

PARKER SENIOR CENTER OPERATIONS MANUAL
December 2025

SECTION 3 – PERSONNEL

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A. EMPLOYEE ATTENDANCE AND TIME OFF:

1. **General Statement:** Supervisors shall provide employees with an overview of key policies set by the Board. Employees may request clarification on any policy affecting them. The Board may revise policies at its discretion. PSC is an at-will, equal-opportunity employer.

2. **Employment Classifications:**

- a. Full-time: equal to or greater than 32 hours per week.
- b. Part-time: less than 32 hours per week.
- c. Overtime: requires prior supervisor approval

3. **Vacation Time Off:**

- a. PSC provides Paid Vacation Time Off as a benefit to both full-time and part-time employees, even though Colorado law does not mandate this policy. This section outlines accrual rates, usage rules, and payout procedures.
- b. Accrual and Use: Vacation time begins accumulating on an employee's first day and continues until their next anniversary. Employees can start using their accrued vacation days after six months of continuous, approved work. The specific accrual rates and caps vary depending on whether the employee is full-time or part-time.
 - i. Full-Time Employees
 - Accrue 2 weeks (80 hours) per year.
 - After 5 years of employment, accrual increases to 3 weeks (120 hours) per year.
 - Caps: 80 hours for first five years, 120 hours after five years.
 - Carry-Over: 80 hours for first five years, 120 hours after five years.
 - ii. Part-Time Employees:
 - Accrue 1 week (20 hours) per year.
 - After 5 years, accrual increases to 2 weeks (40 hours) per year.
 - Caps: 20 hours for first five years, 40 hours after five years.
 - Carry-Over: 20 hours for first five years, 40 hours after five years.
- c. Payout Upon Termination: Law mandates that all earned, unused vacation time must be paid upon separation from employment, regardless of company policy.
 - i. Payout must be made within 14 days of receiving a written request from the employee.
 - ii. Failure to comply obligates PSC to pay double the unpaid vacation time amount or up to 10 days of the employee's wages.
 - iii. Payout is calculated based on accrued hours worked.
- d. Prohibition of "Use-It-or-Lose-It" Policies: Colorado law prohibits policies that force employees to forfeit earned vacation time by a specific date. All earned vacation time is considered the employee's property and must be either paid out or used.

4. **Medical Leave:**

- a. Sick Leave (Healthy Families and Workplaces Act - HFWA)
 - i. Employees earn 1 hour of paid sick leave for every 30 hours worked, starting immediately upon employment.
 - ii. Maximum accrual and use: 48 hours per year.
 - iii. Up to 48 unused hours may be carried over to next year.
 - iv. Sick leave can be used immediately and in hourly increments.
 - v. Sick leave may be used for:

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- Mental or physical illness, injury, or health conditions (including diagnosis, care, or treatment).
- Preventive medical care.
- Absences due to domestic violence, sexual assault, or harassment.
- Closure of a child's school/place of care or the workplace due to a public health emergency.
- Grieving or attending a funeral for a family member.
- Evacuating a residence or caring for a family member during emergencies (e.g., severe weather, power/water loss).
- vi. Reasonable documentation may be required for absences of 4+ consecutive days (without disclosure of sensitive details).
- vii. Sick leave is paid at the regular pay rate; jobs are protected during leave.
- viii. Unused sick leave is not paid upon separation. If rehired within six months, previously accrued leave will be reinstated.
- ix. Accrued sick leave may supplement FAMLI benefits, provided total benefits do not exceed regular wages.
- b. Family and Medical Leave Insurance Act (FAMLI)
 - i. Up to 12 weeks of paid leave for family/medical reasons (e.g., bonding with a child, serious health issues, domestic violence).
 - ii. Funded by employee contributions; PSC does not contribute as it has fewer than 10 employees.
 - iii. Eligibility requires \$2,500 in wages over the previous five quarters; job protection begins after 180 days of employment.
 - iv. Partial wage replacement based on average weekly earnings during leave.
 - v. FAMLI and HFWA cannot be used for the same hours of absence, but sick leave may supplement FAMLI if the total does not exceed regular wages.
 - vi. Employers may require FAMLI leave to run concurrently with FMLA or short-term disability for aligned reasons.
- c. Summary: HFWA vs. FAMLI
 - i. HFWA: Focuses on basic paid sick leave for health needs, fully funded and managed by PSC.
 - ii. FAMLI: Broader leave for family/medical situations, funded by employee contributions, with no PSC contribution due to staff size.

5. Other Approved Absences:

- a. Jury Duty Leave
 - i. PSC employees cannot be penalized for serving on jury duty.
 - ii. PSC pays regular wages up to \$50 per day for the first three days of jury service. Afterward, leave is unpaid.
- b. Voting Leave
 - i. Eligible employees may use up to two hours of paid leave to vote in general elections.
 - ii. PSC determines the timing of voting leave.
 - iii. Employees with three consecutive hours off while polls are open are not eligible for paid voting leave.
- c. Emergency Leave
 - i. Supervisors may approve up to 10 days of unpaid emergency leave when vacation and sick leave balances are exhausted.
 - ii. Used for urgent matters such as the death or serious illness of an immediate family member.
 - iii. The supervisor may require proof of an emergency. The immediate family includes the spouse/partner, children, parents, siblings, or other designated individuals.
- d. Military Leave

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- i. PSC adheres to the Uniformed Services Employment and Reemployment Rights Act (USERRA):
 - ii. Up to five years' leave for military service with job protection and reemployment rights.
 - iii. No discrimination for military obligations.
 - iv. Employees called to active state service in the Colorado National Guard receive unlimited leave and reinstatement.
 - v. U.S. military or Colorado National Guard members in Colorado may use up to 15 days of unpaid leave per year for training.
- e. Colorado Leave Laws and PSC Compliance: PSC leave policies are designed to comply with Colorado state laws and to balance employees' needs with operational requirements.

6. PSC Paid Holiday Leave:

- a. Eligibility: Both full-time and part-time employees are eligible for these paid holidays and are paid their regular rate during time off.
- b. PSC provides the following paid holidays each year:
 - i. New Year's Day (January 1)
 - ii. Martin Luther King Jr. Day (Third Monday in January)
 - iii. President's Day (Third Monday in February)
 - iv. Memorial Day (Last Monday in May)
 - v. Juneteenth (June 19)
 - vi. Independence Day (July 4)
 - vii. Labor Day (First Monday in September)
 - viii. Thanksgiving Day (Fourth Thursday in November)
 - ix. Day After Thanksgiving (Fourth Friday in November, extra paid holiday)
 - x. Christmas Day (December 25)
- c. Additional Notes:
 - i. If a paid holiday falls on a Saturday, the preceding Friday will be observed as the holiday. If it falls on a Sunday, the following Monday will be observed.
 - ii. The Day After Thanksgiving is not a federal holiday but is offered as a gesture of appreciation for employees' dedication.
 - iii. PSC is dedicated to supporting employees' well-being and fostering a positive, balanced workplace through these personnel policies.

A. PERSONNEL ROLES AND RESPONSIBILITIES:

1. Center Manager

- a. Full-time position
- b. Supervision: Performs assigned duties under the general supervision of the President of the Board. The Center Manager shall supervise all other paid staff.
- c. Ensure that the Board of Directors are informed, and approval is obtained, before making any major decisions which involve the PSC except for emergencies, in which case no approval is necessary.
- d. Duties: Oversee and/or participate in the following areas:
 - i. Community Engagement
 - ii. Member Engagement
 - iii. Problem Resolution
 - iv. Board Meetings
 - v. Staff Supervision and evaluations
 - vi. Payroll
 - vii. Internal Controls
 - viii. Bookkeeping

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- ix. Bank Deposits
- x. Bank and Credit Card Reconciliation
- xi. Financial Reporting
- xii. Grant Assistance
- xiii. Maintain and Secure Electronic Operations Manual
- xiv. Building Maintenance & Supplies
- xv. Capital Expenditures
- xvi. Maintain Non-Profit Status
- xvii. Maintain Computer Hardware and Software
- xviii. Website
- xix. Newsletter
- xx. Membership Database
- xxi. Collaborate with Committee Chairs
- xxii. Press Releases
- e. Experience and Training: Must have excellent working knowledge and skills in computer programs and usage. Must be CPR, Medic First Aid, and AED certified.
- f. Other Requirements: Skilled in clear, effective communication with diverse audiences. Proficient in reading, writing, and composing instructions. Able to follow procedures, resolve challenges, and adapt under pressure. Strong analytical and mathematical skills for managing budgets and operations.

2. Assistant Manager

- a. Hourly Part-Time Position
- b. Supervision: Under the supervision of the Center Manager
- c. Duties:
 - i. Greet members and visitors who come to PSC and provide tours.
 - ii. Manage Front Office operations, including scheduling, ordering, filing and correspondence.
 - iii. Supervise and train Front Office volunteers.
 - iv. Support PSC staff, volunteers, Board members, and Chairpersons as needed.
 - v. Design, gather, enter content, and publish the PSC monthly newsletter, update the PSC website and other forms and publications.
 - vi. Oversee, manage, and update the PSC membership database (i.e., SchedulesPlus) with new member signups, current member sign-ins, create surveys, prepare reports, update data, etc.
 - vii. Manage inquiries from visitors, members, and vendors.
 - viii. Maintain records and documentation for PSC activities.
 - ix. Plan, assist, and coordinate PSC event planning.
 - x. Ensure a well-organized and professional front office environment.
 - xi. Serve as the Center Manager when the Center Manager is not present.
- d. Experience and Training: Must have excellent working knowledge and skills in computer programs and usage. Must be CPR, Medic First Aid, and AED certified.
- e. Other Requirements:
 - i. Excellent organizational and multitasking skills.
 - ii. Experience in office management or administrative roles (preferred).
 - iii. A commitment to connect with seniors and being part of a community-driven organization.
 - iv. Effective communication abilities, both written and oral.
 - v. Proficiency in office software (e.g., Microsoft Office Suite).
 - vi. Creativity, experience, and skills in computer graphics, including Canva and other design software.
 - vii. Knowledge of database software, especially for Liturgical Publications, Inc., including tools for newsletter and website services, as well as SchedulesPlus database software, is an asset.

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- viii. Willingness to learn and self-train in additional computer applications.
- ix. A friendly and approachable demeanor.

3. Chef and Meals Program Manager

- a. Part-Time Position
- b. Supervision: Under the supervision of the Center Manager
- c. Duties:
 - i. Provide nutritionally balanced lunchtime meals.
 - ii. Plan monthly lunch menu and provide menu to Center Manager for inclusion in the Newsletter.
 - iii. Shop and purchase foods required for menu.
 - iv. Prepare foods.
 - v. Prepare nutritious meals.
 - vi. Keep kitchen and equipment clean and in good repair.
 - vii. Follow Douglas County health guidelines.
 - viii. Store food in proper conditions.
 - ix. Provide an efficient working environment for volunteers.
 - x. Others as needed

4. Janitor

- a. Salaried Part-Time Position
- b. Supervision: Under the supervision of the Center Manager
- c. Duties:
 - i. Keep the Center Clean
 - ii. Dust and mop hardwood floors.
 - iii. Mop lobby tile area.
 - iv. Clean windows when needed.
 - v. Vacuum upstairs hallway and front offices when needed.
 - vi. Vacuum downstairs carpets.
 - vii. Make sure all counters and tables are clean.
 - viii. Mop bathroom floors, clean sinks, toilets, mirrors when needed.
 - ix. Ensure toilet paper and paper towels are stocked.
 - x. Dump all trash and ensure garbage bags are replaced.
 - xi. Others as needed
 - xii.

B. PSC Volunteers: They are essential to the operation of PSC, ensuring its programs and services run smoothly.

1. Unpaid yet invaluable, volunteers are the lifeblood of PSC. Whether supporting events, committees, administrative tasks, or offering specialized skills, they serve with purpose and uphold our Mission, Vision, and Core Values.
2. Volunteers report to a committee chair or PSC Staff. If a conflict occurs, they are expected to follow the chain of command – committee chair or staff supervisor, PSC Manager, Board.
3. They are expected to be reliable, respectful, communicative, and follow PSC policies. Integrity, confidentiality, and safety are essential. All volunteers with access to confidential member information or unposted PSC financial information shall be required to sign the PSC Volunteer Confidentiality & Non-Disclosure Agreement form, which can be found in the Front Office.
4. Safety or confidentiality concerns should be reported promptly to their supervisor; serious issues may lead to suspension or removal. The PSC Safety Manual can be found in Appendix D of the Operations Manual.

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5. Members interested in volunteering may reach out by phone, email, or in person to PSC. The Staff and Volunteer Committee members will guide you and connect you with opportunities that match your interests.

C. PAID INSTRUCTORS:

1. Instructor Fees: Class Instructor set their own fees and are paid directly by the participants. It is the responsibility of the instructor to collect their fees. PSC does not pay instructors.
2. Participant Requirement: All participants must be members of PSC and have a current waiver on file.