

## **Problems and Concerns**

This organization strives to meet the needs of the families and children it serves. Employees are expected to perform their job duties completely and conscientiously, and work effectively as part of a team. Employees must conduct themselves in a way that reflects positively on this organization when dealing with employees of other organizations and members of the public in connection with their job duties.

If concerns are expressed regarding the performance of a particular individual or the actions of this organization as a whole, whether by an employee, volunteer, contractor, program participant or third party, those concerns will be promptly investigated and addressed. Such concerns should be brought to the attention of the Executive Director, Assistant Executive Director or content area specialists.

An employee has an obligation to bring such concerns to the attention of one of the designated supervisory employees if the employee becomes aware of such concerns, regardless of whether the employee shares the concerns. An employee who wishes to remain anonymous in expressing concerns may do so by mailing the information to one of the designated supervisory employees or putting the information in the supervisory employee's interoffice mailbox.

Any employee who has suggestions for improving the quality of services this organization provides to children and families is encouraged to offer those suggestions to a designated supervisory employee, and may do so anonymously as outlined above.

Finally it is understood that working with children and families with complex, multiple challenges can result in stress and job burnout for employees. It is this organization's policy to assist employees in dealing with conditions affecting their employment performance. If any employee desires assistance in dealing with any work related concerns, such as personal conflict with another employee or difficulty in meeting work demands, the employee should feel free to request that the Assistant Executive Director assist in facilitating a resolution of the issue or problem. The Assistant Executive Director maintains an "open door" to employees' concerns.

Excerpt from Harassment/Whistleblower Policy:

Retaliation against an individual for bringing harassment/mismanagement allegations to our attention is strictly prohibited. In addition, individuals who participate in this complaint process as potential witnesses are assured of non-retaliation. This does not mean that an alleged harasser who participates in the investigation process will not be disciplined up to or including discharge if the allegations are found to be true.