



MANCHESTER
Community Resource Center

EMPLOYEE

and

VOLUNTEER

HANDBOOK

WELCOME!

Thank you for joining the Community Resource Center! You are an essential part of CRC's work and invaluable to our mission. We hope that your experience at CRC is rewarding.

About This Handbook

It is essential for organizations to provide written guidelines for employees and volunteers as a means of avoiding misunderstandings or miscommunications. This handbook is designed to acquaint you with the CRC and to serve as a reference for your questions regarding your time at the CRC.

The contents of this handbook, however, constitute only a summary of the benefits, policies and rules in effect at the time of publication. Nothing in this handbook or in any other document creates or is intended to create a promise or representation of employment for anyone. No oral statement or representations can in any way alter the "at will" provision of this handbook. It is important for you to understand that this handbook is not meant to be a legal document and that the policies contained in this handbook are not a contract of employment. The CRC has the ability to add, alter or remove benefits, policies and all other working conditions at its sole discretion without obtaining another person's consent or agreement. This handbook shall supersede any and all prior handbooks and policies issued by the CRC. If there is a discrepancy between a verbally communicated policy, procedure, or benefit, unless otherwise stated in writing in the individual's file, this handbook takes precedence.

Please take the time to read this handbook carefully. Sign the acknowledgment at the end to show that you have read and understood the contents of this handbook.

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I. INTRODUCTION TO THE CRC

A. MISSION

VISION:

Our vision is a Manchester community where everyone thrives. Our goal is to expand our reach, improve our services, and continue to be a pillar of support for those facing food and financial insecurity.

MISSION:

At the Manchester Community Resource Center, our mission is to serve all individuals and families by connecting them to resources that improve their lives.

We invite you to join us in our mission, whether through volunteering, donating, spreading the word about our services or shopping in our food pantry. Together, we can make a significant difference in the fight against hunger and ensure that no one in our community goes without a meal.

EQUITY:

Our core values revolve around compassion, dignity, and respect for all. We strive to create a welcoming and non-judgmental environment where everyone can access the resources they need. We understand that food and financial insecurity can affect anyone, and our commitment to serving our community is unwavering. We continuously evaluate our policies and programs to eliminate unintentional barriers to ensure that no one is excluded or left behind.

We rely on the generosity of community members, volunteers, and supporters to make our organization a beacon of hope for individuals and families facing food and financial insecurity. With their help, we are able to make a positive impact on the lives of the people we serve.

B. OUR HISTORY

The **Community Resource Center (CRC)** was formed in the late 1980s when a large manufacturer in Manchester closed, leaving many families in need. Since that time, the CRC has been addressing community needs and working to improve the quality of life for those in the Village of Manchester and the surrounding townships. We endeavor to provide creative solutions to community problems by mobilizing people and resources. At the heart of these commitments is our belief in the volunteer spirit to address community needs and improve the quality of life.

C. CURRENT CRC PROGRAMS AND SERVICES

CRC programs and services are designed to address people's basic needs, like food, shelter, and physical and mental health. Programs and services include:

- Open Choice Food Pantry, offering in person shopping by appointment and by phone order with a scheduled pick-up time. Limited delivery options are also available to people with mobility or transportation issues.
- Emergency food for anyone in need.
- Weekend Kids Meals are meal kits which contain 2 breakfasts, 2 lunches and 2 snacks. Kits are distributed by the school social worker to students facing food insecurity over the weekend.
- Emergency funding for basic needs like housing, utilities, prescription copays and transportation to medical appointments or work.
- MI Bridges navigation assistance, linking people to Medicaid, food assistance and more.
- Information and referral to a variety of county-wide resources.
- Access to free tax preparation through VITA (Volunteer Income Tax Assistance).
- Wooden Nickels that clients can spend at the local farmers market on fresh produce, eggs, herbs, honey and food producing plants.
- Manchester Chicken Broil meal voucher program.

D. CODE OF CONDUCT

CRC is committed to providing a safe and healthy environment for both staff and volunteers. Standards of conduct are intended to allow everyone at CRC to work together with respect to one another's personal and legal rights, so that the mission as an organization can be conducted efficiently and professionally. These standards apply equally to all and are for the protection of everyone and of the organization.

Individuals are expected to act in a professional manner at all times, including in all interactions with employees, clients, vendors, volunteers, management, and the general public. Individuals who do not conduct themselves in a professional manner may be subject to disciplinary action and /or immediate dismissal.

All employees and volunteers shall abide by and conform to the following professional standards:

- Act honestly and ethically in the performance of their duties.
- Treat all CRC employees, volunteers, and community members with respect, courtesy, and dignity. Harassment, bullying and mistreatment of any kind is not tolerated.
- Be respectful of ethnic, national, and cultural differences, in accordance with the CRC Non-discrimination Policy.
- Be punctual and regular in attendance. Communicate any delay or absence to the CRC office in a timely manner. Stay home and heal if you are sick.
- Present to CRC in a clean, neat, and well-groomed appearance.
- Arrive clear-headed and capable of service. To maintain a safe working environment, the CRC prohibits anyone from being at work while under the influence of any prescription drug, alcohol, or other substance which may impair their ability to perform their duties safely.
- Provide updated information that may impact communication or service to the Volunteer Coordinator or Executive Director. Employees and volunteers are expected to complete an application and a criminal background check prior to service.
- Accurately record the time service begins and ends, as well as the services performed in the Volunteer Time Log.
- Abide by strict standards of confidentiality, in accordance with the CRC Confidentiality Policy.

- Report violations or suspected violations of the Code of Conduct to the Volunteer Coordinator, Executive Director, or the CRC Board President.
- Seek assistance if they have questions about any guidelines, including the Code of Conduct. If a staff member or volunteer wishes to file a formal complaint, they must contact the Executive Director or the CRC Board President.
- Solicitation and distribution of goods, services, or literature for any purpose other than CRC sponsored events is prohibited during working hours, unless prior approval has been given by the Board President.

E. GOOD STEWARDSHIP

Serving at CRC requires good judgment and management of reasonable risks. All staff and volunteers will be given a general orientation and specific training to understand and manage the risks in carrying out their specific jobs. Staff and volunteers will be required to comply with CRC policy and to conduct CRC business at the discretion of CRC and within the scope of their duties. This will help minimize the risk of liability incurred while performing their duties conducted at the request of CRC. CRC purchases and maintains insurance policies that provide the financial ability to indemnify, defend, and settle any claims of liability.

II. EMPLOYEE AND VOLUNTEER RELATIONSHIP

A. RELATIONSHIP

Service for the CRC is a relationship which exists as long as both the organization and the individual determine it is to their respective individual advantage. The individual is free to leave the organization at any time, and the organization is free to determine that a continued relationship is not in its best interest. The CRC reserves the right to dismiss any individual at any time.

B. NON-DISCRIMINATION POLICY

The CRC is committed to providing a work environment that is free of discrimination. The CRC assures that no individual or entity shall be subjected to discrimination or harassment and complies with all applicable federal and state laws regarding nondiscrimination. In keeping with this commitment, the CRC maintains a strict policy prohibiting discrimination and retaliation.

This policy applies to all employees and volunteers of the CRC. The policy also prohibits unlawful discrimination and retaliation by non-volunteers of the CRC including employees, volunteers, clients, suppliers, vendors, and interns (paid, unpaid, those receiving a stipend or otherwise), and any other person providing services or doing work with the CRC.

All aspects of working with the CRC will be governed on the basis of skill and needs and will not be influenced in any manner by an individual's race (or natural hair or hairstyles as per the CROWN Act), ancestry, color, religion (including religious dress and grooming practices), national origin, marital status, sex (including sexual harassment), sexual orientation, gender, gender identity, gender expression, disability (physical or mental including HIV/AIDS diagnosis), pregnancy (including breastfeeding and conditions related to breastfeeding), medical condition (cancer and genetic characteristics), age (40 or over), military and veteran status, height, weight, familial status or any other status protected by federal, state, or local laws. This policy protects any CRC employee or volunteer in exercising the right to any legally provided leave of absence in the application of any policy, practice, rule or regulation. The CRC is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

All decisions made with respect to volunteering will be based solely on individual qualifications related to the needs of the organization.

If an individual believes that they have been treated in a manner not in accordance with these policies, please immediately bring the concern, verbally or in writing, to the attention of the Volunteer Coordinator, Executive Director or the Board President, who will thoroughly investigate the matter. Supervisors who receive complaints of discrimination or retaliation from their employees or volunteers are required to forward those complaints to the Board of Directors. The CRC takes all complaints of discrimination or retaliation seriously.

Individuals are encouraged to utilize this procedure without fear of reprisal. The CRC will conduct a fair, impartial, timely and thorough investigation that provides all parties appropriate due process. The investigation shall be conducted confidentially to the extent confidentiality is possible. The CRC will document and track the progress of the investigation, and will make a reasonable determination, after reviewing all the evidence collected, concerning whether misconduct occurred. If misconduct is found to have occurred, appropriate remedial measures will be taken. Disciplinary action, up to and including dismissal, will be taken against any individual who is found to have engaged in conduct prohibited by this policy.

No person shall be subjected to any form of retaliation for reporting any violation of this policy truthfully and in good faith, or for participating in any investigation conducted pursuant to this policy.

C. PROTECTION OF "WHISTLEBLOWERS" POLICY

Employees and volunteers must bring to their Volunteer Coordinator or Executive Director's attention any reasonable cause to believe or actual violation or

noncompliance with any local, state, or federal statute, a violation or noncompliance with a local, state or federal regulation or with reference to unsafe working conditions or work practices. If an employee or volunteer has reasonable cause to believe illegal or dishonest or fraudulent activity by the Volunteer Coordinator or the Executive Director, the employee or volunteer can go to the President of the Board of Directors.

No one shall be subject to any form of retaliation for reporting any violation of the organization's policies or practices, truthfully and in good faith. The CRC is committed to protecting the rights of a "whistleblower," a person who discloses information to a government or law enforcement agency about a violation of a state or federal statute, a violation or noncompliance with a state or federal regulation or with reference to unsafe working conditions or work practices.

The CRC will not make or enforce any policy that will prevent an individual from being a whistleblower or retaliate against a volunteer or employee in any way who is a whistleblower at the CRC or at previous employment.

The right of a whistleblower to protection against retaliation does not include immunity for any wrongdoing. Any whistleblower who believes they are being retaliated against must contact CRC Executive Director and or board president immediately. This protection from retaliation is not intended to prohibit supervisors from taking action, including disciplinary action, in the usual scope of their duties.

If you have concerns or questions regarding the policy on protecting whistleblowers, please contact the Executive Director or the Volunteer Coordinator.

D. GRIEVANCE PROCEDURE

The CRC is committed to promoting an atmosphere of mutual respect and open communication. The organization supports an "Open Door" management practice and philosophy which promotes timely responsiveness and communication. If there are concerns regarding working conditions, role duties or inappropriate treatment, individuals should follow the process outlined below. Each step of the process is set up so that those closest to the operations in the specific areas of the CRC have the opportunity to participate in the resolution of the matter.

Discuss the matter with the Volunteer Coordinator to seek clarification and direction. Should the matter not be resolved to the volunteer's satisfaction, or the matter pertains to the Volunteer Coordinator, discuss the matter with the Executive Director. The Board President would be the final person to seek out after exhausting all other means of a resolution within the organization.

The CRC cannot guarantee that an individual will receive the desired response although it is the organization's intent to provide candid and thorough responses to every expressed concern. Everyone should feel free to raise issues of concern or complaints without fear of retaliation.

E. DISABILITY ACCOMMODATION

The CRC is committed to complying fully with the Americans with Disabilities Act (ADA), the Pregnant Workers Fairness Act (PWFA 2023), and all applicable federal, state, and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions.

All organizational practices and activities are conducted on a nondiscriminatory basis. As part of its commitment to make reasonable accommodations, the CRC will participate in a timely, good faith, interactive process with an individual to determine effective reasonable accommodations, if any, that can be made available to a qualified individual with a disability. Anyone who requests an accommodation in order to perform the essential functions of the role should contact the CRC Staff and request such an accommodation. The individual must provide the details as to what accommodation is needed to perform the role. The organization will then review the situation to establish and identify what accommodation, if any, will help to eliminate the limitation of the individual's ability to perform the essential functions of the role. The CRC makes reasonable accommodations for the known physical or mental disabilities of an otherwise qualified individual unless undue hardship for the organization would result. All decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

The CRC is also committed to not discriminating against any qualified individual or applicant because they are related to or associated with a person with a disability. The CRC follows federal, state, and local laws that provide individuals with disabilities greater protection than the ADA.

The CRC Executive Director is the designated coordinator of The CRC's program and procedures for implementation of this policy.

If an employee or volunteer believes that they have been subjected to discrimination as a result of any known physical or mental disability, please refer the matter to the Volunteer Coordinator or the Executive Director for investigation. The complaint must be specific and should include all relevant information so that a thorough investigation may be conducted. What an individual says will be held in confidence to the maximum extent possible. The CRC will immediately investigate the complaint to determine if discrimination has occurred. Upon conclusion of the investigation, the organization will take the necessary steps to remedy the situation. Staff who receive complaints of discrimination from their volunteers are required to forward those complaints to the Board of Directors. The CRC will not tolerate any retaliation by any of its employees or volunteers against anyone who files a complaint in good faith or participates in an investigation regarding a complaint of discrimination.

F. BACKGROUND CLEARANCES

To help ensure that employees and volunteers are able to perform their duties, background clearances shall be required. Assignment to duties is contingent upon satisfactory completion of the screening and/or background checks. Since these are requirements for certain positions, these processes will be performed at the CRC's expense.

G. ENDING THE RELATIONSHIP WITH CRC

1. Exit Interview

The CRC will generally schedule exit interviews. The exit interview will afford an opportunity to the individual to communicate suggestions, complaints, and questions as well as the return of the CRC-owned property.

2. Return of Property

All CRC property must be returned by the individual on or before their last day of work or immediately upon request. The CRC property issued and not returned may be considered stolen and appropriate action may be taken.

III. GENERAL POLICIES

A. CONFLICTS OF INTEREST

Employees and volunteers have an obligation to conduct themselves within guidelines that prohibit actual, potential or the appearance of conflicts of interest. This policy establishes only the framework within which the CRC wishes the organization to operate. The purpose of these guidelines is to provide general direction so employees and volunteers can seek further clarification on issues related to the subject of acceptable standards of operation.

An actual or potential conflict of interest occurs when an employee or volunteer is in a position to influence a decision that may result in a personal gain for that person or for a relative as a result of the CRC's organization dealings. For the purposes of this policy, a "relative" includes any person who is related by blood, marriage, or whose relationship with the individual is similar to that of persons who are related by blood or marriage.

Personal gain may result not only in cases where an individual or their relative has a significant ownership in a firm with which the CRC does business, but also when a individual or their relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or organization dealings involving the CRC. Employees and volunteers must report any actual or potential conflict of interest to the Executive Director or Volunteer Coordinator immediately. If the conflict of interest involves an individual's immediate supervisor, then the individual should report the issue to the Executive Director, or the Board President. The Board President shall review all

written disclosure statements and will make the determination as to the existence of conflict of interest.

Contractual obligations with government agencies for some CRC programs require compliance with specific conflict of interest policies. Sensitive positions include but are not limited to those involved with or having any influence on transactions involving purchases, contracts, or leases.

For certain positions, contractual obligations with government agencies and other funding sources prohibit the involvement of any person who has an actual, potential or appearance of a conflict of interest. In these cases, existing employees or volunteers who are transferring into a sensitive position must report to the CRC the potential conflict, in writing, in order that the CRC can establish whether a conflict exists, determine eligibility for the available position, and establish safeguards to protect all parties where necessary.

Failure to disclose actual or potential conflicts of interest may result in disciplinary action, up to and including immediate dismissal.

B. GIFT ACCEPTANCE POLICY

Any CRC individual who receives a personal gift, the value of which is not to exceed \$30.00, should turn the gift over to their manager for dispensation in a manner in keeping with the CRC's image and mission. Where necessary, the gift may be returned to the vendor/partner. Cash in any amount may never be accepted. If an opportunity presents itself, a suggestion may be made that a monetary gift be made to the CRC as a charitable donation.

C. CONFIDENTIALITY POLICY

Board members, employees, and volunteers of the CRC may not disclose, divulge, or make accessible confidential information belonging to, or obtained through their affiliation with the CRC to any person, including relatives, friends, and business and professional associates, other than to persons who have a legitimate need for such information and to whom the CRC has authorized disclosure. Confidential information includes, but is not limited to, the names of and all information related to CRC clients. Board members, employees, and volunteers shall use confidential information solely for the purpose of performing services as a board member, employee, or volunteer for the CRC. This policy is not intended to prevent disclosure where disclosure is required by law or where information is already publicly available.

Board members, employees, and volunteers of the CRC must exercise good judgment and care at all times to avoid unauthorized or improper disclosure of confidential information. Conversations in public places should be limited to matters that do not

pertain to information of a sensitive or confidential nature. In addition, board members, employees, and volunteers should be sensitive to the risk of inadvertent disclosure and should, for example, refrain from leaving confidential information on desks or otherwise in plain view and refrain from the use of speaker phones to discuss confidential information if the conversation could be heard by unauthorized persons.

Employees and volunteers are expected to ensure the protection and security of proprietary and confidential information accessible from their offices including computers, phones, and electronic mail systems and/or via the Internet. Employees and volunteers are expected to follow the appropriate steps including, but are not limited to, the use of locked file cabinets, disk boxes and desks, regular password maintenance, and any other steps appropriate for the role and the environment.

Any medical information, including information related to work-related accidents or illness, is kept in a confidential manner and will be protected against unauthorized use and disclosure.

Access to Files

Inspection of a file may occur upon reasonable notice during regular organization hours.

NOTE: The use of passwords for security does not guarantee confidentiality. Whenever necessary, all passwords must be disclosed to the CRC.

At the end of a board member's term in office or upon the termination of an employee's or volunteer's engagement, he or she shall return, at the request of the CRC, all documents, papers, and other materials, regardless of medium, which may contain or be derived from confidential information, in his or her possession which shall not be copied and retained.

D. CRC PROPERTY

All equipment provided by the CRC, computers, and phones are property of the CRC and are to be used for organization purposes only. Thus, all computers and the data stored in them, voice mail messages and e-mail messages are the property of the CRC. Individuals should not have an expectation of privacy as to their computers or phones assigned to them. The CRC reserves the right to review and/or inspect any property of the CRC, including to ensure compliance with its rules and regulations, without notice. For that reason, any personal or private information, documents or items should be kept at home.

The CRC prohibits any individual downloading of software that does not comply with the CRC software licensing requirements.

1. Acceptable Use of Technology and Data

The CRC maintains voice mail, electronic mail, and text messaging systems to assist in conducting organization within the organization. The CRC's computers, telephones, and other electronic devices and the data stored on them are, and remain at all times, the organization's property. All messages created, sent, or received over the Internet, the Intranet, or the organization's email, voice mail, or other systems are the property of the CRC and should be considered non-private communications, even if the information itself is confidential with respect to third parties outside of the organization. Individuals have no right to privacy as to any information or file transmitted or stored through the organization's systems. Although e-mail, voice mail, and other systems may be accessed by passwords that does not mean that the messages are confidential.

Individuals must assume that someone other than the intended recipient may read any and all messages. In addition, all passwords must be provided to the organization and may not be changed without proper authorization. The CRC reserves the right to retrieve and read any message or file. Individuals should be aware that even when a message is erased or a visit to a website is closed, it is still possible to re-create the message or locate the website, and messages may be retrieved from third-party service providers. As such, Internet, email, and other electronic messages are considered public communications. All communications, including text and images, may be disclosed by the organization to law enforcement or other third parties without prior consent of the sender or receiver.

Messages should be limited to the conduct of business of the CRC organization. E-mail, voice mail, and text messages cannot be used for conducting personal organization. Messages cannot contain anything that may be reasonably considered offensive or disruptive to anyone. Offensive content includes, but is not limited to, sexual or racial comments, jokes, or images; gender-specific comments; or any comment that would offend someone on the basis of his or her age, gender, sexual orientation, religion, national origin, disability, or any other classification protected by federal, state, or local law. Any use of e-mail, voice mail, or text messages to harass or discriminate is unlawful and strictly prohibited. Violators will be subject to discipline, up to and including termination.

Unauthorized review, duplication, dissemination, removal, damage, or alteration of files, passwords, computer systems or programs, email messages, voice mail messages, text messages, or other organization property, or improper use of information obtained by unauthorized means, may be grounds for disciplinary action, up to and including termination. In addition, portable media devices, including but not limited to cell phones, smartphones, personal digital assistants (PDAs), MP3 players, iPods, and flash drives, must be used in strict compliance with this policy and all other organization policies. Such devices may not be used for unauthorized download or storage of organization data, software, or other information.

Upon termination of the employment/volunteer relationship, the departing individual's authorized access to the CRC's networks, intranets, Internet- and web-based systems, servers, phone systems, and third-party network accounts, such as text or other data, is fully and permanently revoked. Any post-termination access achieved by the employee or volunteer, whether by deceptive means or because of a delay in deactivating account access or passwords, shall be considered unauthorized trespass, and any information or files downloaded may be considered theft of The CRC property.

Finally, due to the prevalence of child pornography and other unlawful obscene material on the Internet, individuals who use the CRC computers or devices to view or download explicit pornographic materials of any kind will be subject to immediate removal, without the possibility of returning as an employee or volunteer or to be considered for employment.

2. Software Usage Policy

This policy covers all desktop and laptop computers owned or operated by the CRC and covers operating systems, third-party software, freeware and shareware applications, and utilities. You may not install unlicensed software on any device owned by the CRC.

Due to network security concerns, the following software will not be allowed on any computer unless specifically approved by the Executive Director or Board President:

- Instant messenger programs or social networking utilities
- Stock tickers and streaming radio or television
- Distributed file sharing utilities (such as torrent programs)
- Network sniffing or protocol analysis programs
- Password "cracking/decryption" tools

This list does not contain all possible software applications that cannot be installed on CRC equipment. If you are uncertain about whether a program is permitted, you must contact the Executive Director who has oversight responsibility over IT. You must also immediately report any software programs you find installed on your computer that you know or believe should not be there. Any individual found to have installed prohibited programs or unlicensed software in violation of this policy may be subject to disciplinary action up to and including termination.

3. Mail

All mail is considered the property of the CRC. The CRC reserves the right to open all mail.

Outgoing mail systems (USPS, Federal Express, UPS, etc.) are reserved for CRC organization purposes only.

E. APPROVAL OF CONTRACTUAL AGREEMENTS

Binding agreements including but not limited to memorandums of understanding and other types of contracts on behalf of the CRC, with external entities and or persons doing business with the CRC may only be authorized and legally signed and entered into on behalf of the CRC by the Board President.

F. INFORMATION TECHNOLOGY SECURITY POLICY

Employees and volunteers who work on a computer are assigned a unique network login and password to access the server and e-mail.

Users are responsible for protecting their password from misuse. Passwords are not to be given out to anyone including the supervisor. The computer system will automatically prompt the user to change his/her password every 90 days, with the previous 10 passwords excluded from reuse.

All new computer equipment is recorded in the organization's equipment inventory before it is issued and assigned to users. For portable equipment, such as laptops, cell phones and/or cameras, users will sign an equipment form given by the Executive Director of the CRC at time of issue.

G. SOCIAL MEDIA CODE OF CONDUCT AND USE

At the CRC, we recognize the Internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, the use of social media also presents certain risks and carries with it certain responsibilities. To minimize risks to the organization, all CRC employees and volunteers are expected to follow our guidelines for appropriate use of social media.

1. Guidelines

For purposes of this policy, social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether associated or affiliated with the organization, as well as any other form of electronic communication.

Company principles, guidelines, and policies apply to online activities just as they apply to other areas of work. Ultimately, you are solely responsible for what you communicate in social media. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or libelous statements against any customer, manager, owner, or employees of the organization.

2. Know and Follow the Rules

Ensure your postings are consistent with these guidelines. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

3. Be Respectful

The organization cannot force or mandate respectful and courteous activity by employees on social media during non-working time. If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as unlawful, slanderous, threatening, or that might constitute unlawful harassment. Examples of such conduct might include defamatory or slanderous posts meant to harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, age, national origin, religion, veteran status, or any other status or class protected by law or organization policy. Your personal posts and social media activity should not reflect upon or refer to the organization.

4. Maintain Accuracy and Confidentiality

When posting information:

- Maintain the confidentiality of trade secrets, intellectual property, and confidential commercially sensitive information (i.e. financial donation records/reports, marketing, strategies/plans, fundraising initiatives, client lists, patents, trademarks, etc.) related to the organization.
- Do not create a link from your personal blog, website, or other social networking site to the organization's website that identifies you as speaking on behalf of the organization.
- Never represent yourself as a spokesperson for the organization. If it is a subject of the content you are creating, do not represent yourself as speaking on behalf of the organization. Make it clear in your social media activity that you are speaking on your own behalf.
- Respect copyright, trademark, third-party rights, and similar laws and use such protected information in compliance with applicable legal standards.

5. Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by the Executive Director, or consistent with policies that cover equipment owned by the Organization.

6. Media Contacts

If you are not authorized to speak on behalf of the organization, do not speak to the media on behalf of the organization. Direct all media inquiries for official CRC responses to the CRC Executive Director.

H. ACCESS POLICY

No unauthorized user should attempt to access files of sensitive nature, which will be known because of the password protection or the restricted profile. The concept of minimum access extends beyond the scope of file systems into almost all realms of security.

Password Changes:

- Passwords should be changed using best practices for password creation (see NEW.org's guidelines for password creation) only when there is a reason to believe a password has been compromised.

1. Retaliation and Your Rights

Retaliation or any other negative action is prohibited against anyone who, based on a reasonable belief, reports a possible deviation from this policy or cooperates in an investigation. Those who retaliate against others for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Nothing in this policy is designed to interfere with, restrain, or prevent anyone from communications regarding wages, hours, or other terms and conditions of employment or volunteerism, or to restrain anyone in exercising any other right protected by law. All individuals have the right to engage in or refrain from such activities.

2. Data Breach Policy:

The policy mandates that any individual who suspects that a theft, breach or exposure of CRC protected, or sensitive data has occurred must immediately provide a description of what occurred via e-mail to helpdesk@new.org or by calling: (734) 998-0160 (ext. 513).

The CRC Executive Director will be notified of the theft, breach or exposure. The CRC Executive Director will notify New.org Help Desk/IT team, who will analyze the breach or exposure to determine the root cause and actions and to notify the CRC of any Personally Identifiable Information (PII) that was breached. PII is any data that could potentially identify a specific individual or that could be used to distinguish one person from another and can be used for de-anonymizing anonymous data.

3. Disaster Recovery Policy:

This policy states that the CRC Executive Director will have a plan in the event of a disaster which will minimize the effects of a disaster (e.g., major power outage etc.) and help CRC to quickly resume key operations. The disaster recovery plan will include:

- Computer Emergency Response Plan: Who is to be contacted, when and how.
- What immediate actions must be taken in the event of certain occurrences.
- Succession Plan: Describe the flow of responsibility when normal staff is unavailable to perform their duties.
- Data Study: Detail the data stored on the systems, its criticality, and its confidentiality.
- Criticality of Service List: List all the services provided in their order of importance. It also explains the order of recovery in both short-term and long-term timeframes.
- Data backup and restoration plan: Detail which data is backed up, the media to which it is saved, where that media is stored, and how often the backup is done. It should also describe how that data could be recovered.
- Equipment Replacement Plan: Describe what equipment is required to begin to provide services, list the order in which it is necessary, and note where to purchase the equipment.
- Media Management: who is in charge of giving information to the media.

4. Health Insurance Portability and Accountability Act (HIPAA)

Passed in 1996, the Health Insurance Portability and Accountability Act (HIPAA) established guidelines for protecting private personal health information (protected health information or PHI). All Employees and Volunteers are expected to adhere to the following:

Confidentiality of Protected Health Information (PHI)

PHI is health information that could reveal the identity of a patient including but not limited to name, social security number, address, birthdates, date of death and contact information.

Any information about a client, visitor, employee, or volunteer is strictly confidential and must be treated with the utmost discretion. No personal or healthcare information may

be discussed with any person, except as necessary in the care of the clients or in the course of organization necessity.

Furthermore, no employee, intern, or volunteer, may give out client, visitor, employee or volunteer information without proper authorization from their supervisor to do so. \

Security of Protected Health Information (PHI)

PHI information should be protected from alteration, destruction, loss and accidental or intentional disclosure to unauthorized persons. All papers containing PHI will be disposed using the established procedures for the disposal of confidential information.

Access to PHI is based on the person's role in the organization and an individual may only get the minimum necessary information in order to complete the role activity.

The CRC will not, nor shall any employee, intern, or volunteer, disclose private or personal information about any client, employee, or volunteer of the CRC third parties without prior authorization from the Board President. The CRC may disclose medical information only in limited circumstances. These circumstances are:

- In response to a subpoena or court order
- With prior authorization from the individual or client
- In a workers' compensation hearing
- If required by any other law

Contact your Volunteer Coordinator, Executive Director, or Board President to report a potential violation of HIPAA requirements.

I. DATA CHANGES

It is the responsibility of each employee or volunteer to promptly notify the Volunteer Coordinator of any changes in personal data. Personal mailing addresses, telephone numbers, and names of individuals to be contacted in the event of an emergency should be accurate and current at all times.

J. HEALTH AND SAFETY

Every individual is responsible for the safety of themselves as well as others in the workplace. To achieve the CRC's goal of maintaining a safe workplace, everyone must be safety conscious at all times.

It is the organization's policy that everything possible will be done to protect employees, clients, volunteers, and visitors from accidents. Safety is a cooperative undertaking requiring participation by everyone. Failure by any individual to comply with safety rules will be grounds for dismissal. Managers shall insist that everyone observes all applicable CRC safety policies, local, State and Federal safety rules and practices and take action as is necessary to obtain compliance.

All unsafe or hazardous conditions must be reported to the CRC Executive Director immediately.

K. RIGHT TO AMEND

No handbook can anticipate every circumstance or question about policy. The CRC reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion with or without notice. Policies set forth in this handbook are not contractual obligations of any kind, or a contract of employment between the CRC and any of its volunteers.

IV. STATEMENT & ACKNOWLEDGMENT

BY SIGNING, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTOOD ALL OF THE TERMS OF THIS EMPLOYEE AND VOLUNTEER HANDBOOK AND THAT I AGREE TO ABIDE BY ALL OF THE POLICIES SET FORTH ABOVE AS A CONDITION OF MY WORK AT THE COMMUNITY RESOURCE CENTER.

Signature

Date

Name (please print)

Address City State

Note: If a volunteer is under 18 years of age, a parent or legal guardian must also sign.

I am the parent or legal guardian of the minor named above. I have the legal right to consent to and, by signing below, I hereby consent in all respects to the terms of this Employee and Volunteer Handbook.

Signature of Parent or Legal Guardian

Date

Name of Parent or Legal Guardian (please print)

Address City State

Please return this signed statement and acknowledgement after you have completed reading this handbook.

Employees and Volunteers are encouraged to retain a signed copy of this page for their records.

Document Change Log

Document Changed	Change Made	Date Approved	Version