



AmeriCorps

XYZ AmeriCorps Policies and Procedures

It is the responsibility of all XYZ AmeriCorps members to become familiar with the policies and procedures set forth in this AmeriCorps Member Handbook. These policies and procedures are designed to help members be more effective in working with students, in working with program staff, and in blending into the operation of the school. Violations of any of these policies can lead to termination.

XYZ AmeriCorps reserves the right to modify, add, or delete any policy or procedure at any time. We will notify you of these changes as they occur.

XYZ Policies

1. Open Door Policy

XYZ AmeriCorps encourages members to bring their concerns, questions, and suggestions to AmeriCorps staff members. We value your input, and we want to resolve any problems that may develop. We do ask that such discussions occur at a time and place which will not interfere with the delivery of our program's services or with other activities in the school.

Your AmeriCorps program coordinator is available most workdays. If you prefer, you may contact AmeriCorps staff at our office:

Elementary School Coordinator: – (512) XXX-XXXX (office) or (512) XXX-XXXX (cell)

Middle School Coordinator: (512) XXX-XXXX (office) or (512) XXX-XXXX (cell)

AmeriCorps Director: (512) XXX-XXXX (office) or (512) XXX-XXXX (cell)

Administrative Specialist: (512) XXX-XXXX

You may contact us anytime during normal working hours – Monday – Friday 8:00 a.m. – 5:00 p.m. If you need immediate assistance outside of working hours, call the program director's cell phone. We will arrange a meeting with you if we are unable to address your concerns by phone.

2. Affirmative Action

It is the policy of AmeriCorps that equal opportunity will be provided, promoted, and insured for all qualified persons. AmeriCorps will take affirmative action to insure that all applicants receive fair consideration for service and that members are treated equitably during their term of service without regard to color, race, religion, sex, age, national origin, sexual orientation or any physical or mental disability or status as a special disabled veteran or veteran of the Vietnam era.

3. Harassment and Unprofessional Conduct

Harassment is a violation of XYZ policy. It is also prohibited under Title VII of the Civil Rights Act of 1964, as amended, and the Title IX of the Education Amendments of 1972. You have a right to an educational or work environment that is free of bias, intimidation, or hostility. AmeriCorps members are obligated to report an allegation of harassment to his/her supervisor. If you feel you are being subjected to harassment, XYZ urges you to immediately contact your Site Supervisor, the AmeriCorps Director, or the XYZ Equal Opportunity Officer.

AmeriCorps members are expected to act in a professional manner at all times during their service. The use of inappropriate language or behavior at the service site is prohibited. Members are prohibited from engaging in any activity that may physically or emotionally damage other members, staff, or youth in the program or community.

4. Alcohol and Drug Policy

Members are prohibited from being under the influence of alcohol or illegal drugs, or possessing or using any illegal drugs or consuming alcoholic beverages during the performance of service activities. Any AmeriCorps member coming to service under the influence of any controlled substance will be automatically terminated. As an AmeriCorps member, you are bound by AmeriCorps' policy on substance abuse, which can be found in your member service agreement. You are responsible for abiding by this policy. Any XYZ member who has been charged or convicted under any criminal drug statute or alcohol related offense must notify the AmeriCorps Director in writing no later than five (5) calendar days after such charge or conviction.

5. Tobacco Free Workplace Policy

XYZ is committed to providing a safe and healthy worksite and promoting the health and well-being of its employees. The hazards caused by exposure to environmental tobacco smoke, as well as the life-threatening diseases linked to the use of all forms of tobacco have been well documented. We care about the health of each and every employee and it is our intent to provide all employees with a work environment conducive to good health. In order to further this objective, the following policy regarding tobacco in the workplace has been established

- a) Tobacco use includes the use of cigarettes, cigars, chewing tobacco, snuff, pipes, snus, and any non-FDA approved nicotine delivery device including electronic-cigarettes.
- b) A worksite includes any property where an employee conducts business for XYZ. This includes buildings, grounds, parking lots, and in employee owned or leased vehicles when conducting agency business.
- c) Tobacco use is prohibited at all worksites.
- d) Littering of tobacco-related products on the grounds or parking lots of all worksites is also prohibited.
- e) This policy applies to all employees at all times while on any worksites.
- f) All employees are encouraged to communicate the tobacco-free worksite policy with courtesy and diplomacy to other employees.
- g) Violations may be reported by employees to their supervisor the supervisor of the employee who is not in compliance with the policy.

6. Mother-Friendly Workplace

XYZ promotes a supportive workplace for mothers upon their return to work after the birth of a child. Towards that end, the following policy is established:

- a) Work schedule flexibility will be provided to accommodate reasonable break time for an employee to express breast milk for her nursing child each time the employee has need.

- b) XYZ worksites will provide private space, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public for the purpose of expressing breast milk. Where dedicated space is not feasible, a mixed-use space which can be secured for lactating mothers will be available. In addition, an employee may choose to use her private office or other space identified in consultation with her supervisor.
- c) Access to a safe water source and a sink with reasonable distance from the lactation space will be available.
- d) Employees may hygienically store their expressed milk in their own personal coolers or in the shared break room refrigerator, where available.

AmeriCorps Policies

*AmeriCorps members are never responsible for supervising other members. All members are on equal ground and supervision should only be given by XYZ staff.

7. AmeriCorps Position Description (full position description is in the member contract)

a. Full-Time

Full-time members must serve between 45-46 hours per week and must complete a minimum of 1,700 service hours during their service year. Full-time XYZ AmeriCorps members receive a \$12,530 living allowance and upon successful completion of their service year receive an education award up to \$5,730 based on previous terms of service. Full-time members **will have no more than 20 students on their caseload at a time**. They are also required to facilitate one service-learning project that must include a minimum of least 10 students (any XYZ student), conduct one (1) volunteer recruitment session, participate in three (3) AmeriCorps days of service, and attend all AmeriCorps trainings. These dates are noted in the XYZ AmeriCorps calendar.

b. Part-Time

Part-time members must serve between 24-25 hours per week and must complete a minimum of 900 service hours during their service year. Part-time XYZ AmeriCorps members receive a \$6,265 living allowance and upon successful completion of their service year receive an education award up to \$2,865 based on previous terms of service. Part-time members **will have no more than 12 students on their caseload at a time**. They are also required to facilitate one service-learning project that must include at least 6 students (any XYZ student), conduct one (1) volunteer recruitment session, participate in three (3) AmeriCorps days of service, and attend all AmeriCorps trainings. **Part-time members are required to attend a minimum of 3 hours of each resource day/training based on their normal service schedule**. These dates are noted in the XYZ AmeriCorps calendar.

8. Payroll

a. Rate of Pay

AmeriCorps members are not paid by the hour. Members receive a living allowance once a month during active service, based on their term of service. AmeriCorps members are not eligible for unemployment benefits upon completion of their service or early termination.

b. Living Stipend and Direct Deposit

Payday will be on the last working day of the month for the month of September. For the months of October – June, payday will be on the tenth of the subsequent month. The Member is responsible for providing the XYZ AmeriCorps staff with any changes in their bank account information immediately. The Member is responsible for any bank charges that are incurred due to their bank account becoming inactive.

c. Payroll Issues

If you should have any problems or questions regarding payroll, first ask your AmeriCorps Program Director or the Administrative Specialist for help. The AmeriCorps office number is XXX-XXXX. If your call is picked up by voicemail, please leave a message stating your name, your service site, phone number and the issue. A staff member will return your call as soon as possible.

9. Scheduling

All AmeriCorps members must set a service schedule for their site with their Site Supervisor. Any changes made to your arrival and/or departure times must be approved by your Site Supervisor and reported to the AmeriCorps Program Director.

a. Training and Service Project Attendance

Full-time and part-time XYZ AmeriCorps members are required to participate in all trainings, retreats, and service projects. This includes arriving on time and participating fully. Part-time members must attend all trainings for a minimum of three (3) hours based on their normal service schedule.

If an emergency occurs on a training day, you must **call or text** your AmeriCorps Program Coordinator on their cell phone as soon as possible or a Level 2 warning will be issued. If you miss training due to an emergency, you are responsible for the information covered.

b. Absenteeism

Absences negatively impact your students as they depend on you and look to you as a role model. An absent AmeriCorps member reduces program effectiveness as well as the school's confidence in our program. If you must be absent, advise your Site Supervisor **as soon as possible**. You must make this call at least an hour before the start of your scheduled day. If you must leave the site early, you must explain the situation and get permission from your Site Supervisor.

If you are ill and absent from your site for three (3) consecutive working days a doctor's note must be provided to your Site Supervisor and AmeriCorps Program Coordinator. Special circumstances will be considered only if a written explanation is submitted to the XYZ AmeriCorps staff for review, at which point we will decide whether or not the absence will be tolerated.

c. Tardiness

AmeriCorps members are expected to arrive at their service site and AmeriCorps events on time. Tardiness is unprofessional and will not be tolerated. Members with three (3) tardies per semester will receive a Level 1 warning.

d. No Call, No Show

AmeriCorps members are expected to call their Site Supervisor (for a school day) or AmeriCorps Program Coordinator (for a training or day of service) on their cell phone if they will be absent or late. In the event this does not occur, it will be documented as a no call, no show on a Level 2 warning.

e. Leave of Absence

Serving with AmeriCorps is not a typical job, and XYZ AmeriCorps does not grant vacation days. Absences from your service site do not count toward the required number of service hours and may affect your eligibility for the education award. If you must request time off during your service term, a Leave Request form must be signed by your Site Supervisor and submitted to your Program Coordinator at least 10 business days in advance of your requested time off. There is no guarantee that your request will be approved. It is your responsibility to make up hours missed due to any absence. The AmeriCorps Director will review emergencies on a case-by-case basis.

10. Timesheets

Accurate time records must be kept. It is the responsibility of the AmeriCorps member to complete timesheets accurately and honestly. Timesheets must be submitted to your Site Supervisor on the first (1st) working day of the following month.

Members must review their timesheet records for accuracy, certify and submit them electronically via OnCorps Reports to their Site Supervisor. The only exception to this is the member's final timesheet which will be dated the last day of service.

AmeriCorps staff will verify all hours related to AmeriCorps events outside of your service site.

*Consistent failure to provide the timesheet to the Site Supervisor on the first working day of the month is a Level 1 warning and the appropriate action will be taken (per the XYZ AmeriCorps code of conduct).

Please note that your timesheet is a federal document and any misrepresentation of a member's time is considered federal fraud.

a. Hours Opportunities

i. Strengthening Community hours

Strengthening Community hours promote teamwork and community involvement among AmeriCorps members (within the XYZ AmeriCorps program and with other local AmeriCorps programs). Any hours served outside of your service site at another non-profit agency should be counted as Strengthening Community hours and recorded on your timesheet as such.

The following are examples of Strengthening Community activities: non-fundraising community service events, and non-fundraising activities with AmeriCorps partners. If you have any questions in regards to possible

Strengthening Community activities that fall outside of the above examples, you must contact your AmeriCorps Program Coordinator prior to doing those hours.

The Hours Opportunity form must be submitted with original signatures by the 7th of the following month. Failure to submit this form will result in the removal of the submitted hours.

Without prior approval, Strengthening Community hours will not be granted to the Member, regardless of the condition(s) or reason(s).

These hours are **only** to be done in addition to the weekly hours required at your XYZ service site.

- Full-time members can perform a maximum of eight (8) Strengthening Communities hours per month.
- Part-time members can perform a maximum of four (4) Strengthening Communities hours per month.
- EAO members can perform a maximum of two (2) Strengthening Communities hours per month.

Under special circumstances, additional hours may be granted at the AmeriCorps Program Coordinator's discretion.

ii. Other XYZ Opportunities

Members will be notified of other XYZ/AMC opportunities via the AmeriCorps member newsletter, and/or e-mail. These opportunities are time spent in approved activities with other XYZ or AmeriCorps campuses or programs and will be listed on the timesheet under Other XYZ/AmC Support.

11. Mileage

AmeriCorps will only reimburse mileage for AmeriCorps activities.

Mileage reports are due to the AmeriCorps staff on the fifth (5th) day of the following month or by the Site Supervisor level meeting for the previous month's mileage in order for the mileage to be paid.

Members must complete the mileage form electronically, review for accuracy and indicate approval by printing, signing and dating the mileage report in **blue ink** and sending it with their Site Supervisor by the level meeting. Members should only utilize the mileage forms provided on the members only site.

Only one month's activity can be reflected on a report. Mileage will be reimbursed in the member's monthly living allowance check.

AmeriCorps activities include:

- ◆ Carpooling to trainings – specifying the name of the member you are carpooling with and only count mileage after the second member has been picked up.

- ◆ Carpooling to AmeriCorps events or service projects – specifying the name of the member you are carpooling with.
- ◆ Transporting students to AmeriCorps service projects or member service-learning projects only if pre-approved by your Site Supervisor and AmeriCorps staff. Only AmeriCorps members 21 years old and older can transport students. We must have your current car insurance on file and you are required to request the student's parent and/or guardian pre-authorization to transport the student. Please note that if your car insurance expires during your term of service an updated copy must be provided prior to transporting students.

**Carpooling mileage can only be counted after the second individual has been picked up.

AmeriCorps will not pay for mileage under the following circumstances:

- ◆ Mileage incurred as a consequence of running errands for campus activities.
- ◆ Mileage incurred coming and going back to member's residence.
- ◆ Mileage incurred going to the member's service site.
- ◆ Mileage as a result of campus activities (field trips, summer programming) are covered by non-AmeriCorps campus funds.

12. Problem Solving

If a problem should arise between you and your Site Supervisor or you and another AmeriCorps member:

- a. Discuss the issue with your Site Supervisor.
- b. If a resolution cannot be reached, you and your Site Supervisor should arrange to meet with your AmeriCorps Program Coordinator.
- c. If a resolution cannot be reached after step b, members must follow the grievance procedure outlined in the member contract. The grievance procedure is for the resolution of more difficult issues.

13. E-mail Policy

Members will be supplied with a XYZ e-mail account and are required to check their e-mail on a daily basis. Important AmeriCorps information is disseminated via e-mail, and you are responsible for this information. All e-mails that members send should be professional in tone and include the XYZ signature as denoted in the "Member's Only" section of the XYZ website.

Periodically, AmeriCorps staff will send out e-mails that request verification of receipt and acknowledgment of e-mails in order to ensure that e-mail accounts are being regularly checked by AmeriCorps members. **Members are prohibited from checking an outside e-mail account while at their service site. Please note that none of the information stored on XYZ computers is considered private.**

14. Cell Phones

Cell phones can be disruptive. They should be kept out of sight and inaudible at all times. Please verify with your Site Supervisor their policy concerning cell phone usage. If there is an emergency situation and it is necessary to use your cell phone, it should be done discreetly.

15. Religion and Politics in School

As per Federal AmeriCorps guidelines, members must avoid discussing any personal or religious doctrines or beliefs to students, AmeriCorps members, teachers or other school personnel. Members must avoid promoting any political candidates or parties to anyone associated with the school or the XYZ AmeriCorps program.

Service Site Policies

16. Confidentiality

If you feel that a student is in harm or danger, you must go to your Site Supervisor immediately.

Student data and information including student rosters and service logs may **not** be completed on personal computers.

Information regarding students, faculty or school operations is considered confidential and is not to be discussed outside the scope of your service. **Any violation in confidentiality may be grounds for termination.**

17. Outside Contact with Students

XYZ AmeriCorps does **NOT** authorize anyone associated with our program to have contact with the students outside of a XYZ sanctioned activity (i.e. field trip, service project, etc.) during or after their current service year. This includes telephone calls, texts, social media, and e-mail contact. **DO NOT give your telephone number, address, or e-mail to the students.** This policy protects you, XYZ and the students.

We encourage parental involvement. We understand that sometimes a call or a note to a parent may help serve the students even better. You may contact their parents in circumstances where your Site Supervisor has authorized you to do so. All calls to parents **must** be made from the XYZ office phone or a school phone. Any outside contact with students and/or a student's family must be pre-authorized by your Site Supervisor.

18. On-line Networking and Community Sites

AmeriCorps members who are registered with Google+, Facebook, MySpace, Twitter, or any other networking site are required to set their profiles and photographs to **private** in order to protect the member. These profiles are considered public information if they are not set to private and can be easily viewed by students, school staff and XYZ staff. The following guidelines must also be followed when utilizing these sites:

- a. Do not post photos of XYZ children or families on Facebook, Google+ or other internet sites/networks. Photo consent only allows XYZ as an agency to utilize these photos for marketing or reporting.
- b. Do not include any XYZ student or student from your campus as a "friend or contact" on social media.
- c. Be professional in any postings about your experience with XYZ. Do not share gossip, negative comments, or personal information about fellow staff, teachers, or campus staff you serve with.

- d. Do not post photos in AmeriCorps gear (i.e. t-shirt or sweatshirt) that do not reflect a professional stance that you would portray to an employer, principal, XYZ staff, or parent/guardian of the students you serve with.
- e. Do not post profile pictures that would be inappropriate (i.e. nudity, alcohol, smoking, etc.) for your students, school staff or XYZ staff to view.

Please note many of your students will try to find you online. Be prepared to discuss these issues with your students if or when they arise (i.e. why can't we be friends on Facebook"). If the XYZ AmeriCorps staff becomes aware of content on any of these social networking sites that violates this policy, a Level 1 warning will be issued. If the XYZ AmeriCorps staff becomes aware of outside contact with students via social networking sites, a Level 3 warning will be issued.

19. Discipline of Students

When you experience behavior problems with a student, seek the help or advice of your Site Supervisor. You are **never** to punish, physically restrain, spank or use inappropriate language with a student. Please note that horseplay or the above actions can be considered physical discipline of a student and be grounds for immediate termination.

20. Attentiveness to the Student

You must remain attentive to the student throughout your meeting and while escorting the student to and from the meeting area. Newspaper or book reading, sleeping, texting, personal conversations with other people, or any other activities that can divert your attention from the student are inappropriate, unprofessional and unacceptable.

21. Visitors

Due to the nature of our work and the need to devote our attention to each student on an individual basis, visitors of any sort will not be allowed during your service. This policy includes, but is not limited to family members and persons such as someone who drives you to and from your service site.

22. Child Abuse

If you become aware of child abuse or neglect, you are obligated by law to report it. Begin by informing your Site Supervisor immediately upon disclosure. Please remember to respect the student's privacy and feelings by only sharing with the people directly involved. Neither XYZ staff nor school personnel can legally delay or discourage you in reporting suspected child abuse or neglect. Remember, we are obligated by law to ensure that evidence of child abuse is reported to the **Texas Department of Protective and Regulatory Services**. If you feel that the school does not take appropriate action, contact an AmeriCorps staff member.

- a. It is important that you are careful in your own interactions with students to avoid appearing physically intimate. Avoid meeting with students in isolated areas. Do not allow students to sit on your lap. Kissing and hugging students (other than side hugging – initiated by the student) is not permitted because it is too easily misinterpreted as inappropriate.
- b. Please note that horseplay can be considered physically inappropriate and easily misinterpreted. Horseplay with students is not allowed under any circumstances.

23. Telephone Usage

School telephones may be used to contact AmeriCorps staff members or for other uses as approved by the Site Supervisor. Please review with your Site Supervisor the campus expectations for telephone etiquette. Both incoming and outgoing personal calls are not allowed. You must have your Site Supervisor's approval before making any calls on school phones.

24. Dress Code

AmeriCorps members are expected to dress to project a professional image for the program. Each campus may have its own policy regarding appropriate dress. Please talk with your Site Supervisor regarding your school's specific policy. Use common sense and the dress of your school's faculty as a guideline. **AmeriCorps members are required to wear their AmeriCorps gray t-shirt during all days of service.**

Personal hygiene and neatness are also very important. You will work closely with students, AmeriCorps members, XYZ and school staff so good grooming and cleanliness (for example, using breath mints, deodorant, and bathing) are critical to a pleasant work environment. More importantly, you will teach your students about caring for their personal appearance through your own good example. Exceptions to the dress code will be made for "theme days" as AmeriCorps members are encouraged to participate in exhibiting school spirit.

25. Identification

XYZ nametags are to be worn by AmeriCorps members at all times while serving including resource days and service days. Nametags are considered part of your member uniform.

26. Equipment and Supplies

It is the responsibility of each AmeriCorps member to put all equipment and supplies back in the proper place after each session. Please note equipment and supplies are the property of XYZ and/or the school and should not be removed from the school premises, unless approved by your Site Supervisor. Upon termination, members must return campus keys and campus property. *The member's last living allowance check will be held until all campus property including keys have been returned.

27. Medicine and Illness

AmeriCorps members must not give students medication of **ANY** kind. In the event that a student becomes ill, you should notify your Site Supervisor or other authorized personnel who will be able to follow the required school procedures for illness or medications.

If you require medication during your service time, it must be kept secured at all times. For your protection, if you have a serious medical condition (asthma, seizures, severe allergies) we encourage you to notify the AmeriCorps staff and your Site Supervisor.

28. Gifts and Food for Students

AmeriCorps members are prohibited from giving students money, purchasing food, or gifts of any kind. When one or more students receive gifts, those who do not receive one are

negatively impacted. Your Site Supervisor may purchase items as incentives, and these may differ from campus to campus.

In addition, since students could have food allergies or medical conditions that are not known to the AmeriCorps member, the member must refrain from giving the students food of **ANY** kind.

Members should discourage students from buying gifts for the member. If a student would like to give the member a gift, members should encourage them to make cards or a handmade gift. If a member receives a gift from a student, they should put the gift away so that it does not influence the other students.

29. Emergency Situations

In the event of emergencies or emergency drills in the schools, AmeriCorps members are to follow prescribed safety plans. Do **NOT** remain in the school during evacuation drills. File out of the building according to directions, escorting your student.

30. Inclement Weather

In the event of possible school closing due to bad weather, AmeriCorps members should listen to radio or television station reports. If schools are not officially closed, AmeriCorps members are expected to make every effort to fulfill service responsibilities for the day. If bad weather prohibits you from attending school, you must call the school to notify your Site Supervisor of your absence. **AmeriCorps members will not be credited for time missed due to bad weather.** If inclement weather occurs, contact your AmeriCorps Program Coordinator for inclement weather makeup plan to earn back any “lost” hours.

31. Personal Belongings

Do not leave personal belongings unattended. Items such as jackets, cell phones, purses, backpacks and umbrellas should be stored in secured areas when you enter your workstation.

32. XYZ AmeriCorps Code of Conduct

The member understands that the following chart describes the program’s code of conduct and disciplinary procedures for violating that code.

Level One Violations	Level Two Violations	Level Three Violations	Level Four Violations
1 st – Warning	1 st – Warning and coordinator-assigned training	1 st – Action plan, possible suspension (w/o pay), and possible counseling	1 st – Immediate suspension, possible termination, and mandatory counseling and/or training
2 nd – Warning and coordinator-assigned training	2 nd – Action plan, possible suspension (w/o pay), and possible counseling	2 nd – Immediate suspension, possible termination, and mandatory counseling and/or training	
3 rd – Action plan, possible suspension (w/o pay), and possible counseling	3 rd – Immediate suspension, possible termination, and mandatory counseling and/or training		

<p>4th – Immediate suspension, possible termination, and mandatory counseling and/or training</p>			
<ul style="list-style-type: none"> ▪ Tardiness ▪ Failure to wear appropriate clothing to service site ▪ Late submission of reports, timesheets or student progress data ▪ Offenses as determined by Site Supervisors and/or AmeriCorps staff 	<ul style="list-style-type: none"> ▪ No shows and unexcused absences including training and service projects. ▪ Being argumentative with XYZ or school staff ▪ Abuse of leave ▪ Inappropriate language or actions with service recipients, team members, XYZ staff and/or school staff ▪ Offenses as determined by Site Supervisors and/or AmeriCorps staff 	<ul style="list-style-type: none"> ▪ Fighting or being physically abusive ▪ Unauthorized contact with clients (including telephone, e-mail and contact outside XYZ activities) ▪ Misrepresenting affiliation with XYZ, school and/or AmeriCorps. ▪ Offenses as determine Site Supervisors and/or AmeriCorps staff 	<ul style="list-style-type: none"> ▪ Failure to notify XYZ AmeriCorps staff of any criminal arrest or conviction within 5 days. ▪ Harassment ▪ Possessing or consuming drugs/alcohol during service activities ▪ Offenses as determined by Site Supervisors and/or AmeriCorps staff

PLEASE NOTE: Some member actions or behaviors may result in immediate termination at the discretion of the AmeriCorps Program staff.