



Employee Handbook

INTRODUCTION

The National Alliance on Mental Illness, Missouri (NAMI Missouri) is a 501(c)(3) tax exempt organization incorporated in 1986 to provide education, support, and advocacy on behalf of persons with mental illness and their families regardless of race, religion, sexual preference or national origin. NAMI Missouri is the chartered statewide organization of NAMI with affiliate chapters and members throughout the state of Missouri.

Our Mission

The mission of NAMI Missouri is to improve the quality of life and recovery for children and adults with mental illness and their families. We accomplish this through support, education, and advocacy.

Our Goals

NAMI Missouri was incorporated in 1986 and is committed to advocating at the local, state and national levels for non-discriminatory access to quality healthcare, housing, education and employment for people with mental illness. We will work to:

- Eliminate the stigma of mental illness.
- Educate the public about mental illness.
- Advocate for increased funding for research into the causes and treatment of mental illness.

About This Handbook

NAMI Missouri recognizes that a clear understanding of the working agreement between staff and our organization is essential to a harmonious and productive working environment. This handbook has been developed to explain, in specific terms, what NAMI Missouri offers and expects of its staff. NAMI Missouri, as a volunteer-based and governed organization, recognizes staff as one of its greatest assets.

EMPLOYMENT POLICIES

Equal Employment Opportunity

NAMI Missouri provides equal employment opportunities to all employees, applicants, and job seekers, and is committed to making decisions using reasonable standards based on each individual's qualifications as they relate to particular employment duties and responsibilities.

NAMI Missouri is a peer-run, peer-led organization. As such, employment preference will go to individuals who are peers to those we serve, including individuals living with mental illness and family members of individuals living with mental illness.

The Missouri Human Rights Act prohibits discrimination in employment based on race, color, religion, national origin, ancestry, sex, disability, and age, and protects individuals against discrimination on the basis of their association with a person in a protected category.

The Act makes it unlawful to retaliate against an individual for filing a complaint of discrimination, testifying, or assisting in an investigation, or proceeding under the Act. Individuals who believe they have been discriminated against for any reason should contact NAMI Missouri's Executive Director or Board President.

At-Will Employment Statement

NAMI Missouri is an at will employer, which means NAMI Missouri has the right to terminate any employee for any reason without advanced notice, except where federal and state law prohibit such actions.

Confidentiality Agreement

Employees must not misuse confidential information, including internal and client information and communications. Confidential information includes but is not limited to:

- Payroll records, salary, and benefits information
- Social Security numbers, driver's license numbers, identification cards
- Credit and debit card information and financial account information
- Personnel records, including work history, credentials, performance, and discipline
- Computer or online system passwords and security codes
- Information regarding member/ volunteer accounts and information

Technology Policy

The Company's information technology systems and the information served by those systems are valuable and vital assets to the Company. This includes all computer systems (hardware and software), communication systems (networks, telecommunications, video, and audio broadcast systems), and information (processes, documents, data, text images, etc.) in any form on any media.

The Company's information technology systems and all data that reside on them are Company property. As a user of information resources, employees are responsible for knowing about appropriate and ethical use of information in all environments with which they have access, protecting the information from corruption or unauthorized disclosure, working in such a manner as to consider the access rights of others, and following

applicable guidelines concerning the use and nondisclosure of passwords and other means of access control.

The Company has the right to monitor all of its information technology system and to access, monitor, and intercept any communications, information, and data created, received, stored, viewed, accessed or transmitted via those systems. Staff employees should have no expectation of privacy in any communications and/or data created, stored, received, or transmitted on, to, or from the Company's information technology systems. Use of company email addresses or accounts for personal use is prohibited.

Drug and Tobacco-Free Workplace

To promote the health and safety of staff and visitors, NAMI Missouri is a tobacco/ nicotine inhalation product-free facility. Employees may not possess tobacco or nicotine inhalation products while on the property. Employees, volunteers, contractors, vendors and visitors are prohibited from smoking or using tobacco/ nicotine inhalation products, electronic cigarettes or imitation tobacco or cigarette products in the NAMI Missouri office or in the area directly outside the entryway where individuals pass by when entering or departing.

Whistleblower Policy

It is the policy of NAMI Missouri that employees or other public stakeholders have an open opportunity to bring to the attention of NAMI Missouri governance, allegations of wrongdoing or malfeasance on the part of NAMI Missouri Staff, its officers, employees, and independent contractors. This includes but is not limited to violations of law, gross waste of NAMI Missouri funds or property, or abuse or neglect of fiduciary duty, including but not limited to:

- Regulatory non-compliance
- Violations of law, including fraud, theft, bribery, corruption and embezzlement

Individuals who retaliate, interfere with investigations, or destroy or conceal evidence will be subject to immediate disciplinary actions to the full extent of the law.

Employees who willfully file complaints based upon information known by the employee making allegations to be false or misrepresented will be subject to disciplinary and/ or legal action.

COMPENSATION

General

Compensation is agreed to upon the start of employment. Employees are expected to keep accurate timesheets from which payment will be made. Employee raises are based on merit and available funds. Employees are eligible for raises once annually unless a promotion has been granted. Raises are given upon the approval of the NAMI Missouri Board of Directors at the recommendation of the Executive Director.

Required Deductions

NAMI Missouri is required to deduct specific amounts from your paycheck.

- Social security (pre-tax)
- Medicare (pre-tax)
- Federal withholding taxes (pre-tax)

- State withholding taxes (pre-tax)
- Court-ordered garnishments/child support (post-tax)

Voluntary Deductions

Voluntary deductions from an employee paycheck can include participation in benefit programs such as health insurance or retirement contributions for eligible employees. These are elective pre-tax deductions.

Other Deductions

NAMI Missouri may make other deductions from an employee's pay for:

- Absences if vacation/sick leave has been exhausted
- Any days not worked in the initial or final weeks of employment
- Hours taken as unpaid leave

Overtime Pay

Overtime is determined as those hours worked above the employee's regularly scheduled hours. Salaried staff are not eligible for overtime pay. Hourly staff may collect overtime pay at the rate of time and a half when hours surpass 40 per week. Overtime hours under forty are paid at the employee's regular hourly rate. Overtime hours must be approved in advance by the Executive Director.

Compensatory Time

Compensatory time is defined as those hours worked above regularly scheduled hours for which no overtime pay is granted. Staff may be given compensatory time when hours extend beyond their regularly scheduled hours. Compensatory time is granted on an hour for hour basis for extra hours worked. Compensatory time is time off with pay in lieu of additional pay.

Pay Schedules

Employees of NAMI Missouri are paid on a bimonthly basis on 15th and last business day of each month via direct deposit. If payday falls on Saturday or a bank holiday the employee will be paid on the Friday prior. If payday falls on a Sunday, the employee will be paid the following Monday.

Employee Health Benefits

NAMI Missouri offers employer sponsored health insurance for full time staff. For health insurance purposes, NAMI Missouri recognizes full time staff as working 30 or more hours per week. NAMI Missouri covers 80%, the employee 20% of health insurance premiums. Dependents are covered at 55% by NAMI Missouri, 45% by the employee.

Employees not taking or not eligible for the employer sponsored health insurance will receive a 3% benefit to assist with health expenses. A payment of 3% of annual compensation will be made at the end of each calendar year.

Retirement Plan

NAMI Missouri has an established SIMPLE IRA plan through a designated financial institution. NAMI Missouri will match up to 3% of an employee's salary to the IRA plan

for full-time staff. For retirement benefit purposes, NAMI Missouri recognizes full time staff as those working 30 or more hours per week.

GENERAL EMPLOYMENT INFORMATION

Employment Model

NAMI Missouri's Executive Director is employed at the desire of the NAMI Missouri Board. The Executive Director's terms of employment, compensation, hours and benefits are negotiated with the NAMI Missouri Board on an annual basis. The Executive Director reports directly to the NAMI Missouri Board President, acting on behalf of the Board of Directors. NAMI Missouri staff report to the Executive Director.

Office Hours

NAMI Missouri regular office hours are from 9:00 a.m. to 5:00 p.m. Monday - Friday. Full time employees are expected to work 9am to 5pm unless other arrangements have been made with and approved by the executive director or designee in advance.

Dress Code

To maintain a professional work environment, business or dress-casual attire will be worn Monday-Thursday. Casual attire will be permitted on Friday or the last working day of the week. Additional casual days may be approved in advance by management.

Office Cleaning

All NAMI Missouri personnel will be responsible for office cleaning. Cleaning schedules are posted weekly.

Break Times

To ensure your general health and productivity, employees are offered paid breaks of no more than 15 minutes for every 4 hours worked and paid lunch break of at least 30 minutes, but not longer than 1 hour.

Attendance, Punctuality and Time Off Notice

Employees are expected to report to work each day they are scheduled, on time, and to work their full scheduled shift. If a situation arises where prior notice has not been given for a day off, employees should contact both the Executive Director and Director of Operations prior to start of shift.

Performance Reviews

Performance reviews will be conducted annually by the Executive Director and/or supervisor. The Executive Director will be reviewed annually by the Board of Directors.

Probationary Period

The probationary period is a time for you to learn about your job and become familiar with NAMI Missouri. During this time, your supervisor will explain Company policies and procedures, your job duties, and your performance expectations. Your performance will be evaluated by your supervisor to ensure that you understand and are able to meet the

performance expectations. The probationary period is considered to be the employee's first 90 days. Probationary periods may be extended on a case-by-case basis.

Resignation Procedures

If you decide to terminate your employment, it is recommended that you give at least a two-week notice to your supervisor in order to maintain a mutually respectful relationship. All resignations must be submitted in writing or email to the Executive Director. The Executive Director is required to give one month's notice prior to voluntarily terminating employment.

Progressive Disciplinary Policy

Corrective action is a process designed to identify and correct problems that affect an employee's work performance and/or the overall performance of the department. The progressive corrective action process should be handled consistently within each unit and for each problem. However, progressive discipline is not guaranteed, as NAMI Missouri is an at will employer, and may choose to terminate an employee at any time with or without cause.

Typically, a preliminary meeting is held with the employee to allow the employee an opportunity to understand the nature of the concern and to explain his/her position on the matter. If necessary, the corrective action documentation would then be compiled to summarize the issue, taking into account any additional information the employee provided during the preliminary meeting.

When issuing corrective action, there should be clear and direct communication between the employee and his/her supervisor. This communication should include a meeting between the employee and the supervisor.

In cases of serious workplace misconduct an employee may be discharged immediately.

LEAVE POLICIES

Annual Leave

NAMI Missouri defines annual leave as leave needed for personal use. NAMI Missouri provides the following amount of annual leave for employees unless otherwise specified in their employment agreement:

Full time employees with less than ten years of service earn 5 hours of annual leave each pay period with a maximum annual leave balance of 240 hours. This amount is pro-rated for part time employees at a rate of .0625 hours of leave for every hour worked.

Full time employees who have completed ten years of service earn 6 hours of annual leave each pay period with a maximum annual leave balance of 288 hours. This amount is pro-rated for part time employees at a rate of .075 hours of leave for every hour worked.

Full time employees who have completed fifteen years of service earn 7 hours of annual leave each pay period with a maximum annual leave balance of 336 hours. This amount is pro-rated for part time employees at a rate of .0875 hours of leave for every hour worked.

Employees may accumulate more annual leave than their allowed maximum until June 30 of any year. After June 30, any excess annual leave over an employee's maximum balance is reduced to the maximum, at which time the employee can begin accumulating above the maximum.

For annual leave purposes, full time employees are those working 40 hours per week. Annual leave should be requested in advance using the NAMI Missouri leave request form.

Sick Leave

Employees who are employed in positions of a continuing or permanent nature earn sick leave. Full-time employees receive five hours of sick leave each pay period. Part time employees earn sick leave on a pro-rated basis of .0625 hours for every hour worked. For sick leave purposes, full time employees are those working 40 hours per week. Employees can accumulate sick leave without limit.

Sick leave should be requested by 9 a.m. on the day in question via email or phone call to your supervisor. After 3 consecutive days of sick leave, NAMI Missouri reserves the right to request proof of illness with a signed doctor's note.

Other Types of Leave

Time off with compensation may be authorized by the Executive Director or Designee for any of the following reasons:

- Due to the bereavement of an employee as a result of the death of the employee's spouse, child, sibling, parent, stepparent, grandparent or grandchild, and spouse's child, parent, stepparent, grandparent or grandchild, or a member of the employee's household not to exceed five consecutive workdays
- To comply with a subpoena or for jury service
- To allow time to vote (up to one hour at the start or end of the employee's scheduled workday)
- To allow blood donation (up to four hours, twice per calendar year)
- Due to extraordinary reasons sufficient in the opinion of management

The above-described leave options should be approved in advance and documented on the employee's timesheet.

Family and Medical Leave

As a company with fewer than 50 employees, NAMI Missouri is not required to comply with the federal Family Medical Leave Act (FMLA). However, approval for extended or unpaid leave or flexible working arrangements may be granted on a case-by-case basis for employees in good standing.

Paid Holidays

NAMI Missouri observes the same schedule for paid holiday observances as the State of Missouri.

first day of January, New Year's Day
third Monday in January, Martin Luther King Jr. Day
twelfth day of February, Lincoln's Birthday
third Monday in February, Washington's Birthday
eighth day of May, Truman Birthday
last Monday in May, Memorial Day
fourth day of July, Independence Day
first Monday in September, Labor Day
second Monday in October, Columbus Day
eleventh day of November, Veteran's Day
fourth Thursday in November, Thanksgiving Day
fourth Friday in November, Day after Thanksgiving
twenty-fifth day of December, Christmas Day

When any of the specified holidays above fall on Sunday, those holidays will be observed on the following Monday. When any of the specified holidays above fall on a Saturday, those holidays will be observed on the preceding Friday, in keeping with the State schedule.

Full Time (40 hours per week) employees will receive 8 hours pay per paid holiday. Staff regularly working 30-39 hours per week will receive 6 hours of holiday pay per paid holiday. Staff regularly working 20-29 hours per week will receive 4 hours of holiday pay per paid holiday.

Inclement Weather

If inclement weather prevents staff from traveling safely to the office, plans should be made to work remotely. Decisions to close the office will be made on a case-by-case basis, at the discretion of the Executive Director or designee.



Employee Handbook

ACKNOWLEDGEMENT

The Employee Handbook contains important information about NAMI Missouri, and I understand that I should consult my supervisor regarding any questions not answered in the handbook. I have entered into my employment relationship voluntarily and understand that there is no specified length of employment. Accordingly, either NAMI Missouri or I can terminate the relationship at will, at any time, with or without cause, and with or without advance notice.

Furthermore, I understand that this handbook is neither a contract of employment nor a legally-binding employment agreement. I have had an opportunity to read the handbook, and I understand that I may ask my supervisor any questions I might have concerning the handbook. I accept the terms of the handbook. I also understand that it is my responsibility to comply with the policies contained in this handbook, and any revisions made to it.

I understand that this form will be retained in my personnel file.

Signature of Employee

Date

Printed Name of Employee