



Hope for the Homeless

Burlington Area Homeless Shelter

PERSONNEL MANUAL

**Burlington Area Homeless Shelter
123 N. Marshall St.
Burlington, Iowa 52601**

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Table of Contents

Mission Statement..... 3
Purpose Statement..... 3
Fundamental Policies 3
General Provisions 4
Insurance..... 5
Driving Qualifications 5
Expenses 6
Holidays 6
Vacations..... 6
Sick Leave..... 7
Leave of Absence..... 8
Hours of Work 9
Accident Reporting 10
Probation..... 10
Annual Review..... 10
Employee Conduct and Relations..... 10
Separation from Services 11
Computer, Internet and Electronic Mail Systems Use Policy..... 11
Harassment in the Workplace 11

Mission Statement

The mission of the Burlington Area Homeless Shelter is to provide shelter and support to those who have become in need of temporary housing in Burlington and the surrounding area while maintaining the dignity and respect of these persons.

The services provided by this non-profit organization will be available to all persons regardless of race, color, religion, sex, national origin, age sexual orientation, or any other characteristic protected by law.

In addition to providing basic food and shelter, the staff at the Burlington Area Homeless Shelter will work with other community organizations to assist those in need with building self-esteem and in helping them to establish a life in which they are self-supporting citizens.

Purpose Statement

This document is the official Personnel Manual for the Burlington Area Homeless Shelter. It establishes personnel policies for all of its employees. This Personnel Manual has been prepared to acquaint you with your responsibilities as an employee.

This Personnel Manual does not constitute any form of employment contract, either express or implied. None of the terms, conditions or separate provisions of this Personnel Manual constitute any express or implied contract of employment or any express or implied contract regarding continued employment.

Except as otherwise provided by law or a separate contract not contained in this Personnel Manual, all employment with the Burlington Area Homeless Shelter is “at-will”. Any employee may terminate his or her employment with the Shelter at any time for any reason. Likewise, the Shelter may terminate any person's employment with the Shelter at any time, for any reason, or for no reason.

The Board of the Burlington Area Homeless Shelter reserves the unilateral right to change, amend, modify, delete or add to any provision or part of this Personnel Manual at any time, at which time, all employees would be informed of the changes.

Fundamental Policies

The board of the Burlington Area Homeless Shelter has declared the following policies and principals as essential to the operation of the Burlington Area Homeless Shelter.

1. Distribution of Personnel Manual.
 - a. Copies of this Personnel Manual shall be furnished to each employee as soon as

possible after the effective date or, for new employees, upon hire. Upon receiving a copy of the Personnel Manual, all employees shall sign an acknowledgment indicating their receipt of a copy of the manual. The acknowledgment shall be kept in the employees' personnel file. Board Members shall also receive the Personnel Manual.

2. At-will Employment.
 - a. All employment with the Shelter is “at-will” and may be terminated at any time for any reason or for no reason by either the employee or the employer.
3. Equal Opportunity Employer.
 - a. The Burlington Area Homeless Shelter shall not discriminate against a person because of race, color, sex, religion, disability, national origin or ancestry, or any other characteristic protected by law. Every person will be given an equal opportunity for employment with the Shelter, and the Shelter shall comply with all applicable State and Federal labor laws.
4. Health and Safety.
 - a. The Burlington Area Homeless Shelter maintains that its employees are its most important asset. Their health and safety are of the utmost importance. Therefore, providing a safe work environment is a matter of continuing concern, equal in importance to all other operational considerations.
 - b. All employees are entitled to work in an environment free from sexual harassment, and the Shelter prohibits any form of sexual harassment in the work place.
 - c. Violence in the workplace will not be tolerated. Unauthorized weapons are prohibited on any Burlington Area Homeless Shelter property or job site, and all threats will be viewed with the assumption that they will be carried out. All reports of such incidents will immediately be thoroughly investigated. If found to be valid, disciplinary action will be taken, possibly, up to or including dismissal.
5. Drug-Free Workplace.
 - a. No employee will be under the influence of alcohol or a controlled substance at any time when such employee is acting in the course and scope of their employment. In the event, an employee is under the influence of alcohol or a controlled substance while acting in the course and scope of their employment, the employee shall be subject to disciplinary measures.

General Provisions

1. Separability Clause
 - a. If any section or provision of this Personnel Manual be declared by a court of competent jurisdiction to be invalid, that decision shall not affect the validity of the policy as a whole or any part thereof, other than the part so declared to be invalid.
2. Employee Limitation
 - a. Except where the context clearly indicates otherwise the word “employee” when used in this Agreement shall be limited to mean “regular employee.”
3. Definitions:
 - a. Regular Full-time Employee
 - i. A “regular full-time employee” is a person employed who works thirty or

- more hours per week on a regular basis.
- ii. An employee scheduled an average of 30 or more hours per week for the preceding 30 days and anticipated to be scheduled for an average of 30 or more hours per week for the coming 30 days will be regarded as a “regular full-time employee.”
- b. Regular Part-time Employee
 - i. The term “regular part-time employee” is a person employed who works less than thirty hours per week, but shall not mean a person who is employed from time to time on a temporary, seasonal or “as needed” basis for more than 30 hours per week.
- 4. Regarding paid leave for regular full-time employees
 - a. Leave shall be paid at the employee’s current hourly rate for regularly scheduled hours.
 - i. In example, if an employee is normally scheduled for a 10 hour work day on a Saturday, a vacation day taken on Saturday shall be paid at 10 hours. If a normal Tuesday is a three-hour shift and it is taken as a vacation day, it will be paid at three hours.
 - ii. Leave pay (combined with pay for work or alone) may not exceed 40 hours in a week.

Insurance

1. The Burlington Area Homeless Shelter will cover liability for the shelter.
2. Car liability insurance is a term of employment and proof of liability insurance must be shown to the Executive Director and a copy should be put in an employee’s personal file.

Driving Qualifications

1. The Shelter Executive Director is required to drive motor vehicles as a condition of employment and is to have a valid driver’s license or chauffeur's license at all times.
2. An employee is required to notify the Board President at the beginning of the next working day at any time their driver's or chauffeur's license expires, is suspended, is revoked, or if they receive notice from the Department of Transportation of intended suspension or revocation.
3. The Executive Director shall furnish a copy of their driver's license and proof of insurance for their personnel file.

Expenses

1. Mileage
 - a. Mileage at the current IRS rate will be paid to agency employees to offset the cost of gas and automobile expenses for official Shelter business. Mileage will be documented and turned in to the Executive Director.
2. Cell Phone
 - a. Reimbursement of not more than \$50.00 dollars per month will be made to the Executive Director and Assistant Director for use of their personal cell phone. Receipt of a monthly cell phone bill will be turned in.
3. Lunches
 - a. The Executive Director will be reimbursed for business lunches with donors.

Holidays

The following 7 days are considered Shelter holidays:

- New Year's Day
- Easter
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas Day

The person covering, needs to be at the Shelter all day or call back-up should an emergency arise. The person who works a holiday will receive time and a half. Holiday's are not paid unless they are worked.

Holiday During Vacation. Any holiday occurring during an employee's vacation will not be considered part of the vacation, unless they want to use it as a paid vacation day.

Vacations

The BAHS desires for employees to have adequate time for rest, relaxation, and to attend to the needs of life. It is encouraged for employees to utilize their vacation time.

1. Accrual and Scheduling. Board update approved 9.19.2022
 - a. Vacation days will be figured on a yearly basis as noted below.
 - b. Regular full-time employees start accruing vacation time when hired. This will be accrued/documentated on a bi-weekly basis and tracked by the Executive Director.
 - c. Part-time employees are not eligible for vacation pay.
 - d. Scheduling of vacation days shall be mutually agreed upon by the immediate supervisor. Employees who schedule three or more consecutive days of vacation shall do so not later than two weeks in advance. Vacation of less than three days shall be scheduled at least seven days in advance.
 - e. In emergency situations, vacation schedules may be changed with the approval of the immediate supervisor.

2. Vacation Time Board update approved 9.19.2022 & 10.17.2022
- a. For every 156 hours paid, a regular full time employee shall accrue 8 hours of vacation time. This equals out to a 30 hour a week employee receiving 10 days of vacation per year and a 40 hour per week employee receiving 13.3 days of vacation.
 - b. The Executive Director shall receive fifteen days of paid vacation a year and 20 days of paid vacation after five years of employment. No more than five days can be taken at a time unless approved by the Executive Board. Vacation shall be accrued on a monthly basis and applied on the first of the month: 1.25 days per month in the first five years, 1.67 days per month after 5 years of employment. Vacation days taken will be documented monthly. Vacation will be accrued so long as the Executive Director is being paid in a full time capacity. In the event that the Executive Director works less than a full month, but more than half a month, vacation will be given at 0.75 of a day in the first five years, and 0.83 after five years. If the Executive Director works less than half a month (such as in the event of starting or ending employment in the last week of a month or on unpaid leave) no vacation will be accrued.
3. Unused Vacation.
- a. Vacation time can be carried over to the next calendar year, up to two years worth, with the consent of the Executive Board. If the Executive Board denies the employee's request, the employee will lose their vacation time not carried over and it will not be paid out. Employees are encouraged to use their vacation time.
 - b. Upon termination, any unused vacation to which an employee is entitled will be calculated and paid by the Shelter.
4. Pay in Lieu of Vacation.
- a. The Executive Director shall be entitled to vacation pay in lieu of vacation yearly if requested to the Board of Directors. A request must be submitted to the board after one year since the last vacation date. If a request is not made, vacation will not be paid out for more than one year's worth of vacation pay.

Sick Leave

The Shelter provides sick leave to full-time regular employees with pay. It may not be in the best interest or health of the employee or fellow employee for them to work while sick. Sick leave may be used for medical appointments.

1. Notification.
 - a. To be eligible for sick leave, an employee shall notify the Executive Director as soon as possible prior to the starting time of the employee's work day. This notice shall specify the nature of illness or injury and its expected duration. Employees missing work for more than three days may be required to have a doctor's release before returning to work.
2. Sick Leave Utilization. Board update approved 9.19.2022
 - a. Regular, full-time employees start accruing sick leave when hired. This will be accrued/documented on a monthly basis and tracked by the Executive Director.
 - i. For every 129 hours paid, a regular full time employee shall accrue 8 hours of sick leave. This equals out to a 30 hour a week employee receiving 12.09 days of sick leave per year and a 40 hour per week employee receiving 16.12 days.
 - b. Unused sick leave may be accrued to up to thirty days.

- c. Sick leave is paid at regular time, even if utilized for a scheduled holiday.
 - d. Sick leave may only be used up to the number of hours scheduled. Example: If Jim is scheduled to work an 8 hour day, he works 6 hours then goes home sick, he may not take more than 2 hours of sick leave for that day.
3. Medical Examination.
- a. The Executive Director may require an employee to submit a physician's verification of illness. Such verification may be required if an employee is sick three days or more. The Shelter may also require a physician's verification that the employee is well enough to return to work. The Shelter may, at its option, require an employee to submit to an examination by a physician or other medical professional chosen by the Shelter.
4. No Buy-Backs
- a. No employee is entitled to compensation for unused sick leave. At the termination of employment, for whatever reason, all sick leave benefits shall end.
5. Family Sick Leave
- a. A full-time employee may use their sick leave to provide assistance to certain ill relatives who reside in the employee's household. The relatives covered by this section only include a household partner and an employee's dependents in the employee's household. This leave will be allowed only when the employee's presence is necessary to assist the family member in connection with an illness. The employee shall give notice of the use of such family illness leave as provided by notification listed above, of use of sick leave. Verification of the illness of the family member will be furnished by the employee on request.

Leave of Absence

1. Funeral Leave, death in the immediate family.
- a. For regular full-time employees up to three days leave of absence with full pay, based on normal hours worked, will be granted to an employee in case of a death in the immediate family.
 - i. The immediate family shall be defined as household partner/spouse, son, daughter, father, step-father, mother, step-mother, brother, sister, grandchildren, grandparents, and comparable relatives of the household partner.
 - b. Additional unpaid days may be granted upon the approval of the Executive Director. The purpose of this leave is to facilitate the employee's participation in the activities normally associated with the loss of a relative by death.
 - c. For regular full-time employees, one-day leave of absence with pay will be granted to an employee in case of death of an aunt or uncle or household partner's aunt or uncle so that they may attend the funeral.
 - d. Part-time employees are not eligible for funeral paid leave. In the event of a death they are encouraged to speak with their immediate supervisor to see if it would be possible to arrange their work schedule in an accommodating way.
2. Jury Leave/Court Duty
- a. Any regular, full-time employee who is selected for jury duty shall receive a paid leave of absence for the time spent on such duty. To qualify for such a paid leave of absence, the employee must work that portion of any regularly scheduled work-day for which the court does not pay them for service.
 - b. It is expected that salaried employees will still take care of the operation of the Shelter while on jury duty. A salaried employee shall turn in their jury duty pay to the Shelter.

- c. The Shelter will pay all regular full-time hourly employees called to jury duty the difference in wages between jury/witness pay and their regular earnings.
 - d. If an employee is summoned as a plaintiff or a defendant in a proceeding involving or arising from outside employment or personal business, the employee shall not be entitled to leave with pay.
3. Unpaid Leave
- a. Any employee is welcome to request unpaid leave with their immediate supervisor. The Executive Director will consider the staffing needs of the shelter and whether to grant unpaid leave.
 - b. Any accrued vacation time or relevant other paid leave, must be used before unpaid leave is granted.
4. Absence Without Leave
- a. Any absence of an employee from duty, including any absence for a single day or part of a day that is not reported to their immediate supervisor, will be deemed to be absent without leave. Any such absence shall be without pay and be grounds for disciplinary action or discharge.
 - b. Absence without leave for a period of two or more work-days shall be considered proper cause for automatic termination of employment.
 - c. In the absence of terminating action, any employee who absents themselves for three consecutive days without leave shall be deemed to have voluntarily resigned.
5. Workers Compensation/Injury Leave
- a. Leaves of absence for on-the-job injuries or occupational diseases, as described by Iowa Workers Compensation Law, shall be provided by Workers Compensation Insurance. To qualify for a Workers Compensation injury leave of absence, the employee must report an injury to the Executive Director, unless physically unable to do so, and to take such first aid, medical treatment or any other treatment as may be necessary as directed by the Executive Director. The Burlington area Homeless Shelter has an aggressive return to work policy. Accommodations will be made for restrictions to enable employees to return to work as soon as possible.

Hours of Work

Nothing in this Personnel Manual shall be construed as a guarantee of hours of work per shift, per week, per work cycle, or any other period and is subject to change by the Executive Director.

1. Work Cycle
- a. The current work cycle for part-time employees shall be based on a work week from Saturday midnight through Saturday midnight of varied hours.
 - b. The normal workday for Office Manager/Assistant Director shall be 9am to 4pm, Monday - Friday.
 - c. Normal work hours for the Night and Weekend Staff are 1pm to 9pm or 10am-9pm, Monday - Friday and 11am-9pm Saturday and Sunday.
 - d. The Executive Director is responsible for 9pm - 11am, Friday through Sunday and 9pm-9am Monday-Thursday.
2. Required Overtime and Changes in Schedule.
- a. The Executive Director shall have the right to require overtime work or to make temporary changes in normal work schedules.

3. Hours Worked Over 40 Per Week for Hourly Employees.
 - a. Hours that are worked over forty hours per week shall be paid at the rate of one and a half times the employee's regular hourly rate of pay.

Accident Reporting

When an Employee or a Resident of the Shelter suffers an injury while engaged in authorized Shelter work or on shelter property, that Employee shall report that injury promptly, write up a detailed explanation of the incident, turn it into the Executive Director and the Executive Director will turn it into the Board President and the Insurance Company.

Probation

Upon hire, each employee will enter into a probationary period of 90 days. At the end of 90 days a performance evaluation will be completed by the Executive Director and discussed with the employee regarding their suitability for continued employment. During the probationary period, the Shelter may terminate any person's employment at any time, for any reason, or for no reason.

Annual Review

An employee performance evaluation will be completed annually by the Executive Director on each employee. They may be completed more frequently than this at the Executive Directors discretion. In example; before, during, or after a probationary period.

Employee Conduct and Relations

1. Change of Address
 - a. All employees are required to notify the Executive Director promptly of any change of address or telephone number so that employees may be contacted at all times by either telephone or mail.
2. Outside Affiliations
 - a. No employee of the Shelter shall hold any position with other business enterprises or governmental bodies which would conflict with the employee's ability to perform their job or responsibilities. Further, no employee shall enter into any transaction which would entitle the employee to receive a significant financial benefit or material gain as a result of the financial transactions described herein and the employee's job capacity.

Separation from Services

Separation from Shelter services shall take one of the following forms:

1. Resignation
 - a. A resignation is the voluntary separation from the Shelter at the discretion of the employee. The Shelter Board strongly encourages any employee who wishes to resign to give at least a thirty calendar day notice in writing to their immediate supervisor who will, in turn, notify the Board President.
2. Suspension
 - a. The Executive Director may temporarily suspend an employee with notification of the Executive Board.
3. Termination
 - a. The Executive Director, with approval of two members of the Executive Board, may terminate an employee at any time if believed such action is warranted.

Computer, Internet and Electronic Mail Systems Use Policy

The following is a policy regarding access to and disclosure of activity conducted on the Shelter's computer, internet, and electronic mail systems.

1. The Shelter owns and maintains a computer network, internet and electronic mail system hereafter referred to as "system". This system is provided to the employees for the purpose of conducting Shelter business.
2. The system hardware and software are owned by the Shelter and as such are Shelter property. Additionally, all documents and messages written, sent, received, or stored on the system are and remain the property of the Shelter. They are not the private property of any employee, and employees should not consider any communication via the system confidential, personal, and/or private.
3. The use of the system is for the conducting of Shelter business. Personal business or non-job related activities should be approved by the Shelter Executive Director who may restrict personal use.
4. The system shall not be used to create or retrieve any offensive or disruptive messages or files. Among those which are considered offensive are any messages or files that contain any comment that offensively addresses someone's sex, sexual orientation, race, color, religion, national origin, age, disability, gender identity, or marital status.
5. The confidentiality of any activity or message should not be assumed or expected. Deleting a message may not fully eliminate the message from the system. Further, the use of passwords for security does not guarantee confidentiality. The system automatically records information such as origin, destination, content, and time spent online.
6. Use of the system is a privilege, not a right, and any violation of this policy or use of the system for improper purposes could subject the employee to discipline, up to and including termination.

Harassment in the Workplace

1. Sexual Harassment

- a. Shelter employees have the right to work in an environment free of all forms of harassment. Harassment in the workplace is a violation of federal and state laws and will not be tolerated by the Shelter. The Shelter shall take direct and immediate action to prevent such behavior, and to provide remedies to deal with all instances of harassment, sexual or otherwise, as may be warranted and appropriate.
2. Prohibited Activities
 - a. No employee or supervisor shall either explicitly or implicitly ridicule, mock, belittle, or deride any person employed at the Shelter or assisting or utilizing the Shelter.
 - b. No employee shall make offensive or derogatory comments based on race, color, sex, religion, national origin, or sexual orientation, either directly or indirectly, to any such person.
 - c. No employee shall engage in any form of harassment when dealing with any such person.
 - d. Sexual harassment is conduct or action of a sexual nature involving either physical touching or verbal or non-verbal communication that is either unwelcome or fails to respect the rights of others at the Shelter. Such behavior, whether it occurs on or off the workplace, may be considered harassment.
3. Harassment Reporting Procedure
 - a. An employee, client, or volunteer in connection with the shelter who believes that they have been the subject of harassment should report the incident immediately to the Executive Director. If an employee's complaint concerns his or her immediate supervisor, the matter should be reported immediately to the Board President. If the complaint concerns the Board President, the complaint should be made to a Board Member.
 - b. The Executive Director shall report the incident to the Board President either immediately or as soon as practicable. Failure of the Executive Director to report an incident to the President is grounds for immediate disciplinary action.
4. Employee Responsibility
 - a. Employees are responsible for preventing harassment in the workplace. Employees are not only to refrain from any conduct which constitutes harassment under these policies, but are also to report acts of harassment to the Executive Director or Board President and assist them in investigating, documenting and resolving of such complaints.
5. Complaint Procedure.
 - a. After the receipt of a complaint under any of the reporting procedures set forth above, the Board President must handle the complaint in a timely and confidential matter. If the Board President is the subject of such a complaint, this responsibility will be borne by another member of the Board.
 - i. The responsibility of handling the complaint includes conferring with the affected employee, the employee's supervisor, if necessary, and the person against whom the complaint has been filed. The results of these conferences shall be documented immediately by the President of the Board and/or other Board Member.
 - b. No information concerning a complaint will be released to any third party or to anyone who is not participating in the investigation. Any violation of confidentiality will subject the disclosing employee to immediate disciplinary action.
 - c. The Board President shall be responsible for the investigation of any complaint alleging harassment. In the event the Board President is the subject of such an investigation, this responsibility will be borne by another Board Member. Such responsibility includes:
 - i. Immediate notification to the appropriate authority if a complaint deals with conduct of a criminal nature;
 - ii. Prompt determination as to whether or not an act of harassment has occurred, specifically documenting the conduct which constitutes harassment, and taking all

- reasonable steps to assure that the harassment does not continue;
- iii. Informing the complainant, supervisor and subject of the complaint of the outcome of the investigation and the suggested resolution of the complaint.
 - d. Any documentation of the complaint and the investigation shall be maintained in a separate file in a secure location at the Shelter. The only persons who may read such file shall be the Executive Director, Board, and the immediate supervisor.
 - e. No employee or supervisor may retaliate in any way against another employee or supervisor either for making a complaint of harassment, or for assisting, testifying or otherwise participating in the investigation or resolution process concerning a complaint.