



**YAKIMA**

POLICIES and PROCEDURES

Adopted August 10, 2016

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**I. INTRODUCTION**

NAMI Yakima is a grassroots, mission-driven organization that provides mental health related education, support and advocacy services to its members and the Yakima Valley communities it serves.

For purposes of these policies and procedures, NAMI Yakima recognizes volunteer workers as employees

These agency-wide policies and procedures are intended to provide all affiliated with NAMI Yakima a comprehensive sense of the organization's operating principles, proper protocols, and related concerns. However, no policies can anticipate every circumstance or question. Thus, in an effort to retain the flexibility necessary to administer said policies and procedures, NAMI Yakima reserves the right to change, revise, or eliminate any of the policies and/or benefits described in subsequent pages.

## II. BOARD OF DIRECTORS

### Section 1 – Introduction

The NAMI Yakima Board of Directors serves as the agency’s governing body. The policies and procedures outlined here are designed to better facilitate that process.

### Section 2 – Board Norms

1. Start and end meetings on time.
2. Attend board meetings. Attendance will be reflected in minutes – present, excused, not excused.
  - a. A quorum of at least 51% of the board of directors must be present in order to conduct business of the organization.
3. Read Board packets and other pertinent information before the meeting. Come prepared to discuss the agenda. Bring your passion, ideas, and solutions to the table.
4. Keep on track with agenda discussion; other items/business will be discussed at the end of the meeting.
5. No talking while others have the floor. Be respectful.
6. Respect the individual opinions of others – no personal attacks.
7. Minimize side talking.
8. Maintain confidentiality – nothing leaves the board meeting.
9. No ‘parking lot’ meetings.
10. The Board President shall remain neutral.
11. Make decisions based on the best interests of NAMI Yakima – avoid personal bias and interest.
12. Have fun!

### Section 3 – Internal & External Relations/Board Conduct

#### 3.1 Confidentiality Statement

Confidentiality is a hallmark of professionalism. NAMI Yakima employees and board members:

Ensure that all information that is confidential or privileged or that is not publicly available is not disclosed inappropriately.

Ensure that all nonpublic information about other persons or firms acquired by NAMI Yakima personnel in dealing with outside firms on behalf of NAMI Yakima is treated as confidential and not disclosed.

#### 3.2 Confidentiality Policy

It is the policy of NAMI Yakima that board members and employees of NAMI Yakima may not disclose, divulge, or make accessible confidential information belonging to, or obtained through their affiliation with NAMI Yakima to any person, including relatives, friends and business and professional associates, other than to persons who have a legitimate need for



such information and to whom NAMI Yakima has authorized disclosure. Board members and employees shall use confidential information solely for the purpose of performing services as a board member or employee for NAMI. This policy is not intended to prevent disclosure where disclosure is required by law.

Board members and employees must exercise good judgment and care at all times to avoid unauthorized or improper disclosures of confidential information. Conversations in public places, such as restaurants, elevators, and airplanes, should be limited to matters that do not pertain to information of a sensitive or confidential nature. In addition, board members and employees should be sensitive to the risk of inadvertent disclosure and should for example, refrain from leaving confidential information on desks or otherwise in plain view and refrain from the use of speakerphones to discuss confidential information if the conversation could be heard by unauthorized persons.

At the end of a board member's term in office or upon the termination of an employee's employment, he or she shall return, at the request of NAMI Yakima, all documents, papers, and other materials, regardless of medium, that may contain or be derived from confidential information in his or her possession.

### **3.3 Ethics Statement**

We, as NAMI professionals (staff and board members), dedicate ourselves to carrying out the mission of this organization. We will do the following:

Recognize that the chief function of NAMI at all times is to serve the best interests of our diverse constituency.

Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct ourselves with professional competence, fairness, impartiality, efficiency, and effectiveness.

Respect the structure and responsibilities of the board, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the board.

Keep the NAMI community informed about issues affecting it.

Conduct our organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.

Exercise whatever discretionary authority we have under the law to carry out the mission of the organization.

Serve with respect, concern, courtesy, and responsiveness in carrying out the organization's mission.

Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all our activities in order to inspire confidence and trust in our activities.

Avoid any interest or activity that is in conflict with the conduct of our official duties.

Respect and protect privileged information to which we have access in the course of our official duties.

Strive for personal and professional excellence and encourage the professional developments of others.

### **3.4 Ethics Policy**

NAMI believes strongly that its members must uphold the highest standards of ethical, professional behavior.

To hold paramount the safety, health, and welfare of the public in the performance of professional duties.

To act in such a manner as to uphold and enhance personal and professional honor, integrity, and dignity of the profession.

To treat with respect and consideration all persons, regardless of race, religion, gender, abilities or disabilities, age, sexual orientation, or national origin.

To engage in carrying out NAMI's mission in a professional manner.

To collaborate with and support other professionals in carrying out NAMI's mission.

To build professional reputations on the merit of services and refrain from competing unfairly with others.

### **3.5 Code of Ethics for the Board**

The following code of ethics was adopted by the board and sets forth the standards the board expects from its members.

To become familiar with and committed to the major responsibilities of a governing board:

- Setting mission and purposes
- Appointing the chief executive
- Supporting the chief executive
- Monitoring the chief executive's performance
- Assessing Board performance
- Insisting on strategic planning
- Reviewing educational and public-service programs
- Ensuring adequate resources
- Ensuring good management

- Preserving institutional independence
- Relating to the community
- Serving as court of appeals

To support NAMI's fund-raising efforts through personal giving in accordance with one's means (to both annual funds and capital drives), and to be willing to share in the solicitation of others.

To devote time to learn how NAMI functions—its uniqueness, strengths, and needs, its reputation and standing.

To carefully prepare for, regularly attend, and actively participate in board meetings and committee assignments.

To accept and abide by the legal and fiscal responsibilities of the board as specified by institutional charter, bylaws, and state statutes and regulations.

To vote according to one's individual conviction, to challenge the judgment of others when necessary, yet to be willing to support the decision of the board and work with fellow board members in a spirit of cooperation.

To recognize that the board president alone speaks for the board.

To maintain the confidential nature of board deliberations and to avoid acting as spokesperson for the entire board unless specifically authorized to do so.

To understand the role of the board as a policy-making body and to avoid interference in administrative functions.

To learn and consistently to use designated institutional channels when conducting board business (e.g., responding to staff and volunteer grievances, responding to inquiries concerning the status of a chief executive search, etc.)

To comply with conflict-of-interest policy and disclosure developed by the board.

To refrain from actions and involvement that might prove embarrassing to the institution and to resign if such actions or involvement develop.

To make judgments always on the basis of what is best for the organization as a whole.

No Board members may represent themselves as speaking on behalf of NAMI to any group or organization without the President's authorization. When a board member speaks on behalf of NAMI, any honoraria shall be paid to NAMI.

### **3.6 Conflict of Interest Statement**

Employees and board members have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which NAMI Yakima wishes its business to operate. The purpose of these guidelines is to

provide general direction so that board members can seek further clarification on issues related to the subject of acceptable standards of operation.

An actual or potential conflict of interest occurs when a board member is in a position to influence a decision that may result in a personal gain for the board member or for a relative as a result of NAMI Yakima's business dealings. For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the board member is similar to that of persons who are related by blood or marriage.

No presumption of guilt is created by the mere existence of a relationship with outside firms. However, if a board member has any influence on transactions involving purchases, contracts, or leases, it is imperative that he or she discloses to an officer of the organization as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee, board member, or relative has a significant ownership in a firm with which NAMI Yakima does business, but also when an employee, board member, or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction of business dealings involving NAMI Yakima.

The materials, products, designs, plans, ideas, and data of NAMI Yakima are the property of NAMI Yakima, and should never be given to an outside firm or individual except through normal channels and with appropriate authorization. Any improper transfer of material or disclosure of information, even though it is not apparent that a board member has personally gained by such action, constitutes unacceptable conduct. Any board member who participates in such a practice shall be subject to disciplinary action by the full board.

### **3.6.1 Reason for the Statement**

NAMI Yakima, as a nonprofit, tax-exempt organization, depends on charitable contributions from the public. Maintenance of its tax-exempt status is important both for its continued financial stability and for the receipt of contributions and public support. Therefore, the IRS, as well as state corporate and tax officials, view the operations of NAMI Yakima as a public trust that is subject to scrutiny by and accountability to such governmental authorities as well as to members of the public.

Consequently, there exists between NAMI Yakima and its board, officers, and management employees a fiduciary duty that carries with it a broad and unbending duty of loyalty and fidelity. The board, officers, and management employees have the responsibility of administering the affairs of NAMI Yakima honestly and prudently, and of exercising their best care, skill, and judgment for the sole benefit of NAMI Yakima. Those persons shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their positions with NAMI Yakima or knowledge gained therefrom for their personal benefit. The interests of the organization must have the first priority in all decisions and actions.

### **3.6.2 Persons Concerned**

This statement is directed not only to board members and officers, but to all employees who can influence the actions of NAMI Yakima. For example, this would include all who make

purchasing decisions, all other persons who might be described as "management personnel," and all who have proprietary information concerning NAMI Yakima.

### **3.6.3 Areas in Which Conflict May Arise**

Conflicts of interest may arise in the relations of directors, officers, and management employees with any of the following third parties:

- Persons and firms supplying goods and services to NAMI Yakima
- Persons and firms from whom NAMI Yakima leases property and equipment
- Persons and firms with whom NAMI Yakima is dealing or planning to deal in connection with the gift, purchase or sale of real estate, securities, or other property
- Competing or affinity organizations
- Donors and others supporting NAMI Yakima
- Agencies, organizations, and associations that affect the operations of NAMI Yakima
- Family members, friends, and other employees

### **3.6.4 Nature of Conflicting Interests**

A material conflicting interest may be defined as an interest, direct or indirect, with any persons and firms mentioned in Section 3. Such an interest might arise through:

- Owning stock or holding debt or other proprietary interests in any third party dealing with NAMI Yakima
- Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) in any third party dealing with NAMI [Affiliate]
- Receiving remuneration for services with respect to individual transactions involving NAMI Yakima
- Using NAMI Yakima's time, personnel, equipment, supplies, or good will for other than NAMI Yakima approved activities, programs, and purposes
- Receiving personal gifts or loans from third parties dealing with NAMI Yakima. Receipt of any gift is disapproved except gifts of nominal value that could not be refused without discourtesy. No personal gift of money should ever be accepted.

### **3.6.5 Interpretation of this Statement of Policy**

The areas of conflicting interest listed in Section 3.6.3, and the relations in those areas that may give rise to conflict, as listed in Section 3.6.4, are not exhaustive. Conceivably, conflicts might arise in other areas or through other relations. It is assumed that the board members, officers, and management employees will recognize such areas and relation by analogy.

The fact that one of the interests described in Section D exists does not mean necessarily that a conflict exists, or that the conflict, if it exists, is material enough to be of practical importance, or if material that upon full disclosure of all relevant facts and circumstances that it is necessarily adverse to the interests of NAMI Yakima.

However, it is the policy of the board that the existence of any of the interests described in Section D shall be disclosed before any transaction is consummated. It shall be the continuing

responsibility of board, officers, and management employees to scrutinize their transactions and outside business interests and relationships for potential conflicts and to immediately make such disclosures.

### **3.6.6 Disclosure Policy Procedure**

Disclosure should be made according to the NAMI Yakima standards. Transactions with related parties may be undertaken only if all of the following are observed:

- A material transaction is fully disclosed in the audited financial statements of the organization;
- The related party is excluded from the discussion and approval of such transaction;
- A competitive bid or comparable valuation exists; and
- The organization's board has acted upon and demonstrated that the transaction is in the best interest of the organization.

Disclosure involving directors should be made to the board chair, who shall bring these matters, if material, to the board.

Disclosure in the organization should be made to the chief executive (or if she or he is the one with the conflict, then to the board chair), who shall determine whether a conflict exists and is material, and if the matters are material, bring them to the attention of the board chair.

Board members will be provided with vendor information on a quarterly basis, prior to each Board meeting and are asked to review their previous disclosures for any needed updating. The board shall determine whether a conflict exists and is material, and in the presence of an existing material conflict, whether the contemplated transaction may be authorized as just, fair, and reasonable to NAMI Yakima. The decision of the board on these matters will rest in their sole discretion, and their concern must be the welfare of NAMI Yakima and the advancement of its purpose.

### **3.6.7 Recusal**

Board members with a potential conflict of interest shall recuse themselves provided that the Board by majority vote may waive such conflict.

## **3.7 NAMI Yakima Board of Directors Conflict-of-Interest Form**

Conflicts can arise from many ordinary and appropriate activities; the existence of a conflict does not imply wrong doing on anyone's part. But when conflicts do arise, they must be recognized and disclosed, and then eliminated or appropriately managed. Some relationships may create an appearance of conflict; those too, are important to eliminate or manage so that we may maintain public confidence in the integrity of our activities.

Name:

Last name:

First name:

Middle name:

Home Address:

Street:

City:

State:

ZIP:

Phone Numbers:

E-mail:

Day time:

Evening:

Cell:

**AREAS IN WHICH CONFLICT MAY ARISE:** Conflicts of interest may arise in the relations of directors, officers, and management employees with any of the following third parties:

- Persons and firms supplying goods and services to NAMI Yakima
- Persons and firms from whom NAMI Yakima leases property and equipment
- Persons and firms with whom NAMI Yakima is dealing or planning to deal in connection with the gift, purchase or sale of real estate, securities, or other property
- Competing or affinity organizations
- Donors and others supporting NAMI Yakima
- Agencies, organizations, and associations that affect the operations of NAMI Yakima
- Family members, friends, and other employees

**NATURE OF CONFLICTING INTEREST:** A material conflicting interest may be defined as an interest, direct or indirect, with any persons and firms mentioned above. Such an interest might arise through

- Owning stock or holding debt or other proprietary interests in any third party dealing with NAMI Yakima
- Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) in any third party dealing with NAMI Yakima
- Receiving remuneration for services with respect to individual transactions involving NAMI Yakima
- Using NAMI Yakima's time, personnel, equipment, supplies, or good will for other than NAMI Yakima approved activities, programs, and purposes
- Receiving personal gifts or loans from third parties dealing with NAMI Yakima. Receipt of any gift is disapproved except gifts of nominal value that could not be refused without discourtesy. No personal gift of money should ever be accepted.

Under this policy, do you have any potential or perceived conflicts of interest to disclose?

**No, I have no potential or perceived conflicts of interest to disclose.**

**Yes, I have the following potential or perceived conflicts of interest to disclose:**

**I have read and understand NAMI Yakima's conflict-of-interest policy and agree to be bound by it. I will promptly inform the Board president of any material change that develops in the information contained in the foregoing statement.**

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

**Interim Review:** Board members are required to review this disclosure and NAMI Yakima’s updated vendor/supporter list prior to each Board meeting and to provide any relevant updates.

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

- No changes
- Changes noted

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

- No changes
- Changes noted

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

- No changes
- Changes noted

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

- No changes
- Changes noted



#### **Section 4 – Nepotism**

No two members of the same immediate family – spouses, parents, children, etc. – may serve on the board of directors and/or on the executive committee at the same time.

#### **Section 5 – Job Descriptions**

Major Responsibilities of the Board of Directors

1. Determine and further the organization’s mission and purpose
2. Aid in the selection of the Operations Manager
3. Ensure effective organizational planning
4. Ensure adequate organizational resources
5. Manage resources effectively
6. Enhance the organization’s public image
7. Serve as a Court of Appeal
8. Regularly assess its own performance

These major responsibilities will be attended to through the Board’s role in the following organizational areas:

##### **5.1 Administrative**

1. Aids in the selection of the Operations Manager and other staff as necessary
2. Supports the Board President’s role as the Operations Manager’s primary supervisor

##### **5.2 Governance**

1. Establish and/or continues the legal or corporate existence of the affiliate
2. Ensures that the affiliate meets legal requirements for the conduct of the affiliate business and affairs
3. Adopts and revises bylaws and ensures that the affiliate operates within them
4. Adopts policies which determine the purpose, governing principles, functions and activities and courses of action of the affiliate

##### **5.3 Fiduciary**

1. Approves and monitors the corporate finances of the affiliate
2. Creates a financial climate for fulfilling the affiliate mission/purpose
3. Authorizes and approves an annual audit or accounting review
4. Responsible for all expenditures dealing with affiliate property

##### **5.4 Fund Development**

1. Makes annual financial contribution at a level consistent with financial ability to ensure 100% board participation in annual giving

2. Ensures that sufficient funds are available for the affiliate to meet its objectives
3. Actively recruits and introduces individuals and corporations to the affiliate, and supports cultivation of new and existing corporate, foundation, individual, and planned gift donors or prospects
4. Participates in fundraising activities of the organization including personal solicitation campaigns, special events, donor recognition, etc.

### **5.5 Public and Community Relations**

1. Understands and interprets work of affiliate to the community
2. Relates the program of the affiliate to the work of other agencies, organizations, and corporations, and focuses on progress in the community as a whole.

### **5.6 Board President**

1. Is a member of the Board
2. Serves as the Chief Volunteer of the organization
3. Serves as the Chair of the Executive Committee
4. Is the primary supervisor of the Operations Manager
5. Provides leadership to the Board of Directors
6. Develops agendas with the Operations Manager and chairs subsequent Board meetings
7. Leads Board's ongoing role in Strategic Planning
8. Maintains close contact with the Operations Manager about agency-related matters
9. Helps guide and mediate Board actions with respect to organizational priorities and governance concerns
10. Plays a leading role in fundraising activities
11. Formally evaluates the personnel-related performance of the Operations Manager
12. Informally evaluates the collective and individual effectiveness of Board members
13. Signs agency checks as needed
14. Performs other responsibilities as assigned by the Board

### **5.7 Board Vice President**

1. Is a member of the Board
2. Performs Board President responsibilities when said member is unavailable
3. Is a member of the Executive Committee
4. Maintains volunteer-level oversight of organizational Committees
  - a. Reports to the Board of Directors regularly on Committee activities
5. Works closely with the Board President and staff as necessary
6. Participates closely with the Board President in succession planning and the implementation of Board Officer transition
7. Signs agency checks as needed
8. Performs other responsibilities as assigned by the Board

**5.8 Board Secretary**

1. Is a member of the Board
2. Is a member of the Executive Committee
3. Works with the Operations Manager and/or other staff to maintain Board records and ensure effective management of organizational records, as agreed to by the Operations Manager
4. Manages minutes of the Board and Executive Committee meetings
5. Is the Membership Liaison
6. Is the Volunteer Coordinator
7. Performs other responsibilities as assigned by the Board

**5.9 Board Treasurer**

1. Is a member of the Board
2. Is a member of the Executive Committee
3. Works closely with the Operations Manager to maintain financial oversight of the organization
4. Ensures development and Board review of financial policies and procedures
5. Signs agency checks as needed
6. Performs other responsibilities as assigned by the Board

## Section 6 – Board and Staff Responsibilities

Activity	Responsibility
Direct and Participate in the Strategic Planning Process	Board and Operations Manager
Provide input to long-range goals	Joint
Approve long-range goals	Board
Formulate annual objectives	Operations Manager
Monitor achievement of goals and objectives	Board President, Executive Committee, Board
Assess stakeholder (customers, clients, community) needs	Operations Manager
Train and supervise Volunteer Leaders	Operations Manager
Oversee evaluation of 'products' – services, programs, etc.	Board
Maintain program records & prepare program reports	Operations Manager
Prepare preliminary budget	Operations Manager
Finalize and approve budget	Executive Committee, Board
Ensure that expenditures are within budget during fiscal year	Operations Manager
Solicit contributions in fundraising campaigns	Board
Organize fundraising campaigns	Operations Manager
Approve expenditures outside authorized budget	Board
Employ Operations Manager	Board
Direct staff work	Board President and Operations Manager
Hire and discharge staff	Board & Operations Manager
Decide to add staff	Board & Operations Manager
Promote organization in its communities	Board & Operations Manager
Write and distribute news stories, etc.	Operations Manager
Provide organizational networking among community partners	Board & Operations Manager
Appoint Committee Chairs	Board
Appoint committee members	Operations Manager
Promote attendance at Board and Committee meetings	Board & Operations Manager
Recruit new Board and Committee members	Board & Operations Manager
Plan agendas for meetings	Board & Operations Manager
Administer ongoing committee work	Operations Manager

Activity	Responsibility
Prepare materials, proposal, etc. for committees	Operations Manager
Sign legal documents	Executive Committee & Operations Manager
Follow up to ensure implementation of Board and Committee decisions	Operations Manager
Mediate committee differences	Operations Manager

### **Section 7 – Statement of Insurance Coverage**

Membership on the NAMI Yakima’s Board of Directors is a voluntary position. Board members can be held personally liable for actions taken and/or consequences incurred during the course of Board service. In recognition of this, NAMI Yakima maintains Directors and Officers insurance coverage at the organizational level to defend decisions/actions taken and made in good faith. This coverage does not defend intentionally malicious or criminal acts on the personal level, nor should it be used to replace the personal insurance of any board member. This paragraph should not be used or taken to imply specific coverage. For specific questions regarding coverage, please refer to the policy itself.

### **Section 8 – Unexpected Vacancies**

In the event of a vacancy on the board of directors, the seat may remain open or the President shall appoint a replacement to fulfill the remainder of the term.

### **Section 9 – Exit Interviews**

When a board member’s term has expired or if a board member resigns, exit interviews will be conducted by the current President.

### III. VOLUNTEERS

#### Section 1 – Introductions

NAMI Yakima has enjoyed a long, rich history of volunteer-driven passion, vision, and service. The organization's volunteers are its lifeblood, and their close working relationship with agency staff allows the agency to continue to work toward the deeper, more far-reaching fulfillment of its mission.

#### Section 2 – Volunteer Norms

1. Be as reliable as possible, as often as possible: Keep scheduled meetings, appointments, office hours, or other time-specific projects. Notify the Operations Manager and/or other agency staff as soon as possible if unavailable for a given activity.
2. Maintain attitudes and standards akin to a conventional, paid working environment.
3. Communicate your expectations, needs, and experiences openly and frequently.
4. Bear in mind that your actions reflect on NAMI Yakima. Commit towards furthering NAMI Yakima's mission of support, education, and advocacy through your volunteer service.
5. Treat the NAMI Yakima office as a volunteer workplace. Limit personal phone calls, emails, internet browsing, and other non-NAMI projects when in the NAMI Yakima office.
6. Maintain strict confidentiality. Conversations had, contact information gathered, or related information must not leave the office or the context of your volunteer experience with NAMI Yakima.
7. Expect job descriptions, training opportunities, and ongoing support from NAMI Yakima staff and volunteers.
8. Participate in volunteer surveys, evaluations, and other tools designed to enhance your volunteer experience and further the development of the organization.
9. Know that you are appreciated and valued.
10. Have fun!

#### Section 3 – Job Descriptions

##### 3.1 Support Group Facilitator

NAMI Yakima support group facilitators are trained volunteers who provide facilitation services for the organization's support groups. NAMI Yakima underwrites training costs and ongoing support needs for group facilitators.

Expectations of a support group facilitator include:

1. Facilitators should be NAMI Yakima members

2. Reliability – Given the nature of leading a support group, facilitator reliability is a key component for success. Please notify the Operations Manager and/or other agency staff as soon as possible if you are unavailable for a given activity.
3. A minimum of one-year commitment to support group facilitation.
4. A close, ongoing relationship with the Operations Manager, other staff, or designated volunteers.
5. Open, honest communication as to support group happenings, needs, and related issues
6. Any records or information gathered in support group settings is the property of NAMI Yakima and is subject to strict confidentiality. Thus, is to be shared internally and housed in the NAMI Yakima office.

### **3.2 Family to Family Instructor**

NAMI Yakima Family to Family instructors are trained volunteer family members or others endorsed by NAMI Yakima for teaching purposes who teach the agency's Family to Family curriculum. Family to Family is an educational opportunity for family members and mental health consumers taught in a twelve-week format.

Expectations of Family to Family instructors include:

1. Reliability – A twelve-week teaching commitment is a significant one, and reliability is essential. Notify the Operations Manager and/or other agency staff as soon as possible if unavailable for a given activity.
2. A minimum commitment of teaching two twelve-week classes over two years after attending teacher training is required.
3. A close, ongoing relationship with the Operations Manager, other staff, or designated volunteers must be maintained.
4. All contact and related information gathered from class participants is the property of NAMI Yakima and must be shared and housed accordingly. Family to Family instructors may not use contact information gathered in class for non NAMI Yakima purposes.
5. Strict confidentiality must be maintained.

### **3.3 Peer to Peer Instructor**

NAMI Yakima Peer to Peer instructors are trained volunteer peers or others endorsed by NAMI Yakima for teaching purposes who teach the agency's Peer to Peer curriculum. Peer-to-Peer is an educational opportunity for mental health consumers taught in a ten-week format.

Expectations of Peer to Peer instructors include:

1. Reliability – A ten-week teaching commitment is a significant one, and reliability is essential. Notify the Operations Manager and/or other agency staff as soon as possible if unavailable for a given activity.

2. A minimum commitment of teaching two ten-week classes over two years after attending teacher training is required.
3. A close, ongoing relationship with the Operations Manager, other staff, or designated volunteers must be maintained.
4. All contact and related information gathered from class participants is the property of NAMI Yakima and must be shared and housed accordingly. Peer to Peer instructors may not use contact information gathered in class for non NAMI Yakima purposes.
5. Strict confidentiality must be maintained.

### **3.4 Basics Instructor**

NAMI Yakima Basics instructors are trained volunteer family members, caregivers of children or adolescents, or others endorsed by NAMI Yakima for teaching purposes who teach the agency's Basics curriculum. Basics is an educational opportunity for family members and mental health consumers taught in a six-week format.

Expectations of Basics instructors include:

1. Reliability – A six-week teaching commitment is a significant one, and reliability is essential. Notify the Operations Manager and/or other agency staff as soon as possible if unavailable for a given activity.
2. A minimum commitment of teaching two six-week classes over two years after attending teacher training is required.
3. A close, ongoing relationship with the Operations Manager, other staff, or designated volunteers must be maintained.
4. All contact and related information gathered from class participants is the property of NAMI Yakima and must be shared and housed accordingly. Basics instructors may not use contact information gathered in class for non NAMI Yakima purposes.
5. Strict confidentiality must be maintained.

### **3.5 Homefront Instructor**

NAMI Yakima Homefront instructors are trained volunteer family members or others endorsed by NAMI Yakima for teaching purposes who teach the agency's Homefront curriculum. Homefront is an educational opportunity for family members and mental health consumers taught in a six-week format.

Expectations of Homefront instructors include:

1. Reliability – A six-week teaching commitment is a significant one, and reliability is essential. Notify the Operations Manager and/or other agency staff as soon as possible if unavailable for a given activity.
2. A minimum commitment of teaching two six-week classes over two years after attending teacher training is required.



3. A close, ongoing relationship with the Operations Manager, other staff, or designated volunteers must be maintained.
4. All contact and related information gathered from class participants is the property of NAMI Yakima and must be shared and housed accordingly. Homefront instructors may not use contact information gathered in class for non NAMI Yakima purposes.
5. Strict confidentiality must be maintained.

### **3.6 Volunteer Coordinator**

The NAMI Yakima Volunteer Coordinator works closely with the Operations Manager and/or other NAMI Yakima staff to aid in the administrations of the NAMI Yakima volunteer program.

Job duties and desired skill sets are likely to include:

1. Administrative and/or clerical support for NAMI Yakima volunteers
2. Assistance in the planning and implementation of volunteer schedules, projects, meeting, and related events
3. Serving as a contact person and resource for NAMI Yakima volunteers
4. Assistance in planning and implementing volunteer recruitment and retention strategies
5. Other duties assigned

The Volunteer Coordinator will report directly to the Operations Manager and/or her/his designee. This position will encompass approximately 2-5 hours per week of volunteer time, and schedules may vary accordingly.

### **3.7 Membership Liaison**

The NAMI Yakima Membership Liaison will provide administrative, clerical, and related support to the Operations Manager and/or other office staff in relation to NAMI Yakima Membership efforts.

Job duties and desired skill sets are likely to include:

1. Member-related Administrative and clerical support in the NAMI Yakima office
2. Data entry through a variety of sources
3. Developing and Maintaining communications networks for NAMI Yakima members
4. Other duties as assigned

### **3.8 Office Assistant**

The NAMI Yakima Office Assistant will provide administrative, clerical, and related support to the Operations Manager and/or other office staff.

Job duties and desired skill sets are likely to include:

1. Administrative and clerical support in the NAMI Yakima office – typing, filing, etc.
2. Phone reception, mailing and related tasks
3. Data entry through a variety of sources

The Office Assistant will report directly to the Operations Manager and/or her/his designee. This position will encompass approximately 5-10 hours per week of volunteer time, and schedules may vary accordingly.

### **3.9 Resource Librarian**

The NAMI Yakima Resource Librarian aids in the acquisition and ongoing maintenance of the organization's Resource Library, currently housed at the NAMI Yakima office. The library consists of books, videos, DVDs, brochures, and related materials.

Job duties and desired skill sets are likely to include:

1. Research and recommendations as to new library acquisitions
2. Data entry and ongoing library maintenance tasks
3. Assistance in the planning and implementation of library systems
4. Other duties as assigned

The Resource Librarian will report directly to the Volunteer Coordinator. This position will encompass approximately 0-3 hours per week of volunteer time, and schedules may vary accordingly.

### **3.10 Web Site Administrator**

The NAMI Yakima Web Site Administrator will offer assistance in the design, re-launch, and ongoing maintenance of NAMI Yakima's internet presence at [www.namiyakima.org](http://www.namiyakima.org).

1. Design of agency's web presence
2. Implementation of updated web site
3. Ongoing maintenance and updates of web site information
4. Other duties assigned

The Web Site Administrator will report directly to the Operations Manager and/or her/his designee. This position will encompass approximately 0-10 hours per month of volunteer time, is likely to be carried out at a location other than the NAMI Yakima office, and schedules may vary accordingly.

### **3.11 Other Volunteer Positions**

Other Volunteer opportunities and positions with NAMI Yakima can arise organically, based on current need, applicable project and related circumstances. In those cases, the Operations Manager and Volunteer Coordinator will appoint and oversee other volunteers.

**Section 4 – Exit Interviews**

When a volunteer's time with NAMI Yakima has come to an end, the Operations Manager and current Volunteer Coordinator will perform exit interviews.

## IV. COMMITTEES

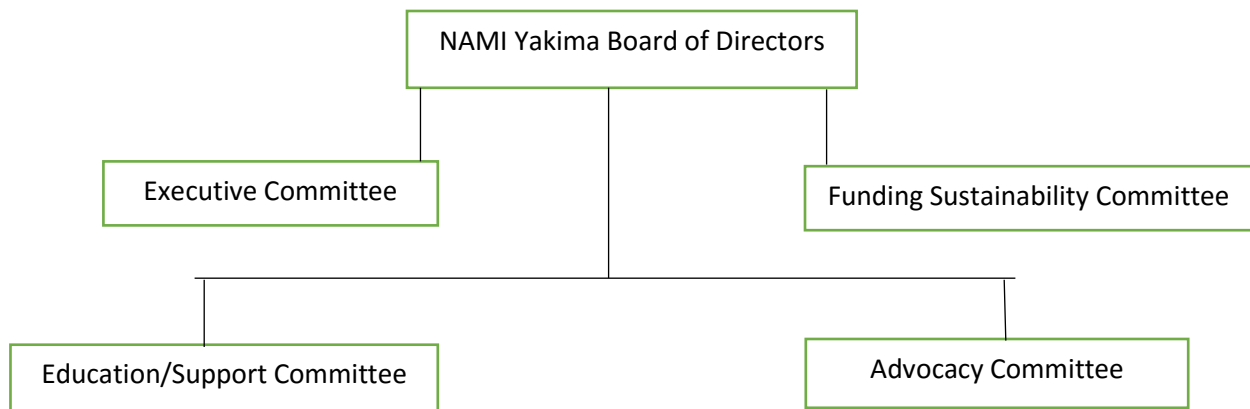
### Section 1 – Introduction

NAMI Yakima is a mission-driven organization that provides support, education, and advocacy services. Committees are structured around that mission and operate to further those goals. The structure, policies and procedures outlined here are designed to better facilitate the process.

### Section 2 – Committee Norms

1. Start and end meetings on time.
2. Attend committee meetings reliably. Attendance will be reflected in minutes – present, excused, not excused.
3. Be well prepared for committee work. Bring your passion, ideas, and solutions to the table.
4. No talking while others have the floor. Be respectful.
5. Respect the individual opinions of others – no personal attacks
6. Minimize side talking.
7. Maintain confidentiality – nothing inappropriate leaves committee meetings.
8. Make decisions based on the best interests of NAMI Yakima – avoid personal bias and interest.
9. Have fun!

### Section 3 – Committee Structure



## **Section 4 – Job Descriptions**

### **4.1 Committee Chair(s)**

1. Sets the tone – in accordance with NAMI Yakima’s mission, strategic plan, and current goals – for committee work
2. Ensures that committee members have the information needed to do their jobs effectively
3. Oversees the logistics of committee operations – helps craft agendas, ensures that minutes are recorded and distributed, etc. – in accordance with office staff.
4. Submits an annual budget request – by March 1 of each calendar year – for inclusion in the next fiscal year’s budget
5. Reports to the Board Vice President and the Operations Manager
6. Works closely with the Operations Manager, other staff and/or other volunteers
7. Assigns applicable tasks and projects to committee members and facilitates committee meetings
8. Plays a leading role committee’s annual self and agency evaluative processes

### **4.2 Executive Committee**

1. Is comprised of the Board President, Vice President, Secretary, and Treasurer
2. Is elected by NAMI Membership
3. Is responsible for appointment of the rest of the NAMI Yakima Board
4. Executes and maintains all primary responsibility for the administrative, fiduciary, and applicable personnel operations of the organization
5. Serves as the secondary supervisors of the Executive Director, in support of the Board President’s primary supervisory role.

### **4.3 Fund Sustainability Committee**

1. Is comprised of the Board President, one other Board member designee and other volunteers with an interest in and expertise around funding and sustainability issues
2. Actively investigates funding sources and other means of sustainable operating revenue for the organization
3. Work to implement short and long range plans for funding sustainability
4. Reports directly to the NAMI Yakima Board President

### **4.4 Support Committee**

1. Is comprised of a support group facilitator, and other interested volunteers

2. Works to further and deepen NAMI Yakima's capacity for community support services
3. Maintains volunteer-level oversight of the organization's support group program, and other support-oriented NAMI Yakima programs
4. Reports directly to the NAMI Yakima Board Vice President

#### **4.5 Education Committee**

1. Is comprised of a Family to Family instructor, a Peer to Peer instructor, Basics instructor, Homefront instructor and other interested volunteers
2. Works to further and deepen NAMI Yakima's capacity for community education services
3. Maintains volunteer-level oversight of the organization's Family to Family, Peer to Peer, Basics, and Homefront curricula
4. Seeks new educational initiatives appropriate to NAMI Yakima's mission
5. Reports directly to the NAMI Yakima Board Vice President

#### **4.6 Advocacy Committee**

1. Is comprised of volunteers with an interest in and/or expertise around mental health public policy and other advocacy-related issues
2. Monitors legislative issues applicable to local, state, and national mental health issues
3. Plays a leading role in the planning and implementation of NAMI Day
4. Reports directly to the NAMI Yakima Board Vice President

#### **4.7 Other Committees/Ad-Hoc Committees**

NAMI Yakima's Board of Directors and/or Operations Manager may approve and/or supervise the formation of ad-hoc committees. These committees are likely to form and disband around specific events, short term initiatives, or other projects.

#### **Section 5 - Unexpected Vacancies**

In the event of a vacancy on any committee, the seat may remain open or the Operations Manager shall approve the appointment of a replacement committee member to fulfill the remainder of the vacated term.

#### **Section 6 – Exit Interviews**

When a committee member's time with NAMI Yakima has come to an end, the Operations Manager and current Committee Chair will perform exit interviews.

## V. EMPLOYMENT AND PERSONNEL POLICIES

### **Section 1 – Employment At Will**

These policies are not a contract. NAMI Yakima employees are at will employees, meaning that, either party for any reason can terminate the employment relationship at any time.

Normally, either party terminating the employment relationship will provide the other with a minimum of two weeks' notice. Employees who do not provide the required two weeks' notice may lose their rights to any accrued vacation pay. The agency may pay the employee two weeks wages in lieu of notice, with the exception that no notice or pay in lieu of notice will be granted in cases of discharge for misconduct.

### **Section 2 – General Employment Considerations**

**2.1 Diversity and Inclusion:** NAMI Yakima shall actively recruit, engage and serve members from every race, culture, ethnicity, age, religion, socio-economic status, sexual orientation, gender, gender identity and disability and shall not discriminate in the requirements for membership, provision of service or support or in its policies or actions.

The NAMI Yakima Board of Directors will regularly review their own composition and membership demographics compared to those of the country using national census data, in order to aspire towards reflecting that composition.

In keeping with NAMI's values regarding nondiscrimination and with applicable federal law, NAMI Yakima shall include in bylaws, operating policies and procedures and other relevant policy documents, explicit statements that require the organization to embrace the broadest possible definition of inclusion and nondiscrimination.

NAMI Yakima shall collect a baseline of members' voluntarily-supplied demographic information. Systems shall be put in place to protect the confidentiality of this information; demographic information will only be reported in the aggregate.

NAMI Yakima will reach out to and welcome the community at large through our recruitment, marketing, public education, and awareness activities. NAMI Yakima will strive to support recruitment and retention of a diverse and inclusive membership and leadership. Whenever there is a demand and the interests of members can best be served by support through groups sharing some affinity, including but not limited to lived experience or primary language, NAMI Yakima shall encourage its NAMI State Organization and members to offer multiple support groups beyond their baseline family and/or groups comprised of individuals with mental illness or emotional disability.

**2.2 Hiring Responsibility:** The Board of Directors is responsible for employment of the Operations Manager.

**2.3 Promotion from Within:** NAMI Yakima encourages promotion from within.

Personal Interviews: Appointment to a position shall be on the basis of personal interview with the applicant and Board President or the person or persons designated by the Board President. A reasonable number of candidates will be considered for every opening to assure that the strongest, most suitable candidate is hired.

**2.4 Nepotism Relatives/Significant Others:** Employees who are married, or are otherwise closely related, and employees who are significant others, may not supervise one another.

**2.5 Alcohol/Drug Free Workplace Statement:** In compliance with the Drug-Free Workplace Act of 1988, the following is NAMI Yakima's policy regarding the work-related effects of alcohol and drug use and the unlawful possession of controlled substances on the agency premises.

Employees are expected and required to report to work on time and in appropriate mental and physical condition for work. It is the intent of NAMI Yakima to provide an alcohol/drug free, healthful, safe, and secure work environment. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on agency premises, or while conducting agency business off-site is absolutely prohibited.

The agency recognizes alcohol and drug abuse as a potential health, safety, and security problem. Employees needing help in dealing with such problems are encouraged to use available health resources and health insurance plans, as appropriate. Conscientious efforts to seek such help will not jeopardize any employee's job and will not be noted in any personnel records.

Employees must, as a condition of employment, abide by the terms of the above policy and report any convictions under a criminal drug statute for violations occurring on or off NAMI Yakima premises while conducting business of the Agency. A report of a conviction must be made within five (5) days after the conviction. (This requirement is mandated by the Drug-Free Workplace Act of 1988.)

**2.6 Sexual Harassment Policy:** It is the policy of NAMI Yakima to maintain a work environment free from all forms of harassment and to insist that all employees be treated with dignity, respect, and courtesy.

Any comments or conduct relating to a person's gender, race, religion, age, sexual orientation, disability, or ethnic background, which fails to respect the dignity and feelings of the individual are unacceptable. This policy extends to comments or conduct of a sexual nature, where such behavior tends to threaten or offend a co-employee.



Any behavior toward any employee by a manager, supervisor, or co-employee, which constitutes unwelcome sexual advances, requests for sexual favors, or the display of derogatory posters, cartoons, or drawings, and other verbal or physical conduct of a sexual nature is considered to be sexual harassment when:

- Submission to such conduct is made a condition of an individual's employment
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
- Such conduct has the purpose or effect of interfering with an individual's work performance or creating an unfriendly or offensive work environment

Any employee who believes she/he has been the object of harassment may report any such to the Board President. If the alleged harasser is the President, report the incident to the Executive Committee of the Board of Directors.

Management with the cooperation of the employee will promptly and thoroughly investigate every reported incident of employee harassment. Management shall respect the confidences and sensitivities of all persons involved in the incident. The concerned employee will be afforded protection from retaliation, and the results of any investigation of alleged harassment shall promptly be communicated to the employee. Where charges of employee harassment are substantiated, appropriate corrective action will be taken. Appropriate action might range from counseling to termination.

Employees are required to sign the agency's non-disclosure agreement and HIPAA agreement that forbid giving confidential or proprietary NAMI Yakima information to other organizations or to unauthorized NAMI Yakima employees.

**2.7 Workplace Smoking Policy:** NAMI Yakima recognizes that tobacco may create a health hazard for nonusers as well as users. In order to protect the health of employees, clients, and the general public, provide a healthy working environment, and promote good health for all concerned; tobacco use shall be prohibited in the entire facility. Smoking is permitted outdoors no closer than 25 feet away from building doors, windows, and ventilation systems.

**2.8 HIV/AIDS Policy:** NAMI Yakima recognizes that HIV/AIDS is not spread by casual contact or contact of a nature normally encountered within the agency, and that employees, applicants, and clients with HIV/AIDS or HIV/AIDS related illness should be permitted to engage in as many of their normal pursuits as their condition allows. Therefore, it is the policy of NAMI Yakima that:

1. Employees are expected to treat all clients, applicants, and co-workers with courtesy and fairness without regard to the perception of or presence of HIV/AIDS or an HIV/AIDS-related condition. Employees may not refuse to work

with or withhold services from HIV/AIDS-affected persons or to harass or otherwise discriminate against HIV/AIDS affected individuals.

2. As long as an HIV/AIDS-affected employee is able to meet acceptable performance standards, and medical evidence indicates their condition is not a threat to others, NAMI Yakima will make reasonable accommodation for their condition. We will make every reasonable effort to ensure that they are treated in a non-discriminatory manner.
3. Employees should respect the privacy of HIV/AIDS-affected individuals and not discuss their medical situation with the public, in-house employees, family, or friends.

**2.9 Dress Code Policy:** At NAMI Yakima, how employees present themselves at work is a direct reflection on the agency. The image that employees must present to co-workers, students, clients, and the public is expected to meet well-groomed, casual standards of appearance that are respectful of others. We want to support a quality image of the agency to the community.

**2.10 HIPAA Policy:** All NAMI Yakima employees will abide by all the policies and procedures related to protection of personal health information (Appendix C).

**2.11 Driver's License & Insurance:** Employees whose work requires significant use of a personal motor vehicle must present and maintain a valid driver's license and comprehensive auto insurance acceptable to our insurer. Each employee determined to fall under this category must provide and allow to be copied and filed proof of insurance annually.

**2.12 Disciplinary Actions:** Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in the following manner:

- Verbal Warning
- First Written Warning
- Second Written Warning
- Dismissal

Written warnings will include the reasons of the dissatisfaction and any supporting evidence. You will have an opportunity to defend your actions and rebut the opinion of your manager at the time the warning is issued. Disciplinary actions may include suspensions or other measures deemed appropriate to the circumstances.

All pertinent facts will be carefully reviewed, and the employee will be given a full opportunity to explain his or her conduct before any decision is reached. A member of the Executive Committee will give a second opinion concerning the unacceptable behavior before dismissal occurs.

**2.13 Dismissal:** Employment and compensation with NAMI Yakima is “at will” in that they can be terminated with or without cause, and with or without notice, at any time, at the option of either NAMI Yakima or yourself except as otherwise provided by law.

If your performance is unsatisfactory due to lack of ability, failure to abide by NAMI Yakima rules or failure to fulfill the requirements of your job as outlined in your job description, you will be notified of the problem. If satisfactory change does not occur, you may be dismissed. Some incidents may result in immediate dismissal.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning. This list is not all-inclusive and, notwithstanding this list, all employees remain employed “at will”.

- Willful violation of any company rule; any deliberate action that is extreme in nature and is obviously detrimental to NAMI Yakima’s efforts to operate effectively.
- Willful violation of security or safety rules or failure to observe safety rules or NAMI Yakima safety practices, tampering with NAMI Yakima equipment or safety equipment.
- Negligence or any careless action which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while at work; use or possession or sale of controlled substance drugs in any quantity while on company premises except medications prescribed by a physician that do not impair work performance.
- Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on company property or while on duty.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing NAMI Yakima; fighting, or horseplay or provoking a fight on company property, or negligent damage of property.
- Insubordination or refusing to obey instructions properly by your manager pertaining to your work; refusal to help out on a special assignment.
- Threatening, intimidating or coercing fellow employees on or off the premises – at any time, for any purpose.
- Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
- Theft of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of

company equipment or property for personal reasons; using company equipment for profit.

- Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by NAMI Yakima; alteration of company records or other company documents.
- Violating the non-disclosure agreement and/or HIPAA agreement; giving confidential or proprietary NAMI Yakima information to other organizations or to unauthorized NAMI Yakima employees; breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same.
- Immoral conduct or indecency on company property.
- Conducting a lottery or gambling on company premises.

Occurrences of any of the following activities, as well as violations of any NAMI Yakima rules or policies, may be subject to disciplinary action, including possible immediate dismissal.

- Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your manager; mistakes due to carelessness or failure to get necessary instructions.
- Any act of harassment, sexual, racial, or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
- Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your manager; stopping work before time specified for such purposes.
- Excessive use of company telephone for personal calls.
- Smoking in restricted areas or at non-designated times.
- Creating or contributing to unsanitary conditions.
- Failure to report an absence or late arrival; excessive absence or lateness.
- Obscene or abusive language; indifference or rudeness; or any disorderly/antagonistic conduct on company premises.
- Failure to immediately report damage to, or an accident involving company equipment.
- Soliciting during work hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on company premises.

- Failure to maintain a neat and clean appearance in terms of the standards established by the organization; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing.
- Failure to use your time sheet alteration of your own time sheet or records or attendance documents; altering another employee's time sheet or records, or causing someone to alter your time sheet or records.
- Excessive absenteeism, lateness, or leaving early may lead to disciplinary action, including possible dismissal.

### **Section 3 – Employment Status & Benefits Eligibility**

**3.1 Probationary Period:** The first ninety (90) days of employment at NAMI Yakima are considered a Probationary Period, and during that period benefits described in this Manual will not accrue unless otherwise required by law or specifically identified in the hiring letter. The Executive Committee has the authority but is not required to grant leave without pay during this time.

The Probationary Period is a try-out time for both the new employee and NAMI Yakima, as an employer. During this Probationary Period, NAMI Yakima will evaluate the employee's suitability for continued employment, and the employee will get to know fellow employees, job tasks, and NAMI Yakima services. At any time during this first ninety (90) days, the probationary employee may resign without any detriment to her/his employment record or can be released by the agency.

At the end of the Probationary Period, the Board President or designee will review job performance, much the same as the normal job performance review that is help for regular full-time or part-time employees on an annual basis. The completion of the Probationary Period does not guarantee continued employment for any specified period of time, nor does it require that an employee be discharged only for "cause".

A former employee who has been rehired after a separation from NAMI Yakima of more than one (1) year is considered a probationary employee during their first sixty (60) days following rehire.

### **3.2 Employment Categories:**

**3.2.1 Regular Full-time:** Persons employed to work a full-time week schedule of 37.5 or more hours on a regular basis for at least 6 months.

**3.2.2 Regular Part-time:** Persons employed to work a limited number of hours per week on a regular and on-going basis.

**3.2.3 Temporary:** Persons employed for a specific and limited period of less than six (6) months.

**3.2.4 Contract:** Persons employed to work a limited number of hours for limited period of time who sign a contract for that period of time. Contract employees are not eligible for staff benefits.

**3.2.5 Independent Contractors:** Persons involved with NAMI Yakima where NAMI Yakima does not control and direct, or have the right to tell a worker when, and where to work. Whether, when and how much to work is at the discretion of the independent contractor, with guidelines and other details set forth in the signed written agreement offered by both parties. The agency is not responsible for any payroll or employment taxes of any kind. Independent contractors are not eligible for staff benefits. Independent contractors could include positions like In Our Own Voice presenters, Symposia speakers, freelance professionals, Peer-to-Peer mentors, and others.

**3.2.6 Work/Study and Practicum Students:** Work Study students are not covered by the agency benefits.

All regular full-time employees are eligible for full employee benefits, unless their letter of employments specifies otherwise. Regular part-time employees are eligible for prorated holiday pay, vacation, and sick leave if they work on a regularly weekly schedule. Casual or temporary employees, including work/study students, are eligible for Workers Compensation benefits only. AmeriCorps or Senior Employment members are not members of NAMI Yakima and are not entitled to NAMI Yakima benefits.

## **Section 4 – Compensation And Guiding Principles**

**4.1 Working Hours:** Thirty-seven and one-half (37 ½) hours per week constitute a full-time workweek. Temporary employees may be hired for a specified period or on a project basis.

NAMI Yakima office hours are from 9:00 a.m. to 5:00 p.m. Monday through Thursday. Special non-standard work schedules may be established for certain jobs or individuals to meet business or personal needs and must be approved by the Operations Manager. Employees are entitled to one paid 15 minute break per four hours worked. An unpaid, up to one-hour lunch break is taken at mid-shift.

Advance permission from the Operations Manager must be received in order to arrive late for work or, because of a personal obligation, must leave early. Work scheduled should take into consideration and be coordinated with those of other employees and staff to insure continuous coverage of agency activities. Non-exempt employees may be eligible for overtime payment or compensatory time as required by law.

**4.2 Flex Time:** The needs of the agency are primary in scheduling. Whenever possible, however, NAMI Yakima tries to make available flexible work schedules.

1. **Work Week:** One purpose of an approved flexible work schedule is to assure that hourly staff, who do not work during the normal workweek schedule, still work their required hours per week. A secondary purpose is to assure the nonexempt staff members do not work more hours than are required and thereby become subject to overtime pay requirements.
2. **Program Staffing and Access:** Almost all programs need to have staff available during normal working hours to provide access to program participation. Therefore, the Operations Manager may not permit flexible schedules that would leave times when the program office would not have staff coverage during regular hours.
3. **Planned Scheduling with Permission:** Finally, any flexible schedule must have prior approval by the Operations Manager. Such schedules must be planned and, after established, only changed through the same approval process. In some instances the agency may require (with prior notice) that staff change their flexible schedule to accommodate a special agency activity. Examples of this would be the annual staff retreat or a scheduled agency cleanup day. It is the responsibility of the agency to assure that such special activities are scheduled well in advance to assure that staff members with flexible schedules have adequate time to adjust their work week.

**4.3 Overtime:** In accordance with the Fair Labor Standards Act, there are exempt and non-exempt positions.

**4.4 Exempt and Non-Exempt:** The NAMI Yakima letter of employment will state status as exempt or non-exempt.

Persons employed in non-exempt positions shall be paid overtime wages only for hours worked in excess of forty (40) hours per week (time and a half rate) in performance of duties under the express direction of the Operation Manager. Those employed in exempt positions are not paid overtime wages for hours worked in excess of forty (40) hours per week.

**4.5 Paydays:** Payday will occur every other Thursday. All employees will be expected to complete time sheets by the Monday following the previous pay period. Time sheets with employees' signature verifying hours worked should be given to the Executive Director for signature and submittal. The Executive Director's time sheets will be overseen by the NAMI Yakima Board President.

**4.6 Conflict of Interest:** An employee who engages in any work outside the agency directly related to NAMI Yakima must have prior approval from the Executive Board. This includes consultation, speeches, conference participation, and related work by staff members on their own time, unless part of the regular requirements of the position, without prior approval of the Executive Board.

**4.7 Wage and Salary Increase:** Any wage and salary increases are based on merit not length-of-service. Cost-of-living increases are not automatic but may be provided at the discretion of the Board of Directors. Having your compensation reviewed does not necessarily mean that you will be given an increase.

NAMI Yakima conducts compensation reviews annually following employee performance reviews. Any wage, salary, or cost of living increases will appear in the pay period ending after the dates they were granted. Wage and salary increases may be retroactive in the case of late reviews, at the discretion of the Board President and as resources permit.

**4.8 Bonuses:** It is at the discretion of the Board of Directors and/or the Executive/Audit Committee to distribute a merit bonus when appropriate and as resources permit. Bonuses are determined on the basis of attendance, attitude, cooperation, efficiency, initiative, knowledge, performance, salary, and length of service as evaluated by the Board of Directors.

## **Section 5 – Benefits**

For purposes of determining benefits, full-time status is defined as 37.5 or more hours per week. The NAMI Yakima letter will confirm benefit status.

**5.1 Medical Insurance:** The agency provides medical insurance for regular full time employees. Benefits and conditions of these policies are contained in descriptive booklets provided by the insurance carriers. The same medical insurance coverage may be extended to the employee's spouse or domestic partner and dependents if the employee pays any premiums through a payroll deduction and if the insurance carrier offers the coverage option.

NAMI Yakima will continue to pay the agency share of insurance premiums for employee coverage for a maximum of two (2) months while the employee is on an approved disability leave of absence.

NAMI Yakima will pay for the full cost (100%) of premiums for health and dental insurance coverage for full-time employees.

Health and dental insurance benefits are subject to change with reasonable notification and are made available as resources permit.

**5.2 Industrial Insurance:** All regular employees are covered by State Industrial Insurance, which provides for benefits in case of on-the-job injury. (Also referred to as Workers Compensation).

**5.3 Unemployment Compensation:** Washington State Unemployment Compensation Insurance covers all employees, except work-study or as otherwise specified in the letter of employment.



**5.4 Retirement:** The agency provides a defined contribution retirement plan available to all employees upon the completion of the required service time and wages. Detailed written plan policies are available from the Operations Manager or designee.

## **5.5 Leave of Absence**

**5.5.1 Sick Leave:** Paid sick leave is accrued from the date of hire at the rate of one (1) working day per month and may accrue to a maximum of 36 days to cover extended periods of serious illness. Sick leave may not be taken before it is accrued and must be taken in increments of at least one hour. No absence shall be counted as sick leave unless the employee or member of his or her immediate family is actually ill. (Immediate family is defined as: spouse, significant other, father, mother, foster parent, brother, sister, child, foster child, grandparent, or grandchildren of the employee or spouse.)

**5.5.2 Vacation Leave:** Each employee may take vacation with full salary at such time as is mutually agreed upon with the Board of Directors or designee and at the convenience of the agency. Vacations may be taken in one-hour increments or longer, based on the following accrual rate: Ten (10) days per year the first two years, fifteen (15) days per year the third and fourth year, twenty (20) days per year thereafter.

An employee begins accruing vacation from the first day of employment. Vacation days may be carried over into the following year accruing up to a maximum of 2 years worth of vacation benefit. Vacation may be taken before it is accrued; however, if an employee leaves before actually accruing the vacation time taken, the dollar amount represented will be deducted from the employee's final paycheck.

Regular part-time employees shall accrue vacation on a proportional basis. An employee will be reimbursed for unused vacation at the salary rate he or she is earning at the time of satisfactory termination of employment.

Specific dates of vacation must be established by prior arrangement with the Board of Directors. The request will be granted as long as your absence will not seriously affect NAMI Yakima's operations.

Approved leave of absence for less than thirty (30) days, will not affect vacation eligibility; should the leave extend beyond thirty (30) days, vacation time will not continue to accrue.

An additional day of vacation or holiday pay will be available if a company-paid holiday falls during a scheduled vacation period.

Payment in Lieu of Vacation

No additional wages or salary will be paid in lieu of a vacation.

### **5.6 Record of Absence or Lateness**

If you are absent because of illness for three (3) or more successive days, the Operations Manager may request that you submit written documentation from your doctor. If you are absent five (5) or more days because of illness, you may be required to provide written documentation from a doctor that you are able to resume normal work duties before you will be allowed to return to work. You will be responsible for any charges made by your doctor for this documentation.

Your attendance record will be considered when evaluating requests for promotions, leaves of absence, and approved time off, as well as scheduling layoffs, etc.

**5.7 Family Leave:** A family and/or medical leave of absence shall be defined as an approved absence available to employees for up to twelve (12) weeks (480) hours of unpaid leave during a twelve (12) month period under particular circumstances that are critical to the life of a family. The Executive Director must approve all family leave. Leave may be taken: upon the birth of the employee's child, upon the placement of a child with the employee for adoption or foster care, when the employee is needed to care for a child, spouse, significant other, or parent who has a serious health condition or when the employee is unable to perform the functions of his or her position because of a serious health condition.

### **5.8 Basic Regulations and Conditions of Leave**

**5.8.1 General Considerations:** The agency will require written medical certification to support a claim for leave for an employee's own health condition or to care for a seriously ill child, spouse, significant other, or parent. For other than the employee's own medical leave, the certification must include a statement that the leave is for a seriously ill child, spouse, significant other, or parent, and the certification must include an estimate of the amount of time the employee is needed to provide care.

If medically necessary for a serious health condition of the employee or his or her spouse, significant other, child, or parent, leave may be taken on an intermittent or reduced leave schedule. The Operations Manager must approve this schedule.

**5.8.2 Notification:** When the need for leave is based on a serious health condition or is foreseeable based on planned medical treatment, the employee must give the agency thirty (30) days written notice before the dates that the leave is to begin. In the case of an emergency, i.e. if the date of treatment requires leave to begin in less than thirty (30) days, the employee must provide written notice as soon as he or she is aware that a leave is required.

**5.8.3 Bereavement Leave:** In the event of a death in an employee's immediate family, the Board President or designee may grant a three (3) day bereavement leave, as part of sick leave.

**5.8.4 Jury Duty:** Upon receipt of jury summons, the employee must contact the Board President to discuss the impact on the agency. Allowed absence will be on a paid status as follows:

- Service on a Jury: Provided that the salary paid to the employee for the period of absence shall be reduced by the amount of monies he or she received for jury service, excluding mileage and /or meal reimbursement.
- Appearance Before A Court: To appear before a court, legislative committee, judicial, or quasi-judicial body as a witness in response to a subpoena or other directive by proper authority; provided that the salary paid to such employee shall be reduced by an equal amount to any compensation he or she may receive as witness fees, excluding mileage and/or meal reimbursement.

**5.8.5 Military Leave:** Any employee who is a member of the Washington National Guard or any branch of the Armed Forces of the United States or any organized Reserve component of the Armed Forces, shall be entitled to and shall be granted Military Leave of Absence without pay at such times and subject to such conditions as prescribed by Uniformed Service Employment and Re-employment Rights Act (USERRA).

**5.8.6 Leave of Absence:** In instances where the work will not be seriously impaired by the temporary absence of any employee, the Board of Directors may grant a Leave of Absence Without Pay. Such leave will not normally exceed ten (10) working days. However, the Board President, upon consultation and approval of the Executive/Audit Committee, when circumstances dictate, may extend a period of Leave Without Pay for an indefinite period. Requests for LWOP must be submitted and approved in writing prior to taking such leave. No employee benefits (sick leave, vacation leave, etc.) will be earned during the period covered by Leave of Absence Without Pay; no holiday pay will be earned if a holiday falls during the leave. Medical Insurance benefits will be prorated during this time. The employee will be responsible for timely payment of medical premiums during the time of absence without pay.

**5.8.7 Absence from the Agency Without Approval:** Absence from the agency without approval may be grounds for termination.

**5.8.8 Educational Leave:** In order to help staff members familiarize themselves with new knowledge and current trends, study leave shall be provided. Request for extended Educational Leave with or without pay, shall be considered by the Board of

Directors, each case on its own merits, with consideration for length of service and the value of additional training to the agency. The Board President will consider time off requests for courses, seminars, workshops, and institutes when submitted in writing.

**5.8.9 Snow Day Guidelines:** When snow conditions cause significant hardship in getting to and from work the following pay guidelines will be used:

Unless notified ahead of time, staff can assume the agency will be open for business as usual and staff should make every effort to work regular hours, realizing this will mean allowing extra time for travel. On heavy snow days, the Operations Manager may allow some reasonable grace periods on both ends of the day to accommodate those who, in spite of efforts, are unable to maintain normal work schedules. Lost time on days that exceeds the reasonable grace period will be covered by accrued vacation. If snow conditions are severe enough to close business for the day, all employees will be notified prior to the start of the workday, or, if the agency is closed before the end of the workday, no pay will be lost.

This policy will also cover any natural disaster, such as a major earthquake, at the discretion of the Operations Manager.

**5.8.10 Holiday Leave:** All regular employees shall be paid Holiday Leave. Regular part-time employees will be paid holidays on a prorated basis. NAMI Yakima shall observe the following holidays with pay:

- New Year's Day (January 1<sup>st</sup>)
- Presidents Day (3<sup>rd</sup> Monday of February)
- Memorial Day (Last Monday of May)
- Independence Day (July 4<sup>th</sup>)
- Labor Day (1<sup>st</sup> Monday of September)
- Veterans Day (November 11<sup>th</sup>)
- Thanksgiving Day (4<sup>th</sup> Thursday of November)
- Day after Thanksgiving
- Christmas Eve (December 24<sup>th</sup>)
- Christmas Day (December 25)

Whenever a holiday falls upon a Sunday, the following Monday shall be observed as the holiday, and any holiday falling on a Saturday shall be observed on the preceding Friday. Regular part-time staff shall be entitled to holiday pay in proportion to the average daily hours worked.

## **Section 6 – Staff Development**

All staff shall be provided a letter of employment, job description, orientation to the job and the agency. Staff will be encouraged to attend appropriate workshops for training at

the expense of the agency and at the discretion of the Board of Directors and as the budget allows. The agency shall help provide professional development through regular supervisory conferences, staff meetings, and the provision and distribution of literature in the field. The agency shall also make provision for a reasonable amount of time for professional and community meetings, committees, and conferences. The agency encourages staff affiliation with professional organizations.

### **Section 7 – Performance Evaluation**

The Executive Committee will conduct at minimum annual written performance evaluations of each supervised staff member using the agency form for this purpose (See Appendix B for copy of Performance Evaluation Form). The objective of these evaluations is to assist employees in their career development and to improve their overall effectiveness. Completed performance evaluations will be signed by both parties. Signatures indicate a discussion was held, not that both parties agree. Employees will be given a copy of the final document and a copy will be placed in the employees personnel file.

The Board President and/or Executive Committee will evaluate the Operations Manager annually. The parties evaluated will sign all completed performance evaluations.

### **Section 8 – Reimbursements**

Employees shall be reimbursed for authorized expenses incurred in performance of their work and travel for the agency, but not going to and from work and home. Upon authorization by the Board President or designee, these include transportation and mileage, breakfast, luncheon, and dinner meetings, and any other expenses required and authorized as a part of the job.

Employees shall submit by the tenth (10<sup>th</sup>) of the following month a list of expenses with receipts attached. Mileage should be turned in by the calendar month; several months of accumulated mileage will not be allowed. Mileage will be reimbursed at a rate determined by the IRS for charitable organizations or in consultation with the Executive/Audit Committee of the Board. The Operations Manager, before submittal for reimbursement, must approve all mileage and related expenses.

### **Section 9 – Reductions In Force**

**9.1 Reduction in Force:** In the event of a layoff or reduction in force, the Board shall give as much notice as possible, except in cases where funding sources indicate immediate cut-off of funds. In the event of dismissal for these causes, the agency shall give first consideration to the dismissed member in filling another position for which the worker is qualified, and shall make every effort to assist him or her in securing another position, including release time for interviews.

Any plan for reduction in force shall be discussed thoroughly with appropriate staff at the same time as being discussed with the Board, before decisions are reached.

**9.2 Returning Staff:** If an employee is terminated because of a reduction in force and later returns to the agency, he or she may begin to accrue vacation and other benefits at the same rate as at the time of termination if the employee returns within ninety (90) days of termination. However, if an employee voluntarily resigns, he or she begins to accrue vacation and other benefits at the first year level should he or she return to the agency at any time.

## **Section 10 – Grievances**

**Grievances:** An employee is expected to consult first with his or her direct supervisor regarding any action, occurrence, or attitude, either expressed or implied, which is perceived as unfair or inequitable on the job. If a satisfactory agreement for resolution cannot be made through regular supervisory channels, the employee may appeal to the Board President in writing with a copy to his or her supervisor.

If an employee files a written grievance with the Board President and no resolution is reached within ten (10) working days after the grievance is received, the President of the Board will convene the Executive Committee to serve as a grievance committee. The grieving employee shall follow this procedure and the supervisor involved, and the Executive Committee will make a written action recommendation to the Board of Directors.

The Board will make a final decision at the next regular Board meeting following receipt of the Executive Committee recommendation. Copies of the decision will be made available to the grieving employee and supervisor. Decision by the Board of Directors shall be final.

## **Section 11 - Whistleblower Policy**

### **11.1 Purpose**

This Whistleblower Policy applies to “Covered Persons” who consist of NAMI Yakima directors, employees, persons seeking employment, volunteers, agents, persons doing business with NAMI Yakima and persons seeking to do business with NAMI Yakima. Covered Persons are expected to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Covered Persons are also expected to practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations. This Whistleblower Policy establishes protections for Covered Persons who make good faith complaints about Covered Conduct, as defined in Section 7.2 of these Policies and Procedures, from retaliation, harassment, or adverse employment consequences as a result of making such complaints. This Whistleblower Policy also encourages and enables Covered Persons to raise serious concerns with the

Board prior to seeking resolution outside NAMI Yakima. This Whistleblower Policy shall not prevent the Executive Director of NAMI Yakima from promulgating personnel policies or other administrative policies for employees, persons seeking employment, volunteers, agents, those doing business with NAMI Yakima and those seeking to do business with NAMI Yakima that are more extensive than this policy.

### **11.2 Conduct to Be Reported Under the Policy**

For purposes of this Whistleblower Policy, “Covered Conduct” means (a) questionable or improper accounting or auditing practices or actions and circumvention of or attempts to circumvent internal accounting or auditing controls, (b) breach of the duties of integrity, loyalty and confidentiality, and (c) violation and suspected violation of applicable law. The procedure set forth in this policy does not pertain to alleged violations of NAMI’s Equal Employment Opportunity Policy or violations of its Harassment policy. Complaints regarding allegations of either of those policies should be reported through the procedure set forth in the respective policy.

### **11.3 Reporting Responsibility and Procedure**

Reports made to any Director regarding Covered Conduct will be reported by the Director in writing to the Board President or, in the event the complaint contains allegations about conduct of the Board President, to the Board Vice President. All reports will be promptly investigated and appropriate corrective action will be taken as warranted by the investigation. Within two weeks of the Board President’s or Board Vice President’s receipt of the complaint, the complainant will be sent confirmation that the complaint has been received and an investigation is underway. The complainant will receive a written notification of the completion of the investigation and confirmation that, if warranted, appropriate corrective action has been taken.

### **11.4 No Retaliation**

Harassment, retaliation or adverse employment consequence against any Covered Person who in good faith makes a complaint under this policy is strictly prohibited. The Board will take appropriate steps to stop any such harassment, retaliation or adverse employment consequence. An employee who engages in such retaliation is subject to discipline up to and including termination of employment. Complaints regarding retaliation will be handled in the same manner set forth in the preceding section concerning complaints about Covered Conduct.

### **11.5 Acting in Good Faith**

For purposes of this Whistleblower Policy, “good faith” means reasonable grounds for believing the information disclosed in the complaint supports a finding that Covered Conduct has occurred. Any good faith complaint is fully protected by this policy, even if the complaint is, after investigation, not substantiated. Any employee who makes a complaint that he or she knows to be false, or to be made with reckless disregard for

the truth or falsity of the complaint, will be subject to disciplinary action up to and including termination.

### **11.6 Confidentiality**

Complaints may be submitted on a confidential basis by the complainant or may be submitted anonymously. Complaints will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation and Board's obligation to abide by applicable laws or comply with subpoenas and court orders.

### **Section 12 – Personnel Records**

A personnel record will be maintained by the agency for each employee. It shall contain the application, contracts or agreements, job description, performance appraisals, and pertinent correspondence. It shall be available to the employee or Board President, or his or her designee or the Executive Committee and shall contain no material or information that cannot be shared with the employee.

Material provided to or offered to the agency on a confidential only basis shall not be accepted or solicited by the agency or any members of the staff, except when required by law or federal regulations.

The annual written evaluation and the employee's statement, if any, shall become an integral part of the employee's personnel record. No information on any employee from a personnel record shall be furnished to persons outside the agency except when specifically authorized by the employee in writing and approved by the Board of Directors. These records shall be made available to employees upon request at any reasonable time.

NAMI Yakima will comply with written requests for references about former staff, provided that the former employee has authorized release of such information in writing. Letters of reference shall be sent directly to the former employee with a copy to the NAMI Yakima office and the employee's permanent personnel file. Otherwise, NAMI Yakima's compliance with the reference requests, either verbally or in writing, will be limited to verification of an individual's employment dates and earnings.

### **Section 13 – Annual Review Of Policies**

Employment policies will be reviewed and updated annually by the Executive Committee of the NAMI Yakima Board of Directors. After the review, the updated policies will be presented to the Board for approval.

### **Section 14 – Personnel Job Descriptions**

#### **14.1 Operations Manager**

The Operations Manager serves as the organization's chief staff person, who administers the day to day operations of the organization, its staff and volunteers,



facilities and related areas. The Operations Manager shall carry out and manage the strategic plans, approved budgets and policies as established by the Board of Directors. The Operations Manager shall develop the annual budget and submit it to the Board for review, modification and approval, and manages all operations, board administration and support, oversees programs, products and service delivery, responsible for all organization Risk, and Facilities Management, Human Resource Management, Community and Public Relations and Funding Sustainability and Fundraising planning and implementation. He or she shall report to, and is supervised by the President of the Board of Directors.

## **VI. OFFICE PROCEDURES**

### **Section 1 – Operating Hours**

NAMI Yakima's office is currently open from Monday through Friday from 9:00 a.m. – 5:00 p.m. Appointments approved by the Operations Manager can also be made outside of normal office hours. These hours may change as agency funding and/or staffing needs evolve.

### **Section 2 – Staffing Concerns**

Whenever possible, the NAMI Yakima office is staffed by the Operations Manager. In her/his absence, other NAMI Yakima staff members or volunteers will maintain regular NAMI Yakima office hours, as necessary.

### **Section 3 – Financial Protocols**

- Every effort must be made to stay within the parameters of the budget set forth annually for each committee.
- If a committee or project does not have a budget, any expenditure must first be approved by the Board of Directors.
- Requests for additional budget funds for any line item must be approved by the Board of Directors.
- Any monies not used in a committee or project budget by the end of the fiscal year will return to the NAMI Yakima treasury for allocation in subsequent agency budgets.
- Unused committee or project funds are not transferable to another committee or project.
- All commits with expenditures or project Chairs will submit a proposed budget to the Operations Manager by June 1 of each calendar year.
- All committee or project chairs are responsible for keeping a running account of their finances.

### **Section 4 – Expense Reimbursement**

- Expenses that have not been approved in the current budget or exceed the approved budget amount must be approved by the Board of Directors before submission to the Operations Manager for reimbursement.
- Reimbursement paperwork must be received by the Operations Manager no later than sixty (60) days after the expense has been incurred. An original or photocopy of receipt must accompany paperwork. A description of the expense, including the budget line item code, must be on the paperwork. No expenses will be reimbursed without completed paperwork.
- Reimbursement checks will be mailed by the NAMI Yakima office no later than two (2) weeks after receipts are submitted.

- NAMI Yakima does not reimburse for non-approved refreshments, meals, travel, or alcohol.

### **Section 5 – Nami Yakima Resource Library**

The NAMI Yakima resource library is housed at the NAMI Yakima office. It is to be maintained and accounted for by NAMI Yakima staff and the volunteer Resource Librarian. No reimbursable library purchases can be made without budgetary and/or Board of Directors approval.

### **Section 6 - Record Retention Policy**

#### **A. General Policy Statement**

1. The purpose of this policy statement is to allow the NAMI Yakima to identify, retain, store, and dispose of the organization's records in an appropriate, legally sound, and orderly manner.
2. Except as otherwise indicated, documents shall be retained for the number of years indicated in Part B.
3. Irrespective of the retention periods specified in Part B, upon (i) receiving notice of a lawsuit, government investigation, or other legal action against or involving the organization, or (ii) learning of circumstances likely to give rise to such an action, proceeding or investigation, all documents in any way relating to such matter shall be preserved and safeguarded.
4. No officer, director, employee, agent or member of the organization shall knowingly destroy a document with the intent to obstruct or influence the investigation or proper administration of any matter within the jurisdiction of any government department or agency or in relation to or contemplation of any such matter.
5. Employees are expected to utilize documentation practices as trained and are required to comply with the documentation standards outlined in this policy. Failure to do so could result in disciplinary action, up to and including termination of employment. Employees with questions about this policy should consult with management or seek legal advice.
6. The Organization will maintain accurate and high-quality records electronically or in local, damage-proof storage for the duration of the time periods provided for in this policy. Once any such time period is complete, the records are to be destroyed
7. Documents maintained solely in electronic format will be scanned and retained in highly organized electronic folders on the organization 's network in accordance with this schedule.
8. The organization is to maintain complete, accurate and high-quality records in local, damage-proof storage for the duration of the time periods provided for in this policy, any such time period is complete, the records are to be destroyed.
9. The organization's Chief Financial Officer shall be responsible for authorizing, overseeing, and ensuring that records are destroyed pursuant to this policy.

#### **B. Record Retention Guidelines**

##### **1. General Corporate Records**

<b>Type of Record</b>	<b>Retention Period</b>
Articles of Incorporation and amendments thereto	Permanently
Bylaws	Permanently

Meeting Minutes	Permanently
Patents, trademark registrations, copyright registrations	Permanently
Property records (including leases, deeds, easements, rights of way, appraisals, costs, depreciation reserves, blueprints, plans, end-of-year trial balances, tax records)	Permanently
Membership ballots	3 years following the applicable vote
Membership applications	Membership term, plus 1 year
Correspondence relating to member discipline matters	Membership term, plus 5 years
Contracts	3 years

## 2. Accounting, Finance and Tax Records

<b>Type of Record</b>	<b>Retention Period</b>
Income tax returns and filings	Permanently
Audit reports of accountants	Permanently
Cash books	Permanently
Charts of accounts	Permanently
Federal and state tax bills and statements	3 years
Schedules, ledgers and other supporting documentation for financial statements and tax forms	7 years
Bank reconciliations	3 years
Checking records, including account statements, check register	3 years
Social security tax records	7 years
Accounts Receivable and payable	7 years
End-of-year financial statements	Permanently
Budget data	3 years
Banking records, including deposit and withdrawal records, bank statements	7 years
Expense accounts, approvals, petty cash records	3 years

Invoices to members, customers and vendors	7 years
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### 3. Personnel Records and Payroll Documents

<b>Type of Record</b>	<b>Retention Period</b>
Resumes/applications and related employment materials, including background checks, letters of reference and related documents:  For applicants not hired  For employees	2 years  Employment term, plus 4 years
I-9 Forms  Active employees  Terminated employees	Employment term  Employment term, plus the later of 3 years from date of hire or 1 year following termination of employment.
Compensation, job history and timekeeping records	Employment term, plus 4 years
FMLA/USERRA and related leave records	Employment term, plus 4 years
Performance appraisal/disciplinary action records	Employment term, plus 4 years
Benefit records	Employment term, plus 6 years
Records related to disputed issues involving external agencies or parties, wage charge or suit hour investigation by DOL, EEOC charge, arbitrations, court actions, etc.	Employment term, plus 4 years
Records of accommodation to any disabled employee requesting such accommodation	Employment term, plus 4 years
Records of any sexual harassment complaints and the investigations and actions taken in response	Employment term, plus 4 years
OSHA & employee safety records	Employment term, plus 5 years

Workers Compensation claims	30 years after date of injury/illness
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#### 4. Insurance

Type of Record	Retention Period
Insurance records	Permanently
Accident reports	7 years
Appraisals	7 years
Worker compensation claims	7 years
Unemployment insurance	7 years

## **VII. NAMI YAKIMA PROGRAMS**

### **Section 1 – GUIDING PRINCIPLES**

All NAMI Yakima programs are implemented and administered in a manner that support and furthers NAMI Yakima’s mission of providing educational, support, and advocacy services for NAMI Yakima members, those affected by mental illnesses, and our larger Yakima Valley communities.

### **Section 2 – NAMI Signature Program Operating Policies**

NAMI Signature Program Operating Policies 2015. These policies replace all previous versions of program policies

NAMI signature programs are the intellectual property of NAMI. They are developed and owned by NAMI. They include NAMI Basics, NAMI Connection Recovery Support Group, NAMI Ending the Silence, NAMI Family-to-Family, NAMI Family Support Group, NAMI Homefront, NAMI In Our Own Voice, NAMI Parents & Teachers as Allies, NAMI Peer-to-Peer, NAMI Provider Education and any cultural adaptations and/or translations of each of these programs. NAMI has invested considerable time and resources in the development, maintenance and technical support of each of these programs to ensure they address the goals and mission of NAMI. NAMI is invested in ensuring these programs represent NAMI accurately when they are provided in communities. The following operating policies have been developed to ensure the ongoing provision of consistent and quality programming at all levels of NAMI.

NAMI State Organizations (NSO) and NAMI Affiliates (NA), their board education committees and staff may not set policies at variance with the NAMI signature program policies stated below. These policies are also to be followed by NAMI program leaders (i.e., teachers, mentors, presenters, facilitators) and trainers.

Any operational issues not covered below should be addressed by the NSO in accordance with all applicable laws in their respective state.

#### **2.1 Copyright**

- All NAMI signature program material is copyrighted. Permission to use any material in a setting other than a NAMI signature program must be sought from and given by NAMI in advance. In every case where permission is granted, NAMI must be referenced as the source of the material.
- No portions of any NAMI signature program may be used as a component of any other kind of program development or presentation.
- No group or individual outside of NAMI can rewrite any of the NAMI signature program material.
- Permission to culturally adapt and/or translate NAMI signature programs and materials in either written or verbal form into another language must be sought

from and given by NAMI in advance and follow NAMI procedures regarding cultural adaptation and/or translation.

## **2.2 Access to NAMI signature programs and materials**

NAMI signature programs are the intellectual property of NAMI. NAMI grants access to program manuals and other materials to NSOs who have sought and obtained permission from NAMI to bring that program to their state. NAs are granted access to these intellectual properties via their NSO. NAMI signature programs are only available through NSOs and NAs.

In return for access to the NAMI signature programs, the NSO and NAs are expected to maintain the fidelity of the programs and report participation data of all trainings, classes, presentations and support groups at [www.nami.org/programdata](http://www.nami.org/programdata).

## **2.3 Confidentiality and code of conduct**

All NAMI signature programs are built around the principles of mutual trust and respect among participants and leaders. All NAMI program leaders are trained in the importance of creating and maintaining an atmosphere of respect in NAMI classes, presentations and support groups that is conducive to participants' ability to gain valuable information and support regarding mental illness.

This atmosphere of respect includes the assurance of complete confidentiality regarding participation in NAMI programs as well as any information shared by participants about themselves or others. The only exception to this expectation of confidentiality is in a circumstance involving potential harm to a participant or someone else.

Program leaders are representatives of NAMI and NAMI holds these leaders to certain standards of conduct during the provision of NAMI services. The Code of Conduct document is covered during program leader trainings and is included in all NAMI signature program manuals so that participants also know what to expect from NAMI programs.

## **2.4 Research on NAMI signature programs**

Any research studies conducted on NAMI signature programs or using participants in NAMI signature programs must be approved in advance and in writing by the national director of education. The individual/institution conducting the research must also share with NAMI the data, analysis and conclusions from the research project. The Research Approval Request form can be found on the NAMI Education Helpdesk.

## **2.5 Presentation format for signature programs**

- The time frames and presentation format for NAMI signature programs must adhere to the options provided and not be altered in any way. The classes,



presentations and support groups must be led by the number of trained leaders specified. The specific program presentations are described in Table 1.

- In NAMI education programs (NAMI Basics, NAMI Family-to-Family, NAMI Homefront, NAMI Peer-to-Peer and NAMI Provider Education), no greater than a one-week hiatus may be taken for holidays which may occur during the course (e.g., Thanksgiving, spring break). More than a one-week break between classes creates too great a disruption in content presentation.

## **2.6 Who can provide NAMI signature programs?**

- All NAMI signature program leaders<sup>1</sup> must be NAMI members.
- All NAMI signature program leaders must be trained and certified by national or state trainers.
- All NAMI signature program leaders must be at least 18 years of age.
- Untrained individuals are not permitted to serve as teachers in a NAMI education program (NAMI Basics, NAMI Family-to-Family, NAMI Homefront, NAMI Peer-to-Peer and NAMI Provider Education). In cases where a teacher is unable to continue teaching the course, an untrained substitute may be appointed to help with lecturing. The substitute is not considered certified and will not be allowed to teach the course again until they participate in a regular teacher training workshop. Untrained individuals are not allowed to be substitutes in the other programs.
- Due to the investment of time and money to train volunteers, prospective NAMI signature program leaders are expected to meet outlined requirements of the NSO for the program for which they are training (e.g., teach a minimum of two course cycles for education programs). It is understood that unexpected life situations may occur that will necessitate compassion and flexibility in this policy.
- Specific additional eligibility requirements for each NAMI signature program are listed by program in Table 2.

## **2.7 Who can participate in NAMI signature programs?**

- Only people who have the lived experience for a specific education program or support group meet the attendee qualifications to attend that program. These program-specific requirements are listed in Table 3. The exception is the NAMI Basics program, which may be offered in its entirety to groups of professionals only.

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<sup>1</sup> Program leaders include NAMI teachers, mentors, presenters and facilitators.

- Participation in NAMI presentation programs (NAMI In Our Own Voice and NAMI Parents & Teachers as Allies) is open to the general public.
- Participation in NAMI Ending the Silence is open to youth ages 14-18 and to the general public (the target audience is youth ages 14-18).
- Professionals (mental health, school, day care workers, etc.) are not permitted to attend NAMI education programs or support groups unless they also meet the lived experience requirements of that specific program. The exception is the NAMI Basics program, which may be offered in its entirety to groups of professionals only.
- Observers are not permitted to sit in on any NAMI education program or NAMI support group.

## **2.8 Who can become a state trainer for NAMI signature programs?**

- All prospective state trainers for NAMI signature programs must be NAMI members.
- All prospective state trainers for NAMI signature programs must be screened for readiness and then be recommended to attend a NAMI Training of Trainers event by their NSO (either by the executive director or the president of the board of directors). This recommendation indicates the NSO endorses not only that the individual meets the minimum requirements, but that they are at a point in their life where they are ready to become state trainers and will be able to perform in that new role.
- Eligibility of a state trainer to train may be reviewed and eligibility withdrawn at any time by the NSO.
- Program specific eligibility requirements to become a state trainer are detailed in Table 4.

## **2.9 Mandated reporting**

- For the purpose of NAMI signature programs, a “mandated reporter” is someone who because of other training they have received (e.g., Certified Peer Specialist) or a position they hold (e.g., mental health counselor) has been trained in their respective state’s laws around mandated reporting (e.g., suspected physical abuse, suspected harm to self or others).
- A NAMI signature program leader who also has the designation of being a mandated reporter in his or her state is required by NAMI to inform the participants in their class/support group of their status at the beginning of the class or at the start of each support group session, even if their specific mandated reporter regulations do not require this disclosure.

- Participants in signature programs who are also mandated reporters should follow the requirements of their licensure and state, but are not required to inform participants of their presence.
- A NAMI signature program leader who is not a mandated reporter in his or her state but who is concerned about something reported by a participant in their class/support group should discuss those concerns with the sponsoring NSO or NA and follow the policies and procedures of that organization, which must comply with the laws in that state.

### **2.10 Program fees**

All NAMI signature programs are free to participants. Participants will not be charged a fee of any kind for enrolling and/or participating in any NAMI signature program.

### **2.11 Compensation and payment for program leaders**

It is imperative that all NSOs and NAs understand that any form of payment to program leaders (contract fees, stipends, etc.) may be considered as an employer/employee relationship. NSOs and NAs must be familiar with federal and state law regarding regulations on employees and contractors if they opt to provide payments of any sort to program leaders. Guidance on federal law can be found at [www.irs.gov/businesses/small](http://www.irs.gov/businesses/small). On that page, click on the **title Independent Contractor (Self-Employed) or Employee**. Additional resources are available on the NAMI Education Helpdesk. Please consult resources in your state for laws specific to your state.

NAMI neither requires nor recommends payment of any type for program leaders of any NAMI program.

The information below regards suggested contract amounts for state trainers only. It is always the responsibility of NSOs and NAs to take into consideration all federal and state laws regarding employees and contractors as well as the budget amount available for this purpose.

- NSOs and NAs are encouraged to contract with a state trainer for his or her services. NAMI realizes funds may not always be available, but suggests that each state trainer receive a minimum amount of \$250 per training given, with the possibility of up to \$500 when funding is available. For online trainings, it is suggested that each trainer receive a minimum of \$50.
- Trainers should be reimbursed for all travel expenses, including any travel and meals. Reimbursement should be only for the actual expenses.
- If a state trainer from one state agrees to help train in another state, the trainer should receive the going rate established by the state hosting the training.

### **2.12 State trainings**

- State training schedule, format and content may not be altered or condensed in any way. Specific formats and trainer requirements are described in Table 5.
- Not all trainees are guaranteed certification; certification will be decided upon by the state trainers based on the trainee’s ability to demonstrate the skills required and to adhere to the program model. In cases where certification is not granted, the Non- and De-Certification Procedures should be followed to include documentation at all levels. The process for Non- and De-Certification can be found in the program trainer manual and on the NAMI Education Helpdesk.
- State trainers shall be offered accommodations the night before and nights during trainings when travel is required.
- All trainings must be reported to NAMI through the online data reporting system six weeks prior to the training. A link to the online data reporting system can be found on the NAMI Education Helpdesk.
- The NAMI state program director/coordinator must submit any documentation required for specific programs to NAMI at the conclusion of the training. This documentation is described in each of the NAMI signature program training manuals.

**2.13 Table 1: Presentation Formats**

<b>Program</b>	<b>Presentation Format</b>	<b>Led/Taught By</b>
NAMI Basics	Over a period of 6 consecutive weeks, one class per week; OR over a period of 3 consecutive weeks, 2 classes per week; OR across consecutive weekend days with no more than 2 classes taught on any one weekend day.	2 co-teachers
NAMI Connection	Groups meet once a week for 90 minutes.	2 co-facilitators
NAMI Ending the Silence	Presentations given in 50 minutes.	2 presenters
NAMI Family-to-Family	Over a period of 12 consecutive weeks, one class per week; OR over a period of 6 consecutive weeks, 2 classes per week; OR across consecutive weekend days with no more than 2 classes taught on any one weekend day.	2 co-teachers
NAMI Family Support Group	Groups meet at least once per month for 60-90 minutes.	2 co-facilitators
NAMI Homefront	Over a period of 6 consecutive weeks, one class per week; OR over a period of 3 consecutive weeks, 2 classes per week; OR across consecutive weekend days with no	2 co-teachers

	more than 2 classes taught on any one weekend day.	
NAMI In Our Own Voice	Presentations given in 60-90 minutes.	2 presenters
NAMI Parents & Teachers as Allies	Presentations given in 60-120 minutes but shorter presentations may be provided.	<u>Best Practice:</u> 3 presenters (1 educator, 1 parent, 1 young adult) <u>Alternate Option:</u> 2 presenters (1 parent, 1 young adult; either the parent or young adult must also qualify for the educator role)
NAMI Peer-to-Peer	Over a period of 10 consecutive weeks, one class per week; OR over a period of 5 consecutive weeks, 2 classes per week; OR across consecutive weekend days with no more than 2 classes taught on any one weekend day.	2 co-mentors, 1 assistant
NAMI Provider Education	Over a period of 5 consecutive weeks, one class per week; OR over a period of 5 consecutive days, 1 class per day; OR over a period of 2 consecutive weeks, 2 classes one week and 3 classes the other; OR over a period of 2 consecutive days, 2 classes one day and 3 classes the other day.	<u>Best Practice:</u> 5 presenters (2 family members, 2 individuals living with a mental health condition, 1 mental health professional) <u>Alternate Option:</u> 3 presenters (1 family member, 1 individual living with a mental health condition, 1 mental health professional)

**2.14 Table 2: Program-specific qualifications for program leaders**

<b>Program</b>	<b>Program Leader Qualifications</b>
NAMI Basics	Prospective teachers must be parents or other primary caregivers of an individual who exhibited mental illness symptoms prior to age 13 (the formal diagnosis may have been made years later, but symptoms appeared prior to age 13). Ideally will have taken the NAMI Basics course, but this is not required, to allow NAs to expand the program into underserved areas.

NAMI Connection	Prospective facilitators are adults living in recovery with mental illness.
NAMI Ending the Silence	Prospective presenters must meet one of the following descriptions: (1) young adult age 18-35 living with a mental illness in recovery (preferably who is also a NAMI In Our Own Voice or NAMI Parents & Teachers as Allies presenter); (2) adult who is either a family member or an individual living with a mental illness (preferably also a trained teacher/mentor for NAMI Basics, NAMI Family-to-Family, NAMI Homefront or NAMI Peer-to-Peer, or has taken one of these courses).
NAMI Family-to-Family	Prospective teachers must be family members (parents, siblings, adult children, spouses or partners) of individuals living with mental illness. Ideally will have taken the NAMI Family-to-Family course, but this is not required, to allow NAs to expand the program into underserved areas.
NAMI Family Support Group	Prospective facilitators must be family members (parents, siblings, adult children, spouses or partners) of individuals with mental illness. There is no prerequisite that a prospective facilitator have taken NAMI Family-to-Family.
NAMI Homefront	Prospective teachers must be family members (parents, siblings, adult children, spouses or partners) of Service Members (active duty military or Veteran) who experienced mental health challenges. There is no prerequisite that a prospective teacher have taken NAMI Homefront.
NAMI In Our Own Voice	Prospective presenters are adults living in recovery with mental illness.
NAMI Parents & Teachers as Allies	Prospective presenters must meet one of the following descriptions: (1) young adult age 18-35 with a mental illness living in recovery who experienced symptoms during their school years; (2) parent or primary caregiver of an individual who exhibited symptoms of mental illness while in school (preferably the parent will be a teacher/mentor for or have taken either NAMI Basics, NAMI Family-to-Family, NAMI Homefront or NAMI Peer-to-Peer); (3) a school professional who also is either a family member of someone living with a mental illness or lives with mental illness themselves.
NAMI Peer-to-Peer	Prospective mentors and assistants are adults living in recovery with mental illness.
NAMI Provider Education	Prospective teachers must meet one of the following descriptions: (1) adult with a mental illness living in recovery, preferably who is also a NAMI Peer-to-Peer mentor; (2) family member or partner of an individual living with mental illness, preferably who is also a NAMI Basics, NAMI Family-to-Family or NAMI Homefront teacher; (3) a mental health professional who also is either a family member of someone with a mental illness or lives with mental illness themselves.

**2.15 Table 3: Requirements to participate/attend**

<b>Program</b>	<b>Who is Eligible to Attend</b>
NAMI Basics	Parents or other primary caregivers of an individual, 22 years of age or younger, who is experiencing mental health challenges.
NAMI Connection	Any adult living with mental illness.
NAMI Ending the Silence	Youth ages 14-18 and the general public.
NAMI Family-to-Family	Any adult who has a loved one affected by mental illness.
NAMI Family Support Group	Any adult who has a loved one affected by mental illness.
NAMI Homefront	Any adult who has a loved one who is a Service Member (active duty military or Veteran) experiencing a mental health challenge.
NAMI In Our Own Voice	General public.
NAMI Parents & Teachers as Allies	General public although the target audience is school personnel.
NAMI Peer-to-Peer	Any adult experiencing a mental health challenge.
NAMI Provider Education	Any adult who may come into contact with individuals living with a mental health condition and/or their family members as a part of their job: mental health professionals, lay professionals, administrative staff, etc.

**2.16 Table 4: Program-specific qualifications to become a state trainer**

<b>Program</b>	<b>Prerequisite for State Trainer Eligibility</b>
NAMI Basics	Must have taught 1 complete 6-session NAMI Basics course.
NAMI Connection	Must have at least 6-12 months' experience facilitating a NAMI Connection group, utilizing the NAMI Connection Recovery Support Group model.
NAMI Ending the Silence	Must have given at least 2 NAMI Ending the Silence presentations. To be eligible for the dual NAMI Ending the Silence/NAMI Parents & Teachers as Allies state trainer training, prospective state trainers must meet the prerequisites of at least one of the programs and have completed the online NAMI Ending the Silence presenter training if they do not meet the state trainer qualifications for NAMI Ending the Silence.
NAMI Family-to-Family	Must have taught 1 complete 12-session NAMI Family-to-Family course.
NAMI Family Support Group	Must have at least 6-12 months' experience facilitating a family support group, utilizing the NAMI Family Support Group model.

NAMI Homefront	Must have taught 1 complete 6-session NAMI Homefront course.
NAMI In Our Own Voice	Must have given at least 5 NAMI In Our Own Voice presentations.
NAMI Parents & Teachers as Allies	Must have provided at least 2 NAMI Parents & Teachers as Allies presentations. To be eligible for the dual NAMI Ending the Silence/NAMI Parents & Teachers as Allies state trainer training, prospective state trainers must meet the prerequisites of at least one of the programs and have completed the online NAMI Ending the Silence presenter training if they do not meet the state trainer qualifications for NAMI Ending the Silence.
NAMI Peer-to-Peer	Must have taught 1 complete 10-session NAMI Peer-to-Peer course.
NAMI Provider Education	Must have taught 1 complete 5-session NAMI Provider Education course.

**2.17 Table 5: Program-specific state training formats**

Program	Training Format	Led/Taught By
NAMI Basics	Day 1 begins at 3 pm and Day 3 ends at noon, or training may be held in 2 full days.	2 state trainers
NAMI Connection	As of March 2013, the NAMI Connection training is a 2-day workshop. States may opt to continue to use the 3-day model if they choose.	1 state trainer for every 6 trainees plus the state coordinator or other designated staff member
NAMI Ending the Silence	One full day training workshop or one 2-hour online training. For both training formats, presenters must view a 50 minute model presentation prior to the training.	1 state trainer
NAMI Family-to-Family	2.5-day training workshop	2 state trainers
NAMI Family Support Group	As of March 2013, the NAMI Family Support Group training is a 2-day workshop. States may opt to continue to use the 3-day model if they choose.	1 state trainer for every 6 trainees
NAMI Homefront	Day 1 begins at 3 pm and Day 3 ends at noon, or training may be held in 2 full days.	2 state trainers
NAMI In Our Own Voice	2-day training workshop	2 state trainers plus the state coordinator or other designated staff member



NAMI Parents & Teachers as Allies	1 full day training workshop	1 state trainer
NAMI Peer-to-Peer	3-day training workshop	2 state trainers plus the state coordinator or other designated staff member
NAMI Provider Education	1.5-day training workshop	1 state trainer

### **Section 3 – New Program Initiatives**

1. No new programs or support groups will be developed or started without the approval of the NAMI Yakima board.
2. No new initiatives, policies, or procedures will be adopted by NAMI Yakima without board approval.
3. The NAMI logo will not be used by any board member for personal gain. Additionally, this logo is not to be used on any material or in association with any event that is not approved by the board.

## **VIII. COMMUNICATION AND EXTERNAL RELATIONS**

### **Section 1 – Communication Policies**

#### **1.1 Media**

Only the Board President or his/her designee and Operations Manager are authorized to speak on behalf of NAMI Yakima to the media. All media inquiries are to be directed to the President or Operations Manager.

#### **1.2 Identity and Branding**

NAMI Yakima Logo

Any member of the affiliate who wishes to use the NAMI Yakima logo for correspondence or promotional purposes must get authorization from the President and/or Operations Manager. The intent of the usage must be stated in written and verbal form.