

The Manual is completely editable.

You will be able to decide which policies and procedures you would like to keep, edit, or delete.

Family & Children's Counseling Services, Inc. is a 501(c)(3) non-profit organization that strives to provide compassionate, quality mental and behavioral health services and training programs to help families heal, play and love.



Chapter Eleven: Human Resources and Volunteers

Welcome to Chapter Eleven, Human Resources and Volunteers.

Human Resources

This section of the Manual covers policies related to the recruitment, hiring, training, discipline, coaching, and terminating of employees, including the following:

- Non-Discrimination and Equal Opportunity Employment (EOE)
- Job Performance and Culture
 - o Employment at Will
 - o Probationary Period
 - o Expectations and Productivity
 - o Progressive Discipline
 - o Grounds for Immediate Termination
- Pay
 - o Overtime
 - o Working Hours Not Approved
 - o Make Up Time
 - o Payroll Deductions
 - o Other Deductions
- Meal Breaks and Rest Periods
- Timesheets
 - o Timesheet Fraud
 - o Working Hours Not Authorized
- Expenses and Mileage
 - o Electronic Stipend
 - Business Purposes
 - Fringe Benefit
 - Based on Weekly Average
 - Stipend Responsibilities

- Benefits
- Full Time and Part Time
 - o Worker's Compensation
 - o Paid Time Off (PTO)
 - o Retirement Plan with Company Matching
 - o Professional Development
 - o Clinical Supervision
- Taking Leave
- Sick Leave
 - o Paid Family Leave (PFL)
 - o Personal Leave
 - o Bereavement Leave
 - o Military Leave
 - o Jury Duty
 - o Time Off for Proceedings
 - o Time to Vote
 - o School Leave
 - o Vacation
- Rights
- Employee Mobility
- Required Employee Postings
- Requirements for Employment / Contract Status/ Volunteers
 - o Background Check
 - o CPR and First Aid
 - o Professional Liability Insurance
 - o Current Driver's License
 - o Good Driving Record
 - o Auto Insurance
 - o Automobile Condition
 - o Use of Car Seats and Seat Belts
 - o No Cell Phone While Driving
 - o Training
- Suggestions for Employment / Contract Status

- Volunteers
- Standards of Ethics
- Duty to Warn
- Child Abuse Reporting
- Elder and Dependent Adult Abuse Reporting
- Employee Grievance Policy
- New Hire Orientation
- Receipt of Keys
- Billing and Payments
- Required In-Service Training
 - o Professional Development
- Clinical Supervision and Performance Review
- Staff Meetings
- Clinical Privilege
- Office Attire
- Office Decoration
- Office Shutdown
- Harassment and Grievance Procedure
- Non-retaliation
- FCCS is a drug free workplace.
 - o Failure to Comply
 - o Testing
 - o Assistance
- Employment Verification, References, and Inquiries
 - o Calls Regarding Staff
 - o Third Party Reference Requests
 - o Non-authorized Staff
 - o Release of Information is Not Required
 - o Signed Release
 - o Information Provided
 - o Information that May Not Be Provided
 - o Requests for Proof of Income
- Exiting Procedures
 - o Termination Policy
- Attendance
 - o Tardiness
 - o Absence
 - o Providing Notice
 - o Failure to Report
 - o Job Abandonment
 - Extenuating Circumstances
 - Failure to File
 - o Replacement Tasks in Lieu of Lost Time
- Employee Appreciation



Volunteers

The Volunteer section cover policies including:

- Volunteer Opportunities (including opportunities for Students and the Community)
- Structured System
- Application Process
- Interaction with Clients
- Use of Facility
- Resignation, and
- Dismissal

Whew! We did it! We review every Section of the Manual. I'll see you in Section Three, The Download!!

