



health brigade

Personnel Handbook

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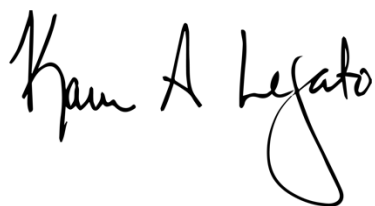
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Welcome to the Brigade!

It is our pleasure to welcome you to Health Brigade. You are an integral part of a dynamic nonprofit organization that has been providing exceptional health services to those least served in a caring and non-judgmental environment since 1970. This handbook is designed to explain the employment policies that guide your day-to-day activities as well as an overview of organizational policies.

We believe working at Health Brigade provides a sense of satisfaction and shared purpose as we work to make a difference in the lives of those we serve. We take pride in offering integrated health care in a caring and compassionate setting. We believe our volunteers, patients and clients are also members of the Brigade. Our organizational culture is grounded in trauma-informed and person-centered care as we strive to understand and express compassion for those with whom we interact. We are dedicated to embracing kindness and accountability; working alongside our colleagues and those we serve.

A handwritten signature in black ink that reads "Karen A. Legato". The signature is fluid and cursive, with a large loop at the end of the last name.

Karen A. Legato
Executive Director

Our Vision:

Everyone in our diverse community has access to equitable quality health services.

Our Mission:

The mission of Health Brigade is to provide exceptional health services to those least served in a caring and non-judgmental environment.

Our Values:

- 1. Welcoming:** We respect the worth, dignity, and equality of every person.
- 2. Trusted:** We provide a professional and safe environment for our patients, clients, volunteers and staff.
- 3. Inclusive:** We embrace diversity in all its forms
- 4. Integrated:** We focus on the health and well-being of the whole person.
- 5. Impactful:** We provide quality care that improves the health of our service population.
- 6. Responsive:** We advocate for and provide services to address evolving community needs.

STATEMENT OF INCLUSIVITY

In fulfilling its responsibility as an employer and an organization, Health Brigade strives to act in accordance with its fundamental beliefs and commitments seeking to achieve “peace and justice, freedom and dignity for all people.” Health Brigade honors diversity in its many forms and seeks a staff that is representative of the community in which we work and the clients whom we serve. We advocate for health equity and just systems internally and externally.

Health Brigade will comply with all applicable federal, state, and local laws and regulations, including but not limited to those pertaining to non-discrimination in employment procedures and practices. Health Brigade is proud to be an inclusive organization.

SECTION 1: INTRODUCTION

1.01

PURPOSE AND ADMINISTRATION OF THE PERSONNEL POLICIES

Personnel policies shall be the basis for considerate and fair treatment of staff who are employed to carry out the plans and programs of Health Brigade.

Policies are used to clearly outline the specific conditions of work that are understood by both the employer and the employee.

The personnel policies and procedures contain general statements of policy, procedure, and practice for Health Brigade.

All personnel policies, or any part thereof, are subject to change at any time at the discretion of the Board of Directors or the Executive Director.

1.02

APPLICATION AND DISSEMINATION OF THE POLICIES

The personnel policies shall apply to all permanent, full-time, and part-time employees unless otherwise stated. Temporary personnel and persons employed under a contract agreement are not included among these employees.

A newly hired employee will receive a copy of the personnel policies together with the letter of employment and job description. Each employee will be asked to sign an acknowledgment statement after receiving the personnel policies. This will be placed in the employee’s personnel file. Notification of changes to the personnel policies shall be given to each employee in writing.

1.03

EMPLOYMENT-AT-WILL

Nothing in this handbook creates, or is intended to create, a contract, either expressed or implied, or a representation of continued employment. All employees at Health Brigade are hired on an at-will basis, for no specific term, and may be terminated at any time for any reason at the will of either Health Brigade or the employee, with or without notice. No supervisor or employee of Health Brigade has authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the Executive Director has the authority to make any such agreement, and then only in writing.

1.04

EQUAL EMPLOYMENT OPPORTUNITY

Health Brigade is committed to hiring and developing the most qualified individuals, regardless of sex, age, race, national origin, disability, or other protected characteristics. Health Brigade subscribes to the equal employment opportunity requirements of federal laws, regulations, and executive orders, as well as the laws of the states and municipalities in which we conduct business.

It is the policy of Health Brigade to ensure equal opportunity to all employees and applicants in all employment matters, including, but not limited to, recruitment, hiring, placement, compensation, training, promotion, and separation. In these and all activities, Health Brigade does not discriminate against any qualified individual because of sex, age, race, color, religion, creed, national origin, ancestry, familial status, marital status, sexual orientation, sexual preference, gender identity, disability, handicap, service in the United States Armed Forces, veteran status, and/or any other legally protected characteristic.

Health Brigade requires that staff understand and make a personal commitment to practice and enforce the principles of this policy as follows:

- Recruit, hire, place, compensate, train, promote, and separate without regard to sex, age, race, color, religion, creed, national origin, ancestry, familial status, marital status, sexual orientation, gender identity, disability, handicap, liability for service in the United States Armed Forces, veteran status, and/or any other legally protected characteristic, except where a bona fide occupational qualification exists.
- Ensure all employment decisions are in accordance with the principles of equal employment opportunity.
- Ensure that the workplace is void of any unlawful verbal or physical abuse, intimidation, or harassment against any employee or applicant for employment.
- **All permanent positions will be posted internally for one week before external posting.**

Any individual who believes they may have been discriminated against in violation of this policy is strongly encouraged to immediately contact their supervisor or the HR department. Any member of Health Brigade management who is notified of alleged discrimination is required to immediately report the incident to the Executive Director except where this individual may be implicated in the allegations and an immediate report to this individual would jeopardize the investigation, in which case the report should be made to the Board Chair of Health Brigade Board of Directors.

Health Brigade will thoroughly investigate all such claims with due regard for the privacy of the individuals involved. Any employee who knowingly retaliates against an employee who has reported workplace discrimination will be subject to immediate corrective action, up to and potentially including termination of employment.

1.05

ANTI-HARASSMENT

Health Brigade believes that all employees should be treated with dignity and respect. Accordingly, the organization is committed to providing a work environment that is free of unlawful discrimination and harassment based on sex, age, race, color, religion, gender identity, national origin, disability, service in the United States Armed Forces, veteran status, and/or any other characteristic protected by state or federal law. Actions, words, jokes, or comments based upon these legally protected characteristics will not be tolerated.

All employees, regardless of their position, are covered by and are expected to comply with this policy, and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action up to and including termination will be taken against any employee who violates this policy. In addition, Health Brigade will take appropriate actions in response to prohibited conduct of non-employees, including customers, vendors, and other visitors to the workplace.

Prohibited Conduct

Unlawful Harassment

Certain types of harassment are prohibited by federal and state laws. Harassment is defined as verbal or physical conduct designed to threaten, intimidate, or coerce. Examples of prohibited harassment under this policy are:

- Comments about a person's sex, age, race, color, religion, national origin, sexual orientation, gender identity, disability, and/or any other legally protected characteristic. These include, but are not limited to, epithets, slurs, insults, name-calling, mocking, taunts, and negative stereotyping; and
- Distributing, displaying, or discussing written or verbal material that ridicules, denigrates, insults, belittles, or shows hostility or aversion toward an individual or group

because of sex, age, race, color, religion, national origin, sexual orientation, gender identity, disability and/or any other legally protected characteristic.

- This policy is intended to comply with the prohibitions stated in the various federal, state, and local laws; however, Health Brigade policies may prohibit forms of harassment that do not necessarily rise to the level of being unlawful.

Unlawful Sexual Harassment

For purposes of this policy, sexual harassment is defined as any type of sexually oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive, or coercive. The following are examples of conduct that is prohibited and may constitute sexual harassment:

- Unwelcome sexual jokes, language, epithets, advances, or propositions.
- Written or oral abuse of a sexual nature, including the use of sexually degrading or vulgar words to describe an individual.
- The display of sexually suggestive objects, pictures, posters, or cartoons.
- Unwelcome comments about an individual's body.
- Questions regarding an individual's sexual conduct.
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting or obscene comments or gestures.
- Demanding sexual favors in exchange for favorable reviews, assignments, promotions, or continued employment, or promises of the same.

Responsibilities

All employees, consultants and all other individuals employed by or associated with Health Brigade are responsible for maintaining a workplace free of all prohibited harassment and/or discrimination. Never assume that Health Brigade is aware of inappropriate conduct that you have witnessed or experienced, and always report any prohibited harassment or discrimination that you experience or witness. Supervisors have been directed to take immediate action to ensure that employees under their supervision are not subjected to any form of prohibited harassment or intimidation.

Any employee or applicant who believes they have been harassed should immediately report the incident without fear of reprisal. There are no express time limits for initiating complaints regarding alleged harassment, but every effort should be made to file a complaint as soon as possible after an incident occurs while the facts and potential supporting witnesses are readily

available. Any information reported will be held in confidence and will only be disclosed on a need-to-know basis to investigate and resolve the matter.

Empowerment, voice and choice, a principle fundamental to a trauma-informed approach, supports practices, operations and workforce development that empower staff. Health Brigade is committed to creating an environment where everyone's voice is heard, where issues are promptly raised and resolved and where communication flows across all levels of the agency. If an employee believes they are the victim of harassment, and if the employee feels comfortable doing so, the best course of action is to immediately inform the offending person that the conduct is offensive and must stop. An employee will not be retaliated against for taking this action. If an employee does not wish to communicate directly with the offending person, or if direct communication with the offending person is not successful, the employee should contact their immediate supervisor or Human Resources. Our policy is intended to establish an informal complaint or problem resolution process wherein employees feel comfortable speaking with their supervisor. Employees may seek counsel, provide, or solicit feedback or raise concerns with their immediate supervisor. If for any reason that is inappropriate, employees may speak directly with the Executive Director.

It is a violation of Health Brigade's policy to retaliate against anyone who brings a good-faith concern to a supervisor's attention.

All complaints will be promptly and thoroughly investigated by Health Brigade. In determining whether the reported conduct constitutes prohibited harassment, the totality of the circumstances, including the nature of the harassment and the context in which the incident occurred, will be considered. Harassment is a major disciplinary offense. Any employee found by this procedure to have engaged in conduct in violation of this policy will receive prompt corrective action, up to and potentially including termination of employment.

Prohibition on Retaliation

It is strictly prohibited for any employee to take any adverse action or to retaliate against another employee who has exercised a legal right, opposed, or participated in investigating an unlawful or unethical practice, or otherwise engaged in any legally protected activity. Employees who feel they are being retaliated against in violation of this policy should report this conduct immediately to their supervisor or to Human Resources. Supervisors who receive reports should contact Human Resources.

SECTION 2: EMPLOYMENT

2.01

NEPOTISM

The employment of relatives of current employees is not encouraged. However, relatives who qualify for jobs on their own merits will be given consideration for employment.

Generally, persons may not be employed when:

- The employee will be subject to the supervision of a member of their family.
- A member of the family would play a significant role in making decisions concerning the employee's direct benefit.

2.02

OUTSIDE EMPLOYMENT

Health Brigade neither encourages nor objects to employees holding outside employment. This policy and these procedures governing the approval of outside employment by employees of Health Brigade are designed to prevent conflicts of interest, the appearance of conflicts of interest, and to prevent the deterioration of employee performance. Outside employment includes but is not limited to the following definitions: employment by another organization, engagement as an independent contractor, advisor, trainer, educator or consultant, private practice, or ownership or operation of a business.

All Health Brigade employees who desire to engage in any outside employment shall obtain the prior approval by your immediate supervisor.

Employees shall not engage in any outside employment during their scheduled hours of Health Brigade employment. Employees shall not engage in any outside employment if the employment poses or appears to pose a conflict of interest. The outside employment must not interfere with the employee's ability to perform Health Brigade work assignments, their ability to work overtime, or interfere with their "on-call" schedule if applicable. No property belonging to or under contract to Health Brigade may be used for outside employment. Employees who violate this policy may be subject to prompt corrective action, potentially including termination of employment.

2.03

INITIAL EMPLOYMENT PROBATIONARY PERIOD

All new hire employees and employees who are transferred or promoted to a different position within Health Brigade shall be placed in a probationary status. Upon successful completion of this period, the employee shall be considered regularly employed.

- The probationary period will be 90 days for all staff (as defined in Section 3.01). The period may be extended on a case-by-case basis, at the discretion of the direct supervisor and as approved by the Executive Director.
- During the probationary period, the employee's job performance will be monitored by the supervisor. Any challenges during the probationary period will follow the appropriate discipline process as outlined in Section 7.02 of this document.

- All employees who are eligible for benefits will be entitled to benefits from date of hire or as specified within the given plan. Benefits include social security, unemployment insurance, worker's compensation, designated holidays and health insurance as specified by the carrier's policy.
- Completion of the probationary period does not alter the at-will employment relationship or guarantee employment for any period. At all times, Health Brigade employees are employed at will, and either Health Brigade or the employee may terminate the employment relationship at any time.
- After completion of the 90-day performance review and the approval of supervisor, paid time off that has been accrued from the employee's start date will be available to the employee.

SECTION 3: WORKING CONDITIONS

3.01

CATEGORIES OF EMPLOYEES

Health Brigade utilizes a classification system for all positions. The designated classification for each position shall be included in the job description and letter of employment. The classification system shall adhere to all applicable federal, state, and local regulations.

REGULAR FULL-TIME

Employees who are regularly scheduled to work 30-40 hours a week and who have completed the probationary hire period.

REGULAR PART-TIME

Employees who are regularly scheduled to work between 16-30 hours a week and who have completed the probationary period.

PROBATIONARY HIRES

Staff within the first 90 days of employment in a regularly scheduled position.

PERIODIC PART-TIME EMPLOYEES

Employees who are hired to work for less than half-time for a specific task and/or time.

TEMPORARY EMPLOYEES

Employees hired on a short-term basis for a specific task and/or time, usually as a temporary replacement.

3.02

FAIR LABOR STANDARDS ACT (FLSA) CLASSIFICATIONS OF EMPLOYEES

Health Brigade shall adhere to all the applicable provisions of the FLSA and uses the following classifications:

EXEMPT EMPLOYEES: Those in positions that are classified according to the FLSA as executive, administrative, or professional and are not subject to the minimum wage and overtime pay provisions of the FLSA.

NON-EXEMPT EMPLOYEES: Those in positions which are subject to the minimum wage and overtime pay provisions of the FLSA.

If you have any questions regarding your status as an exempt or non-exempt employee, please contact your supervisor or Human Resources.

3.03

WORK WEEK AND TIMEKEEPING

The Health Brigade workweek for the purposes of timekeeping begins on Monday and ends on Sunday.

Health Brigade determines each employee's schedule based on workload, program service needs and the efficient management of human resources.

A full-time employee's workweek is usually 30-40 hours. Hours of work include time for planning and preparation, staff meetings, supervisory conferences, job-related training sessions and any activity where a staff member officially represents Health Brigade.

For staff members who are employed to work nights, weekends and irregular hours, job descriptions and letter of employment should stipulate anticipated work hours including weekend work.

Flexible scheduling (flex-time) options may be available for some positions. Flex-time is not possible or appropriate for all positions and is granted at the discretion of Health Brigade based on the duties of the position, individual performance, and other relevant factors.

It is the responsibility of all employees to obtain prior approval from their immediate supervisor for any absence from work. See Section 4.03 for more on requesting time off. When this is not possible due to sudden illness or another emergency, the immediate supervisor should be notified personally as soon as possible.

All employees are required to complete and sign personal time and effort sheets each pay period. These logs are due by noon on the Monday prior to payday and will be reviewed and signed by the immediate supervisor and retained by the Finance Department.

Fiscal Procedure for Public Funding

Time and effort reporting is mandatory for all positions funded in whole or in part by federal funds. To comply with federal cost principles, the supervisor (or a designee with first-hand knowledge of the activities performed) reviews and approves that employees have accurately and correctly reported their time.

Staff is advised of the appropriate time and effort codes used for their activities. Time is reported based on where the effort is applied, and not necessarily, where the employee is paid. The grant administrator or other designee is responsible for ensuring time and effort codes are established for all grants incurring personnel costs.

Time and effort documentation is reviewed and approved by the supervisor or their designee and is maintained for audit review. Health Brigade's Time and Effort reporting is specific to each employee and is documented on their bi-monthly time sheets according to the appropriate grant coding.

All Health Brigade employees complete their unique bi-monthly time sheets specific to their time and effort appropriately coded to the grants under which they work. All employees sign and submit their bi-monthly time sheets to their supervisors for review and signed approval. Supervisors then forward all timesheets to the finance office prior to each payroll. All employees' time and effort documentation are maintained in the finance office and are made available for state and federal audits.

3.04

OVERTIME

Overtime is defined as time worked by a non-exempt employee beyond 40 hours in a single Health Brigade workweek. Overtime is generally discouraged, and Health Brigade endeavors to avoid requiring non-exempt employees to work overtime. Employees are prohibited from working overtime without the prior approval of their supervisors. However, on the rare occasions when a non-exempt employee is scheduled and approved to work overtime, the employee will be paid one and one-half times the employee's regular rate of pay for such overtime work. Any employee who works overtime without prior approval is subject to disciplinary action, up to and including termination for repeated or egregious offenses.

3.05

TELEWORK

Teleworking is an option for some positions where it is beneficial for productivity and patient/client accessibility and preference. Teleworking is not available or appropriate for all positions. The option to telework is granted at the sole discretion of Health Brigade, based on the duties of the position, independent performance, and other relevant factors. When an employee is teleworking, they are expected to be just as responsive to communication from colleagues, patients, and clients as they would be if physically on site and/or in person.

Staff members serving on medical or outreach teams, where physical contact with patients is required to provide the service (i.e., testing, blood draws, physical exams, medical procedures,

etc.) may not request telework during service hours. All telework must be approved in advance by the employee's direct supervisor and Executive Director.

Health Brigade is not responsible for any costs (e.g., equipment and insurance) associated with an employee's home office. Employees assume all responsibility for maintaining a safe workspace.

Telework is not universal for all positions, but rather an alternative for specific positions that lend themselves to independent work, higher productivity working remotely, and service quality is maintained or improved. Any employee delivering direct services must offer patients/clients the choice of in person or telehealth services ensuring safety and best practices are followed. Telework can be suspended or discontinued by the Executive Director at any time.

3.06

PAY PERIODS & REPORTING PAYROLL ERRORS

Employees are paid bi-weekly on Fridays. Health Brigade makes every effort to accurately compensate employees and to do so in accordance with all applicable state and federal laws. Occasionally, inadvertent mistakes may happen. When mistakes occur, they will be corrected in the next Health Brigade pay cycle. All employees have a responsibility for reviewing their pay stub or payroll deposit advice to make sure it is correct. If employees believe a mistake has occurred or if they have questions, they should contact Human Resources.

3.07

PAYROLL DEDUCTIONS

Health Brigade employee wages will be reduced for certain types of deductions, in accordance with Agency policies and applicable state and federal laws. These deductions may include, but are not limited to, the following:

- Employee contributions for health and dental insurance coverage, or other agency-sponsored benefit plans
- Voluntary deductions for a retirement plan
- State, federal and/or local taxes
- Social Security

Employees who believe that they have been subject to an improper deduction should immediately contact Human Resources so that the matter may be investigated and promptly resolved.

3.08

EXEMPT EMPLOYEE DEDUCTIONS

Generally, federal regulations require that exempt employees under the Fair Labor Standards Act (employed in an executive, administrative, or professional capacity) must be paid their full salary for any week in which they performed work, without regard to the number of days or hours worked. However, there are several exceptions within the federal regulations in which an employer may deduct a portion of an employee's salary. These exceptions allow deductions where:

- The exempt employee is absent from work for one or more full days for personal reasons, other than sickness or disability.
- The exempt employee is absent from work for one or more full days occasioned by sickness or disability (including work-related accidents) and the deduction is made in accordance with the agency's plan, policy, or practice of providing compensation for such leave.
- The exempt employee may have offset against any salary to be paid in a workweek any amount received for jury fees, witness fees, or military pay in such workweek.
- The exempt employee is suspended without pay for a violation of an agency safety rule of major significance.
- An unpaid disciplinary suspension of one or more full days is imposed in good faith against the exempt employee for violating the agency's written rules governing conduct.
- The exempt employee fails to work the entire workweek in the initial or final week of employment with the agency; or
- The exempt employee takes unpaid leave under the Family and Medical Leave Act, if applicable.

In the event an exempt employee believes that a deduction has been made from their salary in violation of this policy or federal, state, or local law or otherwise believes that this policy or federal, state, or local law has been violated with regards to compensation, the exempt employee is expected to report such instance immediately to their supervisor or Human Resources. Health Brigade shall investigate the matter promptly and thoroughly by taking statements and interviewing witnesses where appropriate. In certain circumstances, the investigation may be assisted by, or conducted at the direction of, the Health Brigade's legal counsel.

If Health Brigade determines that any deductions from salary or other compensation paid were made in violation of this policy or federal, state, or local law governing the payment of wages, it shall reimburse the exempt employee for any improper deductions or compensation and make

a good faith commitment to ensure compliance in the future. If you have any questions regarding this policy or its complaint procedure, please contact your supervisor or Human Resources.

3.09

INCLEMENT WEATHER

In the event of inclement weather conditions or other occurrences where the agency needs to close or delay its opening, the following procedures will apply:

The Executive Director will decide by 6:30 a.m. if the agency will be CLOSED OR HAVE A DELAYED OPENING.

The Executive Director will notify the Operations Manager to begin the communication process, which includes the following actions:

- The Operations Manager will change the greeting on the phone system.
 - The Operations Manager will send out a group text to staff.
 - The Operations Manager will notify WTVR-6
 - Executive Director will notify the department heads of the Medical Clinic, Mental Health & Wellness and Outreach & Advocacy teams.
 - In advance of impending weather (2-3 days), an email will be sent to staff, volunteers, providers, and other appropriate stakeholders to remind them of our policy.
-
- Closing information will appear on WTVR-6 ONLY.
 - Department heads can either use the phone tree process or rely on staff to refer to the media noted above. It will be the department head's responsibility to clarify their department's specific notification process.
 - Every attempt will be made to have this information in place no later than 6:30 a.m. of the day of the inclement weather.
 - If there is no indication from the above processes of a change, then the agency is open as usual.
 - Do not attempt to drive into work until you have checked the station noted above or have called the main number: 804-358-6343.
 - If you have specific concerns during adverse weather conditions, contact your direct supervisor.

SECTION 4: COMPENSATION AND BENEFITS

4.01

BASE PAY

The organization offers a fair and equitable program of compensation based on salary ranges, which seeks to maintain internal equity and external competitiveness. Movement within the ranges is contingent upon performance and availability of funds. Annual increases are contingent upon the availability of funds.

The Board of Directors approves compensation package for the Executive Director.

All other Health Brigade staff salary ranges are approved by the Executive Director and will be periodically reviewed based on fair market trends.

4.02

HOLIDAYS

The following holidays are observed annually:

New Year's Day	Labor Day
Dr. Martin Luther King, Jr.'s Birthday	Thanksgiving Day
Memorial Day	Friday after Thanksgiving
Juneteenth	Christmas Eve
Independence Day	Christmas Day

A holiday that occurs on a Saturday is observed on the preceding Friday. A holiday that falls on a Sunday is observed on the following Monday or on a day designated by local, state, or federal authorities for observance.

- If a holiday occurs during an employee's vacation, it shall be considered a holiday and PTO is not used for that day.
- Part-time and temporary employees are not paid for holidays unless the holiday falls on their scheduled workday.

4.03

LEAVE WITH PAY

Paid Time Off (PTO)

Full-time employees will accrue PTO per pay period according to the following schedule:

Tier 1	0 – 2 years of service	6 hours per pay period
Tier 2	3 – 5 years	7 hours per pay period
Tier 3	6 – 10 years	8 hours per pay period
Tier 4	10+ years	10 hours per pay period

The accrual rates for part-time employees will be prorated based on the ratio of the employee's regularly scheduled hours per week to 40 hours per week.

Employees are responsible for designating the PTO used during each pay period on their timesheets.

The accrual tier for each calendar year will be based on an employee's completed years of service as of January 1st. An employee must have passed the tier anniversary by January 1st to accrue at the next tier in the following year.

EXAMPLE: If an employee was hired any day in 2015, they will accrue PTO at the Tier 1 level for the remainder of 2015, and for all of 2016, 2017 and 2018. They will begin accruing PTO at the Tier 2 level on January 1, 2019, the Tier 3 level on January 1, 2022, and the Tier 4 level on January 1, 2026.

PTO and Sick Bank balances are tracked in the payroll system.

Up to 5 days of an employee's accrued and unused PTO balance on December 31st may be carried forward into the next year (see "Carryover" below).

PTO will not be paid out in lieu of use during your employment.

PTO may not be transferred from one employee to another.

Upon termination, employees with at least one year of continuous employment with Health Brigade will be paid out for the value of the employee's accrued and unused PTO as of the termination date, unless: (1) the employee is terminated for cause, or (2) the employee does not provide at least the minimum notice of resignation applicable to the employee, as outlined in Section 6.03.

Employees may be permitted, *at the sole discretion of the organization and upon supervisor approval*, to draw down additional unaccrued PTO. However, the employee must be aware that if they are separated from the organization for any reason and have a negative PTO balance, their remaining paycheck/s will be deducted to satisfy the negative balance. *Any advancement of unaccrued PTO will be conditioned upon the employee signing an authorization for such deduction at the time of the advancement.*

Requesting PTO

Employees are to request PTO via calendar scheduling email notification to their supervisor at least two weeks in advance. The supervisor will respond to the calendar PTO request which will automatically send a response back to the employee. If the request is approved, the employee's PTO will automatically show on the agency PTO calendar that is accessible for viewing by all employees. **It is the employee's responsibility to appropriately document their**

PTO on the corresponding time sheet before submission for payroll.

Carryover

If an employee's PTO balance is 5 days or more at the end of each calendar year, 5 days will automatically carry over into the following year as regular PTO, and the remaining days of PTO will automatically be contributed to an employee's Sick Bank.

Bereavement/Compassionate Leave

An employee shall be granted three (3) consecutive working days without loss of pay in the event of death of the employee's spouse/partner, child, parent, sibling, grandparent, parent in-law, child in law, or grandchild. Compassionate leave for the death of any other relative shall be at the discretion of the Executive Director.

Time Off to Vote

Employees who are unable to vote in an official election during nonworking hours may arrange, with advance notice, to take up to 3 hours off from work to vote. Advance approval for such time off must be obtained from your supervisor.

Jury And Witness Duty

Employees will be paid at their regular rate of pay for days missed for jury duty. The employee should notify their immediate supervisor as soon as the employee is called for jury duty and shall provide documentation of such jury duty.

4.04

SICK BANK

Employees may establish a personal Sick Bank and contribute up to 5 days of their available PTO at the end of each year (see "Carryover" above).

The time contributed to the Sick Bank can be carried over from year to year, up to a maximum of 60 days. This benefit was created for unplanned emergencies or health events that would normally be considered under "short term disability."

Sick Bank time may only be used after all PTO for the year has been depleted and time is needed to cover absences due to an employee's illness, injury (i.e., surgery), emergency or unexpected family emergency. Accessing Sick Bank time needs to be discussed with the employee's direct supervisor before it can be accessed.

- Sick Bank balances are tracked in the payroll system. It is important that employees designate their Sick Bank time used on their timesheets.
- Sick Bank hours will not be paid out in lieu of use during employment.
- Sick Bank hours may not be transferred from one employee to another.
- Sick Bank hours will not be paid to the employee upon termination.

4.05

LEAVE WITHOUT PAY

Where circumstances surrounding a leave-request do not fall within the provisions of Health Brigade's paid leave policies, the employee may be granted leave without pay. Typically, leave without pay is only available to employees who have completed at least six months of employment as of the date of the request, unless otherwise required by law. Employees will first be required to exhaust all their available sources of paid leave before their request will be considered.

All requests for leave without pay must be submitted in writing to the Executive Director stating the reasons for leave along with the proposed dates of leave. The Executive Director will determine if the request can be granted. If granted, any leave without pay will be limited to no more than twelve weeks, unless otherwise required by law.

During a leave without pay, the employee does not accrue PTO.

During a leave without pay, Health Brigade will continue providing health and medical benefits, and the employee will continue to pay their portion of the premium.

During a leave without pay, the employee is not eligible to receive pay for holidays.

Military Reserve Duty

Employees who have military obligations will be granted unpaid leave to perform these duties in accordance with State and Federal Laws. The employee must notify their supervisor and the Executive Director as soon as possible after receiving orders so that they will have ample time to revise work assignments or schedules.

Health Brigade seeks to comply with all state and federal laws regarding leaves of absence for military duty. Veterans will be re-employed by Health Brigade in accordance with the provisions of applicable State and Federal laws.

4.06

JOB EXPENSES

Employees shall be fully reimbursed for authorized reasonable expenses, previously approved by their supervisor, incurred while conducting Health Brigade business.

- Reimbursable expenses include activity fees related to groups supervised, transportation, mileage, tolls and parking, meals (capped at the government rate per diem), lodging, work-related telephone calls and approved training costs. Health Brigade will reimburse for business miles at the current IRS rate. Employees are not eligible for any reimbursement of travel expenses incurred (daily parking, mileage, tolls, etc.) in their daily/regular commute.

- The Health Brigade credit card should be used whenever possible for agency purchases and travel and/or training expenses when an agency check cannot be sent in advance.

4.07

HONORARIA/CONSULTING FEES

Employees may accept outside speaking engagements/consultations for which they receive honoraria for their contributions to professional activities. These activities fall within the policy of secondary employment and must adhere to the approval process of that policy.

Any honoraria received for activities conducted during working hours, or if the agency is the primary contact, or if the activity falls into those duties normally performed as an employee, must be turned over to the agency where it will be counted as a contribution in the category of client service fees.

4.08

BENEFITS

Health Brigade provides certain benefits as required by law and other benefits voluntarily. This policy summarizes some of the benefits currently provided by Health Brigade, but each benefit is more fully outlined in the **benefit's plan document**, if applicable. Additional benefits may be available and may vary annually. Human Resources will explain all benefits at the time of hire. If anything in this handbook is inconsistent with the plan document, the plan document supersedes control.

Social Security: A percentage of the employee's pay is deducted, with a matching amount credited to the employee through payment by Health Brigade. Payments must be made on total compensation.

Worker's Compensation: In compliance with state law, Health Brigade carries worker's compensation insurance. This provides compensation for lost time, medical and surgical expenses, and loss of life or dismemberment due to work-related injury as defined by the Worker's Compensation Act. Work-related accidents should be immediately reported to Human Resources and recorded even if there are no apparent injuries at the time.

Unemployment Compensation: Health Brigade is a covered employer under state unemployment compensation laws.

Health Insurance: Health insurance is available for regular full-time employees. The employee pays a portion of the basic premium, and Health Brigade pays the remainder.

SECTION 5: SECURITY AND PERSONAL CONDUCT OF EMPLOYEES

5.01 HIPAA

All Health Brigade employees are expected to follow Health Brigade security policy guidelines. HIPAA addresses the use and disclosure of protected health information. The Office for Civil Rights under the Department of Health and Human Services has responsibility for implementing and enforcing rules around privacy and health information. Protected health information is defined as *the individual's past, present, or future physical or mental health or condition, the provision of health care to the individual or the past, present or future payment for the provision of healthcare to the individual.*

At the time of hire, staff will be required to sign an agreement which stipulates that all confidential and/or financial information of Health Brigade will not be divulged at any time during or after the period of employment. All employees are required to attend HIPAA training annually.

5.02

AGENCY PROPERTY

"Property," as the term is used in this policy, is defined as any piece of equipment, furnishing, vehicle, building or supply leased, owned, donated or otherwise in the custodial care of Health Brigade or any person acting as its agent.

Any employee who is found to have neglected or misused Health Brigade property will be subject to disciplinary action up to and including termination. If an employee's misuse of Health Brigade property damages the property, Health Brigade reserves the right to require the employee to pay all or part of the cost to repair or replace the property. Misappropriation of Health Brigade property is grounds for immediate termination and possible criminal action.

No employee may use Health Brigade property (including computers, telephones, cellphones, copiers, faxes, Internet services and printers) for personal use unless specific permission has been granted by the employee's supervisor. If such permission is granted, the employee will be responsible for the care and return of the loaned property. Special care should be taken to identify any concerns regarding its condition before the property is removed or used by the employee for personal use.

All Health Brigade employees must maintain their work environment in an orderly fashion and follow all Health Brigade rules to ensure its proper use and maintenance.

Property Standards for Public Funding

For equipment acquired through sponsored projects where federal government funds were used, the federal government retains title to the equipment. Additionally, any assets, with a net book value of more than \$5,000 and purchased with federal funds, Health Brigade must obtain approval from the funding source before disposing of the asset. For items of equipment having a unit acquisition cost of \$5,000 or more, the federal awarding agency has the right to require transfer title to the equipment to the Federal government or to an eligible third party

named by the agency under the conditions specified in 45 CFR 75.316-323, respectively. The Director of Health Outreach must approve disposal of any assets with a book value of \$5,000 or more to ensure the disposals are properly handled.

5.03

COMPUTER SECURITY

Employees will have access to Health Brigade's computer system for the purpose of agency business.

No Health Brigade employee should expect any privacy on Health Brigade premises or when using Health Brigade property or networks, except that which is required by law. Reasonable personal use of the computer is permitted if this use does not interfere with employee's work or work performance.

Health Brigade maintains the right to access all employees' Health Brigade-provided computers and equipment for any reason.

Violations of this policy or any breach of computer security will be cause for disciplinary action.

5.04

POLITICAL ACTIVITIES

Except for registered lobbyists and/or other employees authorized to act on behalf of Health Brigade, employees participating in political activities do so as individuals and not as representatives of Health Brigade.

Health Brigade's name must not be used in any political materials or fund collection, nor can it be identified in any political advertisement or literature.

Employees may not work for a candidate on agency time, write letters on behalf of a candidate on agency stationery, or identify themselves as an agency representative in support of a candidate. Any employee acting in contradiction with this policy will be subject to discipline, up to and including termination.

5.05

CONFLICT OF INTEREST

Employees shall immediately disclose any potential conflicts of interest to Health Brigade. A conflict of interest is defined as any activity by an employee that influences or appears to influence or impair the employee's ability to objectively perform their employment responsibilities on behalf of Health Brigade. Examples of conflicts of interest include, but are not limited to:

- When an employee or an employee's family member receives a financial or other significant benefit because of the employee's position with Health Brigade.

- When an employee can influence the Health Brigade’s business, administrative, or other material decisions in a manner that leads to personal gain or advantage; or
- When an employee has an existing or potential financial or other significant interest which impairs or might appear to impair the individual's judgment in carrying out their responsibilities to the organization.

If an employee has questions or concerns about whether a particular activity constitutes a conflict of interest, the employee should immediately discuss these concerns with the Executive Director.

If an employee serves on a governing board with, or has a vested interest in, any organization doing business with or proposing to do business with Health Brigade, they will be expected to disclose the nature of the vesting and refrain from voting on any relevant issues that could be construed as a conflict of interest.

All employees are required to sign a conflict-of-interest statement annually.

5.06

PERSONAL APPEARANCE OF EMPLOYEES

Each employee is expected to exercise good judgment in determining appropriate appearance and dress for the work environment.

Clothing which is offensive or professionally inappropriate may interfere with work and could be brought to an employee’s attention by their immediate supervisor. The Executive Director reserves the right to define appropriate standards of appearance for the workplace.

5.07

MAINTAINING A PROFESSIONAL WORK ENVIRONMENT

Health Brigade’s values include being welcoming and trusted. Being welcoming, “We respect the worth, dignity, and equality of every person.” We are trusted because “We provide a professional and safe environment for patients, clients, volunteers, staff and all visitors.”

Every employee is responsible for offering a friendly, respectful welcome to those who come to us. Safety, a key principle fundamental to a trauma informed approach, focuses on staff, volunteers, and clients feeling physically and psychologically safe. Likewise, the physical setting is safe, and interpersonal interactions promote a sense of safety.

All staff members are responsible for their individual, shared, and public spaces occupied by Health Brigade. When a maintenance issue is discovered inside the building--such as burned-out lights, plumbing issues, trash overflow, locks, or insects—**please notify the Human Resources & Operations Manager by email**. Please assist in picking up trash in the parking lot or near the entrances to our building.

Expectations

- **Any signage or items of decoration intended to be displayed in a common area must be approved by the PR Manager. This includes adorning office doors, hallways, and multi-use areas and entrances. If temporary or permanent signage of any kind is needed, employees should discuss the need with their supervisors who will work with the PR Manager and HR & Operations Manager.**
- Office spaces should be clean, organized, uncluttered, and free of distractions or physical hazards. Offices are not for storage, stock-piling supplies, personal clothing, etc.
- Limit personal items on display in your office. Too many personal items or knick- knacks on display are cluttering and distracting and can be agitating or disorienting for those interacting in the space-
- Tidy up the work area throughout the day. Only files or working tools in use should be on a desk. All other files or tools should be returned to the proper filing/storage area.
- Clean up any spills immediately. This applies to both personal and common space.
- Employees are collectively responsible for maintaining the cleanliness of common areas. When using any common space (i.e., kitchens, coffee areas, and washrooms) all employees are expected to clean anything they or the client use, put their garbage in the garbage receptacles, and leave all items in the condition in which they were found. Should anything need repair or replacement, employees should notify the HR & Operations Manager immediately.
- All work areas and storage facilities must be kept clean, neat, and orderly. If another employee is directed to find something in one's individual workspace, it should be organized so well that they should be able to do this quickly.
- If items are missing or misused, or if an area has been defaced, employees should report these actions to the HR & Operations Manager immediately.

Violations of this policy will be subject to appropriate disciplinary action.

5.08

GARNISHMENTS

Health Brigade will comply with all legal requirements on receipt of a writ of garnishment or attachment, a notice of levy by the Internal Revenue Service or other taxing body, or any other legal order requiring that part of the employee's compensation be paid to someone other than the employee. The amount deducted from an employee's net income shall not exceed that permitted by law.

5.09

RELATIONSHIPS IN THE WORKPLACE

All employees shall maintain appropriate and professional relationships with staff, volunteers, patients, and clients. Intimate relationships are discouraged between employees who are in working relationships where one employee is subordinate to the other. Employees shall use conscientious judgment and withdraw their participation in making decisions that might affect the other employee. If an employee's work performance begins to suffer due to the relationship, the employee may be subject to counseling and disciplinary actions. Intimate relationships which begin, develop, or occur during, or as a consequence of, services provided by Health Brigade between clients and employees of the agency are forbidden. In case of an infraction, employees will be subject to immediate corrective action, up to and potentially including termination of employment.

5.10

SUBSTANCE USE ISSUES

Employees will not possess, be under the influence of, or use any alcohol, intoxicant or narcotic while on duty. Employees who violate this policy will be subject to disciplinary action up to and including immediate dismissal. Notwithstanding the forgoing, attempts will be made to assist the employee who willingly seeks counseling or rehabilitative therapy for substance abuse prior to such conduct interfering with the employee's work performance.

Options for extending assistance to employees who voluntarily submit themselves for treatment include:

- Leave with or without pay to attend a treatment program.
- Readjustment of workload for the period of treatment.
- At the employee's request, help in locating appropriate treatment programs.

SECTION 6: PERFORMANCE MANAGEMENT

6.01

ORIENTATION AND PROFESSIONAL DEVELOPMENT

Health Brigade supports employee professional development and encourages the growth of additional skills required for effective job performance.

In order that employees have optimum opportunity to grow in their positions, provisions for continuing education and professional development should be made. Training involving new methods, systems, and techniques can be done on an in-service basis.

6.02

PERFORMANCE EVALUATION

Performance evaluations are generally conducted at the end of the 90-day probationary period and annually thereafter.

The performance evaluation system for staff is dependent on previously agreed-upon job elements and performance standards. Each employee meets with the immediate supervisor annually to review the measurable performance expectations outlined during the employee's hire. The job elements and expectations become the basis for assessing performance.

Yearly performance evaluation of the Executive Director is conducted annually by the board.

Performance evaluation is a step in the supervisory process. Therefore, except for the Executive Director, performance evaluations are conducted by the immediate supervisor.

As part of the evaluation process, an employee is expected to assess their own performance with direction from their supervisor. Depending on the level and scope of work of each employee, a supervisor may choose to utilize additional feedback from employee peers, volunteers, and possibly patients/clients to inform the assessment of the employee's performance. Each supervisor will direct the evaluation process for their department, ensuring each employee fully understands how they will be evaluated. Following the evaluation, written documentation will be signed by the supervisor and employee. A copy will be provided to the employee and the original will be maintained in the employee's personnel file.

6.03

EMPLOYEE RESIGNATION

Employees are free to resign at any time, but Health Brigade would appreciate as much advance notice as possible. The following guidelines are requested for separation initiated by the staff member:

Executive Director: Three (3) months

Other Exempt Staff: One (1) month

Non-Exempt Staff: Two (2) weeks

Resignations shall be submitted in writing to the employee's direct supervisor and the Executive Director, in the case of the Executive Director, to the Board President. Staff members are expected to work and will be paid during the period of notice. At the discretion of the Executive Director, an employee's resignation may be recognized by Health Brigade effective sooner than the end of the notice period.

SECTION 7: EMPLOYEE ASSISTANCE/DISCIPLINE

7.01

EMPLOYEE ASSISTANCE PROGRAM

Health Brigade acknowledges that employees may face challenges and problems outside the office for which they need assistance. Health Brigade endeavors to assist its employees in finding resources that aid them in coping with and resolving any such issues.

The Executive Director will maintain a current listing of various community services for information purposes.

7.02

DISCIPLINE

Whenever appropriate, Health Brigade will engage in a progressive disciplinary process which seeks to address staff performance through the following steps: verbal counseling, written warnings, formal counseling sessions and/or improvement plans, probation, suspension, and dismissal. These progressive discipline steps are guidelines only, and Health Brigade reserves the ability to skip one or more steps, and to institute immediate termination of employment, based on individual circumstances and at the sole discretion of Health Brigade.

7.03

DISCLOSURE OF INFORMATION ABOUT FORMER EMPLOYEES

All inquiries concerning a former employee shall be directed to Human Resources.

Responses will be confined to the dates of employment and position held unless otherwise directed by the employee in writing with an appropriate release.

7.04

CONFIDENTIAL REPORTING OF FINANCIAL IMPROPRIETY OR MISUSE OF ORGANIZATIONAL RESOURCES (WHISTLE BLOWER)

Any staff member, Board member, or volunteer affiliated with Health Brigade with information about known or suspected financial improprieties or misuse of the organization's resources or other ethical problems is encouraged to report their concerns to the Executive Director. The Executive Director will in turn report the matter to the Board Chair who will then ask the Executive Director of the Organization to investigate. If the allegations involve the Executive Director, individuals are encouraged to take their concerns to the Board Chair who will engage the Vice Chair to investigate.

A few examples of fraudulent conduct or impropriety include:

- Forgery or alteration of documents.
- Pursuit of a benefit or advantage in violation of Health Brigade's conflict of interest policy.

- Misappropriation or misuse of organization’s resources, such as funds, supplies or other assets.
- Abuse or inappropriate activity with a program participant.
- Authorizing or receiving compensation for goods not received, services not performed, or hours not worked; and
- Fraudulent financial reporting.

The person reporting may choose to do so anonymously via mail or through other means of communication.

All efforts will be made to protect the confidentiality of those who report improprieties and choose to do so anonymously. However, in certain situations, legal requirements make it impossible to keep the individual’s identity confidential.

No retaliatory action will be taken against those who report information or concerns in good faith.

SECTION 8: CONFIDENTIALITY

8.01

AGENCY RECORDS

Health Brigade is committed to providing safeguards in releasing information regarding clients and patients and all recordkeeping information retained by Health Brigade. Health Brigade follows HIPAA guidelines pertaining to safeguards and release of information.

8.02

PERSONNEL RECORDS

Health Brigade shall maintain confidential records for each employee. Health Brigade will strive to protect the employee’s right to privacy and to support Health Brigade’s need to collect and use employment information.

Each employee’s personnel file will contain only employment-related information, including that required by law. Staff members are responsible for the provision of up- to-date data and for the notification of subsequent changes to Human Resources. All record-keeping and notice requirements shall be met to comply with statutes and regulations related to employment.

8.03

PERSONNEL RECORD SECURITY

Health Brigade shall develop systems and procedures to protect personnel records and to control access to them.

- Physical safeguards should at the very least include locked files or storage areas and/or special computer codes.
- Access to the files should be strictly limited to a verified need-to-know basis, and all inspections should be carefully monitored and logged.
- Staff members may review their personnel files by submitting a written request to the Executive Director. The file will be made available within a reasonable period, and the review will take place in the presence of the Executive Director or their designee. Employees may obtain a copy, but records cannot be removed from the premises.
- If, after the inspection, an employee believes certain material to be irrelevant, inaccurate, or obsolete, the employee may request in writing that the material be removed from the file and/or add a written statement of disagreement to the file.

9.1

CONCLUSION

A comprehensive review and adoption of the following personnel policies was completed by the Board of Directors of Health Brigade and supersedes all previously adopted personnel handbooks. Subsequent policies adopted or modified by the Board of Directors will be incorporated within this handbook on an ongoing basis. We have prepared this handbook to provide you with information about the organization's personnel policies and procedures. Health Brigade believes that both new and current employees will find this handbook to be a valuable reference guide. New employees should find it a helpful tool for adjusting to their new positions. Current employees will find it to be a useful reminder of the organization's philosophy.

This handbook is NOT an employment contract. Although we hope that your employment will be mutually satisfactory and long term, you, and Health Brigade each have the right to terminate the employment relationship at any time, with or without notice or cause.

This handbook shall not be construed to create any expressed or implied contractual rights. No representative of the organization has the authority to enter into an agreement for employment on any other terms except the Executive Director when entering an express written contract. This handbook and the policies herein may be altered or changed only by the Board of Directors. The Executive Director is given the authority to interpret and apply all material contained herein.

Health Brigade Personnel Handbook Review Sheet

Staff Copy

I have read and understand the contents of this handbook and will act in accord with these policies and procedures as a condition of my employment with Health Brigade.

I understand that if I have questions or concerns at any time about the handbook I will consult my immediate supervisor, Human Resources, or the Executive Director for clarification.

I also acknowledge that the handbook contains an employment-at-will provision that states: Either Health Brigade or I can terminate my employment relationship at any time, with or without cause.

Employee

Date

Health Brigade Personnel Handbook Review Sheet

(This form is to be signed and returned to the Human Resources & Operations Manager.)

I have read and understand the contents of this handbook and will act in accord with these policies and procedures as a condition of my employment with Health Brigade.

I understand that if I have questions or concerns at any time about the handbook I will consult my immediate supervisor, Human Resources, or the Executive Director for clarification.

I also acknowledge that the handbook contains an employment-at-will provision that states:

Either Health Brigade or I can terminate my employment relationship at any time, with or without cause.

Employee Signature

Employee Name PRINTED

Date

Health Brigade Substance Use Issues Policy Review

(This form is to be signed and returned to the Human Resources & Operations Manager.)

I have been provided a copy of the Substance Use Issues Policy of Health Brigade. (Section 5.10 in the Personnel Handbook)

I have read and understand the contents and requirements of this policy.

I commit to abide by the terms of this policy.

Employee Signature

Employee Name PRINTED

Date