



SCI AmeriCorps Member Handbook of Policies and Procedures

Table of Contents

- [WELCOME](#)
 - [Mission Statement](#)
 - [Statement of Purpose](#)
 - [Open Door Policy](#)
 - [Service Hours](#)
 - [Service Module Position Descriptions](#)
 - [Youth Leadership Coordinator](#)
 - [Volunteer Outreach Coordinator](#)
- [INTRODUCTION TO NATIONAL SERVICE](#)
 - [Brief History of National Service](#)
 - [The AmeriCorps Agency and its Programs](#)
 - [AmeriCorps](#)
 - [AmeriCorps Mission Statement and Objectives](#)
 - [AmeriCorps Pledge](#)
 - [General Responsibilities of AmeriCorps Members](#)
 - [Massachusetts Service Alliance](#)
 - [Terminology](#)
 - [Background Checks & Accompaniment](#)
 - [Serving as an SCI AmeriCorps Member](#)
 - [Member Expectations](#)
 - [Member Responsibilities](#)
 - [Terms of Service and Minimum Qualifications](#)
 - [Member Benefits](#)
 - [Stipend](#)
 - [Education Award](#)
 - [Loan Forbearance](#)
 - [Health Insurance](#)
 - [Child Care Assistance](#)
 - [Worker's Compensation](#)
 - [Training](#)
 - [Voting](#)
 - [Prohibited Activities](#)
 - [Hours Requirements & End of Service](#)
 - [Hours Commitment](#)
 - [Termination of Service](#)
 - [Request to Leave Program Due to Compelling Personal Circumstances](#)
 - [Resignation](#)
 - [Early Completion of Hours](#)
 - [Member Timesheets, Reporting and Evaluation](#)
 - [Timesheets](#)
 - [Reports](#)
 - [Performance Review](#)
 - [SCI Scheduled Holidays and Policies](#)
 - [Time Off](#)



[Jury and Witness Duty](#)
[Expenses & Reimbursement](#)
[Travel Reimbursement](#)
[Monthly All Corps Meetings](#)
[Professionalism and Responsibility-Based Standards](#)
[Dress Code](#)
[Interpersonal Conduct](#)
[Courtesy and Thankfulness](#)
[Confidentiality](#)
[Discipline/Consequences for Breach of Standards](#)
[Equal Opportunity Service Policy](#)
[Anti-Discrimination Policy](#)
[Reasonable Accommodations](#)
[Policy Opposing Sexual Harassment](#)
[Definition of Sexual Harassment](#)
[Examples of Behavior That May Constitute Sexual Harassment](#)
[Complaints Procedure](#)
[Investigation](#)
[Disciplinary Action](#)
[State and Federal Remedies](#)
[General Grievance Procedure](#)
[Technology Policies](#)
[Introduction](#)
[Ownership of Your Files and Information](#)
[Electronic Security](#)
[Appropriate Conduct](#)
[Personal Use of Computers](#)
[Use of the Internet](#)
[Other SCI AmeriCorps Member Policies](#)
[Drug and Alcohol Free Workplace](#)
[Reporting Child Abuse and Neglect](#)
[Proprietary Information](#)
[Written Communication Procedure](#)
[Transporting Participants](#)
[SCI Office Policies](#)
[Maintenance of Work Areas](#)
[No Smoking Policy](#)
[Guests and Visitors](#)
[Member Outings](#)
[Inclement Weather](#)
[Safety & Security](#)
[In the Event of an Emergency](#)

WELCOME

Dear New AmeriCorps Member,

On behalf of the board of directors, staff, and our community partners, **WELCOME to Social Capital Inc! (SCI)** We hope you will find your experience here rewarding and inspiring. You are joining a team of committed, talented, and interesting individuals.

Mission & Vision Statement

SCI's mission is to strengthen communities by connecting diverse individuals and organizations through civic engagement initiatives:

- We are **cultivating connections**, helping people and organizations come together to work toward positive change.
- By **developing leaders**, a wider, more diverse, network of our youth and neighbors are empowered to create welcoming and inclusive communities.
- Our work, rooted in connecting people and coming together to address pressing needs, will lead to a **stronger community**, where everyone has an equal opportunity to thrive.

Statement of Purpose

SCI is committed to connecting individuals and organizations to civic engagement opportunities within their communities. SCI currently serves communities across Greater Boston, and places AmeriCorps Members in cities such as Boston, Lawrence, Lowell, Chelsea, Lynn and Woburn. We have developed this Member handbook to communicate the Massachusetts Service Alliance (MSA), AmeriCorps and SCI general policies and procedures. This document will serve as a guide for SCI AmeriCorps Members, Host Site Supervisors, and SCI staff. Although we expect that these general policies and procedures will apply in most circumstances, we do not intend to be rigid in their application and may apply different practices where appropriate to particular circumstances. Additionally, AmeriCorps Members are legally considered "Members", as opposed to employees, and will be referred to as such throughout the document. We ask that you read this handbook carefully and let us know, now or in the future, of any questions or comments that you may have about its contents or how they may apply to you.

This handbook is intended to provide a general introduction to many of the Member policies and practices of SCI AmeriCorps. It does not contain all of the relevant Company (SCI) policies affecting AmeriCorps Members. This handbook is confidential and is provided for the reference of SCI AmeriCorps Members.

Unless otherwise specified, Member policies and practices of SCI as set forth in this document shall include individuals serving under the AmeriCorps programs, unless otherwise noted. Any individual involved with SCI in any capacity who fails to follow SCI policy and practice may be subject to discipline, up to and including termination.

Open Door Policy

We encourage SCI AmeriCorps Members to share any suggestions, problems or questions related to their service at SCI. In most cases, a Member should speak directly with the Host Site Supervisor about any concerns; however, each Member is encouraged to reach out to the SCI AmeriCorps Program Director at any time with questions or concerns.

This open door policy is not a substitute for the procedure for dealing with complaints of discrimination, harassment, or retaliation outlined elsewhere in this handbook.

Service Hours

SCI AmeriCorps Members are required to complete a minimum of 1700 hours for full year Members, 1200 hours for three-quarter year Members, and 900 hours for half year Members, during their service period. Regular attendance at your service site is essential. Daily service hours will vary from site to site, and can be at the discretion of the Member and Host Site Supervisor, depending on the host agency's need, and hours of

operation. Regular service hours should be an average of approximately 40 hours per week and a regular schedule should be established and agreed to at the beginning of the service year by the Member and Host Site Supervisor.

Members are expected to report to their host sites during designated service hours unless other arrangements are made verbally or in writing with your Host Site Supervisor. A Host Site Supervisor may use discretion to allow alternative schedule arrangements provided that Members are effectively supervised, it doesn't hinder teamwork and interaction with other staff, and duties are carried out. For instance, AmeriCorps Members who frequently participate in evening meetings may be allowed to start by 10 a.m. rather than 9 a.m., with prior permission from their Host Site Supervisor.

Service Year Position Description

Community Engagement Coordinator

SCI AmeriCorps Members engage in service activities that address the need to connect opportunity youth between the ages of 12 to 18 with the people, experiences and resources that increase their prospects for success. SCI AmeriCorps Members build capacity at their Host Site Organizations in both of the following focus areas:

- Youth Enrichment Programs
- Volunteer Engagement

Youth Enrichment Programs: building Host Site organizational capacity to implement youth enrichment programs for middle and high school age youth. Member activities may include some or all of the following:

- Developing and implementing Community Service-Learning (CSL) projects
- Engaging in Youth Mentorship
- Coordination or Management of other Enrichment Activities (e.g. homework support, healthy lifestyles, and post-secondary success)
- **MANDATORY** – Facilitate a group of youth currently being served by the host site, to **develop and implement a Social Capital Youth Project (SCYP)** as the capstone of the Member's youth enrichment service. Additional SCYP details:
 - Focus on community needs identified by the youth & members
 - Goal is to empower youth to positively impact their communities and build their social capital through collaboration with peers and adults while developing leadership skills
 - SCI Member Training Program will guide Members in developing & implementing SCYPs
 - SCYP youth participants will engage in at least 6 coaching sessions facilitated by Members and adult volunteers as part of the SCYP planning.

Volunteer Engagement: building Host Site capacity to engage adult volunteers and thus enhance youth development programs. Member activities may include some or all of the following:

- Volunteer Management Systems development and/or implementation
- Volunteer Recruitment
- Ongoing Volunteer Coordination
- Volunteer Event Planning and/or Management
- Community Outreach & Relationship Building

Introduction To National Service

Brief History of National Service

Volunteerism and community service has been a viable resource and source of mobilization in American life. During events such as the American Revolution, Underground Railroad, Civil Rights Movement, Americans have worked together to improve their lives, neighborhoods and communities. Civic engagement has long been the cornerstone of volunteerism and community mobilization. Globally, community service learning has been

present in a variety of areas including education, ESL, disaster relief, AIDS Awareness, refugee work, etc. Many agencies and organizations including schools, churches, social service agencies, health centers, law enforcement, have often collaborated and shared resources in the spirit of community service. Americans have been civically engaged and volunteering since the inception of our nation.

National service programs preceding AmeriCorps include:

- The Civilian Conservation Corps, created in 1933 by Franklin D. Roosevelt to provide people an opportunity to work on the preservation of public lands.
- The Peace Corps, established in 1961 by John F Kennedy to serve developing nations.
- Volunteers in Service to America (VISTA) founded in 1965.

The AmeriCorps Agency and its Programs

The AmeriCorps Agency are the federal administrators of the AmeriCorps programs. Federal funding for AmeriCorps and other The AmeriCorps Agency programs are provided by congressional appropriations. The federal funding is matched by support from local and private sector partners. The AmeriCorps Agency offers a variety of full – time and part – time national and community service opportunities for Americans. The AmeriCorps Agency also oversees the service learning programs, Learn and Serve America, and three programs within the National Senior Service Corps.

AmeriCorps

AmeriCorps Mission Statement and Objectives

The mission of AmeriCorps is to provide opportunities for Americans of all ages to help improve the nation through service to communities-making our environment cleaner, our children healthier, our schools better and our streets safer. A special emphasis of AmeriCorps is on the critical problems of children and youth, and the need for all young people to serve, not just be served. A large proportion of AmeriCorps Members serve in programs to achieve the goals for America's youth set at the 1996 President's Summit for America's Future. AmeriCorps works on the simple idea that those who take responsibility for their community ought to be rewarded with opportunity.

The four main objectives of AmeriCorps are:

- 1. Getting things done**
Members help communities solve problems by direct service, volunteering and mobilization.
- 2. Strengthening communities**
AmeriCorps unites individuals from all different backgrounds, and organizations of different kinds, in an effort to improve communities.
- 3. Encourage**
AmeriCorps encourages Members to explore and exercise their responsibility to their communities, families, and themselves during their service.
- 4. Expanding opportunities**
AmeriCorps Members receive educational incentive awards to further their education or pay student loans, in addition to specialized training.

AmeriCorps Pledge

I will get things done for America – to make our people safer, smarter, and healthier.

I will bring Americans together to strengthen our communities.

Faced with apathy

I will take action.

Faced with conflict,

I will seek common ground.

Faced with adversity,

I will persevere.

I will carry this commitment with me this year and beyond.

I am an AmeriCorps Member.

And I'm going to get things done.

General Responsibilities of AmeriCorps Members

Members must satisfactorily complete your program's requirements and your full term of service (at least 1700 hours during a nine – twelve month period for a full – year award; 1200 hours for a three-quarter year award; 900 hours for a half year award; 450 for a quarter time award during a 9 – 12 month period)

Satisfactory service includes attendance, compliance with applicable rules, a positive attitude, quality service, and respect toward others in the program and in the community.

You will be asked to sign this contract stating your rights and responsibilities while in AmeriCorps. You must abide by this contract and follow the rules of your program. You may be suspended or terminated if you violate the stated rules of behavior.

Massachusetts Service Alliance

The Massachusetts Service Alliance (MSA), established in 1991 was one of the first state commissions for community service in the nation. In 1993, President Bill Clinton, building on the efforts of former President George H.W. Bush, signed the National and Community Service Trust Act and modeled AmeriCorps based on service programs developed here in Massachusetts.

The mission of the MSA is to generate an ethic of service throughout the Commonwealth by creating and supporting diverse, high quality service, and volunteer opportunities for all age groups, resulting in stronger communities and more active citizens. The MSA is governed by a Board of Directors that is appointed by the Governor to serve three year terms. The board is a diverse, bipartisan group of committed citizens actively engaged in community service and volunteerism.

Terminology

It is very important to always use the appropriate terminology to describe what AmeriCorps Members and volunteers are and the role they play in the organizations and communities in which they serve. Some guidelines for you to follow throughout the year follow below:

Always use: **Member or Corps Member**

Always use: **Stipend or living allowance**

Always use: **Serve or Service**

Never use: **Employee, staff, student, co – op, aide, assistant**

Never use: **Pay, salary, paycheck**

Never use: **Work, job**

***Avoid terms such as hire, hired, and employed.**

Background Checks & Accompaniment

AmeriCorps regulations require that SCI initiate all Background Checks on or before the start of service for our Members. Massachusetts CORI checks will come back within moments of initiating the request, and we are able to clear the Member. If the Member was residing outside of the state at the time of application, we will also conduct a background check for that state. Some states will come back quickly, others may take some time.

If the individual has access to vulnerable populations, accompaniment is required until the program receives the results of either the state check or the FBI check. An individual is accompanied when he or she is in the physical presence of a person cleared for access to a vulnerable population. Accompaniment must be documented. SCI will document accompaniment by indicating on the covered individual's timesheet who did the accompaniment, on what dates, hours, and have the individual who performed accompaniment sign off attesting to the accuracy of the documentation.

If notified that a Member is required to be accompanied, Host Site Supervisors must be sure that they are accompanied at all times when in the presence of vulnerable populations. Vulnerable populations include children age 17 or younger, persons age 60 and older, and/or individuals with disabilities. "Individuals with disabilities" has the same meaning given to the term in the Rehabilitation Act in 29 U.S.C. § 705(20)(B), and includes any person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment. SCI will notify the Host Site Supervisor as soon as the checks are returned and cleared via email that accompaniment can cease.

Serving as a SCI AmeriCorps Member

SCI is committed to providing a safe, equitable service experience for all of its Members regardless of race, creed, ethnicity, class, age, gender, gender expression, gender identity, sexual orientation, and/or ability. We are additionally committed to having policies and procedures that are fair and balanced, following AmeriCorps funding regulations/procedures. SCI provides a high quality level of programming, consistent with our mission to promote civic engagement. All Members will be treated in a professional manner, allowing for initiative and flexibility in an environment based on respect and trust.

COVID-19 Policy

The COVID-19 pandemic will affect all aspects of the SCI AmeriCorps Program and Members' service activities. Members may be serving on-site, remotely, or a combination of both throughout the service year. SCI wants Members to be & feel safe while engaging in service activities, and is committed to prioritizing both the physical & mental health of the Members. SCI asks Members to notify the Program Director immediately:

- If they test positive for COVID-19, gets exposed to a person who is sick with COVID-19, or believes they have gotten exposed to COVID-19 and are at risk.
- If they feel unsafe engaging in a particular service activity due to risk of contracting COVID-19.

Member Expectations

SCI exists to strengthen communities by connecting diverse individuals and organizations through civic engagement initiatives. SCI AmeriCorps Members are key individuals that are vital to helping SCI achieve our mission and are representatives of SCI during their service term. Therefore as a SCI AmeriCorps Member we expect that you will:

- Provide high quality service in order to create meaningful and sustained connections.
- Maintain a standard of professionalism that demonstrates a commitment to SCI and the communities we serve.
- Maintain an active concern for the safety and health of other Members, SCI staff, and the residents of communities we serve.
- Maintain confidentiality: information should only be shared if it is deemed to pose a threat/danger to another Member, SCI staff, community member, etc.
- Demonstrate a commitment to fellow SCI AmeriCorps Members.
- Act in a manner consistent with SCI policies and procedures.
- Maintain effective communications with the SCI AmeriCorps Program Director, site Host Site Supervisors and staff, and other SCI AmeriCorps Members.
- Represent SCI in the community according to the standards set forth in the SCI AmeriCorps Handbook of Policies and Procedures.

Member Responsibilities

- Carrying out SCI's mission at their host site:
 - The majority of the Members' time will be spent serving in their role at their host site. Members & Host Site Supervisors must take care to observe all of the prohibited activities and related rules.
 - In addition to their host site, Members have other roles and responsibilities to SCI, AmeriCorps, and themselves!
- Reporting
 - *Monthly/Bi-Monthly Numerical Data & Anecdotal Narrative Reports according to the Program Calendar* Report templates will be provided by SCI and must be reviewed by the Host Site Supervisor. Members must complete reports on time, and are mandatory. These reports are essential for our grant reporting to the MSA & The AmeriCorps Agency.
 - Team Reports/ Submissions
 - Some Members will serve together at a host site and be involved with the same projects. In such cases, one Member can report on joint activities on behalf of all Members involved. They should just make it clear that they are reporting on a collaborative activity involving other Members.

- **All Corps Meetings:** Members are required to attend All Corps Meetings, which provide an opportunity for all SCI AmeriCorps Members to come together for ongoing training & professional development, team-building activities, cohort discussions and important updates. **Members missing an All Corps Meeting can't earn service hours at their host site that day, unless permission is granted in writing, in advance, by the SCI AmeriCorps Program Director.** Such permission will be granted infrequently, only when there is a major event or project at the host site.
- **Social Capital Youth Project:** Facilitate a group of youth currently being served by the host site, to develop and implement a Social Capital Youth Project (SCYP) as the capstone of the Member's youth enrichment service. Additional SCYP details:
 - Focus on community needs identified by the youth & members
 - Goal is to empower youth to positively impact their communities and build their social capital through collaboration with peers and adults while developing leadership skills
 - SCI Member Training Program will guide Members in developing & implementing SCYPs
 - SCYP youth participants must engage in at least 6 coaching sessions facilitated by Members and adult volunteers as part of the SCYP planning.
- Professional Development, Training, & Networking (Maximum 20% of total hours)
 - SCI AmeriCorps Members are allowed to spend up to 20% of their service hours participating in professional development, training and networking. This includes All Corps Meetings, the SCI Member Training Program, as well as attending outside training/ professional development opportunities.
 - Organizations such as the Massachusetts Service Alliance (MSA) and other AmeriCorps Programs will offer various events throughout the year that SCI AmeriCorps Members are encouraged to attend.
- **Members must have 'SCI AmeriCorps' or 'AmeriCorps' sign in office as well as 'Prohibited Activities' shown/hung in the office space next to the sign or near the sign or where everyone can see**
- Disaster Relief (on an emergency basis)
- Assisting as volunteers for various SCI and partner events and projects as needed, including AmeriCorps Service Days. *We strongly encourage Members support at least one event or project at another Member's site during the service year.*

List is subject to change. Members main responsibility is to carry out the SCI mission at their host site, but may also be called upon to help where needed!

Failure to carry out these Member responsibilities may result in disciplinary action. While coaching and support is generally the first response to performance that doesn't meet standards, failure to address performance issues may result in disciplinary action, up to and including termination.

Terms of Service and Minimum Qualifications

By signing the AmeriCorps Member agreement you certify that you meet the following minimum qualifications of being an AmeriCorps Member:

- A United States Citizen, national, or a legal United States permanent resident.
- At least 18 years of age.
- In order to receive the Education Award, Members must also certify that they will successfully complete the SCI AmeriCorps Program as defined below:
 - Successfully complete a full term of service defined in the offer letter. (Please note this term needs to be completed even if the Member exceeds the minimum hours of service prior to the end of the term.)
 - At least 80% of Member hours should be in "direct service" - approved service activities that contribute to the goals and objectives of the SCI AmeriCorps program.
 - Up to ten percent (10%) of this time can be spent fundraising for resources directly supporting their service programs. Members must also spend no more than 20% of their service hours for training. Members must also fill the requirements/responsibilities of the program module which they are assigned as defined in the Service Module section.

Member Benefits

Stipend

Members will receive a modest, taxable living allowance (stipend) up to \$23,000 annually. This amount will be paid in biweekly increments before taxes. **Members must serve at least one hour during a two-week stipend period to be eligible to receive their stipend for that period.**

AmeriCorps Members in Massachusetts are not eligible for unemployment benefits upon completion of their service commitment or if they exit the program early.

Education Award

Upon successful completion of AmeriCorps service with SCI (Members in good standing) which includes, but is not limited to, serving the minimum hours required by their service term during the stated contract period, submitting all reports, attending all mandatory trainings, All Corps Meetings, the SCI Luncheon, and all other mandatory events, and submitting all necessary paperwork of your service to the SCI AmeriCorps Program Director, you will be eligible to receive an educational award of from the National Service Trust. This can be applied to tuition or a student loan payment. More information about the Education Award can be found online at <https://americorps.gov/Members-volunteers/segal-americorps-education-award>.

Should a Member be short of their minimum hours at the end of the service term indicated in their offer letter, they may request to continue serving to complete their hours. However, Members who have earned the full living allowance (\$23,000) cannot receive additional stipend payments as they serve to finish their hours. Furthermore, service hours cannot be earned after July 31, 2023, as that is the end of the SCI AmeriCorps grant year.

Loan Forbearance

Members with outstanding qualified student loans may request loan forbearance (temporarily suspended loan payments) during their term of service and accrued interest payments upon graduation of the SCI AmeriCorps program. Members must submit a Loan Forbearance Request to the Corporation for National Service at the beginning of the term. Requests for interest repayment may be filed upon satisfactory completion of the term. More information about Loan Forbearance during your service year can be found online at <https://americorps.gov/Members-volunteers/your-benefits>.

Health Insurance

AmeriCorps offers Members basic health insurance for the duration of your term of service (as stated in your contract letter). Members are allowed to use their own coverage at their own expense. SCI is not required to supplement health insurance premiums for AmeriCorps Members. **Additionally, please note that Massachusetts requires mandatory health insurance coverage for all residents.**

Child Care Assistance

Eligible AmeriCorps Members can receive a childcare allowance which will be provided directly to your childcare provider. This allowance is distributed over the term of service on a bi – weekly basis.

Worker's Compensation

Workers compensation coverage (not medical benefits) pays for medical charges and lost wages if you suffer a service - related injury or illness. For more information please contact the SCI AmeriCorps Program Director.

Training

Members will receive an initial orientation training that will include history of the sponsoring organization, information on the communities they serve, general socio-cultural competencies, and information on technology resources. Members will also participate in All Corps Meeting days designed to provide ongoing professional development, training, resources and team-building. Members will have opportunities to initiate or lead training activities during these All Corps Meetings.

SCI AmeriCorps members will be prepared for service activities by participating in a **40-hour SCI Member Training Program** between September - December of the service year that will focus on best practices in the following areas:

- **Building Social Capital, Community Outreach, DEI (Diversity, Equity, and Inclusion) Fundamentals, Project Management, Volunteer Management, and Youth Development**

Voting

All eligible Members are encouraged to register and vote. SCI, however, does not require Members to register or to vote. Members who are unable to vote before or after service hours should be allowed to do so during their service time without incurring any penalties. The site Host Site Supervisor should determine the length of absence.

Prohibited Activities

The following activities must not be engaged in while charging time to the AmeriCorps program, accumulating service and/or training hours, or performing activities supported by the AmeriCorps program or The AmeriCorps Agency staff and Members. The flier summarizing these prohibited activities provided by SCI, along with the SCI AmeriCorps sign, must be displayed in a visible location at each Member service site.

1. Attempting to influence legislation
2. Organizing or engaging in protests, petitions, boycotts, or strikes
3. Assisting, promoting or deterring union organizing
4. Impairing existing contracts for services or collective bargaining agreements
5. Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office
6. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials
7. Engaging in religious instruction; conducting worship services; providing instruction as part of a program that includes mandatory religious instruction or worship; constructing or operating facilities devoted to religious instruction or worship; maintaining facilities primarily or inherently devoted to religious instruction or worship engaging in any form of religious proselytizing
8. Providing a direct benefit to:
 - a. For-profit entities
 - b. Labor unions
 - c. Partisan political organizations
 - d. Organizations engaged in the religious activities described in the preceding subclause, unless grant funds are not used to support the religious activities
 - e. Nonprofit entities that fail to comply with the restrictions contained in section 501(c) (3) of U.S. Code Title 26
9. Organizing or conducting voter registration drives. In addition, Corporation funds may not be used to conduct a voter registration drive.
10. Providing abortion services or making referrals to such services, this includes Members enrolled prior to October 1, 2009. In the past, AmeriCorps Members have joined with clinics that offer abortion services and partnered with Planned Parenthood chapters to work on public health education topics. The new stipulation will allow Members to volunteer or provide their services on their own time, but not while affiliated with AmeriCorps.

11. Other activities, as MSA determines, will be prohibited upon notice to the AmeriCorps State subgrantee.
12. AmeriCorps Members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above.

Individuals may exercise their rights as private citizens and may participate in the activities listed above on their own initiative, on non-AmeriCorps time, and using non-Agency funds. Individuals should not wear the AmeriCorps logo while engaging in prohibited activities, even if they are done on the Member's personal time.

Individuals may exercise their rights as private citizens and may participate in the above activities on their initiative, on non-AmeriCorps time and using non-Agency funds. The AmeriCorps logo should not be worn while doing so.

Also, a Member's service activities may not include:

- Raising funds for his or her living allowance
- Raising funds for an organization's operating expenses or endowment
- Writing grant applications for AmeriCorps funding or for any other funding provided by The AmeriCorps Agency
- Writing grants applications for funding provided by any other federal agency

AmeriCorps Members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above.

Other Prohibited activities:

- Violence (physical and/ or emotional) and or abuse (physical, emotional and mental) of SCI AmeriCorps Members, staff, citizens, we serve, etc. will not be tolerated.
- Members are not to carry weapons.
- The use of illegal drugs and/or alcohol is prohibited.
- Jeopardizing the safety of other SCI AmeriCorps Members or staff.
- Convictions for a violent felony or the sale and/or distribution of a controlled substance. (Upon being accused of such a crime, a Member will be suspended pending the outcome of the trial, and will not receive a stipend or other benefits during this period. If acquitted, the Member will be reinstated).

Nonduplication and Nondisplacement;

- (e) Nonduplication. Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of paragraph (f) of this section are met, Corporation assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.
- (f) Nondisplacement. (1) An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance.

Fundraising

2520.40 - Under what circumstances may AmeriCorps Members in my program raise resources?

- AmeriCorps Members may raise resources directly in support of your program's service activities.
- Examples of fundraising activities AmeriCorps Members may perform include, but are not limited to, the following:
 - Seeking donations of books from companies and individuals for a program in which volunteers teach children to read;
 - Writing a grant proposal to a foundation to secure resources to support the training of volunteers;
 - Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals;

- Securing financial resources from the community to assist in launching or expanding a program that provides social services to the Members of the community and is delivered, in whole or in part, through the Members of a community-based organization;
- Seeking donations from alumni of the program for specific service projects being performed by current Members.

AmeriCorps Members may not:

- Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;
- Write a grant application to the Corporation for National & Community Service or to any other Federal agency.

Hours Requirements & End of Service

In addition to the above mentioned Member Requirements and Expectations, Members must also complete required hours to exit the program satisfactorily.

Hours Commitment

To satisfactorily complete their service and receive the education award, Members must serve at least 1700 hours during a nine – twelve month period for a full – time award; 1200 hours for a three-quarter year award; 900 for a half year award. All hours must be tracked according to the provided stipend period calendar. We expect and understand that in some months Members will serve more hours than in other months. However, Members must demonstrate satisfactory progress toward their commitment to remain in the program.

SCI AmeriCorps Members should be serving an average of approximately 40 hours per week. Members do not receive any “paid time off” or “paid holidays”. Each Member is paid their biweekly stipend upon hours submission and Host Site Supervisor verification for any period that they serve a minimum of 1 hour. Stipends for a given period cannot be paid until a timesheet for the period has been submitted and verified

Members may take personal, sick, or vacation days, but cannot receive hours for time not served.

Teleservice (a.k.a. Remote Serving)

Teleservice is appropriate when the activity can be meaningfully supervised and the hours verified independently. Teleservice is usually not part of a Member's regular service unless it is a response to a Member requesting teleservice as a reasonable accommodation for a disability; however during the COVID-19 pandemic teleservice may be a regular part of the Member's service for the 2022-2023 service year. Teleservice may also be an option when inclement weather or other factors close the service site or make it difficult for the Member to serve on site on a particular day -- with the requisite approval and documentation still required.

Teleservice / documentation examples

- Completing online training with an audit trail for a Host Site Supervisor to verify the hours.
- Service activity resulting in a work product and Host Site Supervisor can reach a reasoned judgment to whether the product reflects the hours claimed. [i.e. Updates to a social media account or website could be considered documentation of service performed.]
- Tasks performed while logged into a grantee information system resulting in a record of the Member's level of activity.

Teleservice Policy

- There must be written authorization of teleservice in advance.
- Set expectations of the communication requirements between Host Site Supervisors and teleserving Members.
- Mitigation of the increased risk of time and attendance abuse.
- Appropriate supervision including validation of the activities to be performed

- Verification of hours claimed: timesheet for teleservice hours should be very detailed as to service activities completed during teleservice.

Termination of Service

SCI AmeriCorps is a ten month service learning commitment. As such, there is no promise of continued service during or after the service period. Members, host sight agencies, and SCI general staff are free to terminate/change the terms of service at any time during the contract period. A Member may be suspended and or released from participation for a compelling personal reason or for cause, as outlined in **Sec. G, (1)-(2)** of the AmeriCorps grant provisions, including but not limited to service performance. Members suspended for an entire two week stipend period will not receive a stipend for that period because they will not have served any hours during that time.

Request to Leave Program Due to Compelling Personal Circumstances

If a Member is unable to complete his/her service obligation due to illness or personal issues beyond his/her control and that were unforeseen at the time of entry into SCI AmeriCorps, the Program Director, upon request or upon his/her own initiative, may release the Member for Compelling Personal Circumstance. In the case of a Compelling Personal Circumstance, the Member may choose to leave the program completely or suspend their service year. This decision will be made under the advice of the Program Director.

Compelling personal circumstances include:

- (i) Those that are beyond the participant's control, such as, but not limited to:
 - (a) A participant's disability or serious illness;
 - (b) Disability, serious illness, or death of a participant's family Member if this makes completing a term unreasonably difficult or impossible; or
 - (c) Conditions attributable to the program or otherwise unforeseeable and beyond the participant's control, such as a natural disaster, a strike, relocation of a spouse, or the non renewal or premature closing of a project or program, that make completing a term unreasonably difficult or impossible;
- (ii) Those that the Corporation has, for public policy reasons, determined as such, including:
 - (a) Military service obligations;
 - (b) Acceptance by a participant of an opportunity to make the transition from welfare to work; or
 - (c) Acceptance of an employment opportunity by a participant serving in a program that includes in its approved objectives the promotion of employment among its participants. ***The SCI AmeriCorps program doesn't qualify under iic.***

Compelling personal circumstances *do not* include leaving a program:

- (iii) To enroll in school;
- (iv) To obtain employment, other than in moving from welfare to work or in leaving a program that includes in its approved objectives the promotion of employment among its participants; or
- (v) Because of dissatisfaction with the program.

Under a Compelling Personal Circumstance, the Program Director may exit the Member from the program and authorize a pro-rated education award, as long as the Member has served at least 15% of his/her term of service.

Members must apply for Compelling Personal Circumstances in writing, using the following method:

1. Clearly state a concise request for release from service due to a compelling personal circumstance. This request must be signed and dated.
2. Provide detailed information. What is the situation? How has the situation affected your ability to complete a term of service?
3. Provide back-up documentation such as doctor's records or letters, legal records, and/or letters from "experts." Documentation needs to clearly relate to the situation.

Resignation

All full and part-time SCI AmeriCorps Members voluntarily terminating their service with SCI AmeriCorps are requested to give two (2) weeks advance written notice to their respective Host Site Supervisor. Absent extraordinary circumstances, any Member who fails to report to their host site for three consecutive days without notifying their Host Site Supervisor will be deemed to have voluntarily resigned. **Any Member who**

leaves SCI AmeriCorps without obtaining a release for Compelling Personal Circumstances is considered released for cause and *will not receive an education award*.

Early Completion of Hours

Members who complete their hours prior to graduation may request early exit with the AmeriCorps Program Director and Host Site Supervisor, both of whom must agree that early completion of service will not negatively impact the program.

Member Timesheets, Reporting and Evaluation

Timesheets

Members will login to the SCI AmeriCorps America Learns portal to submit their hours. Members will have access to viewing the document that records all of their hours for the Program year.

Standard timesheets should be completed on a daily basis by each Member. Following the end of a stipend period according to the provided Stipend Calendar, Members must submit the week's timesheet no more than 1 business day following the end date (Periods end on Friday, and should be entered no later than Monday).

Please submit your timesheet every week.

The Member's Host Site Supervisor will verify the hours within 2 business days of the close of the reporting period (By Tuesday of the week following the close of a stipend period). Member timesheets provide Members with the permanent record needed to satisfy funders that their resources are being allocated as intended in grant applications. Timesheets become part of permanent personnel records. Failure to submit timesheets may result in discipline, up to and including termination. Host Site Supervisors will verify hours weekly.

Members' timesheets must be submitted *and verified* before the Member can receive their stipend payment, as we must have documentation that the Member served during the stipend period. If on direct deposit, a live check will be issued and held until entered and verified.

Instructions for completing timesheets are included in the SCI AmeriCorps Member Binder. Any questions on the Timesheets or Reporting forms should be addressed to the Program Director.

Counting Travel Time

- Regular travel to your site and home from your site can **never** count as service hours
- If applicable, Member travel time during a service day to other service locations is counted as service time; the initial trip to a service site that day, and the time going home from the last site, are considered commuting time and are not counted as service hours.
- SCI Training:
 - Any travel time additional to your regular commute can be counted as training hours. (For example, if your regular commute is 30 minutes total to and from service, but your travel time to and from a training day is 1 hour total, you may count 30 minutes of travel in your training time (cannot be listed as service))
 - In addition to travel time, when counting hours for SCI training, Members should consider the start time as their arrival if late, and the scheduled end date, unless leaving early.

Reports

Reports are required for all SCI AmeriCorps Members. These will be due according to the Program Calendar provided. **Report templates will be provided by SCI and must be reviewed by the Host Site Supervisor. Members must complete reports on time, and are mandatory. These reports are essential for our grant reporting to the MSA & The AmeriCorps Agency.**

Performance Review

The performance of Members will be evaluated twice a year, mid - service and at the end of the service period. The performance review provides an opportunity to identify areas for improvement and discuss Host Site

Supervisor / Member relationships. A performance evaluation may document specific issues related to performance level that must be addressed as a condition of continued service. **Host Site Supervisors must use review templates provided by SCI. You must submit these on time to the Program Director.**

Warnings and other disciplinary action will be indicated on performance evaluations. Performance evaluations will fairly reflect progress towards improving the breach of professional/organizational standards. An SCI AmeriCorps performance review will not result in either an increase or decrease in the living stipend; it is geared toward evaluating service module goals, objectives and performance outcomes. The performance reviews must be completed, and submitted to the Program Director on or before the due date.

SCI Scheduled Holidays and Policies

Members will follow the holiday schedule of their host site; the SCI holiday list will be shared with Members serving from the SCI office. SCI recognizes that some Members may observe holidays other than those listed below. In such cases, Members serving at SCI headquarters may swap one or more of the above holidays for another holiday consistent with their personal cultural and/or religious practices. Plans to exercise this swapping option should be communicated in writing to one's Host Site Supervisor at least two weeks in advance of the date. SCI encourages hosts sites to follow similar practices to accommodate Members' religious and cultural observances.

When AmeriCorps Members serve "above and beyond" the basic duties/time expectation, some form of extra time off may be awarded upon request, on a case by case basis, in consultation with your Host Site Supervisor. Be sure to document any such items on your time off request forms, and note on your timesheet days you have served a half day or full day on a weekend or holiday.

****MLK Day is a Day of Service and is a required service day for all Members. You must serve on this day.***

Time Off

SCI AmeriCorps expects regular attendance by its Members, but recognizes that an unforeseen illness or injury may require a Member to be absent on occasion. **Please contact your Host Site Supervisor immediately in case of illness.** Barring a severe situation or emergency, Members should communicate via the agreed upon method (i.e. discuss with your Host Site Supervisor if a call, text or email is preferred) to their Host Site Supervisor to inform them of their absence in a timely manner. Members who abuse sick leave are subject to discipline, up to and including termination from service. Members should keep in mind that they don't earn hours when out sick.

Voting

All eligible Members are encouraged to register and vote. SCI, however, does not require Members to register or to vote. Members who are unable to vote before or after service hours should be allowed to do so during their service time without incurring any penalties. The site Host Site Supervisor should determine the length of absence.

SCI AmeriCorps Members do not earn vacation time and cannot gain any hours for time not spent serving (other than jury and witness duty: see below). However, **Members are allowed and encouraged to take time for personal days and short vacations. They should be aware that not gaining hours during a week will mean that the time will need to be made up for, or banked ahead of time. Members and Host Site Supervisors should be aware of hours requirements when scheduling for time off.**

Jury and Witness Duty

Members who serve jury duty will still receive their living allowance during any week that the Member is on jury duty. During the time AmeriCorps Members serve as jurors, they should continue to receive credit for their normal service hours, a living allowance, health care coverage and, if applicable, child care coverage regardless of any reimbursements for incidental expenses received from the court.

A Member called for jury duty must give the site Host Site Supervisor a copy of the jury summons as soon as possible after receiving it. Members are expected to keep their Host Site Supervisor and Program Director informed of the anticipated length of their jury service. Members are expected to report for service if they are released from jury duty at least two hours before the end of the day. Any Member subpoenaed to be a witness must notify their site Host Site Supervisor in advance of the court date, and provide the site Host Site Supervisor with the appropriate documentation.

Expenses & Reimbursement

SCI Members' expenditures must conform to organizational and project budget guidelines. For Members placed at a host site, SCI will only reimburse for travel to All Corps Meetings and other SCI projects and events. Advance approval for reimbursement must be requested to travel to events other than All Corps Meetings and other SCI required events. Day-to-day supplies and other resources needed are to be provided by the host site. Occasionally SCI has grant funding to cover specific projects (e.g. Youth Grant Pitch Contest), in which case SCI reimbursement policies are to be followed.

Expenses and associated documentation must be submitted within 5 days of the close of the month in which they are incurred in order to be reimbursed.

Travel Reimbursement

Automobile

Mileage for SCI travel included in the SCI budget (consult Host Site Supervisor for any questions) may be reimbursed at the standard IRS mileage rate (\$0.63 per mile for 2022) and can be obtained by including it on a regular expense report. Mileage reimbursements must include the purpose, destination, and total mileages (attach appropriate map/directions with mileage total or exact odometer start and finish readings).

Eligible miles include those accumulated traveling between your residence and the location of SCI All Corps training days. In addition, reimbursement for travel for other SCI required or approved events is available, based on mileage for travel from the Member's primary office and other SCI locations, or to approved meetings or events, during the course of your service day. Reimbursement will **not** be provided when traveling within the city or town of your primary site, unless otherwise arranged by your Host Site Supervisor and provided for in the organizational budget.

Reimbursement will **not** be provided when traveling between your home and your primary site.

Members are expected to make every effort to use the most cost effective means of travel and parking. Parking lot costs will only be reimbursed if it is absolutely necessary. Please consider carpooling when possible..

Public Transit

For those relying on public transportation to attend meetings/site visits in town, reimbursement will be made on a trip-by-trip basis. Receipts should be kept and submitted with the monthly expense report for reimbursement.

Professionalism and Responsibility-Based Standards

Dress Code

****Dress codes may vary based on host site placement; please discuss with your Host Site Supervisor their expectations for appropriate attire at your service site.****

ALL AmeriCorps Members must wear at least one AmeriCorps logo while they are serving, and this is referred to as an "A." **SCI will provide SCI AmeriCorps Members with the logo'd item to wear during service.** The AmeriCorps symbol must be shown when you are serving.

Interpersonal Conduct

SCI AmeriCorps Members are expected to avoid gossip, sexual innuendo, hurtful sarcasm, gossip and the use of inappropriate language. SCI AmeriCorps are also expected to respectfully address individuals with whom s/he has a conflict or disagreement. Finally, Members are obligated to uphold all the policies outlined in this manual and to act at all times while serving in a professional and respectful manner.

Courtesy and Thankfulness

SCI AmeriCorps relies on Member service, volunteer time and effort as well as in-kind donations of goods and services. Wherever possible and practicable, recognition should be made for such contributions. This can include a thank you letter (SCI can provide a sample) and recognition through SCI's website and/or social media channels. Provide information on support you receive to the Program Director so that proper recognition can be given.

Confidentiality

The intensive nature of SCI programs very often encourages a very close relationship between program participants, Members and staff -- whereby personal information may comfortably flow. It is very important that the privacy of all program participants and program partners be respected.

The rule of thumb is that anything a participant shares in a conversation or other form of communication must be kept confidential as between SCI staff, AmeriCorps Members and volunteers unless the information leads to a reasonable belief that the health and/or well-being of that participant or another individual or group of individuals has been or may be compromised.

Some examples of things to be reported include confession of: a fight, pregnancy, an act or evidence of physical, emotional or sexual abuse, and substance abuse.

Always err on the side of caution and report any suspicion to your Host Site Supervisor as soon as possible. Your Host Site Supervisor will know the proper course of action to take.

Respecting the privacy of the institutions in which SCI Members serve (e.g., schools, senior centers, community organizations, Boys & Girls Clubs) is also important. If you are concerned that a member of a partner organization is not treating others properly, report this to your Host Site Supervisor and no one else, including fellow staff. The line between "information" and hurtful gossip is very thin. Also, beware in public places. For example, do not stand in line at the supermarket and complain about Ms. "Y" the terrible teacher at Jones Elementary School -- her sister in-law could be standing right behind you.

Be up front with program participants. Make sure they know that the information shared will be kept as confidential as possible between SCI staff, AmeriCorps Members, and volunteers, unless it indicates a problem or potential problem to the health and/or well-being of that participant or the health and/or well-being of another individual or group of individuals. This way, they will not feel betrayed if you do have to report the information.

Discipline/Consequences for Breach of Standards

Violation of these and other standards, such as physical, verbal or emotional attacks, violating SCI's sexual harassment or drug free workplace policies and/or bringing a weapon to any SCI site or host agency is grounds for immediate termination or other serious discipline. Furthermore, any act or action that might seriously jeopardize the quality of SCI programs would be a basis for immediate disciplinary action.

SCI AmeriCorps expects all Members and staff to uphold our practices and policies to ensure quality service.

Equal Opportunity Service Policy

In order to provide equity and inclusivity, SCI affords equal opportunity in employment and service placements to all employees, Members and applicants for employment and service without regard to race, color, sex (including pregnancy), religion, national origin, sexual orientation, age, disability, or military/veteran status, genetic information, gender identity or expression (including transgender) and any other status protected by law ("protected class status"). This policy governs all aspects of employment and service, including but not limited to recruitment, selection, placement, compensation, transfer, promotion, discipline, termination, and access to benefits and training.

Any employee (or AmeriCorps Member) who has questions regarding any aspect of SCI's equal employment opportunity policy as set forth in this section should contact the President, David Crowley.

Anti-Discrimination Policy

SCI is committed to maintaining values that encourage participation of diverse individuals. Accordingly, SCI has a strong policy of non-discrimination.

Recruitment, hiring, promotions and other terms, conditions and privileges of service shall be maintained in a manner which does not discriminate on the basis of protected class status.

Generally speaking, discrimination occurs when a Member is denied an equal service opportunity, or treated differently from other similarly-situated Members in the terms and conditions of service, based on the Member's protected class status, rather than based on job related considerations or bona fide occupational qualifications.

Harassment occurs when a Member is subjected to offensive verbal or physical conduct that is directed at the Member's protected class status and that is so severe or pervasive as to create an offensive, intimidating or hostile serviced environment or to otherwise unreasonably interfere with the Member's work performance.

Any individual involved with SCI in any capacity who believes they been the subject of discrimination should report this immediately to the SCI President, who will arrange for an appropriate investigation of the issue. In the event that the circumstances surrounding a complaint of discrimination involve the President of SCI, the matter will be brought to the Chairperson of the Board of Directors (contact information follows)..

Upon completion of this investigation, the parties will be advised of the findings and conclusions. All actions taken to resolve complaints of a discriminatory act through internal investigations will be conducted confidentially to the extent practicable.

Any individual involved with SCI in any capacity who is found to have engaged in a discriminatory act may be subject to discipline, up to and including termination. While this policy is intended to comply with the laws prohibiting discrimination and harassment in the workplace, it is not designed or intended to limit the Company's authority to take remedial action for workplace conduct that it deems unacceptable, regardless of whether the conduct satisfies the legal definition of discrimination or harassment.

Reasonable Accommodations

According to the United States Department of Justice, a reasonable accommodation is any modification or adjustment to a service position or to the service environment that will enable a qualified applicant or National Service Member with a disability to participate in the application process or to perform essential functions of the position. Reasonable accommodation also includes adjustments to assure that a qualified individual with a disability has rights and privileges in service equal to those of AmeriCorps Members without disabilities. SCI will make reasonable accommodations in practices and/or procedures when the accommodations are necessary to

avoid discrimination on the basis of disability. Accommodations are “reasonable” when they are practical or feasible. The program does not have to provide reasonable accommodations that would impose undue hardship on the operation of the program.

Policy Opposing Sexual Harassment

It is the goal of SCI AmeriCorps and its partners (Host Agencies) to promote an atmosphere that is free of sexual harassment. Sexual harassment of Members/volunteers, occurring at either and SCI office or host site, or in other settings in which Members/volunteers may find themselves in connection with their service is unlawful and will not be tolerated by SCI. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve our goal of providing an environment free from sexual harassment, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with if encountered by Members/volunteers. This policy applies to any individual involved with SCI in any capacity.

Because SCI takes allegations of sexual harassment seriously, we will respond promptly to complaints of sexual harassment and where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate.

Definition of Sexual Harassment

Discrimination on the basis of sex shall include, but not be limited to, sexual harassment. The legal definition of sexual harassment shall mean sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when

- Submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of service or as a basis for service decisions; [or]
- Such advances, requests or conduct have the purpose or effect of unreasonably interfering with a Member's service performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under this definition, direct or implied requests by an SCI Staff person, Host Site Supervisor, colleague, for sexual favors in exchange for actual or promised benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued service constitutes sexual harassment.

The legal definition of sexual harassment is broad and, in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating an environment that is hostile, offensive, intimidating, or humiliating to Members of all genders may also constitute sexual harassment.

Examples of Behavior That May Constitute Sexual Harassment

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

- Unwelcome sexual advances - whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life;
- Comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons; unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Inquiries into one's sexual experiences; and
- Discussion of one's sexual activities.

All Members should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual

harassment complaint is unlawful and will not be tolerated by SCI. Additionally, it is a violation of both the sexual harassment policy and the Company's technology policy to send or display sexually charged or sexually suggestive commentary or material of any kind through the Company's computers, email system, or other business communication systems.

Complaints Procedure

If a Member believes that they have been subjected to discrimination, harassment or retaliation, the Member has the right to file a complaint within our organization. We strongly encourage Members who believe that they have been subjected to this conduct, or Members who observe or hear of this conduct, to report the matter in a prompt fashion. This may be done in writing or orally. Members are also allowed to contact the Massachusetts Service Alliance (MSA) program officer in the case of a complaint.

If you would like to file a complaint, you may do so by contacting:

SCI President, David Crowley at dcrowley@socialcapitalinc.org, or
Chair of the SCI Board of Directors, Jennifer Baker Jones at jabjones1@gmail.com, or
MSA Program Officer, Jared Jones at jjones@mass-service.org or (351) 217-9802.

Investigation

When we receive the complaint we will promptly investigate the allegation in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Our investigation will include a private interview with the person filing the complaint and with witnesses. We will also interview the person alleged to have committed the offensive conduct. When we have completed our investigation, we will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation. Also, as set forth above, the Company will not retaliate against a Member, or permit a Member to be subject to retaliation of any kind, in the terms or conditions of service for having made such a complaint or report..

Disciplinary Action

If it is determined that inappropriate conduct has been committed by one of our SCI AmeriCorps Members, we will take such action as is appropriate under the circumstances.

Such action may range from counseling, suspension up to and including termination from service. It may also include such other forms of disciplinary action, as SCI deems appropriate in its sole discretion under the circumstances, up to and including termination.

If a Host Site Supervisor is having issues with a Member, please communicate with the Program Director and document ongoing issues and communications. Procedure will begin with conversations between the SCI Program Director, the Host Site Supervisor, and the Member as needed. Issues including, but not limited to, excessive or unreasonable absences or tardiness, overly behind on hours, unacceptable performance, and unprofessional behavior or attitude, warrant a Performance Improvement Plan (template provided by SCI). If the issue is not resolved, the Program Director will schedule a site visit meeting with the Member and Host Site Supervisor. If it's then still not resolved, the SCI President will be brought into the conversation and appropriate action will be taken up to and including termination. Each step must be well documented.

State and Federal Remedies

The following agencies administer the state and federal anti-harassment laws in Massachusetts:

The United States Equal Employment Opportunity Commission

John F. Kennedy Federal Building

Government Center

4th Floor, Room 475

Boston, Massachusetts 02203

(617) 565-3200

<http://www.eeoc.gov>

The Massachusetts Commission Against Discrimination
 Boston Office: One Ashburton Place Room 601
 Boston, Massachusetts 02108
 (617) 727-3990
<http://www.state.ma.us/mcad>

The Massachusetts Service Alliance (administers AmeriCorps in the state and should be notified if a complaint is being filed)
 98 North Washington Street, Suite 400
 Boston, MA 02114
www.mass-service.org

General Grievance Procedure

In the event that informal efforts to resolve disputes are unsuccessful, SCI AmeriCorps Members may pursue a formal grievance procedure within SCI. If a Member believes that they have been subjected to unfair treatment, the Member has the right to file a written complaint within the organization. Members have one calendar year from the time of the alleged occurrence to file a grievance (except in cases of fraud or criminal activity). Throughout the grievance process, Members have a right to utilize optional dispute resolution or mediation. Members also have the right to speak to the Massachusetts administrative agent for AmeriCorps Programs, the Massachusetts Service Alliance (MSA). MSA can be contacted via their Director of AmeriCorps, Suzana Kantardzic, at (351) 218-9892 or by email at SKantardzic@mass-service.org

If you would like to file a formal grievance, you may do so by contacting the SCI President, David Crowley at dcrowley@socialcapitalinc.org. The correspondence should reference that it is being filed as a formal grievance as set forth in the SCI AmeriCorps Handbook. In the event the complaint involves the SCI President, you may contact the Chair of the SCI Board of Directors, Jennifer Baker Jones, at jabjones1@gmail.com. **Please note when a grievance is filed MSA will be notified.**

Complaints will be reviewed and investigated by the officer with whom the grievance is filed. Law enforcement agencies and independent investigators may also be contacted if necessary (please see policies and procedures governing AmeriCorps prohibited activities and harassment policies).

If the matter is resolved through alternative dispute resolution or other informal means the party will agree to forgo filing a grievance in the matter under consideration. A Member has the right to dispute the resolution process (if selected) initiated within 45 days. A Member pursuing a grievance has a right to a hearing within 30 days of filing, and a right to a decision within 60 days of filing. If no decision is made within 60 days of the grievance filing, or if the decision is adverse to the aggrieved party, the aggrieved party may request binding arbitration. The Member has a right to a hearing by a person not involved in the previous decision on the issue. Binding arbitration must be held within 45 days of request. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the The AmeriCorps Agency Chief Executive Officer will appoint an arbitrator from a list of qualified arbitrators. An arbitration proceeding must be held no later than 45 calendar days after the request for arbitration, or, if the arbitrator is appointed by the Chief Executive Officer, the proceeding must occur no later than 30 calendar days after the arbitrator's appointment. The Member has the right to a decision by the arbiter within 30 days of arbitration. The Member has a right to remedies and assignment of costs. Copies of any decisions and other relevant information and reports forwarded to the MSA program officer.

Technology Policies

Introduction

SCI provides Members based at its offices with computers, email, and Internet access to enable Members to conduct business and to assist service-related tasks. SCI provides all Members with access to various SCI online resources, including SCI Google Apps account, SCI community web portals, and SCI social media accounts. These policies describe the use of electronic information systems ("computers") at SCI, including computer

ownership, security, and the appropriate and inappropriate uses of this technology. You should consult with your host site about their technology policies, keeping in mind that most organizations will have similar policies.

Ownership of Your Files and Information

Members should be aware that they have no right to privacy in anything (personal or business related) created, stored, sent or received on the Company's computer system or any other Company communication resource (e.g., email, voice mail), that all files and electronic information are property of SCI, and are therefore subject to the following limitations:

SCI has the right to access documents, email messages, or any other electronic file stored on or sent through the Company's computers without prior notice.

SCI has the capability to maintain a log of individual user activity and reserves the right to monitor Member documents, email, Internet activity, or any other electronic file.

Members should be aware that deleting files, documents, or any data from SCI's computers will not necessarily eliminate this information from the system. Technology administrators may be able to restore deleted information.

Documents created at SCI headquarters are to be saved to the shared files as opposed to individual hard drives. They should be saved with a filename that makes it clear to others what is in the file. The files should be saved to the established folder directory system. This approach allows for collaboration and sustainability of work that is completed.

Electronic Security

Given the confidential nature of the information stored on SCI's computers, each Member is responsible for securing documents by keeping passwords confidential. Users must abide by the following guidelines to maintain full password security:

- Passwords may not be disclosed to other parties.
- You are responsible for all actions taken under your user account, even if actions are performed by another party using your password.
- Passwords should not be written down and left in a place where other people might discover them.
- You should never reveal your password to anyone, including other staff Members of SCI, unless specifically approved by the SCI President, Program Director or Network Technology Manager.
- Do not leave your workstation unattended for more than 10 minutes without locking the system or logging out of it.
- Members are prohibited from using an account that is not their own, with the exception of the Operations Manager or other designated IT staff for maintenance purposes only.

Appropriate Conduct

Each user of SCI's computers must adhere to the same policies and code of conduct that govern other aspects of SCI activity. Any actions performed on SCI's computers must reflect the integrity of SCI. Specifically:

1. Material that violates SCI's anti-harassment and anti-discrimination policy, or material that would otherwise be offensive to Members, clients, or people outside of SCI, is strictly prohibited and is cause for disciplinary action, up to and including termination.
2. SCI reserves the right to remove any material from its system that it considers offensive, discriminatory, or potentially illegal.

Personal Use of Computers

Limited personal use of technology at SCI is permitted as long as it does not interfere with SCI's business, is conducted during non-working time, and is carried out under the following limitations:

- Use of SCI's computers, email, or internet for non-job-related purposes is subject to the same conditions as business-related use (described in the Ownership of Your Files and Information section of these policies), namely:
 - Personal files, documents, and emails are the property of SCI, not the individual Member.

- SCI has the right to access personal documents, email messages, or any other electronic file stored on or sent through SCI's computers without prior notice.
- Members should be aware that deleting personal files, documents, or any data from SCI's computers will not necessarily eliminate this information from the system. Technology administrators may be able to restore deleted information.
- SCI reserves the right to restrict personal use of technology for individual Members if it believes the use has become excessive or distracting.
- Members follow the guidelines for personal use of email and the internet as described in subsequent sections.
- SCI is committed to providing email as a tool to facilitate communication at our agency, as well as to communicate with the outside world. E-mail should primarily be used for job-related communications, although occasional personal use is permitted as long as it does not interfere with SCI's business, is conducted during non-working time, and is carried out under the following limitations:
- Members should obtain separate email accounts for their personal use. (Companies such as Hotmail and Yahoo provide accounts for free if you need your own email address.)
- Members must represent SCI appropriately when using SCI e-mail accounts and clearly distinguish personal opinions as not being representative of SCI.

SCI AmeriCorps Members and volunteers should only add contacts to regular email distribution lists on an opt-in basis—i.e., the individual must have provided their email address to SCI with the understanding that they would be receiving email communication from SCI. Furthermore, it is SCI's policy not to share contact information with outside organizations; thus, email distribution lists should not show all the recipients' email address (use either the bcc field or a program that creates individualized email fields). The only exception to this would be small working groups where there is an understood interest in sharing contact information (e.g., a working committee of some sort).

All messages created, sent, or received using SCI's e-mail systems are the property of SCI. These messages fall under the same restrictions as described in the Ownership of Your Files and Information section of these policies, namely:

- Members should understand that no email sent from organizational accounts is private. SCI reserves the right to monitor Member activities, including all email messages created, sent, or received through your SCI account.
- Members should be aware that deleting email messages or attachments will not necessarily eliminate this information from SCI's systems. SCI reserves the right to monitor this information as well.
- All personal email created and/or distributed using SCI's technology systems must observe SCI's code of conduct, namely:
- Material that violates SCI's anti-harassment and anti-discrimination policy or material that would otherwise be offensive to Members, clients, or people outside of SCI is strictly prohibited and is cause for disciplinary action.
- SCI reserves the right to remove from its system any material that it considers offensive, discriminatory, or potentially illegal.
- Members should refrain from sending passwords, credit card numbers, or other confidential information via email because email is not a secure medium and could be intercepted by an unauthorized third party.
- Members should not attempt to access or use an e-mail account designated for another Member unless specifically authorized in writing by that Member and your Host Site Supervisor.

Use of the Internet

The Internet should primarily be used for service-related activities; although occasional personal use is permitted as long as it follows the guidelines described in the Personal Use section of these policies and does not interfere with SCI's business. In addition:

- Users should be aware that SCI has the capability to maintain a log of user activities (for example, which websites you have visited) and reserves the right to monitor Member Internet activity.
- All Internet activity using SCI's systems must observe SCI's other policies and procedures, including:
- All Internet activity performed on SCI's technology systems must observe SCI's codes of conduct.

- Visiting websites that violate SCI's anti-harassment and anti-discrimination policy or that would otherwise be offensive to Members, clients, or people outside of SCI is strictly prohibited and is cause for disciplinary action.
- Members must not violate any of the prohibited activities in spaces (online or in person) where their identity is associated with SCI or AmeriCorps.

Other SCI AmeriCorps Member Policies

Drug and Alcohol Free Workplace

It is the policy of SCI that:

- The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the SCI workplace and its service sites.
- Conviction of any criminal drug offense must be reported immediately to the President of SCI, and may be grounds for termination.

Reporting to work under the influence of or impaired by alcohol or a controlled substance is strictly prohibited. The involvement of any individual with SCI in any capacity is conditioned upon the requirements of this notice. Violation of this notice will result in immediate disciplinary action, up to and including termination.

Reporting Child Abuse and Neglect

All SCI AmeriCorps Members serving and SCI staff working with youth are mandated reporters, meaning that Massachusetts law currently requires us, because SCI serves youth, to report suspected abuse or neglect. If you suspect, or a student tells you that they are being abused or neglected, immediately inform your Host Site Supervisor. After gathering appropriate information, the Host Site Supervisor will decide what next steps to take, which may include discussion with the President, reporting the incident to the school principal/site director or directly to DSS.

Note: Host Site Supervisors should have a list of what must be reported, and hotline numbers to call.

*In a situation of reporting abuse **confidentiality is very important**. The situation should not be discussed with anyone (and that includes other staff or volunteers) but your direct Host Site Supervisor. In the event that the direct Host Site Supervisor is not available or if it is not appropriate to report to the direct Host Site Supervisor, report the matter to the SCI Program Director, or the SCI President if she is not available.*

Proprietary Information

All inventions, improvements, discoveries, methods, developments, software, and works of authorship, whether patentable, subject to copyright or not, which are created, made, conceived or reduced to practice by you or under your direction or jointly with others in connection with your service by the Company, are the property of the Company. From time to time, the Company may ask you to make a formal assignment of such property rights, and you agree to do so at the Company's request.

Written Communication Procedure

Written materials produced and distributed reflect the quality and professionalism of the organization. The following policy is intended to ensure the quality and consistency of SCI documents and to keep appropriate individuals well informed without creating unnecessary or inefficient procedures for routine communication.

This policy applies to Members serving with SCI, and instances where other Members are creating materials for a project that SCI has a direct role in implementing. Well-written professional communication is important for all Members; consult with your Host Site Supervisor about any specific policies and procedures they may have in place.

All written correspondence and documents intended for SCI Board Members, donors and funders (current and potential), the media, elected officials and other individuals representing major city-wide organizations, must be reviewed and approved in advance by the SCI President or the President's designee. Written communication

that does not conform to high standards, including proper grammar and effective visual layout, will be returned for rewriting. Members should first check their own work to minimize such errors.

Items that need to be reviewed by the President in draft form include any policies that may be developed for a particular program, correspondence with donors or potential donors (thank you letters), any program deviations needed from a grant. Host Site Supervisors should receive final copies of all documents (print or electronic) that they reviewed in draft form (referencing location of electronic file is acceptable).

Other written documents should be handled based on working protocol developed between each Host Site Supervisor and staff/AmeriCorps Member. If you are not sure if something needs to be reviewed, check with your Host Site Supervisor.

External communication should be typed, including labels and fax cover sheets with detailed messages. Letters and memos should also be printed directly onto letterhead according to standard protocol.

Materials produced by Members should include logos for SCI, AmeriCorps & MSA. The Program Director can provide the materials and examples of appropriate usage.

Transporting Participants

SCI is currently insured to transport Youth Council Members or the general public in private (staff) cars to SCI events or functions. Members should inform your Host Site Supervisor if you are planning to transport non-staff individuals to an SCI function or event. Members transporting participants should only be for special projects; rather than serving as the primary means by which participants travel to and from meetings.

Members should use an extra measure of care and caution while driving passengers to an SCI event or function, this would include but is not limited to any loud music, no shouting from the vehicle, no coarse joking, no rough-housing. Under no circumstances should Members be under the influence of drugs or alcohol, transport other individuals (staff or non-staff) to SCI events or functions. Staff Members are expected to practice a high standard of courtesy towards other drivers and pedestrians while driving. Staff Members are responsible to ensure that all passengers wear seatbelts. Any violation of this policy will lead to discipline, up to and including termination.

SCI Office Policies

Below are SCI's standard office policies. While much of SCI office work is currently being done remotely following adaptations made during the pandemic, we anticipate there will be some times when SCI based Members will complete their service tasks from the SCI office; therefore we are sharing the office-related policies. Office policies may vary by host site and should be determined at the beginning of the service year.

Maintenance of Work / Service Areas

The Company tries to maintain its offices in a neat and orderly fashion. All Members should keep their work areas clear of debris and clutter at all times.

No Smoking Policy

Smoking is strictly prohibited at SCI, including in its offices, lobbies, hallways, restrooms, and conference rooms.

Guests and Visitors

Members are responsible for the conduct of their guests and visitors in the workplace. Additionally, for the protection of the Company's confidential information and professional environment, Members may not leave such guests and visitors unattended anywhere in the SCI's offices.

Member Outings

From time to time, SCI sponsors social or recreational events for its Members. Such events are voluntary and are organized purely for the enjoyment of the Company Members. Attendance at such events will have no bearing on the Member's status or position within SCI. The Company's policies governing inappropriate behavior apply in the context of such events, regardless of the location of the event. Additionally, Members are responsible for the conduct of any nonMember guests who accompany them to such events.-

When alcoholic beverages are served at a SCI-sponsored outing, Members are expected to drink in moderation. Use of illegal drugs is strictly prohibited.

Inclement Weather

If the organization is required to shut down due to inclement weather or other unforeseen circumstance an email will be sent notifying Members and staff based at the SCI office. Members are expected to use reasonable judgment when traveling under National Weather Service travel advisory conditions (for example, a snowstorm) and will not be expected to be present at the office under extreme weather conditions. However, if the storm is anticipated, Members are expected to plan ahead and make the necessary arrangements for tasks which can be completed off site and for notifying participants in SCI programs of any cancellations. Members planning meetings and events should monitor weather forecasts and provide ample notification when an event needs to be postponed.

Members should consult with their Host Site Supervisor about the host site policies and procedures for weather related closures.

Members should keep in mind that when staying home due to weather, they can only earn service hours for time spent on approved service and training activities. Planning ahead is important in order to avoid falling behind in hours due to bad weather.

Safety & Security

SCI strives to maintain a safe and secure service environment. Toward this goal, Members should keep the work area safe and clean and should promptly report all unsafe conditions and accidents to the manager. Members should also notify a manager if they see any unfamiliar and unattended individuals in the workplace.

The Company does not assume liability for missing or damaged personal items. Members are encouraged to leave valuable personal property at home. Personal property that Members bring to work, such as wallets and purses, should be stored in a safe place at all times.

In the Event of an Emergency

IF YOU SEE OR ARE INVOLVED IN AN ACCIDENT OR EMERGENCY AT WORK,

Don't panic.

Use common sense.

Alert a manager or if one is unavailable, a fellow Member.

If the emergency seems severe or urgent, **dial 911**.

Items in the Member Handbook are subject to changes and/or updates. In the case of changes or updates, all Host Site Supervisors and SCI AmeriCorps Members will be informed of any changes and receive an updated copy of the Handbook.

Please contact the Program Director with any questions or concerns:

Elizabeth Hammel
SCI AmeriCorps Program Director
Social Capital Inc.
Phone: 781-935-2244 x4
ehammel@socialcapitalinc.org

SCI AmeriCorps Member Handbook of Policies and Procedures

Signature of Receipt and Reading

Print Name _____

I have read and understand clearly the SCI AmeriCorps policy regarding AmeriCorps Serving as an SCI AmeriCorps Member.

Initial Here _____

I have read and understand clearly the SCI AmeriCorps policy regarding AmeriCorps Hours Requirements & End of Service and agree to serve the required number of hours.

Initial Here _____

I have read and understand clearly the SCI AmeriCorps policy regarding AmeriCorps Prohibited Activities.

Initial Here _____

I have read and understand clearly the SCI AmeriCorps policy regarding General Grievance Procedure.

Initial Here _____

I have read and understand clearly the SCI AmeriCorps policy Opposing Sexual Harassment.

Initial Here _____

I have read and understand clearly the SCI AmeriCorps policy regarding Anti-Discrimination.

Initial Here _____

I have read and understand clearly the SCI AmeriCorps policy regarding Equal Opportunity Service.

Initial Here _____

I have read and understand clearly the SCI AmeriCorps policy regarding the Drug and Alcohol Free Workplace.

Initial Here _____

I have read and understand clearly the SCI AmeriCorps policy regarding Reporting Child Abuse and Neglect.

Initial Here _____

I have read and understand clearly the SCI AmeriCorps policy regarding Technology and Internet use.

Initial Here _____

I have read and clearly understand the content and information included in the SCI AmeriCorps Handbook of Policies and Procedures for the 2022-2023 service year. I understand that by signing this I am engaging in a contractual agreement to abide by the policies and procedures set forth in this handbook, and that violation of these policies and procedures may lead to disciplinary actions as also outlined. I agree to complete all requirements outlined.

Signature _____

Date _____

Print Name: _____