

**Corazón**  **San Antonio**

# **POLICIES & PROCEDURES**

November 16, 2021

## **AGENCY BYLAWS**

### **ARTICLE I:**

1. **Name.** The name of the corporation is DBA: Corazón SA , Inc. hereinafter may be referred to as Corazon. (the “Ministry”).
2. **Registered Office and Agent.** The registered office and registered agent of the Ministry shall be as set forth in the Ministry’s Certificate of Formation. The registered office may be changed by official action of the Board of Directors upon making the appropriate filing with the Secretary of State. (Certificate of Formation for a Nonprofit Corporation – Form to be used to incorporate a nonprofit corporation. Rev. 05-11, Form 202, Word 152kb, PDF 142kb)
3. **Principal Office, Other Offices.** The principal office of the Ministry shall be located at 230 E Travis St., San Antonio, TX 78205. The Ministry may establish other offices as the Board may designate or as the Ministry may require.

### **ARTICLE II:**

**Purpose.** The purpose of Corazon includes all lawful purposes as permitted under the Texas Business Code for a non-profit corporation under the Business Code and as more particularly described in the Certificate of Formation and these Bylaws. Corazon will engage in no activities that would disqualify it as a 501(c)(3). Corazon will limit its activities to charitable, advocacy, nutritional, medical and spiritual services as defined by the Tax Code. Services provided will be determined by the Board based on needs of clients, volunteers and resources available. DBA: Corazón SA will make every effort to coordinate services with other non-profit organizations where possible.

### **ARTICLE III:**

**Membership.** The members of the Travis Park United Methodist Church, hereinafter referred to as the Church, shall be members of Corazon.

### **ARTICLE IV:**

1. **Time and Place.** Meetings of members for any purpose may be held at such time and place as stated in the notice of the meeting.
2. **Annual Meeting.** The annual meeting of members shall be held during the same date and immediately following the annual church conference of the Church.
3. **Special Meetings.** Special meetings of the members for any purpose may be called by the President, by a majority of the Board of Directors, or at the request of ten percent (10%) of the membership of the Church. A request for a special meeting shall state the purposes of the proposed meeting and business transacted at any special meeting of members shall be limited to the purposes stated in the notice.
4. **Notices.** Notice of the date, time, and place of a meeting and, in the case of a special meeting, the purposes for which the meeting is called shall be given at least ten (10) days in advance by at least two of the following means: from the pulpit of the Church, in the regularly published bulletin of the Church, in the worship bulletin of the Church, or by postal or electronic mail.

5. **Quorum.** The members of the Church present and voting at any duly announced meeting shall constitute a quorum.
6. **Voting.** The vote of a majority of the members of the Church present and voting at any duly announced meeting shall decide any question brought before such meeting, unless the question is one upon which a different vote is required by statute or by the articles of incorporation of CMI.
7. **Proxies.** A member shall not be entitled to vote by proxy.

#### **ARTICLE V.**

1. **Board of Directors Authority.** The direction and management of the affairs of DBA: Corazón SA and the control and disposition of its properties and funds shall be vested in the Board of Directors of CMI as stated in the notice of the meeting.
2. **Election.** Directors shall be nominated by the members of the Board of Directors or members of Nominations Committee. The Nominations committee will comprise a minimum of 3 members of the Board of Directors, appointed by the President of the Board, but will not include the Executive Director as a member. The Nominations Committee will receive and screen prospective applicants and, with approval of a majority of the members of the Nominations Committee, submit an application for Board Membership to the Board for approval at the regular meeting of the Board of Directors or at such date, time and place as set by the President of the Board of Directors of CMI. Directors shall be elected by open ballot by a majority of Board Members. A Youth Director position may be filled with an applicant recommended and approved to and by the Nominations Committee and elected by a majority of the Board of Directors present at a regular monthly. The Youth Director term will be for one year with the option to be re-elected by the Board of Directors for one additional year. The Youth Board Member can be removed for any cause or no cause by a majority of the seated Board Members.
3. **Number and Eligibility.** Directors are those individuals who are elected to the Board of Directors by current serving Board of Directors members. There will be a minimum of five (5) and a maximum of sixteen (16) Directors. A Director shall be deemed qualified if he/she is dedicated to the mission of CMI and wishes to serve. A Director will bring needed skills, knowledge, talent, and experience to the board. Each Director is required to actively participate by regular attendance at meetings, to be informed and to exercise independent judgment on all corporate decisions and identify CMI as one of his/her major philanthropic recipients. Every Director shall be a member and/or appointed chairperson of a Standing Committee. Directors may not disclose confidential information or information about CMI's legitimate activities unless the information being disclosed is already known by the public or is of public record. The Director may or may not be a member of the Church. At least thirty percent (30%) of the Board of Directors must be members of Travis Park United Methodist Church. The remaining percentage do not have to be members of Travis Park United Methodist Church or United Methodists. The Senior Pastor or the Senior Pastor's designated representative shall be an ex-officio member of the Board of Directors without a vote.
4. **Terms.** Directors will be appointed on a rotational basis for a term of three years beginning on the first day of the calendar/fiscal year on a staggered basis so that three members will rotate off

of the Board each year and three new Directors appointed. Terms end on the last day of the calendar/fiscal year. However, if a director is elected to fill a vacancy, such Director's term shall be that of the Director who was replaced. A Director shall not serve more than two three-year terms consecutively as a member of the Board of Directors. After serving the first three-year term, the Director may be elected to serve for another three-year term. After serving two consecutive three-year terms, a Director must rotate off the Board for at least one calendar/fiscal year before being eligible to serve on the Board again.

5. **Vacancies.** The remaining Directors shall have the authority to fill any vacancy occurring on the Board of Directors. The person chosen shall serve only until the next monthly Board Meeting or at such date, time and place as set by the President of the Board of Directors of CMI, at which time the Members of the Board of Directors shall elect who shall complete the term of the Director whose position was vacated.
6. **Removal.** By a vote of the majority of the seated Board of Directors, any Director may be removed with or without cause with notice that the issue of possible removal of the Director is on the agenda. Attendance at monthly meetings, scheduled in accordance with the By-Laws, and at Board sponsored events, is an obligation of board membership. A Director may be considered for removal by missing 3 consecutive monthly meetings, unless those absences are occasioned by Director illness, family emergency, employment obligations or other exceptions, as may be recognized by a majority vote of the Board at a regular Board meeting. A Director may be considered for removal by missing, in any combination, 4 monthly meetings or CMI sponsored events, within a period of one year, beginning with each calendar year. At the meeting, the Director may present evidence of why he or she should not be removed. Also, at the meeting, the Board will consider possible arrangements for resolving the problems that are in the mutual interest of CMI and the Director.
7. **Resignation.** Any Director may resign at any time by giving written notice to the Board of Directors, the President or the Secretary of CMI. Unless otherwise specified in the notice, the resignation shall take effect upon receipt thereof by the Board of Directors or such officer. The acceptance of the resignation shall not be necessary to make it effective.
8. **Regular Meetings.** Regular meetings of the Board of Directors shall be held on such dates and at such times and places as the Board of Directors shall from time to time determine. The Secretary shall give at least ten (10) days' notice of the date, time, and place of each regular meeting to each Director, unless such requirement is waived by all directors. Regular meetings should be held once a month unless otherwise determined by the Board of Directors.
9. **Special Meetings.** Special meetings of the Board of Directors for any purpose may be called by the President and the Secretary acting together; or upon written request of any two Directors given to the President. The Secretary shall give at least ten (10) days notice, by email or other means, as appropriate for each Board Member, of the date, time, and place of each special meeting to each Director.
10. **Attendance.** Attendance of a Director at a meeting shall constitute a waiver of notice of such meeting, except where a Director attends a meeting for the express purpose of objecting that the meeting is not properly called.

11. **Quorum.** A majority of the members of the Board of Directors shall constitute a quorum for the transaction of business at all meetings of the Board of Directors convened according to these Bylaws.
12. **Voting.** The affirmative vote of a majority of the Directors present at a meeting at which a quorum is present shall be the act of the Board of Directors, except as may be otherwise specifically provided by law or these Bylaws.
13. **Proxies.** A Director shall not be entitled to vote at a meeting of the Board of Directors by proxy.
14. **Action by Written Consent**
  - a. Any action required or permitted to be taken at any meeting of the Board of Directors may be taken without a meeting if a consent in writing, setting forth the action to be taken shall be signed by all members of the Board of Directors. Such consent shall have the same force and effect as a unanimous vote at a meeting.
  - b. or taking action by Written Consent:
    - i. Any action Requirements required or permitted to be taken at any meeting of the Board of Directors may be taken without a meeting if a consent in writing, setting forth the action to be taken shall be approved by a sufficient number of the Directors as would be necessary to take that action at a meeting at which all the Directors were present and voted.
    - ii. Each written consent shall bear the date of the approval of each Director who approves the consent. A written consent approved by less than all of the Directors is not effective to take the action that is the subject of the consent unless, within 60 days after the date of the earliest dated written consent delivered to CMI in the manner required by this section, a consent or consents approved by the required number of directors is delivered to the President or Secretary of CMI at CMI's principal place of business. Delivery shall be in accordance with section 4 below. All consents will be in writing.
    - iii. Prompt notice of the taking of any action by Directors without a meeting by less than unanimous written consent shall be given by the Secretary to all Directors who did not consent in writing to the action.
    - iv. Written consent shall include electronic mail, or similar transmission by a Director or a facsimile, or similar reproduction of a writing approved by a Director shall be regarded as signed by the Director for purposes of this Section.
15. **Telephone Meetings.** A meeting of the Board of Directors may be held by conference telephone or similar communications equipment by means of which all persons participating in the meeting can hear each other at the same time. Participation pursuant to this section shall constitute presence in person at such meeting, except where a person participates in the meeting for the express purpose of objecting that the meeting was not properly called.
16. **Prohibited Actions.** No loans or disbursement shall be made by CMI to any of the Board of Directors. Directors may be reimbursed for reasonable, ordinary and necessary travel and other out-of-pocket expenses incurred in their duties as Director.
17. **Conflicts of Interests.** Directors shall abstain from voting on the selection, award, or administration of a contract from which they, a direct family member, group or organization they

represent may benefit. The member may propose and participate in discussion on such contracts, provided the interest is noted in the minutes of the meeting.

18. **Conflicts of Interests.** The Directors have the discretionary authority to determine CMI's policy regarding what constitutes a conflict of interest of a Director.
19. **Officers.** The officers shall be the President, Vice President, Secretary, and Treasurer. Officers shall be elected at the November Board meeting in years where new officers need to be elected and assume office at the first meeting of the following calendar year. The term for each officer will be two years. Officers may serve two consecutive terms. An officer may be removed for cause by a majority vote of the Board at any meeting of the Board at which a quorum is present. An officer may resign at any time by giving written notice to the Secretary or President.
20. **Advisory Board.** The Advisory Board of CMI will be composed of members of the community who support the ministry financially, with skills, knowledge and talent. Advisory Board Members are nominated by the Board Members, screened by the Nominations Committee and will be elected to the Board by a majority of Directors present at a scheduled monthly meeting. Advisory Board Members will serve two, three-year terms. Advisory Board Members may be removed at any time for any reason by a simple majority vote of Directors present at a scheduled monthly meeting. Likewise, an Advisory Board member may resign by submitting a letter to the Secretary of the Board of Directors.
21. **Notifications/Principal place of business.** DBA: Corazón SA , Inc., 230 E Travis St., San Antonio, TX 78205.
22. **Changes to the ByLaws.** Changes to the CMI ByLaws may be adopted by a majority vote of the CMI Board of Directors.

#### **ARTICLE VI:**

##### **Officers**

1. **President.** The President shall preside at all meetings of the Members and meetings of the Board of Directors and be responsible for the general management of the affairs of Corazon. The President may sign with the Secretary or any other proper officer of Corazon authorized by the Board of Directors, any deeds, mortgages, bonds, contracts, or other instruments that the Board of Directors have authorized be executed, except in cases where the signing and execution thereof shall be expressly delegated by the Board of Directors, by these Bylaws, or by statute to some other officer or agent of Corazon. The President shall perform all duties incident to the office of President and such other duties as may be prescribed by the Board of Directors from time to time.
2. **Vice President.** In the absence of the President or in the event of the inability or refusal to act of the President, the Vice President (or in the event there be more than one Vice President, the Vice Presidents in the order of their election) shall perform the duties of the President. When so acting, the Vice President shall have all the powers of and be subject to all the restrictions upon the President. Any Vice President shall perform such other duties as from time to time as may be assigned to him or her by the President or by the Board of Directors.
3. **Secretary.** The Secretary shall keep minutes of the meetings of the members and the Board of Directors and shall send copies of all minutes to the Board of Directors and to such other parties designated by the President. The Secretary shall notify the Directors of all meetings of the Board

of directors and of all meetings of the Members and shall perform such other duties as may be prescribed by the Board of Directors from time to time.

4. **Treasurer.** The Treasurer shall cause to be kept regular books of account of Corazon's funds and property and shall present a periodic financial statement and an annual audit to the Board of Directors. The Treasurer shall be responsible for presenting an annual budget to the Board of Directors for approval and shall perform such other duties as may be prescribed by the Board of Directors from time to time.
5. **Prohibited Actions.** Corazon shall make no loans or disbursements to any officer.

## **ARTICLE VII**

### **Appointive Officers and Agents**

1. **Officers and Agents.** The Board of Directors may appoint such officers and agents in addition to those specifically provided for in the Bylaws, as may be deemed necessary, who shall have such authority and perform such duties as shall from time to time be prescribed by the Board of Directors. All appointive officers and agents shall hold their respective offices or positions at the pleasure of the Board of Directors and may be removed from office discharged at any time with or without cause.
2. **Executive Director.** An Executive Director may be appointed by the Board of Directors, and under the direction of the Board of Directors, shall be administrative officer of Corazon and perform such other duties as directed by the Board of Directors. The Board of Directors shall determine the compensation of the Executive Director and this person shall serve at the pleasure of the Board of Directors.
3. **Staff.** The Executive Director of Corazon with the approval of the Board of Directors shall have the authority to appoint, employ, or discharge any person or persons deemed necessary to carry out the purposes of Corazon.

## **ARTICLE VIII.**

### **Committees**

1. **Appointment of Committees.** The Board of Directors, who shall appoint their members, may designate committees. Each committee shall have and may exercise such powers as the Board of Directors may determine and specify in the respective resolutions appointing them.
2. **Removal.** The Board of Directors may remove the members of any committee whenever in their judgment the best interests of Corazon shall be served by such removal.
3. **Chair.** The Board of Directors shall appoint the committee chair.
4. **Vacancies.** Vacancies in the members of any committee may be filled by appointments made in the same manner as provided in the case of original appointments.
5. **Quorum.** Unless otherwise provided by the Board of Directors a majority of the whole committee shall constitute a quorum and the act of a majority of the members present at a meeting at which a quorum is present shall be the act of the committee.
6. **Rules.** Each committee may adopt rules for its own government that are consistent with these Bylaws or with rules adopted by the Board of Directors.

## 7. **Committee Action by Written Consent**

- a. Any action required or permitted to be taken at any meeting of a committee may be taken without a meeting if a consent in writing, setting forth the action to be taken shall be signed by a sufficient number of the committee members as would be necessary to take that action at a meeting at which all of the committee members were present and voted.
- b. Each written consent shall bear the date of signature of each committee member who signs the consent. A written consent signed by less than all of the committee members is not effective to take the action that is the subject of the consent unless, within 60 days after the date of the earliest dated consent delivered to the committee Chair in the manner required by this Section, a consent or consents signed by the required number of committee members is delivered to the Chair of the committee. Delivery shall be by hand or certified or registered mail, return receipt requested.
- c. Prompt notice of the taking of any action by the committee without a meeting by less than unanimous written consent shall be given by the committee chair to all committee members who did not consent in writing to the action.
- d. An electronic mail, telegram, telex, cablegram, or similar transmission by a committee member or a photographic, photostatic, facsimile, or similar reproduction of a writing signed by a committee member shall be regarded as signed by the committee member for purposes of this Section.

## **ARTICLE IX**

### **Notices**

1. **Form of Notice.** Except in regard to notices to members whenever under the provision of these Bylaws notice is required to be given to any Director or committee member and no provision is made as to how such notice shall be given, it shall not be construed to mean personal notice, but any such notice may be given in writing, by postal mail, postage prepaid, addressed to such member, director or committee member at such address as appears on the books of Corazon or by electronic mail. Any notice required or permitted to be given by mail shall be deemed to be given at the time when the notice is deposited, postage prepaid, in the United States mail. Publication in Corazon's newsletter, if any, of a notice to a member shall be deemed to be proper notice upon deposit of such newsletter, properly addressed and postage prepaid, in the United States mail.
2. **Waiver.** Whenever any notice is required to be given to any member, director or committee member under the provisions of these Bylaws, a written waiver signed by a person entitled to notice, whether before or after the time stated therein, shall be equivalent to the giving of such notice.

## **ARTICLE X**

### **Fiscal Year**

The fiscal year of Corazon shall be the calendar year.



## **ARTICLE XI**

### **Contracts, Checks, Deposits and Funds**

1. **Contracts and Instruments.** The Board of Directors may authorize any officer or officers, agent or agents of Corazon, in addition to the officers so authorized by these Bylaws, to enter into any contract or execute and delivery any instrument in the name of and on behalf of Corazon, and such authority may be general or confined to specific instances.
2. **Loans.** No loan shall be contracted on behalf of Corazon and no evidence of indebtedness shall be issued in its name unless authorized by a resolution of the Board of Directors.
3. **Checks.** All checks, drafts, or orders for the payment of money, notes or other evidences of indebtedness issued in the name of Corazon, shall be signed by such officer or officers, agent or agents of Corazon and in such manner as from time to time be determined by resolution of the Board of directors. In the absence of such determination by the Board of Directors, such instrument shall be signed by the Treasurer or an Assistant Treasurer and countersigned by the President or a Vice President of Corazon.
4. **Deposit of Funds.** All funds of Corazon shall be deposited from time to time to the credit of Corazon in such banks, trust companies or other depositories as the Board of Directors may select.
5. **Contributions.** The Board of Directors may accept on behalf of Corazon any contribution, gift, bequest or devise for the general purposes or for any special purpose of Corazon.
6. **Bonding.** At the director of the Board of Directors, the Treasurer and such other officers, agents and employees of Corazon as the Board of Directors shall designate shall be bonded.

## **ARTICLE XII**

### **Minutes, Records and Reports**

1. **Minutes.** Corazon shall keep correct and complete books and records of account. Corazon shall also keep minutes of the proceedings of its meetings of members, the Board of Directors and committees having any of the authority of the Board of Directors.
2. **Financial Records.** Corazon shall maintain current true and accurate financial records with full and current entries made with respect to all financial transactions of Corazon, including all income and expenditures, in accordance with generally accepted accounting practices.
3. **Reports.** Based on these financial records, the Board of Directors shall annually prepare or approve a report of the financial activity of Corazon for the preceding year. The report must conform to accounting standards as promulgated by the American Institute of Certified Public Accountants and must include a statement of support, revenue, and expenses and changes in fund balances, a statement of functional expenses, and balance sheets for all funds.
4. **Audit.** The books of Corazon may be audited annually by a certified public accountant appointed by the Board of Directors. The auditor's report shall be filed with the records of Corazon.

## **ARTICLE XIII**

### **Indemnification and of Directors and Officers**

1. **Indemnification.** Article 1396-2.22A of the Texas Non-Profit Corporation Act (the “Act”) permits Corazon to indemnify its present and former directors and officers to the extent and under the circumstances set forth therein. In addition, in some circumstances indemnification is required by the Act. Corazon hereby elects to and does hereby indemnify all such persons to the fullest extent permitted or required by the Act promptly upon request of any such person making a request for indemnity hereunder. Such obligation to so indemnify and to so make such determination may be specifically enforced by resort to any court of competent jurisdiction. Further, Corazon shall pay or reimburse the reasonable expenses of such persons covered thereby in advance of the final disposition of any proceedings to the fullest extent permitted by the Act and subject to the conditions thereof.
2. **Insurance.** Corazon may purchase and maintain insurance against any liability asserted against and incurred by any officer or director in a capacity described in these Bylaws or arising out of the status of such a person, whether or not Corazon would have the power to indemnify such person against that liability under the Article.

**ARTICLE XIV**

**Amendments and Parliamentary Procedure**

1. **Amendments.** These Bylaws may be altered, amended or repealed and new Bylaws may be adopted at any regular or special meeting of the Board of Directors by a majority vote of the directors present provided that notice setting forth the proposed alterations, amendments, or new Bylaws has been given to all members of the Board of Directors not less than seven days before such meeting. Any alternation, amendment, repeal or adoption is subject to approval by the members.
2. **Parliamentary Procedure.** In all cases where parliamentary procedure of Corazon is not provided by these Bylaws, Robert’s Rules of Order Newly Revised shall govern.

<b>BOARD OF DIRECTORS ROSTER</b>		
<b>Board Member</b>	<b>Affiliation</b>	<b>Current Role on Board</b>
David Stone	FordAV	President
Phil Watkins	Watkins & Shattles Trial Lawyers	Vice-President
Johanna Daily	Pivot Technology Services Corp.	Treasurer

Tracie Kuenzi	ERA Real Estate	Secretary
Dr. Colleen Bridger	Colleen Bridger Consulting	At-Large
Chief Justice Sandee Bryan Marion	Texas Fourth Court of Appeals	At-Large
Dr. Lisa Cleveland	UT Health Science Center	At-Large
Elizabeth Garcia	USAA	At-Large
Jeremy Hughes		At-Large
Kristi Hughes	Great Hearts	At-Large
Audrey Laird	Technology Consultant	At-Large
Dr. Michael McConnell	Joint Base San Antonio	At-Large
Annette Medina	Methodist Hospital	At-Large
Andy Mylroie	Building Inspector	At-Large
Andrea Tejada	Castle Hills Elementary	At-Large
Eric Vogt	Senior Pastor, Travis Park Church	Ex-Officio
Gavin Rogers	Executive Director, DBA: Corazón SA	Ex-Officio

## **2022 BOARD OF DIRECTORS MEETING SCHEDULE**

January 18th, 2022

February 15th, 2022

March 15th, 2022

April 12th, 2022

May 17th, 2022

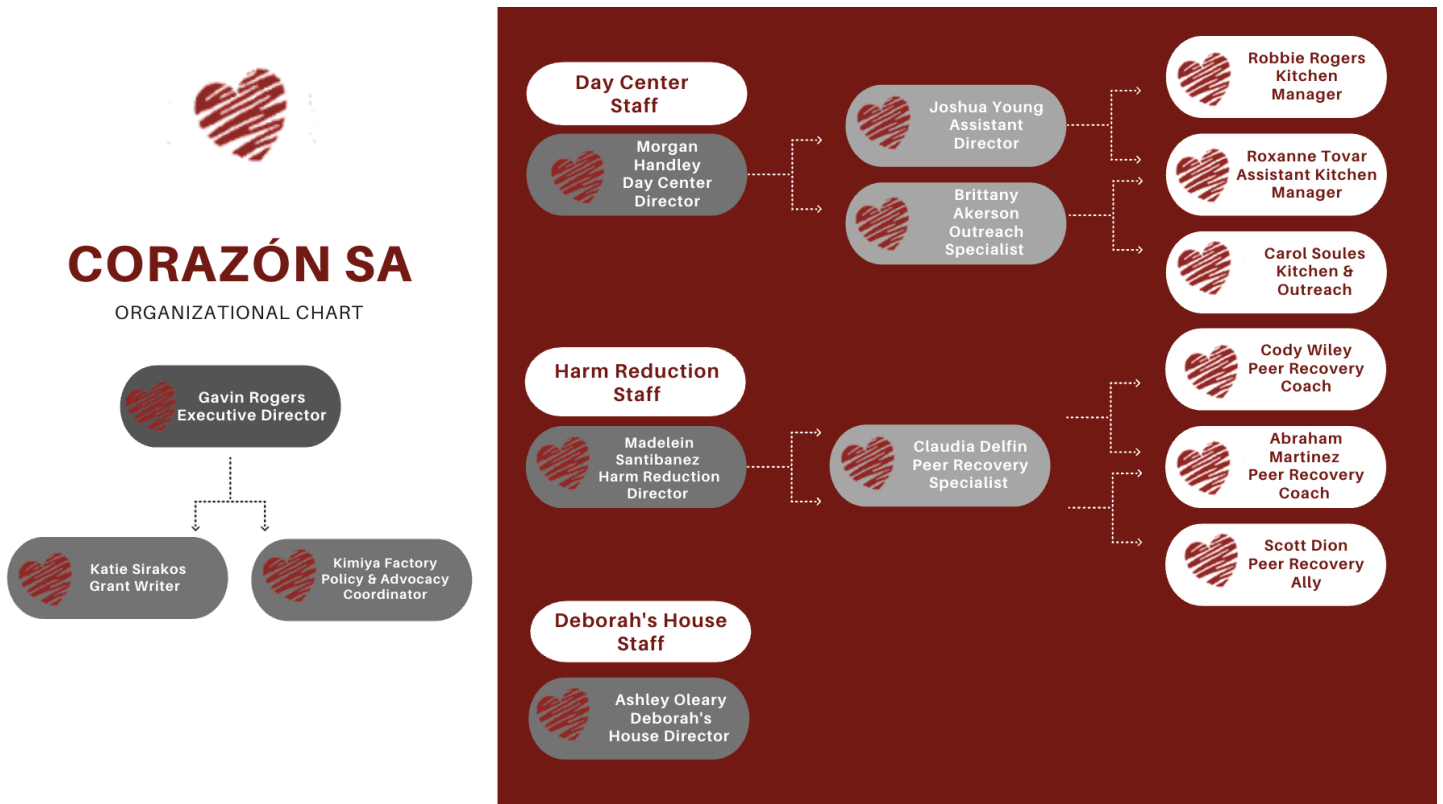
June 21th, 2022

July 19th, 2022

August 16th, 2022

September 20th, 2022  
 October 18th, 2022  
 November 15th, 2022  
 December 20th, 2022

## ORGANIZATIONAL CHART



## JOB DESCRIPTIONS

**Position:** Kitchen Manager and Chef

**Supervisor:** Executive Director

**Hours:** Full time

DBA: Corazón SA, Inc. is currently seeking an experienced Kitchen Manager and Chef to direct and participate in the preparation and serving of nutritious meals in a timely manner four days per week. We are also excited to create a culinary training program that would equip individuals to obtain a job in the hospitality industry.

### Primary Responsibilities

- Create nutritious, balanced meals for street-dependent community using donated or low-cost inventory from partner organizations
- Prepare and cook foods of all types
- Manage food and supply inventory to limit waste
- Maintain clean and safe cooking and serving environment
- Supervise kitchen staff and volunteers to ensure meals are properly prepared and served on time
- Ensure that all volunteers, staff, and guests are treated with the highest levels of respect and dignity
- Coordinate planning, budgeting, or purchasing for all food operations
- Order or requisition food or other supplies needed to ensure efficient operation
- Maintain proper care, maintenance and sanitation of work areas, equipment and supplies and alerts management of problems or needs concerning equipment, food supply, and safety.

### **Minimum Qualifications**

- Culinary training
- Experience in a commercial kitchen with demonstrated management and culinary staff training experience
- Must have valid Texas Driver's License and be able to be insured to operated organizational vehicle
- Food sanitation certification required

### **Physical Requirements**

- Must be able to reach places which require standing, stooping, bending, kneeling, climbing, pushing, pulling, lifting up to 50 pounds, twisting, continuous arm movement, and sitting
- Must be able to work with various chemicals, spices and food products
- Must be able to work around hot, humid, conditions, odors, and dust
- Must be able to competently act independently of supervision
- Must be able to move about the facility and exterior, including all employee work areas, and all storage and mechanical areas
- Must be able to read English when reading labels for cleaning and/or food preparation

### **Core Competencies**

- **Technical Expertise:** Working knowledge of kitchen equipment; working knowledge of proper sanitation standards and food storage procedures; working knowledge of budgeting and menu pricing based on food, labor and overhead costs
- **Attention to Detail:** Record operational data on specified forms; maintain temperature logs; inspect supplies, equipment, or work areas to ensure conformance to established standards
- **Integrity and Trust:** Must be neat in appearance and have good work habits; must be trusted to ensure inventory is selected, handled and utilized per donor and partner guidelines; use relevant information and individual judgment to determine whether events or processes comply with laws, regulations or standards
- **Interpersonal Skills:** Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; maintains a sincere and positive attitude with staff, volunteers and guests; actively looking for ways to help people; ability to motivate and encourage students
- **Time Management:** Is able and willing to focus time on tasks that contribute to organizational goals; uses time effectively and efficiently; values time and respects the time of others; concentrates his/her efforts on the most important priorities; can appropriately balance priorities; plans cooking schedules to meet scheduled meal times

- Supervising Work: Instruct staff and volunteers in the preparation, cooking, garnishing, or presentation of food; willing to clean, wash dishes and help with all other tasks as needed; demonstrate new techniques to staff and volunteers

**Position:** Outreach Specialist

**Supervisor:** Executive Director

**Hours:** Full time

DBA: Corazón SA , Inc. (CMI) operates in the heart of downtown San Antonio serving our homeless and marginalized neighbors by providing hot meals four times per week, clothing, warm showers, hygiene items, access to primary medical care, optometry and dermatology care, barber haircuts, art therapy, recovery and prayer groups, and Bible study. We serve over 27,000 hot, nutritious meals per year and rely on over 75 enthusiastic volunteers each week to provide unconditional love and life-giving support to our neighbors.

#### **Primary Responsibilities**

- Provide street outreach to clients at the respite center and around downtown San Antonio
- Provide leadership, compassionate care, effective supervision and resource development to fulfill the mission of DBA: Corazón SA , Inc.
- Case Manage through HMIS, HomeLink, and other street outreach platforms with COSA.
- Assist Associate Director & Kitchen Manager with meal planning.
- Participate in organization events, and occasionally represent organization with neighborhood partners
- Assist CMI guests with immediate needs, including but not limited to: clothing, meals, bus tickets, bathrooms, community resource referrals
- Respond to volunteer and donation requests and/or questions

#### **Core Competencies:**

- Demonstrated commitment to non-profits and purpose of organization
- Good organization skills, self-motivated, attention to detail, and the ability to juggle multiple tasks while meeting deadlines
- Competent user of MS Office applications, email, and social media platforms
- Ability to work independently and make decisions appropriate at an intern level
- Excellent written and verbal communication skills
- Positive attitude
- Dependable and punctual team player

## **EMPLOYEE HANDBOOK**

**I. Mission Statement** - With unconditional love and justice, CM (DBA: Corazon SA) we provide support for the homeless and marginalized to enhance mind, body, spirit, creativity and community.

### **II. Organization and Procedures**

- a. Reservation of Rights: CMI reserves the right to change, alter, amend, rescind or modify these policies at any time. Any modifications will be communicated in writing to all personnel. All personnel will acknowledge receipt of the new or updated policy.

Proposed policies must be reviewed by the CMI Executive Director (“ED”) working with the CMI Board of Directors (“BOD”) Personnel Committee (“Committee”) to determine its compliance with CMI’s Mission Statement and any applicable laws. If the proposed policy is in compliance with the aforementioned items, the policy will then be reviewed with the CMI BOD to ensure that it does not conflict with the goals and operations of CMI. In the event immediate action is needed, the ED and Committee will determine a temporary policy to be followed until such time that the BOD can convene with the necessary quorum.

- b. Application of Policies: These policies will apply to all employees who spend at least 90% of their time directly supporting CMI.
- c. The employer of record for CMI employees is Travis Park United Methodist Church (“TPUMC”). CMI will make every effort to ensure that its handbook aligns with the TPUMC Personnel Handbook. In the event of a conflicting policy or procedure and upon realization of a conflict, the conflict must be brought, in writing, to the attention of the ED within 14 days of the discovery. The ED will work with the Committee to resolve the conflict or determine which policy shall prevail. Until such determination is made as to which policy stands, the CMI policy shall supersede the TPUMC policy unless the CMI policy violates local, state, or federal law.

### **III. Conduct and Lifestyle**

- a. All employees must be aware that their lives and conduct bear an unmistakable connection to CMI. Therefore, all employees are expected to conduct themselves in a manner that is consistent with the aims and purpose of CMI, as well as the highest ideals of a faith based organization.

### **IV. Voluntary and At-Will Employment**

- a. **Role of the handbook:** Nothing in this handbook is to be construed as a contract of employment. These policies are merely guidelines for use by CMI and do not constitute a contractual obligation or create a contract between CMI and its employees. The employment relationship between CMI and each employee is personal in nature and based upon mutual consent. The employee or CMI is free to terminate the employment relationship at any time, with or without cause.
- b. **Personnel Actions:** The responsibility and authority for personnel actions including hiring and termination is assigned to ED (with the exception of the hiring and firing of the ED, which shall be the responsibility of the BOD). Appeals of personnel actions may be made to the Committee. In each case, the Committee may choose to accept or reject the appeal. If accepted, the Committee will hold a hearing to address the matter and render a judgment within 30 days. Any judgment will be communicated in writing to the

employee and the judgment will be filed in the employee's personnel file. If rejected, no further appeal is permitted.

- c. **Background checks:** TPUMC on behalf of CMI conducts background checks for all paid employees (full or part-time) at the time of employment and periodically throughout employment. A waiver form is to be provided by the immediate supervisor and signed by the employee. The waiver form includes information on the process of conducting background checks, confidentiality and rights of appeal. Failure to sign the waiver form authorizing background checks is grounds for termination.
- d. **Job Descriptions and Letters of Employment:**
  - i. Except for the ED, the job description of each employee shall be discussed in detail with the ED prior to the time of employment. The job description of the ED will be determined by the BOD. Initiative should be taken by the employee to clarify with his/her immediate supervisor any questions or concerns which may arise during his/ her employment.
  - ii. Upon approval of employment, a letter of employment shall be issued to the employee stating the position, date of employment, exemption status, salary, and benefits. A copy of the letter shall be maintained in the personnel file.

## **V. Employee Privacy Protection**

- a. It is the policy of CMI to protect the privacy of all applicants for employment, employees and former employees so far as records pertaining to or arising out of the employment relationships are concerned. As a matter of CMI policy, every employee has a right to review the Personal information maintained about him/her, be assured that confidentiality is properly safeguarded and that the information is accurate, timely and complete.
- b. Requests to review personnel files and/or Church insurance and retirement records must be submitted in writing to the employee's immediate supervisor and he/she will forward the request on to the appropriate records manager. TPUMC controls custody of these records.
- c. Requests for review of Personal employee information from persons other than the employee or person with the appropriate Power of Attorney for said employee will be denied.

## **VI. Definitions**

- a. Regular employee
  - i. Regularly scheduled to work at least thirty hours per week.
  - ii. Eligible for all employee benefits provided by TPUMC.
- b. Permanent part-time employee



- i. Regularly scheduled to work less than 30 hours per week.
  - ii. Eligible for some employee benefits of TPUMC as noted in this handbook or as defined in the employment letter.
- c. Temporary employee
  - i. Hired for an indefinite time or on an interim basis.
  - ii. Not eligible for benefits.
- d. Exempt employee
  - i. An employee that is exempt from minimum wage and overtime pay provisions of the Fair Labor Standards Act (FLSA) as defined by the current U.S. Department of Labor regulations. Note an exempt employee will be an employee as classified under VI(a), VI(b), or VI(c) above.
- e. Non-exempt employee
- f. An employee that is not exempt from minimum wage and overtime pay provisions of the Fair Labor Standards Act (FLSA) as defined by the current U.S. Department of Labor regulations. Note an non-exempt employee will be an employee as classified under VI(a), VI(b), or VI(c) above.
- g. Eligibility for benefits
  - i. For eligible employees, benefits will begin no later than the 90 days of employment. Most benefits begin at the end of ninety days of continuous employment.
- h. Continuous, Uninterrupted Employment
  - i. Continuous, uninterrupted employment is defined as the employee's continuous performance of work for CMI.
  - ii. Continuous, uninterrupted employment may be broken in several ways, such as failing to report for work for three consecutive working days without giving notice of intent to be absent and gaining approval by a supervisor.
  - iii. Military and jury duty are not counted as time absent for purposes of this definition. However, the employee must inform his/her immediate supervisor of any required duty.

## **VII. Supervision**

- a. All CMI employees serve under the supervision of the ED.
- b. Immediate supervision may be delegated by the ED to a specific supervisor.
- c. The Executive Committee of CMI evaluates the ED, who informs the Committee of the status of all other CMI employees. The Executive Committee will bring the evaluation to the BOD for approval.
- d. Except for sexual harassment, any employee concern regarding supervision follows this procedure:

- i. The employee first discusses the issue with the supervisor.
  - ii. If the supervisor and employee cannot resolve the issue to their mutual satisfaction, they schedule a time with the ED to discuss the issue.
  - iii. If the ED, supervisor and employee cannot resolve the issue, the employee may take up the issue with the Committee. If the ED is the supervisor, VII, b, ii shall be skipped.
  - iv. If the issue remains unresolved, the issue may then be presented to the BOD.
  - v. Sexual harassment issues are dealt with in Section XVIII.
  - vi. All employee concerns reaching step iii should be documented in the employee's personnel file with an acknowledgment being received from the ED, supervisor, and employee.
- vii. Provided the proper grievance procedures are followed, any employee has access to the BOD for the purpose of addressing any job-related issue.
- e. An evaluation will be conducted on the performance of each employee upon the completion of ninety days of continuous employment. Thereafter, the ED will conduct an evaluation of each employee during the three months prior to the adoption of the CMI budget. The Committee will conduct an evaluation of the ED during the three months prior to the adoption of the CMI budget.

### **VIII. Compensation**

#### **a. Salaries**

- i. Salaries and benefits are established by the Committee in consultation with the ED. The Committee will attempt to provide adequate and fair compensation to all employees according to his/her contribution to the work of CMI and the available resources of CMI. Compensation will be reviewed annually but there is no guarantee of a yearly change.
- ii. The Committee's recommendations are given to the Finance Committee for inclusion in the annual Budget.
- iii. The BOD must approve the total salary budget.
- iv. Even if a change is budgeted in the CMI budget, there is no guarantee to the employee that said change will be enacted.

#### **b. Overtime and compensatory time**

##### **i. Exempt employees**

- 1. The ED (or Committee in the case of the ED) shall award time off to compensate for excessive hours worked.

ii. Non-exempt employees

1. Entitled to time-and-one-half pay of compensation for work exceeding forty hours in a week.
2. Overtime work must be approved in advance by the ED.

c. Time sheets

- i. Non-exempt employees and others designated by the ED are required to complete time sheets indicating time worked for each day.
- ii. Time sheets are to be approved and signed by each employee's supervisor.
- iii. Employees may not enter hours for another employee.
- iv. Any changes to the time sheet must be entered by the supervisor and initialed by the employee.
- v. Time sheets must be submitted for payment no later than midnight, 5 full days prior to the payroll date (e.g. if the payroll date is May 31, time sheets must be received by the payroll administrator no later than May 26).

d. Tardiness

- i. CMI responds to the needs of clients and others requiring our availability during stated hours. Arriving late or leaving early compromises the ability of CMI to respond to the needs of CMI's clients. Tardiness, leaving early by an employee, and/or unapproved time off is inappropriate. Any employee leaving early (without approval), arriving late, or having unplanned and/or unapproved

absences more than three times in a calendar quarter will be subject to disciplinary action, up to and including termination of employment.

e. Health insurance

- i. Regular employees are eligible to participate in the health plan after sixty days of employment.
- ii. It is the responsibility of the employee to sign up for the insurance when eligible. If the enrollment period is missed, the employee may not be able to enroll until the next open enrollment period.
- iii. Employees must pay the insurance premiums as required by their employment agreement.
- iv. The insurance program is described in the insurance booklet and subject to change (at any time by the insurance provider or at open enrollment by TPUMC).

v. Employees whose employment is terminate for any reason may continue their health insurance coverage through COBRA. More information regarding COBRA may be found at <https://www.dol.gov/general/topic/health-plans/cobra>.

f. Worker's Compensation Insurance

i. All employees are covered by Worker's Compensation insurance in the event of occupational injury or illness. The group health insurance does not cover such injuries or illness.

ii. CMI pays all costs for Worker's Compensation.

iii. An employee who is injured on the job or feels he/she has an illness caused by his/her work should stop working and report the condition to his/her supervisor immediately. Failure to report such an illness or injury within twenty-four hours is cause for disciplinary action up to and including termination. The supervisor will complete, within twenty-four (24) hours of notification, a first report of injury and submit to the appropriate person at TPUMC.

iv. An employee who has suffered a work-related injury or occupational illness will be permitted to return to work when he/she has furnished to TPUMC and CMI, a physician's statement describing the types of work he/she is capable of performing.

v. Worker's Compensation insurance pays any fee charged by the physician for preparing such a statement.

g. Pension Program

i. Regular employees are eligible to elect coverage under the pension program or 403(b) program adopted by TPUMC. A TPUMC business manager or a designee will administer the pension program or 403(b) program.

ii. The employee must pay total cost of the premium.

iii. The summary plan description of this program should be consulted for further details. A summary plan description may be obtained by requesting through the TPUMC business manager or designee.

h. Deferred Compensation Annuity Program

i. CMI through TPUMC may opt to provide a deferred compensation annuity program for the ED and other designated full-time employees. The Organizational selected by TPUMC will administer the program.

ii. The TPUMC business manager or designee will be responsible to provide information and assist in putting the employee in touch with the selected Organizational.

iii. CMI may match the employee contribution up to 3% of the employee's annual salary.

#### IX. Continuing Education

a. Educational leave of at least one week of work time per year may be granted for the ED and any other staff as deemed necessary by the ED and accounted for in the CMI budget.

b. A reasonable expense allowance may be made for attending training institutes, workshops, and other meetings, which may contribute to the staff member's personal growth and productiveness.

c. These benefits may be granted with the prior approval of the ED. Approval for the ED should come from the Committee.

#### X. Use of Technology

a. Computers, email, and internet use

i. CMI owns all messages, composed, modified, sent and/or received on CMI's computer network. CMI reserves the right to monitor the use of its electronic information resources, including the right to override individual passwords or other security techniques, to carry out and safeguard CMI's business and to ensure compliance with this policy. CMI monitors its equipment and resources to deter data security breaches and improper use of them.

ii. Employees do not and should not have any expectation of privacy regarding their e-mails, voicemails, instant messages or use of CMI's computer network including content on social networking sites. The personal confidentiality of any message or document should not be assumed. The use of security passwords does not guarantee confidentiality. Even an erased message may be retained and read.

iii. A reasonable amount of personal Internet use and e-mail is permitted so long as

it does not interfere with the performance of an employee's job; however, e-mail may not be used to create and/or transmit directly or indirectly any

offensive, defamatory, discriminatory or disruptive messages.

iv. Computer passwords are confidential and must be safeguarded always. It is the user's responsibility to ensure that passwords are never left unprotected or unsecured. An unprotected password constitutes a security violation. System users are held accountable for all the processing done with their password. For their own protection, employees must ensure that their passwords are not

shared with anyone other than designated personnel. Even though an employee may be given a password, this does not create a right of personal privacy in any matter stored in, created, received, or sent via any of the CMI's computer systems.

v. Employees are prohibited from loading any software on any computer system without express authorization from CMI. All software installations must be

completed by the appropriate personnel, including commercial shareware and freeware software.

vi. Further, employees are expressly prohibited from using CMI's computers to make illegal copies of licensed or copyrighted software. Employees do not have the right to own or use unauthorized copies of software, or make unauthorized copies of software. To help ensure compliance with software license laws, it is recommended that all software purchases be approved by a supervisor.

vii. Employees are prohibited from using software that is designed to destroy data, provide unauthorized access to the computer systems, or disrupt computing processes in any other way. Using viruses, worms, Trojan horses, and other invasive software is expressly forbidden. All storage devices that are inserted into CMI's computers must first be scanned for viruses or signs of other forms of malicious software.

viii. A violation of this policy will result in discipline, up to and including termination from employment.

#### b. Social Media Use

i. Definition – Social media can be roughly defined as the tools and content that enable people to connect online, share their interests and engage in conversations. Examples include blogs, microblogs, wikis, media-sharing sites, social networks, twitter, and emerging user-driven forums. The following guidelines should be applied when participating in social media outlets. Where no policy or guideline exists, employees should use their professional judgment and take the most prudent action

ii. Employees' use of social media while at work must be confined to a business purpose.

iii. Employees' use of social media must not violate any CMI policy.

iv. Employees must never represent themselves or CMI in a false or misleading way. All statements must be true and not misleading; all claims must be substantiated.

v. Employees are personally responsible for the content they publish in any public medium, whether in a blog, social computing site or any

other form of user-generated media. Employees must be mindful that what they publish will be public for a long time - protect your privacy and take care to understand a site's terms of service.

vi. If an employee publishes content online relevant to CMI in a personal capacity a disclaimer may be required such as: "The postings on this site are my own and do not necessarily represent CMI's positions, strategies or opinions."

vii. Employees must respect copyright, fair use and financial disclosure laws.

viii. Any information related to CMI, another employee, a client, or a customer that may be confidential or proprietary information should not be disclosed.

ix. Employees must be aware of their association with CMI in online social networks. If an employee identifies themselves as an employee, they must ensure the profile and related content is consistent with how they would present themselves with colleagues and clients.

x. Employees should not expect privacy. CMI reserves the right to monitor, without any advance notice, social media, CMI equipment and cell phones to the fullest extent permitted by applicable law.

xi. Employees should not use the CMI's intellectual property, such as its logos or trademarks, in any way that would make it appear that the employee is speaking on behalf of or representing CMI.

#### c. Mobile Services Use

i. Whether the mobile device is provided by CMI or an employee is using his or her own phone, employees who have access to a mobile device while in their cars should remember that their primary responsibility is driving safely and obeying traffic laws in the areas in which they travel. Employees are prohibited from using mobile devices to conduct business while driving (unless using a hands-free device where permitted by law) and should safely pull off the road and come to a complete stop before using the mobile device.

ii. During business hours, employees are requested to keep personal calls to a minimum. No long distance or toll calls such as directory assistance, other than CMI business calls, are to be made from CMI telephones. Telephone records are subject to periodic review by supervisors.

## **XI. Dress Code**

- a. Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image CMI presents to clients and visitors.
- b. During business hours or when representing CMI, employees are expected to wear clothing that aligns with a business casual dress code.
  - i. Acceptable business casual items: pants, khakis, sweaters, collared shirts, loafers, pumps, etc.
  - ii. Unacceptable business casual: t-shirts with offensive graphics or wording, beach flip flops, shorts, etc.
  - iii. Employees working in the kitchen must wear closed toe, non-skid shoes and any protective gear as deemed appropriate.
- c. From time to time, CMI may require employees to dress more professionally due to special circumstances. Employees will be advised of such occasions as early as possible.

## **XII. Paid Time Off**

- a. Designated holidays are as follows: New Year's Day, Martin Luther King Day, President's Day, Monday after Easter, Fiesta Parade Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday following Thanksgiving Day, Christmas Day, the first weekday following Christmas Day, and New Year's Eve.
- b. CMI will follow the holiday schedule as established by TPUMC.
- c. Non-Exempt staff required to work on a designated holiday receives time- and-one-half pay.
- d. Exempt staff required to work on a designated holiday or when the designated holiday falls on the exempt staff's normal day off, the exempt staff will receive a compensatory day to make up for the holiday. The exempt staff would make their supervisor aware of the day taken off. For the ED, the ED will make the BOD aware.
- e. Bereavement: In the event of death in an employee's immediate family, up to three working days, with pay, is provided to handle family affairs. "Immediate family: is

defined as: spouse, parents, child, brothers, sisters, grandparents, and step and in-law relations if the same named family members. Contact the appropriate supervisor so that any scheduling or workflow adjustments can be made. The three working days should be contiguous for ease of tracking.

## **XIII. Earned Time Off**

- a. Recognizing that employees need time away from work for various reasons, earned time off (ETO) will be provided as follows:



- i. Full time employees with 0-5 years of employment will accrue 4 days ETO per quarter for 16 days per year.
  - ii. Full time employees with 6-10 years of employment will accrue 5.5 days ETO per quarter for 22 days per year.
  - iii. Full time employees with 11 or more years of employment will accrue 6.5 days ETO per quarter for 26 days per year.
- 
- b. ETO is computed based on the anniversary date of the individual's employment.
  - c. Temporary employees are not eligible for ETO.
  - d. Employees who terminate prior to 12 months of employment are not paid ETO. Employees who terminate employment voluntarily after one year of employment receive accumulated but unused ETO provided two week notice of termination is given.
  - e. The appropriate supervisor must approve, in advance, all ETO taken.
  - f. ETO may be accumulated up to 30 days. Any days over 30 days will be lost if not used prior to January 31st each year.
  - g. In considering taking ETO, it is essential that the work of the CMI be given first consideration. If two employees apply for the same ETO, preference is decided by the date of request. When possible, however, ETO is scheduled at the convenience of the employee.
  - h. ETO is earned on a quarterly basis as stated above and may be used once sufficient time has been accumulated. ETO may not be borrowed in advance. Exceptions are allowed at the manager's discretion.
  - i. An individual must be employed for 90 days before ETO may be taken. Exceptions are allowed at the manager's discretion.
  - j. Employees are encouraged to take at least a one week block of time per year of EOD.

#### XIV. Jury Duty

- a. An employee receives regular pay for regular workdays on which he/she is required to serve on a court jury or answer a jury duty summons.
- b. Absences exceeding fifteen workdays are not paid.
- c. The employee's supervisor should be informed, in advance, of required jury duty so that proper schedule arrangements may be made.
- d. The supervisors should be informed when an employee expects to return to work. He/she should also be informed when an employee is released before the end of a day so that he/she may determine whether the employee should return to work for the remainder of the day.

#### XV. Military Leave

- a. A leave of absence is provided for the duration of required service.

b. Employees requesting military leave must provide a copy of their orders. Employees must be reinstated in compliance with applicable laws.

## **XVI. Leave of Absence**

a. Eligible employees may be granted up to 12 weeks of unpaid leave per calendar year for: newborn or newly adopted children, a serious health condition of a child, spouse, or parent, or a serious health condition of the employee.

b. All requests and approvals concerning leaves of absence must be in writing.

c. A single leave of absence may not exceed four weeks. Extensions of four weeks may be requested prior to the expiration of a leave of absence, but in no event, may a leave of absence be extended more than twice nor exceed a maximum of twelve weeks.

d. The employee must request leave in writing at least ten days prior to the requested absence, except in case of an emergency, and the leave must be approved by the ED or the Committee.

e. No leave of absence is granted for seeking or working at another job.

f. The request for leave of absence must detail a beginning date and ending date. If the ending date is not known, the maximum of thirty days is used.

g. Each week during the leave of absence, the employee must contact the ED or designated member of the Committee weekly on Tuesdays. Failure to do so may result in termination of employment.

h. All leaves of absence granted are without loss of seniority, but seniority does not continue to accumulate during the leave. Thus, a leave of absence interrupts the time table for accumulating any employee benefits and this time table resumes when the employee returns to work. No holiday pay is received for holidays falling within the leave of absence.

i. An employee who does not return to work on the first regular working day following the end of the leave of absence is terminated unless an extension is requested and granted by the ED or Committee prior to expiration of the leave.

## **XVII. Termination of Employment**

a. The employment relationship is strictly one of employment at-will and both the employee and CMI are free to terminate employment for any reason, with or without cause.

b. Staff members are not authorized to say or do anything inconsistent with this at-will policy. Nor does anything in this handbook or any other document provided by CMI or

TPUMC modify this at-will policy nor constitute any guarantee to continue employment.

c. It is the employee's responsibility to give notice of his/her intent to resign to the ED or Committee.

#### XVIII. Fairness in Employment Policies

- a. At CMI we believe that all employees and applicants for employment have an equal right to be treated fairly and with dignity. We are firmly committed to treating employees and applicants for employment according to their experience, talent and qualifications for the job.
- b. The Immigration Reform and Control Act of 1986 makes it unlawful for an employer to knowingly hire, recruit, or refer for a fee for employment in the United States any individual (citizen or alien) not supplying appropriate documentation to verify his eligibility to work in the United States. CMI and TPUMC will comply fully with this law and will not knowingly employ anyone who does not supply TPUMC with government required support documentation to verify that the employee is authorized to work in the United States. In the event, it is determined an individual does not have the appropriate documentation, that individual will be subject to termination.
- c. Whenever "he" or "she" or similar term denoting gender appears in this handbook, it also refers to the opposite gender.

#### **XIX. Sexual Harassment Policy**

- a. Statement of policy against sexual harassment: CMI is committed to providing a work environment that is free of sexual harassment and it will not tolerate any behavior, which constitutes sexual harassment.
- b. Definition of sexual harassment: By law, any unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:
- i. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
  - ii. Submission to or rejection of such conduct is used as the basis for employee in decision affecting such individual, or
  - iii. Such conduct has the purpose or effect of unreasonably interfering with an individual's work or performance or creating an intimidating, hostile, or offensive working environment.

c. Any employee who believes that he or she has been subject to sexual harassment by a member of the staff should submit promptly to the ED, or to any member of the Committee, a report of the facts of the incident or incidents. The ED, in consultation with the Committee, will appoint members of the BOD to investigate and resolve the complaint. In the event the complaint is against the ED, complaints may be brought to the Committee.

d. Every complaint will be taken seriously and investigated fully. All individuals involved are treated with respect and sensitivity, and each individual will have the opportunity to give a full account of his/her recollection of the incident or incidents. All proceedings will be strictly confidential.

e. CMI will take corrective action as appropriate. Offenders will be subject to disciplinary action, including possible termination of employment.

## **XX. Non-Retaliation**

a. If any employee reasonably believes that some policy, practice, or activity of CMI is in violation of law, a written complaint may be filed by that employee with the ED. In the event if the complaint is against the ED, complaints may be brought to the Committee.

b. It is the intent of CMI to adhere to all laws and regulations that apply to the organization.

c. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of CMI and provides CMI with a reasonable opportunity to investigate and correct the alleged unlawful activity.

The protection described below is only available to employees that comply with this requirement.

d. CMI will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of CMI or of another individual or entity with whom CMI had a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

e. CMI will not retaliate against an employee who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of CMI that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

## **XXI. Modification and Interpretation**

- a. This handbook supersedes and replaces any and all previous employee handbooks.
- b. Employees will be notified in writing of any changes, deletions, or additions to this handbook, which may become necessary.
- c. At the discretion of CMI and subject to application statutes and regulations, benefits described in this handbook may be modified, suspended, or terminated because of changed circumstances.
- d. Any questions involving the interpretation of these regulations and benefits shall be resolved by the judgment of the BOD, whose judgment shall be binding for all purposes.
- e. In the event, some portion of this handbook is found (by legal decision or other action) to be non-enforceable, the remaining unaffected policies shall remain in force.

## **XXI. Complaint and Grievance Policy**

### Complaint & Grievance Policies & Procedures

Corazón Ministries is aware that there may be times when employees need to file an official complaint about unjust treatment, harassment, and/or health and safety concerns in the workplace. This grievance procedure policy was created to clearly outline the process for these instances to ensure that all of our employees are heard and treated equally.

#### Purpose.

The purpose of this grievance procedure policy is to:

- (a) explain the scope and definition of grievances
- (b) outline the process for reporting and closing a grievance
- (c) define the Organizational confidentiality measures
- (d) describe the disciplinary action steps for policy violations.

#### Scope.

This policy is applicable to all Corazon SA employees, including paid interns, volunteers, and seasonal, part-time, and permanent employees. A grievance can be filed against any Corazón Ministries employee, including senior management and shareholders. Corazón Ministries defines a "grievance" as a formal work-related complaint, issue, and/or objection made by an employee.

### Grievance Procedure:

Before filing an official grievance complaint, Corazón Ministries asks that all employees review the policy that directly impacts their complaint. For example, if an employee files a sexual harassment complaint, he/she must consult the Organization's [Sexual Harassment Policy](#) and the Policy Advocacy Coordinator.

Corazón Ministries encourages employees to resolve minor disputes with the help of Supervisors, a Board Member and or the acting Policy Advocacy Coordinator. If the informal complaint is not fairly and constructively resolved within 10 Business Days, employees may file a formal grievance.

### Employees can file grievances when:

- They have been victims of workplace harassment.
- Their health and safety have been compromised.
- They've witnessed poor supervisor and/or management behavior.
- There are unjust changes made to the employment agreement.
- Policy guidelines are violated.
- There is a dispute between co workers, suppliers, and/or management.

Corazón Ministries also recognizes that every case is different and this list is subject to change, depending on the definition filed in the Grievance Complaint Form.

### Filing a Grievance

When filing a grievance, employees have the option of reporting their complaints using the Organization's official online portal or contacting their direct supervisor and the HR department. In both cases, employees will be required to complete and file a Grievance Complaint Form. Once the complaint has been submitted to the Policy Advocacy Coordinator and or their supervisor, employees have the right to attend meetings with a witness or union representative, appeal decisions, and depending on the severity of the complaint, refuse to attend work until the grievance is resolved.

When a grievance is filed against another employee, the accused also reserves the right to:

- View and request a copy of the official grievance complaint.
- Formally respond to the complaint after consulting his/her union representative and Policy Advocacy Coordinator/Supervisor.
- Attend all formal meetings with a union representative or witness.
- Appeal the final decision.

## Organizational Responsibilities.

It is Corazón Ministries responsibility to:

- Accept and thoroughly investigate all Grievance Complaint Forms.
- Ensure that the grievance is resolved within 10 Business days, depending on the severity of each case.
- Treat all parties fairly throughout the grievance process.
- Adhere to the no-retaliation policy when employees file a complaint against management.
- Organize mediation meetings with the appropriate parties.
- Practice a high level of confidentiality throughout the grievance process.
- Accept and investigate all appeals.
- Ensure that the final decision is implemented.
- Maintain accurate and comprehensive records of each grievance.

## Confidentiality

Corazón Ministries employees, Board of Directors, are required to sign a [Confidentiality Agreement](#) that limits them from discussing the grievance before and after it has been resolved. All parties are prohibited from discussing the matter with any other Corazón SA employee.

## Policy Violations

If an employee is found to have violated the grievance procedure policy, they will be subject to disciplinary action, up to and including termination. The severity of each case will determine the type of disciplinary action, which may include a verbal or written warning, suspension, and/or termination.

If an employee is unequivocally proven to have committed the grievance he/she is being accused of, Corazón SA will adhere to its [Disciplinary Action Policy](#) to ensure that the matter is resolved justly and according to organizational guidelines.

## **ANTI-DISCRIMINATION POLICIES & PROCEDURES**

**Corazón Ministries** is committed to providing a safe, flexible and respectful environment for staff and clients free from all forms of discrimination, bullying and sexual harassment.

All staff are required to treat others with dignity, courtesy and respect.

By effectively implementing our Equal Employment Opportunity & Anti-Discrimination Policy we will attract and retain talented staff and create a positive working environment for staff.

## **SCOPE**

This policy applies to:

- All staff and faculty, including: managers and supervisors; full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors and volunteers;
- How the Organizational provides services to clients and how it interacts with other members of the public;
- All aspects of employment, recruitment and selection; conditions and benefits; training and promotion; task allocation; shifts; hours; leave arrangements; workload; equipment and transport;
- On-site, off-site or after-hours work; work-related social functions; conferences – wherever and whenever staff may be as a result of their duties;
- Staff treatment of other staff, of clients, and of other members of the public encountered in the course of their duties.

In so far as this policy imposes any obligations on the Organizational, those obligations are not contractual and do not give rise to any contractual rights. To the extent that this policy describes benefits and entitlements for employees, they are discretionary in nature and are also not intended to be contractual. The terms and conditions of employment that are intended to be contractual are set out in an employee's written employment contract.

**Corazón Ministries** may unilaterally introduce, vary, remove or replace this policy at any time.

## **STAFF RIGHTS AND RESPONSIBILITIES**

All staff are entitled to:

- Recruitment and selection decisions based on merit and not affected by irrelevant personal characteristics; Work free from discrimination, bullying and sexual harassment; The right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised; Reasonable flexibility in working arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture.

All staff must:

- Follow the standards of behaviour outlined in this policy;
- Offer support to people who experience discrimination, bullying or sexual harassment, including providing information about how to make a complaint;
- Avoid gossip and respect the confidentiality of complaint resolution procedures; Treat everyone with dignity, courtesy and respect.

## **ADDITIONAL RESPONSIBILITIES OF MANAGERS AND SUPERVISORS**

Managers and supervisors must also:

- Model appropriate standards of behaviour;



- Take steps to educate and make staff aware of their obligations under this policy and the law; Intervene quickly and appropriately when they become aware of inappropriate behaviour;
- Act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard;
- Help staff resolve complaints informally;
- Refer formal complaints about breaches of this policy to the appropriate complaint handling officer for investigation;
- Ensure staff who raise an issue or make a complaint are not victimised;
- Ensure that recruitment decisions are based on merit and that no discriminatory requests for information are made;
- Seriously consider requests for flexible work arrangements.

## **UNACCEPTABLE WORKPLACE CONDUCT**

Discrimination, bullying and sexual harassment are unacceptable at the Organizational and are unlawful under legislation including:

- Sex Discrimination Act 1984 (Cth);
- Racial Discrimination Act 1975 (Cth);
- Disability Discrimination Act 1992 (Cth);
- Age Discrimination Act 2004 (Cth);

Staff (including managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including termination of employment.

Under the law staff can be held personally liable for certain breaches of discrimination law, and the Organizational can also be vicariously liable for staff members' conduct.

## **DISCRIMINATION**

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, race or disability.

Discrimination can occur:

- Directly, when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic protected by law. For example, a worker is harassed and humiliated because of their race or a worker is refused promotion because they are 'too old'
- Indirectly, when an unreasonable requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a personal characteristic protected by law. For example, redundancy is decided based on people who have had a worker's compensation claim rather than on merit.

Protected personal characteristics under Federal discrimination law include:

- Parental status or status as a carer, for example, because they are responsible for caring for children or other family members;
- Race Colour, descent, national origin, or ethnic background;
- Age, whether young or old, or because of age in general;
- Sex;
- Industrial activity, including being a member of an industrial organisation like a trade union or taking part in industrial activity, or deciding not to join a union;
- Religion;
- Pregnancy and breastfeeding;
- Sexual orientation, intersex status or gender identity, including gay, lesbian, bisexual, transsexual, transgender, queer and heterosexual;
- Marital status, whether married, divorced, unmarried or in a de facto relationship or same sex relationship; Political opinion;
- Social origin; Medical record;
- An association with someone who has, or is assumed to have, one of these characteristics, such as being the parent of a child with a disability.

It is also against the law to treat someone unfavourably because you assume they have a personal characteristic or may have it at some time in the future.

## BACKGROUND CHECK POLICY

All offers of employment at Corazón Ministries are contingent upon clear results of a thorough background check. Background checks will be conducted on all final candidates and on all employees who are promoted, as deemed necessary.

Background checks conducted through will include:

- **Social Security Verification:** validates the applicant's Social Security number, date of birth and former addresses.
- **Prior Employment Verification:** confirms applicant's employment with the listed companies, including dates of employment, position held and additional information available pertaining to performance rating, reason for departure and eligibility for rehire. This verification will be run on the past two employers or the previous five years, whichever comes first.
- **Personal and Professional References:** calls will be placed to individuals listed as references by the applicant.
- **Educational Verification:** confirms the applicant's claimed educational institution, including the years attended and the degree/diploma received.
- **Criminal History:** includes review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history:
  - The nature of the crime and its relationship to the position.
  - The time since the conviction.
  - The number (if more than one) of convictions.

- Whether hiring, transferring or promoting the applicant would pose an unreasonable risk to the business, its employees or its customers and vendors.

## **CONFLICT OF INTEREST POLICY**

### **ARTICLE I**

#### *Purpose*

The purpose of the conflict of interest policy is to protect Corazón Ministries interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer or director of the Corporation or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to non-profit and charitable corporations.

### **ARTICLE II**

#### *Definitions*

1. **Interested Person** Any director, principal officer, or member of a committee with governing board delegated powers, who has a direct or indirect financial interest, as defined below, is an interested person.
2. **Financial Interest** A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:
  - a. An ownership or investment interest in any entity with which the Corporation has a transaction or arrangement.
  - b. A compensation arrangement with the Corporation or with any entity or individual with which the Corporation has a transaction or arrangement, or
  - c. A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the Corporation is negotiating a transaction or arrangement.

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial. A financial interest is not necessarily a conflict of interest. Under Article III, Section 2, a person who has a financial interest may have a conflict of interest only if the appropriate governing board or committee decides that a conflict of interest exists.

### **ARTICLE III**

#### *Procedures*

1. **Duty to Disclose** In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the directors and members of committees with governing board delegated powers considering the proposed transaction or arrangement.
2. **Determining Whether a Conflict of Interest Exists** After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the governing board or committee meeting while the determination

of a conflict of interest is discussed and voted upon. The remaining board or committee members shall decide if a conflict of interest exists.

3. Procedures for Addressing the Conflict of Interest

- a. An interested person may make a presentation at the governing board or committee meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
- b. The chairperson of the governing board or committee shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
- c. After exercising due diligence, the governing board or committee shall determine whether the Corporation can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
- d. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the governing board or committee shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the Corporation's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

4. Violations of the Conflicts of Interest Policy

- a. If the governing board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
- b. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the governing board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

**ARTICLE IV**

*Records of Proceedings*

The minutes of the governing board and all committees with board delegated powers shall contain:

1. The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the governing board's or committee's decision as to whether a conflict of interest in fact existed.
2. The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

## **ARTICLE V**

### *Compensation*

1. A voting member of the governing board who receives compensation, directly or indirectly, from the Corporation for services is precluded from voting on matters pertaining to that member's compensation.
2. A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Corporation for services is precluded from voting on matters pertaining to that member's compensation.
3. No voting member of the governing board or any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Corporation, either individually or collectively, is prohibited from providing information to any committee regarding compensation.

## **ARTICLE VI**

### *Annual Statements*

Each director, principal officer and member of a committee with governing board delegated powers shall annually sign a statement which affirms such person:

1. Has received a copy of the conflicts of interest policy,
2. Has read and understands the policy,
3. Has agreed to comply with the policy, and
4. Understands the Corporation is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

## **ARTICLE VII**

### *Periodic Reviews*

1. To ensure the Corporation operates in a manner consistent with charitable purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The periodic reviews shall, at a minimum, include the following subjects:
  - a. Whether compensation arrangements and benefits are reasonable, based on competent survey information, and the result of arm's length bargaining.
  - b. Whether partnerships, joint ventures, and arrangements with management Corporations conform to the Corporation's written policies, are properly recorded, reflect reasonable investment or payments for goods and services, further charitable purposes and do not result in inurement, impermissible private benefit or in an excess benefit transaction.

## **ARTICLE VIII**

### *Use of Outside Experts*

When conducting the periodic reviews as provided for in Article VII, the Corporation may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the governing board of its responsibility for ensuring periodic reviews are conducted.

## **ADOPTION OF CONFLICT OF INTEREST POLICY**

I do hereby certify that the above stated Conflict of Interest Policy for Corazón Ministries were approved and adopted by the board of directors on \_\_\_\_\_, 2022 constitutes a complete copy of the Conflict of Interest Policy of the Corporation.

Secretary \_\_\_\_\_

Date: \_\_\_\_\_

## **ETHICS & INTEGRITY POLICY**

As a non-profit serving unhoused residents of San Antonio, Texas, Corazón Ministries San Antonio, is committed to upholding the highest professional standards of ethics and integrity. Such standards are the core of any community-based or public-affairs profession. As we prepare students for professional practice, we must, in effect, attest to their moral character. We consider it our collective responsibility to articulate our basic values and to engage in activities to ensure that our students, faculty, staff and administrators demonstrate ethics and integrity.

Clearly defined expectations, professionalism, mutual respect, and integrity among faculty, staff, administrators, and students are essential norms which contribute to an effective professional learning environment.

Corazon SA shall have primary responsibility for implementing the policies and procedures described below. This document is intended to guide decision making and practice, and to articulate standards which can be used to gauge whether people have engaged in unethical conduct. We acknowledge that no statement of ethical standards can anticipate all situations that have ethical implications. The policies and codes establish values, principles and standards. People must use their judgment in applying these values to specific situations.

The core ethical principles which govern the decisions of the Corazón Ministries include:

1. Individual Rights, Responsibilities and Accountability. We are responsible, as individuals and as street outreach, facility cooks, case management workers, mentors, board and trusted community members.
2. Mutual Respect. We recognize and honor the rights and dignity of all individuals and groups.
3. Honesty. We are guided in all activities for high regard for the truth.
4. Integrity. We behave in a trustworthy manner to promote ethical practice and maintain the confidence placed in us by the public.
5. Professional Competence and Conduct. We demonstrate and develop professional knowledge and skills in ourselves, our constituents, and our institution.

At Corazón Ministries, the health and safety of each individual is of primary importance. We are committed to practices that generate safe workplace actions, conditions and procedures, and we continually work to develop and maintain a safe and healthy operating environment. Corazón Ministries is a non-profit who prioritizes the safety and health of the community. We comply with all accepted environmental standards, meeting and often exceeding applicable regulatory and legal requirements. We are continually improving our communal outreach, working to minimize the harm and stigma of homelessness while empowering each of our clients to achieve financial independence and freedom, as well as spiritual well-being.

Corazon SA's reputation is a reflection of our commitment to the core values of integrity, respect, courage, optimism, passion and teamwork. We are committed to lawful and ethical behavior in all of our activities and require our staff and partners to conduct themselves in a manner that complies with all applicable laws and regulations. If at any time a concern regarding the propriety or legality of any action contemplated to be taken or that has been taken by Corazon SA, an employee, grantee, or partner arises, please report the issue immediately.

### **NOTIFICATION OF UNETHICAL BEHAVIOR POLICY**

Corazon SA's Code of Ethics requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Foundation, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Employees should report promptly to supervisors, managers or other appropriate personnel when they observe illegal and or unethical behavior, and any violations of law in the state incorporated Texas, rules, or regulations, and when in doubt about the best course of action in a particular situation. Examples of unlawful or improper behavior include, but are not limited to, any of the following:

- fraud, theft, or embezzlement;
- intentionally misleading financial reporting;
- improper or undocumented financial transactions;
- improper destruction of records; improper use of property;
- violations of NOF's conflict-of-interest policy;
- any other improper occurrence regarding cash, financial procedures, or reporting;
- improper use of assets;
- safety/health violations; discrimination and abusive practices;
- bribery or kickbacks; or
- unauthorized use or disclosure of confidential information.

The supervisor, manager or other appropriate personnel to whom such matters are reported should not be involved in the reported illegal or unethical behavior or violation of law, rules, or regulations. Any supervisor or manager who receives a report of violation or potential violation

must report it immediately to the persons listed below. It is the policy of the organization not to allow retaliation for reports of misconduct by others made in good faith by employees. Employees must cooperate in internal investigations of misconduct. Any person involved in an investigation of possible misconduct in any capacity must not discuss or disclose any information to anyone outside of the investigation unless required by law or when seeking his or her own legal advice.

Any use of these reporting procedures in bad faith or in a false or frivolous manner is a serious violation of this organization's commitment to ethical behavior in the workplace.

We must all work to ensure prompt and consistent action against illegal or unethical behavior.

These are some steps to keep in mind:

1. Seek help. In the rare case where it may not be appropriate to discuss an issue with your supervisor, or where you do not feel comfortable approaching your supervisor with your question, discuss it with the CEO, the Director of Operations, legal counsel, or, if necessary, a member of the Board.
2. Your report of ethical violations may be made in confidence and without fear of retaliation. If your situation requires that your identity be kept secret, your anonymity will be protected. This organization does not permit retaliation against employees for good faith reports of potential ethical violations or questionable accounting or auditing matters.
3. Always ask first, act later. If you are unsure of what to do in any situation, seek guidance before you act.

No employee or any other person will be discharged, threatened, or discriminated against in any manner for reporting in good faith what they perceive to be wrongdoing, violations of law, or unethical conduct.

## **PROGRAM POLICIES & PROCEDURES**

### **In-House Intake**

1. Intake can be done on a walk-in basis or as a scheduled appointment
2. An intake folder with corresponding paperwork will be filled out for each participant
3. An intake interview will be conducted at which time the Peer Recovery Ally will clarify who we are and what we do.
4. The PRA will employ Motivational Interviewing techniques to identify the stage of recovery the participant is in.
5. Interactions and appropriate paperwork with participants will be done in the appropriate language and at the appropriate level of literacy.
6. The PRA will catalog the participant's recovery capital and assist the participant in developing a Recovery Plan of the participant's choosing.



7. If participant wants us to advocate or share information with outside sources a Consent MUST be signed by participant
8. All interactions with the participant will be documented in a physical file and in the Salesforce database as will.
9. Set up follow up appointment(s)

### **Record Keeping Policy**

1. PRA will maintain participant's file to include
  - a. Form I-1 Record of Appointments
  - b. Form I-2 Initial Intake
  - c. Form I-3 Authorizing Disclosure of Confidential SUD Participation Records or Form SI-3 Spanish version.
  - d. Form I-4 Consent to Contact or Form SI-4 Spanish version.
  - e. Form I-5 Peer Support Coaching Service Agreement/Consent or Form SI-5 Spanish version.
  - f. Form I-6 Acknowledgement of Receipt, or Form SI-6 Spanish version, in which participants are made aware of and offered a copy of the following (See Appendix E for English version and Appendix F for Spanish version):
    - i. Form I-7 Ethical Guidelines
    - ii. Form I-8 Participant Bill of Rights
    - iii. Form I-9 Participant Grievance Procedure
  - g. Form I-10 Recovery Support Tool – Used to evaluate measurable criteria and anticipated outcomes.
2. PRA will enter participant's information into Salesforce within 2 days from that date they came in.
3. The physical file for new participants is turned in to the front desk for processing after which the data is entered to Excel worksheet.
4. The file will be returned to PRA for filing once processed
5. The file needs to be stored overnight as per HIPAA regulations.
6. All encounters with participants must be documented as soon as possible
7. All Outreach encounters will be documented in the Outreach Binder and in the Outreach spreadsheet.
8. All items given by Outreach team or other PRA are documented through inventory sign out sheet

### **Data Collection**

Data is collected through a variety of inputs.

The following activities require visitors and participants to sign in:

1. Visiting the facility for any reason
2. Use of Laundry facilities
3. Distribution of food bank

The following activities require PRA's to sign and/or log:

1. Distributing Outreach supplies.
2. Daily sign in and sign out of hours worked.
3. Mileage on van usage
4. People transported in van
5. Referrals coming in or going out
6. Meetings, trainings, or liaison contacts
7. Participant sessions

### **Street Outreach**

All Outreach workers are required to complete the Outreach training within the first year of employment. Outreach training is conducted by a Certified Outreach trainer and as on-the-job training also.

Outreach is face to face contact with drug users in the community. The purpose of which is to deliver harm reduction supplies and to establish links to information, resources, and services. In this way the outreach workers aim for sustainable community-wide behavior change.

1. ALWAYS stay together, never wander away from your peers/partner.
2. ALWAYS have a code word indicating to all outreach workers that it is time to leave, no discussion!
3. ALWAYS show unity and respect your colleagues, as well as respecting participants.
4. ALWAYS be aware of your surroundings
5. ALWAYS let your supervisor know where you are or the areas where you will be working.
6. Develop real, compassionate and mutually beneficial relationships with participants.
7. Dress comfortably. Dress down. No open-toe shoes.
8. NEVER flash money, credit/debit cards or cell phones.
9. Never wear flashy/expensive jewelry.
10. NEVER go on outreach alone
11. Do not work late at night unless you are with someone experienced in late-night outreach.
12. NEVER carry weapons
13. NEVER approach a sex worker without asking her pimp/partner for permission if he/she is present.
14. Do not sneak up on people. Ask if you can approach and speak with them.
15. When you witness a drug deal or people using drugs, show respect and keep moving.
16. Do not interfere or get caught up in disputes between participants.
17. Do not pressure anyone to accept information or materials they do not want.
18. Do not pressure anyone to change his or her behavior.
19. Do not accept or give, buy or sell, borrow or lend anything (money, gifts, etc.) to or from a participant.

At the end of each outreach trip the Outreach Team will debrief and make sure the Outreach Binder is filled out correctly. Also make sure your personal notes are up to date.

At the end of the month the Outreach Data needs to be entered into an Excel spreadsheet for reporting purposes.

### **Confidential Information**

It is the policy of the CMI not to release any information concerning any participant except as required by law, or by prearrangement with cooperating outside agency and then only with a signed consent form from the participant. Workers will keep all personal information, identifying information, and disclosed information of participant, the participant's family, and participant's circumstances confidential. Participant's Public Health Information (PHI) may not be shared via email. Also, participant files are not to be taken out of the office overnight. All files must be secured at the end of the day in a locked filing cabinet within a locked room.

In the process of performing his/her work, the worker may overhear statements regarding individuals or have firsthand participant information which is considered confidential. The worker is directed not to discuss this information, unless required as a necessary part of the job. Even casual conversation with other workers may be overheard and thereby violate the right of privacy of CMI participants. The worker is to be particularly careful about conversations in corridors, eating places and other places of public assembly.

The restriction of confidentiality is not limited to general information such as financial and statistical reports, information regarding policy, procedures, and/or methods which are not about or do not specifically identify a participant is not confidential.

## **PROHIBITED RELIGIOUS & POLITICAL POLICY**

Corazon SA Recognizes the current law that prohibits political campaign activity by charities and churches by defining a 501(c)(3) organization as one **"which does not participate in, or intervene in (including the publishing or distributing of statements), any political campaign on behalf of (or in opposition to) any candidate for public office."**

Each election cycle, the IRS reminds 501(c)(3) exempt organizations to be aware of the ban on political campaign activity.

The IRS has published [Revenue Ruling 2007-41](#) , which outlines how churches, and all 501(c)(3) organizations, can stay within the law regarding the ban on political activity. Also, the ban by Congress is on political campaign activity regarding a candidate; churches and other 501(c)(3) organizations can engage in a limited amount of lobbying (including ballot measures) and advocate for or against issues that are in the political arena. The IRS also has provided guidance regarding the difference between advocating for a candidate and advocating for legislation. See [political and lobbying activities](#).