

## The Right Door for Hope, Recovery and Wellness

Chapter Title	Section Title	Section #		Subject #
Human Resources	Employment	HR		517.1
Subject Title <b>Agency Hours of Operation</b>		Adopted 02/19/08	Last Revised 7/17/17	Reviewed 02/19/08; 3/7/12; 8/19/13; 2/6/14; 1/13/15; 3/24/15; 8/1/16

### PROCEDURE

#### Application

This procedure shall apply to all employees of The Right Door for Hope, Recovery and Wellness.

#### 1.0 Business Hours

##### 1.1 Agency Hours

Employees are expected to be available to consumers during office hours.

Office Hours in Ionia:  
Monday – Thursday: 8am – 7pm  
Friday: 8am – 5pm  
Saturday: 9am – 1pm

Office Hours in Belding:  
Tuesday and Thursday: 8am – 8pm  
Monday, Wednesday, Friday: 8am – 6pm

Office Hours in Portland:  
Monday -Friday: 8:30am – 5pm

- 1.1.1 There will be at least two people in each building during office hours.
- 1.1.2 A supervisor shall be available by phone or person during office hours.
- 1.1.3 A qualified (credentialed/licensed) staff person must be available for screenings in Ionia during evening hours (after 5pm).
- 1.1.4 A calendar will be kept up to date by clerical listing assigned staff.
- 1.1.5 An office may only be closed early if approval from the CEO or CFO or designee is attained.
- 1.1.6 Additional hours may be approved by the CEO or designee.

##### 1.2 Regular Scheduled Work Day

All employees shall work his/her regular scheduled work day. Each employee shall begin his/her work day at the regularly scheduled time and end at the regularly scheduled time.

##### 1.3 Building Hours

Employees shall not arrive to work before building hours and shall not remain at work after the building is closed.

##### 1.4 Agency Closing

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- 1.4.1 In the event of agency closing, delay, and/or cancellation employees shall not be permitted to work from home.
- 1.4.2 An employee shall call in to their immediate supervisor if absent due to transportation issues due to inclement weather. The employee shall not be permitted to work from home nor use flex time. The employee may use PTO for this time.
- 1.4.3 If an employee shall call in absent due to illness, or childcare issues, he/she shall not be permitted to work from home during that time.

### **2.0 Employee Work Hours**

#### **2.1 Lunch Breaks**

All hourly employees shall take one (1) hour for his/her lunch break. If an employee is unable to take an hour for his/her lunch break he/she shall contact their immediate supervisor as soon as the issue arises in order to adjust work hours not to exceed eight (8) hours for the day.

### **3.0 Full-Time Employees on a 32-Hour Week**

- 3.1 Employees who seek 32-hour work weeks must have satisfactory performance evaluations with no corrective action.
- 3.2 Employees who work 32-hour work weeks shall spread the 32 hours out over at least four (4) days and must be flexible in regards to a fifth work day when necessary.
  - 3.2.1 Supervisors have the ability to adjust schedules to meet the agency need. Supervisors can also restrict work from home for these employees.
  - 3.2.2 Employees who choose and are approved to work 32 hour weeks are not guaranteed to return to a 40 hour week.
    - 3.2.2.1 There shall be no difference in the quality of work for the employee who opts to work 32-hour weeks.
- 3.4 Pay shall be adjusted to reflect reduction in work hours and shall be in writing signed by all parties.

### **4.0 Overtime**

- 4.1 Any overtime worked without prior approval will not be paid. No exceptions will be made. Shall an event arise that the employee cannot leave the office due to an unforeseen conflict he/she shall contact his/her immediate supervisor as soon as the issue arises for approval.

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Robert S. Lathers, Chief Executive Officer	Date		