator can award anything an employee might seek through a court of law. The arbitration program does not prevent an employee from filing a charge with the Equal Employment Opportunity Commission or the state civil rights agency.

400 COMPENSATION POLICIES

Payroll Deductions **401**

The following mandatory deductions will be taken from all gross wages paid to employees: federal income tax, Social Security FICA tax, and applicable city and state taxes. Every

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employee must fill out and sign a federal withholding allowance certificate, *IRS Form W-4* and *Arizona Form A-4*, on or before his or her first day on the job. This form must be completed in accordance with federal regulations. The employee may fill out a new *W-4* or *A-4* at any time when her/his circumstances change. Every employee will receive an annual *Wage and Tax Statement, IRS Form W-2*, for the preceding year postmarked on or before January 31. Any employee who believes that her/his deductions are incorrect for any pay period, or on *Form W-2*, should check with her/his supervisor immediately.

Pay Periods And Paydays 402

ACVS follows a bimonthly pay period. Pay periods run from the 1st -15th of the month and then from the 16th to the end of the month. Paydays will normally occur on the 15th and the last day of each month unless it falls on a weekend or holiday.

Pay Advances 403

ACVS does not offer pay advances.

Pay Increases 404

Employees of ACVS may be eligible for a pay increases at the sole discretion of the Executive Committee. The decision to grant a pay increase and the amount of the increase will be based upon merit and availability of funds as determined by the employee's supervisor and/or the Executive Committee.

Timesheets 405

Employees of ACVS may be required to keep timesheets. The Executive Committee will decide if an employee shall keep a timesheet based on a number of factors including grant and funding requirements. Timesheets will be sent to a member of the Executive Committee who will enter and approve the time in the chosen payroll system. A designated representative of the ACVS Executive Committee will keep timesheets on file.

Travel and Mileage 406

ACVS will pay mileage, travel and per diem expenses at the current Arizona state rates. Mileage, travel and per diem must be approved in advance by the supervisor or an appointed designee of the Executive Committee.

Accountable Plan 407

ACVS will reimburse employees and Executive Committee members for any ordinary and necessary business and professional expenses incurred on behalf of ACVS only if the expenses are properly substantiated and adequately accounted for by the ACVS Treasurer and accounting agency. Proper substantiation includes receipts and mileage logs. Employees and Executive Committee members must submit for reimbursement to the Treasurer no later than 60 days after the expense is paid or incurred. Advances are not permitted.

Executive Compensation 408

The members of the ACVS Executive Committee, provided for in the By-Laws as the Chair, Vice Chair, Treasurer, and Secretary, perform their individual roles as volunteers of ACVS and are not entitled to compensation to include salary, wages or benefits.

500 LEAVE AND TIME OFF POLICIES

Paid Time Off (PTO) 501

PTO stands for “paid time off” and is a combination of paid vacation, sick and personal leave. Each employee decides how to spend her/his PTO hours, but once used up, extra paid leave will not be granted for any reason.

Full-time employees shall accrue PTO of 2.33 hours of vacation time per pay period and 1 hour of sick time per pay period. PTO is pro-rated for part-time employees based on their FTE.

Requests for paid time off should be submitted to the supervisor in writing, no less than two weeks in advance, except for illness or emergency or with the agreement of the employee’s supervisor. Every effort will be made to accommodate an employee’s request for time off; however, ACVS has the right to deny a request if it will adversely affect the organization.

Any unused time at the end of each calendar year of employment will be added to the following year’s total of available time. However, an employee may accrue a maximum of 20 days of PTO (the number of hours adjusts according to their FTE; e.g., full-time equivalent would be 160 hours, half-time 80 hours, etc.) at any one time. PTO will only be cashed out upon termination, thus it is to the employee’s benefit to make use of PTO hours throughout the year.

Paid Holidays 502

ACVS will observe 10 holidays each year. Staff is generally not expected to work, unless their specific job duties (e.g., on-call staff) require them to do so. All employees are entitled to be paid for holidays based upon their regularly scheduled hours. Any non-exempt employee who received prior authorization from their immediate supervisor to work on a holiday will be paid at double their normal rate. The paid holidays are: New Year’s Day, Martin Luther King Junior Day, President’s Day, Memorial Day Observed, Independence Day, Labor Day, Veteran’s Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

Jury Duty Or Court Witness 503

An employee called for jury duty or subpoenaed by the courts will immediately notify his/her supervisor and/or the Executive Committee of the summons or subpoena. No employee will be subjected to corrective action because of the length of time spent as a jury member or witness. Similarly, no employee shall lose seniority or precedence while absent from employment due to serving as a member of a jury. Upon return to employment, the employee shall be returned to his/her previous position or to a similar position commensurate with his/her ability and experience, as seniority and precedence would ordinarily entitle him/her. Proof of jury service will be required. ACVS will pay the difference between the employee’s salary and the compensation provided by the court. If an employee serves less than a full day, they are expected to return to work. Time spent on jury duty is not counted as hours worked for the purpose of computing overtime pay; it does count toward accrued leave time.

Absent Without Leave 504

Staff members (employees) shall be considered “absent without leave” if absent from work for any reason not covered by ACVS policy, for exceeding the number of days of absence for any reason as covered by ACVS policy, or for failure to report to work without prior notification to

an immediate supervisor or the Executive Committee. An employee judged to be absent without leave is not eligible for compensation for that time and is subject to corrective action by her/his immediate supervisor or the Executive Committee up to and including dismissal.

Leaves Of Absence **505**

At the discretion of the Executive Committee, employees may be granted a leave for personal, family, medical, military, educational, or other reasons. All such leaves must be approved in advance by the Executive Committee. Employees may be granted up to twelve (12) weeks of leave per year or may take intermittent leave to reduce the usual number of hours per day or work-week. Employees may be required to use their PTO first and then any remaining leave time will be unpaid.

600 GENERAL POLICIES

Gift Acceptance **601**

ACVS accepts gifts that are consistent with its Statement of Purpose. Donations will generally be accepted from individuals, partnerships, corporations, foundations, government agencies, or other entities, without limitations. In the course of fundraising activities, ACVS will accept donations of money and in-kind services. The Executive Committee will review and consider other examples of donations due to liabilities they may pose for ACVS on a case-by-case basis.

Whistleblower **602**

ACVS encourages employees and Executive Committee members to raise serious concerns within ACVS prior to seeking resolution outside of the organization. ACVS Executive Committee members and employees need to observe high standards of business and personal ethics in the conduct of their duties within the organization and must comply with ACVS policies and all applicable laws and regulations. No Executive Committee member or employee who in good faith reports a suspected violation shall suffer harassment, retaliation, or adverse consequence based on the reporting. Anyone retaliating against someone who has reported a violation in good faith is subject to termination or removal from the ACVS Executive Committee.

Employees and Executive Committee members are encouraged to bring their questions, concerns or complaints to the ACVS Chair unless the Chair is the subject of the question, concern or complaint, in which case the individual may report to the Vice Chair. ACVS trusts that anyone filing a complaint concerning a suspected violation will be acting in good faith and have reasonable grounds to believe a violation may exist. Suspected violations may be submitted on a confidential basis by the complainant or be submitted anonymously. Reports of suspected violations will be kept confidential to an extent possible with the need to conduct an adequate investigation.

Document Retention and Destruction **603**

ACVS documents reside within the business offices of the individual Executive Committee members. Documents related to the Arizona Victim Assistance Academy (AVAA) reside with the AVAA Project Director. ACVS meeting minutes and agendas are stored electronically on the ACVS website. Accounting, finance and tax documents will be retained in accordance with

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generally accepted accounting procedures and in conjunction with the ACVS accounting agency. Documents related to AVAA grants will be retained in accordance with the signed grant agreement. All other documents related to the operation and management of ACVS will be retained for 3 years before destruction by the Executive Committee member responsible for the documents (E.g. membership rosters, calendars, registrations, etc.)

Executive Committee members will ensure that upon the conclusion of their term of office and the selection of a new officer, records are transferred to the new officer within 45 calendar days. The new officer will be responsible for the continued retention and eventual destruction of documents.