



**City of Keene**

**Congregate Living & Social Services Licensing Board**

**AGENDA**

**Tuesday, May 24, 2022**

**6:00 PM**

**City Hall, 2<sup>nd</sup> Floor Council Chambers**

I. **Call to Order** – Roll Call

II. **Minutes of Previous Meeting** – February 22, 2022

III. **Unfinished Business:**

IV. **Public Hearings**

**LB 22-01:** Applicant, Samuel L. Lake, Executive Director, of the Keene Serenity Center, located at 34 Mechanic St., Keene, which is in the Downtown Limited District and owned by DEW Properties, LLC; is requesting a Congregate Living & Social Services License for a Group Resource Center as defined in Chapter 46, Article X of the Keene City Ordinances.

V. **New Business**

VI. **Non Public Session:** (if required)

VII. **Adjournment:**

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1 **City of Keene**  
2 **New Hampshire**

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4  
5 **CONGREGATE LIVING AND SOCIAL SERVICES LICENSING BOARD**  
6 **MEETING MINUTES**  
7

**Tuesday, February 22, 2022**

**6:00 PM**

**Council Chambers,  
City Hall**

**Members Present:**

Andrew Oram, Chair  
Medard Kopczynski, Vice Chair  
Alison Welsh  
Martha Curtis  
Tom Salvastano

**Staff Present:**

John Roger, Acting Community Development  
Director/Building & Health Official  
Corinne Marcou, Board Clerk

**Members Not Present:**

*All Present*

8  
9 **I. Introduction of Board Members – Staff Liaison**  
10

11 Mr. Rogers called the meeting to order at 6:00 PM and the Board members introduced  
12 themselves. Mr. Oram is a retired salesman who now does financial consulting, Mr. Kopczynski  
13 is the Economic Development Director for the City of Keene and represents the City on the  
14 Board, Ms. Welsh oversees the Cheshire County Drug Court and Behavioral Health Court  
15 programs that are comprised of the Alternative Sentencing and Mental Health Court programs,  
16 Ms. Curtis is a retired banker, Mr. Salvastano is an ordained minister and runs a non-profit  
17 organization.  
18

19 **II. Voting Chair and Vice Chair for 2022**  
20

21 Mr. Kopczynski & Mr. Rogers provided a brief overview of the Chair and Vice Chair's duties.  
22 The Chair simply runs the meeting, keeps them moving, and entertains motions for different  
23 actions; the Vice Chair fills-in in their absence. Staff are always available to help guide the  
24 Board on any procedural issues and will help to manage meetings. Mr. Oram volunteered to act  
25 as Chair and Mr. Kopczynski said he would act as Vice Chair if no one else was interested.  
26

27 A motion by Ms. Welsh to nominate Mr. Oram as Chair for the 2022 calendar year was duly  
28 seconded by Ms. Curtis and the motion carried unanimously.  
29

30 A motion by Chair Oram to nominate Mr. Kopczynski as Vice Chair for the 2022 calendar year  
31 was duly seconded by Ms. Welsh and the motion carried unanimously.  
32

33 **III. Unfinished Business:**

34 **A) Minutes of Previous Meeting**

35 **B) Hearings**

36

37 Mr. Rogers discussed the types of hearings this Board will encounter and the various meeting  
38 procedures.

39

40 To begin a hearing, the Chair would recognize the first application, with specific talking points  
41 to follow covering the proposed address and the type of license (multiple will come before this  
42 Board). The Chair would recognize the application and then Staff would be recognized to give  
43 any needed background. At this point, this Board would see two types of licenses: applications  
44 that have already been through the Planning Board Conditional Use Permit (CUP) process if they  
45 are a new use (like a recent one on Washington Street), and applications that are uses already and  
46 previously were not required to have licenses, but are required now as a part of the new Land  
47 Development Code.

48

49 After Staff has given a report, the Chair would recognize the applicant to address the Board.  
50 Some people will read their applications and others might say little and let the application stand  
51 on its own. Mr. Rogers encouraged the Board to interact with the applicants and ask questions to  
52 better understand their proposals. The Chair would recognize the members of the Board for  
53 discussion. All communications should be through the Chair so there is no side conversation that  
54 cannot be captured cleanly in the public record.

55

56 Once the Board is done questioning the applicant, the Chair would open the hearing to public  
57 comment, first requesting comments in favor and then those in opposition. All members of the  
58 public who speak must provide their name and address for the record. It is at the Chair's  
59 discretion whether to allow the applicant to speak to any opposition, after which public  
60 comments in favor and opposed would need to be heard again. When there are no more questions  
61 or public input, the public hearing portion of the meeting would close.

62

63 Following the public hearing, the Board would begin deliberating. In the Board's book provided  
64 to them, there are criteria for what the Board will review. Section 46-565 outlines the Licensing  
65 Board's three review criteria. It is at the Chair's discretion how the Board reviews the criteria.  
66 Mr. Rogers recommended discussing each criterion individually and then moving to the next.  
67 The Board would then be voting on a finding of fact, which would require motions first in the  
68 positive for example, a motion to approve the application for a large group home, which would  
69 require a second. Then, the Chair would hear a vote on criterion one, which would not require  
70 another motion and the Board would have discussed it already; then the Board would vote on  
71 criterion two, followed by criterion three. The Board is voting to say whether the applicant met  
72 those criteria. After voting on the three criteria, the Board would vote on the motion on the table  
73 to approve the application for that license. If the Board voted indicating that they believe the  
74 applicant met all three criteria, then the vote for the overall motion should be in the positive. If

75 the Board votes no on one criterion, then they must vote no on the overall motion, because the  
76 applicant is required to meet all three criteria to receive the license.

77  
78 All votes require a quorum. Because this is a Board of five members, there must be at least three  
79 members present to hear any business and there must be three yes votes on any motion to  
80 approve a license. If there were a two in favor vs. three opposed (2–3) vote to approve the  
81 application, the Board would need to make a motion to deny the application and vote again; this  
82 does not require voting on each criterion once more.

83  
84 Vice Chair Kopczynski and Mr. Rogers agreed that this mirrors the Zoning Board of  
85 Adjustment’s variance process. Mr. Rogers said there are appeal processes available to  
86 applicants and the Board should be prepared for re-hearings or something moving into the court  
87 system. This is why the Board votes on finding of facts and why there must be accurate minutes  
88 of the public record. The Board cannot vote to approve or deny something without good reason,  
89 which is why the criteria exist. Mr. Rogers is available for questions and he and Ms. Marcou will  
90 be at each meeting to help. They both Staff the Zoning Board of Adjustment as well.

91  
92 Ms. Welsh asked whether facilities that are previously grandfathered in would have to begin the  
93 application process annually. Mr. Rogers said no, but they would need the annual license. He  
94 said that this first year it would be essential to ensure they have a complete application with all  
95 necessary inspections (Fire Department/Housing and Health Standards). He said there might not  
96 be much to see this first year but next year after some tracking, if an issue arises (e.g., FD visits  
97 three times a week all year), something would likely be triggered under this Board’s review.

98  
99 Vice Chair Kopczynski added that projects that go through the CUP process are backtracked.  
100 The CUP anticipates that the applicant will receive a license and the license looks backward.  
101 Therefore, if an applicant ran into a situation where they could not maintain their license, it  
102 would potentially dissolve their CUP also. The theory was that some of these facilities would  
103 move or add new buildings that would go through the CUP process.

104  
105 The Board can also issue conditional licenses, which is outlined under the criteria (e.g., a small  
106 group home allowed in a more residential neighborhood with a condition for no visitors after a  
107 certain hour). Next, Mr. Rogers discussed the provisional licenses (suspension and revocation) in  
108 Section 46-567. This would cover situations where, for example, the Board does not feel a  
109 renewal meets the criteria for approval and they could issue a provisional license to improve  
110 behavior. This allows the Board some flexibility. Mr. Rogers encouraged the Board to read the  
111 Rules of Procedure to be familiar with these processes.

112  
113 Mr. Salvastano asked what was considered proper use of email to communicate about  
114 attendance, etc., knowing that business must occur at the meeting. Mr. Rogers said that Ms.  
115 Marcou would send things via email, and it is essential to not reply all, which could initiate a  
116 conversation of the quorum outside a noticed public meeting. If there is anything dealing with

117 the applications, members can email Staff, but he encouraged saving any conversation until the  
118 meetings.

119

120 Ms. Welsh asked whether the Board would meet monthly regardless of applications. Mr. Rogers  
121 replied no, unless there is ongoing business that needs the Board's attention. Unless there is an  
122 application, the Board would likely not meet that month. He said that this first year, the Board  
123 would have to spend time determining the existing uses and where they are.

124

125 **IV. New Business:**

126 **A) Rules of Procedure**

127

128 A motion by Chair Oram to adopt Rules of Procedure as provided was duly seconded by Ms.  
129 Curtis and the motion carried unanimously.

130

131 The Board schedule for the year that was presented included the deadlines, inspection dates for  
132 new licenses, and the meeting dates. Vice Chair Kopczynski said Staff created those dates on a  
133 basis to keep everything open should applications arise; not everything is a renewal. However,  
134 there are specific renewal dates in the Code for different classifications. Although a lot of dates  
135 are reserved, it is unlikely that the Board would meet that often.

136

137 A motion by Vice Chair Kopczynski to approve the 2022 Board schedule was duly seconded by  
138 Mr. Salvastano and the motion carried unanimously.

139

140 **V. Communications and Miscellaneous:**

141 **VI. Not Public Session: (if required)**

142 **VII. Adjournment**

143

144 A motion by Vice Chair Kopczynski to adjourn the meeting at 6:28 PM was duly seconded by  
145 Ms. Welsh and the motion carried unanimously.

146

147 Respectfully submitted by,  
148 Katie Kibler, Minute Taker  
149 March 1, 2022

150

151 Reviewed and edited by,  
152 Corinne Marcou, Board Clerk  
153 March 1, 2022

154

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City of Keene, NH

# Congregate Living & Social Services License Application

**For Office Use Only:**  
 Case No. LB22-01  
 Date Filled \_\_\_\_\_  
 Rec'd By CEM  
 Page 1 of 27  
 Rev'd by \_\_\_\_\_

If you have questions on how to complete this form, please call: (603) 352-5440 or email: communitydevelopment@keenenh.gov

## SECTION 1: LICENSE TYPE

<input type="checkbox"/> Drug Treatment Center	<input type="checkbox"/> Group Home, Small	<input type="checkbox"/> Homeless Shelter
<input type="checkbox"/> Fraternity/Sorority	<input checked="" type="checkbox"/> Group Resource Center	<input type="checkbox"/> Lodginghouse
<input type="checkbox"/> Group Home, Large	<input type="checkbox"/> Residential Drug/Alcohol Treatment Facility	<input type="checkbox"/> Residential Care Facility

## SECTION 2: CONTACT INFORMATION

I hereby certify that I am the owner, applicant, or the authorized agent of the owner of the property upon which this approval is sought and that all information provided by me is true under penalty of law. If applicant or authorized agent, a signed notification from the property owner is required.

OWNER	APPLICANT
<b>NAME/COMPANY:</b> Keene Serenity Center	<b>NAME/COMPANY:</b> Samuel L. Lake- executive Director
<b>MAILING ADDRESS:</b> 34 Mechanic St. Keene, NH 03431	<b>MAILING ADDRESS:</b> 34 Mechanic St. Keene, NH 03431
<b>PHONE:</b> (603) 283-5015	<b>PHONE:</b> (603) 283-5015
<b>EMAIL:</b> sam.lake@kscrecovery.org	<b>EMAIL:</b> sam.lake@kscrecovery.org
<b>SIGNATURE:</b> 	<b>SIGNATURE:</b> 
<b>PRINTED NAME:</b> Samuel L. Lake	<b>PRINTED NAME:</b> Samuel L. Lake

AUTHORIZED AGENT (if different than Owner/Applicant)	OPERATOR / MANAGER (Point of 24-hour contact, if different than Owner/Applicant) <input type="checkbox"/> Same as owner
<b>NAME/COMPANY:</b> Laurie Robistow- DEW Properties, LLC.	<b>NAME/COMPANY:</b>
<b>MAILING ADDRESS:</b> 277 Blair Park Rd, suite 130, Williston, VT 05495	<b>MAILING ADDRESS:</b>
<b>PHONE:</b> (802) 872-0505	<b>PHONE:</b>
<b>EMAIL:</b> lrobistow@dewproperties.com	<b>EMAIL:</b>
<b>SIGNATURE:</b> 	<b>SIGNATURE:</b>
<b>PRINTED NAME:</b> Laurie Robistow	<b>PRINTED NAME:</b>

**SECTION 3: PROPERTY INFORMATION**

**PROPERTY ADDRESS:**

**34 Mechanic Street**

**TAX MAP PARCEL NUMBER:**

**K-568/054**

**ZONING DISTRICT:**

**DT-L**

**LOCATION MAP:**  
*Please attach*

**SECTION 4: APPLICATION AND LICENSE RENEWAL REQUIREMENTS**

*Using additional sheets if needed, briefly describe your responses to each criteria:*

**1. Description of the client population to be served, including a description of the services provided to the clients or residents of the facility and of any support or personal care services provided on or off site.**  
We are a Recovery Community Organization that follows the States hub and spoke model for those either suffering from, or needing support with substance use disorder. Our participants utilize our facility for one on one recovery coaching, group training and/ or peer support. We host mutual aid meetings such as All Recovery and Alcoholics Anonymous groups. We are non-clinical and refer those in need of clinical care to the appropriate partner, often the Doorway at Cheshire Medical. We do not offer any overnight or housing.

**3. Describe the average length of stay for residents/occupants of the facility.**

The average stay for our participants is less than 1 hour p/ person. We currently have 4 staff members that work 8 hour days.

**2. Description of the size and intensity of the facility, including information about; the number of occupants, including residents, clients staff, visitors, etc.; maximum number of beds or persons that may be served by the facility; hours of operations, size and scale of buildings or structures on the site; and size of outdoor areas associated with the use.**

The leased space that is 34 Mechanic Street equals +- 3,100 sq'. We have 3 offices, 2 storage rooms, kitchen and conference/ meeting room. We have exits in the front and rear of the office. We have 2 bathrooms plus a common, handicap bathroom shared with the neighboring office. Our normal business hours are Mon.- Fri. from 9-5. We host meetings and workshops outside of business hours. These groups average between 10-25 people. We do not have any outside areas for use.



THIS MAP IS FOR ASSESSMENT PURPOSES. IT IS NOT VALID FOR LEGAL DESCRIPTION OR CONVEYANCE.  
 THE HORIZONTAL DATUM IS THE NEW HAMPSHIRE STATE PLANE COORDINATE SYSTEM, NAD 83.  
 PHOTOGRAPHY DATE: APRIL 18, 2013  
 COMPLETION DATE: SEPTEMBER 30, 2017

PRODUCED IN 2017 BY  
**CAI Technologies**  
 11 PULSAUNT STREET, LITTLETON, NH 03061  
 603.326.4248 - WWW.CAITECH.COM

**LEGEND**

AREA REVIEWED	Ac
AREA CALCULATED	Ac
PERIOD DIMENSION	Ac
SCALED DIMENSION	Ac
MATCH LINE	---
WATER	~

BUILDING	▭
SUBDIVISION LOT/PL	①
RIGHT OF WAY/ACCESS	---
OWNER OVERLAP	---
WETLANDS	~

SCALE: 1" = 50'  
 FEET 0 25 50 100 150  
 METERS 0 10 20 30  
 REVISED TO: APRIL 1, 2021

PROPERTY MAPS  
**KEENE**  
 NEW HAMPSHIRE

**INDEX DIAGRAM**

88	89	90
97	98	99
07	08	09

MAP NO.  
**568**

COUNCIL ON ACCREDITATION OF  
PEER RECOVERY SUPPORT SERVICES

Has Awarded Accreditation to

*Keene Serenity Center*

34 Mechanic Street

Keene, NH 03431

Accreditation Standard

Accreditation expires July 16, 2022



Council on Accreditation of  
Peer Recovery Support Services

July 16, 2019  
DATE

*Patty Macomber*  
MANAGER

*Joseph H. S.*  
DIRECTOR OF  
ACCREDITATION SERVICES



## Employee Handbook

## INTRODUCTION TO THE KEENE SERENITY CENTER EMPLOYEE HANDBOOK

We are pleased to provide you with a copy of our Employee Handbook. It has been prepared to acquaint you with our personnel policies, procedures and benefits. The policies, procedures and benefits described in this Manual will provide you with useful guidelines. They are presented solely for informational purposes. They are not terms or conditions of employment and the handbook is not an employment contract. No employee is hired for any specified term or duration or pursuant to any contract of employment. Rather, your employment is at-will, and may be ended by Keene Serenity Center at any time and for any reason just as you may terminate your employment for any reason.

We believe it is in the best interest of both Keene Serenity Center and our employees that there is flexibility in the administration of policies and procedures. Therefore, Keene Serenity Center reserves the right at any time and without notice to revise, change, or eliminate any policy or benefit described in the Handbook.

Keene Serenity Center also provides various benefits to its employees depending on their category of employment. These benefits typically include the benefits summarized in this Handbook. Keene Serenity Center reserves the right to change, revise or to eliminate any and all of these employment benefits at any time. Keene Serenity Center, or its designated administrator, also has the exclusive authority to interpret the terms and provisions of this Handbook and to determine all questions of eligibility for any benefits described in the Handbook.

This handbook supersedes any and all prior manuals, handbooks and policies.

# EMPLOYEE HANDBOOK

## Employment Policies

### EQUAL EMPLOYMENT OPPORTUNITY

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Keene Serenity Center will be based on merit, qualifications and ability to perform the job with or without reasonable accommodation. Keene Serenity Center does not discriminate in employment opportunities or practices or in all of its programs and activities on the basis of race, color, religion, sex, national origin, marital status, veteran status, citizenship, age, disability, sexual orientation or any other characteristic protected by the law.

Keene Serenity Center will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship for Keene Serenity Center or the company where an individual would be assigned to work. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, benefits and training.

Employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the Executive Director or, if necessary, the Chair of the Board of Directors. Employees can raise concerns and make reports without fear of reprisal.

### DISCRIMINATION AND HARASSMENT

Keene Serenity Center is committed to a workplace free of discrimination and harassment based on race, color, religion, age, sex, national origin, disability, marital status, status as a veteran, sexual orientation or any other protected status. Offensive or harassing behavior will not be tolerated against any employee. This policy covers vendors, visitors, volunteers, employees or others with whom we work or who enter our workplace.

Offensive conduct or harassment of a sexual nature is prohibited. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a condition of an individual's employment;
- submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individuals; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

Anyone who believes he or she is being harassed or discriminated against is encouraged to report such behavior to the Executive Director or the Chair of the Board of Directors and to complete an Employee Grievance Report.

A prompt investigation of your complaint will be conducted. All complaints will remain as confidential as possible. Retaliation is prohibited against employees who make complaints in good faith. and/or harassment will be subject to disciplinary action, up to and including termination of employment.

Discrimination, harassment and retaliation are considered forms of employee misconduct. Any employee who is determined to have committed discrimination, harassment or retaliation and fails to cooperate with Keene Serenity Center's investigation of allegations of discrimination, harassment or retaliation will be subject to disciplinary action, up to and including termination.

### IMMIGRATION LAW COMPLIANCE

In compliance with the Immigration Reform and Control Act of 1986, each new or rehired employee as  
Keene Serenity Center Employee Handbook V2  
Approved by Board of Directors on July 2, 2019

a condition of employment must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and eligibility to work in the United States.

In accordance with this law, Keene Serenity Center is committed to employing only individuals who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

## ETHICS AND CONDUCT

The successful operation and reputation of Keene Serenity Center is built upon the principles of fair dealing and ethical conduct of all our employees. Our reputation for integrity and excellence requires careful observance of all applicable laws and regulations, as well as the highest standards of conduct and personal integrity.

The continued success of Keene Serenity Center is dependent upon the trust of the people we serve, and we are dedicated to preserving that trust. Employees of Keene Serenity Center are expected, at all times, to act in a way that will merit the continued trust of the people we serve and confidence of the community. Our employees and volunteers are among the most visible representatives of our organization throughout our community. Employees and volunteers will refrain from any illegal, dishonest or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the Executive Director.

Keene Serenity Center has an approved Code of Ethics which every employee is required to read and agree to. Compliance with the Code of Ethics is the responsibility of every employee. Disregarding or failing to comply with this standard of Center ethics and conduct could lead to disciplinary action, up to and including termination of employment or volunteer job.

## CONFIDENTIALITY AND NON-DISCLOSURE

The protection of confidential information is vital to the interests of Keene Serenity Center and the people we serve. Such confidential information includes, but is not limited to, personnel files and information about people who participate in Center programs.

Keene Serenity Center has an approved Confidentiality & Non-Disclosure Policy which every employee is required to read and agree to.

## EMPLOYEE COMMUNICATIONS

Keene Serenity Center is committed to maintaining a positive and pleasant environment in which to work and endorses communication channels between employees, volunteers and executive management to bring personnel closer together in understanding and purpose. If, as an employee, you have any questions or concerns about your job requirements, we encourage you to discuss those concerns with the Executive Director.

Despite our best efforts to be a conscientious employer, problems will occur. Not every issue will be resolved to what an employee feels is a satisfactory solution. However, every attempt will be made to present an appropriate response to an issue.

Other methods of communication will be in one-on-one conferences or staff meetings. Notices regarding employee activities, special internal programs, organizational changes, and other internal Center news will be generated through memos, electronic communication and/or meetings with the Executive Director.

While no procedure can result in every concern being resolved to your satisfaction, as we noted above, Keene Serenity Center values your input and you should feel free to raise issues of concern.

## PUBLIC INFORMATION

Information to be released to any media or to the public generally must be referred to and approved by the Executive Director.

## EMPLOYEE CONDUCT AND WORK RULES

Employees are expected to conduct themselves in a professional and responsible manner at all times and to adhere to the policies and procedures established by Keene Serenity Center. The reasons for disciplining an employee would ordinarily be some form of inappropriate conduct or violation of policy such as those outlined in this Handbook. The form of discipline could range from, but not be limited to, verbal or written warnings, probation, suspension, denial of further assignments, or immediate termination of employment. The severity of discipline would be determined at Executive Directors' sole discretion based on the circumstances.

To ensure orderly operations and provide the best possible work environment, Keene Serenity Center expects employees to follow rules of conduct that will protect the interests and safety of all employees, Keene Serenity Center, and the people we serve.

The following list is not meant to be all-inclusive. It is not possible to list all the forms of conduct that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment.

- Theft or inappropriate removal/possession of property
- Falsification of time sheets or paid time off logs
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, use of or impairment by alcohol or illegal drugs in the workplace or while on duty
- Fighting or threatening conduct in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or weapons, in the workplace
- Excessive absenteeism or tardiness, or any absence without notification
- Unauthorized or inappropriate use of telephones, mail systems or other employer-owned equipment
- Unauthorized disclosure of Keene Serenity Center's confidential information or that of the people we serve
- Violation of personnel or safety policies
- Unsatisfactory performance or conduct

## SMOKING

In keeping with Keene Serenity Center's intent to provide a safe and healthy work environment, smoking is prohibited throughout our workplace. Employees who do smoke are expected to do so outside in the designated smoking area.

## WORKPLACE THREATS/VIOLENCE

Threats, threatening behavior, or acts of violence by or against employees, visitors, guests or other individuals by anyone on Keene Serenity Center's property will not be tolerated. Violations of this policy by employees will lead to disciplinary actions, which may include termination of employment.

Any person who makes threats, exhibits threatening behavior, or engages in violent acts on property shall be removed from the premises as quickly as safety permits, and shall remain off the premises pending the outcome of an investigation. Keene Serenity Center will initiate an appropriate investigation and response. This response may include, but is not limited to, reassignment of job duties, suspension or termination of employment or assignments, and/or criminal charges against the person or persons involved.

No existing policy, practice or procedure should be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring or a life-threatening situation from developing.

All employees are responsible for notifying the Executive Director of any threats which they have witnessed, received or been told that another person has witnessed or received. Even without an actual threat, employees should also report any behavior they have witnessed which they regard as threatening or violent, when that behavior is job-related or might be carried out on the premises or is connected to employment with Keene Serenity Center. Employees are responsible for making this report regardless of the relationship between the individual who initiated the threat or threatening behavior and the person or persons who were threatened or were the focus of the threatening behavior.

Any employee who applies for or obtains a protective or restraining order which lists Keene Serenity Center as being a protected area, must provide a copy of the temporary or permanent protective or restraining order which is granted to Keene Serenity Center. Keene Serenity Center understands the sensitivity of the information requested and the confidentiality policy contained in this handbook encompasses this situation.

In addition, under no circumstances is an employee to bring any weapon or firearm into Keene Serenity Center, whether authorized by permit to carry a firearm or not and whether or not the firearm is concealed. This policy supersedes any less restrictive policy of any group or organization using Keene Serenity Center for meetings. Violation of this requirement may result in immediate termination of employment.

#### ATTENDANCE AND PUNCTUALITY

To maintain a safe and productive work environment, Keene Serenity Center expects employees to be reliable and punctual in reporting for scheduled work.

If you cannot attend work for any reason or you are going to be late, we require that you contact the Executive Director or your supervisor as early as possible or at least one hour before your scheduled work time. You are required to arrive at work on time and work your scheduled hours. Personal time off must be scheduled with and approved by the Executive Director in advance, with at least two weeks' notice preferred.

Poor attendance and tardiness as well as failure to notify Keene Serenity Center of absence or tardiness are disruptive of Center operations. Any of this conduct may lead to disciplinary action, up to and including termination of employment.

#### SAFETY

It is each employee's responsibility to assist in maintaining a safe and healthy work environment. Ensuring common walkways are kept clear of obstacles and spills are cleaned up promptly are just examples of ways to fulfill this responsibility. In addition, if you feel something is unsafe in the office or in any of the work environments you are in, promptly notify the Executive Director.

In case of injury, you are required to contact the Executive Director as soon as possible or within 24 hours. As your employer, Keene Serenity Center provides your workers' compensation insurance. In order for this insurance to cover you effectively, Keene Serenity Center must report detailed and accurate information to our insurance company and the State in a timely manner.

Your safety is important to us. You are expected to comply with all safety requirements associated with your work regardless of your work location. If you feel that the environment you are working in is

unsafe, contact the Executive Director immediately.

### DRUG AND ALCOHOL USE

Keene Serenity Center aims to provide a drug-free, healthful, safe and productive work environment for all employees. The specific purpose of this policy is to outline the methods for maintaining a work environment free from the affects of alcohol/drug use or other substances that adversely affect the mind or body.

Employees shall not possess alcoholic beverages in the workplace or consume alcoholic beverages in association with the workplace or during work time. Appearing at work impaired by the use of drugs and/or alcohol is also not permitted. The use, possession, sale and/or transfer of illegal drugs are not permitted in the workplace or during work time. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner.

Violations of this policy may lead to disciplinary action, up to and including termination of employment and/or required participation in a substance abuse rehabilitation or treatment program followed by a recovery program.

### ELECTRONIC SYSTEMS POLICY

Computers, E-mail, voice mail, Internet, software, etc. are the property of Keene Serenity Center; these resources are furnished to employees for Center use. These electronic systems are not intended for private or personal use and are subject to monitoring by Keene Serenity Center.

Employees do not have privacy rights to the contents of E-mail or voice mail messages and Keene Serenity Center has the right to review, audit, intercept and disclose all matters sent over all of their systems and equipment.

The use of any electronic systems for unlawful, defamatory, obscene or other abusive or inappropriate communications or use is prohibited and subject to disciplinary action up to and including termination of employment.

### USE OF PHONES

Employees should practice discretion when making personal calls during their normal work hours. The use of phones for personal calls should be limited to making or receiving calls for emergency purposes only. While this policy may be loosened, Keene Serenity Center reserves the right to audit phone usage, bills and other records to assess usage. Employees who make personal calls may be required to reimburse Keene Serenity Center for any charges resulting from their personal use of the company telephone or mobile device.

### CHANGE IN PERSONAL STATUS

Employees must notify Keene Serenity Center they have a change in name, address, telephone number, marital status, dependents, emergency contact information, etc. It is essential that such changes be reported immediately since payroll deductions or employment records may be affected.

### ACCESS TO PERSONNEL FILES

Keene Serenity Center maintains a personnel file for each employee. The personnel file may include such information as the employee's job application, resume, records of training, documentation of performance evaluations and salary increases, information regarding assignments and other employment records.

Personnel files are the property of Keene Serenity Center, and access to the information they contain is generally restricted.

With reasonable advance notice, employees may review their own personnel files. Information contained in an employee's file may be added to or rebutted by the employee.

### PERSONAL APPEARANCE

Dress, grooming and personal hygiene standards contribute to the morale of all employees and affect the professional image that Keene Serenity Center presents to the community.

During business hours, employees are expected to dress appropriately and use their best judgment in their attire. Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, employees who miss work or an assignment may not be compensated for the time away from work. Appropriate dress will be determined by the Executive Director.

If you have any questions regarding appropriate clothing, speak with the Executive Director.

### SOLICITATIONS

Although Keene Serenity Center is committed to the community it serves, no solicitation of employees, volunteers or guests is permitted without first obtaining approval from the Executive Director.

### TRAVEL

Employees who drive on Center business are expected to exercise care and good judgment. Employees are prohibited from using phones or other mobile devices, eating or engaging in other distractions while driving on Center business. Any employee cited for negligence or causing an accident while driving on Center business will be subject to disciplinary action.

Employees who drive on Center business are expected to carry personal auto coverage with appropriate liability and property damage insurance. The minimum coverage employees should have is:

Bodily Injury	\$100,000 per person/\$300,000 per accident
Property Damage	\$50,000 per accident

If you have an accident while on Center business, you should immediately notify your insurance company and the Executive Director.

### BACKGROUND CHECKS

Background checks assist in the promotion of a safe environment for staff, volunteers, visitors and the people we serve. These checks serve as an important part of the employment selection process by providing additional related information that may help determine an applicant's overall employability. Keene Serenity Center complies with all federal and state statutes concerning background checks on employees and applicants. Background checks may include: criminal background checks, driving record, and other related reference checks.

A background check is generally defined as satisfactory when Keene Serenity Center is able to verify 1) the accuracy of the information provided by the applicant, and 2) the absence of a criminal history record which bears a significant relationship to the applicant's suitability to perform the required duties and responsibilities of the position.

### RESIGNATION/TERMINATION

Employees who terminate their own employment with Keene Serenity Center are asked to submit a written resignation to the Executive Director providing the effective date of that resignation as far in advance as possible. In order to provide continuity of services and operations Keene Serenity Center would appreciate the professional courtesy of at least two weeks advance notice.

The Executive Director will make every attempt to communicate with resigning employees in order to discuss their employment experience with Keene Serenity Center. This dialogue would afford an

opportunity to address concerns, questions or suggestions as to how we might improve our employee relations.

Since employment with Keene Serenity Center is based on mutual consent, both the employee and Keene Serenity Center have the right to terminate employment at will, with or without cause, at any time.

# EMPLOYEE HANDBOOK

## Compensation Policies

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### EMPLOYEE CLASSIFICATION

It is the intent of Keene Serenity Center to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time; employees at Keene Serenity Center remain at all times employees at will.

Your position will be classified, and your wages paid in accordance with Center policy and practice.

Full-time employees include both 1) salaried employees and 2) hourly employees who consistently average 35 or more hours per week for the preceding 90 days, or 3) are classified as full time.

Part-time employees are hourly employees who 1) consistently average less than 35 hours per week for the preceding 90 days, or 2) are classified as part time.

### EMPLOYMENT CATEGORY

Exempt employees are all full-time or part-time professional employees who are paid on a salaried basis and who are not entitled to overtime.

Non-Exempt employees are all full-time, part-time, temporary or seasonal employees paid on an hourly basis and entitled to overtime compensation under the Fair Labor Standards Act.

### WORK SCHEDULES

Work schedules for employees vary depending on the employee and assignment. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in total hours that may be scheduled each day and week.

### OVERTIME

When operating requirements or other needs cannot be met during regular working hours, employees may be requested to work overtime hours. Any and all overtime work must receive prior management authorization. Overtime is paid to all non-exempt employees after 40 hours are worked in a week in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Any time off or leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Exempt employees are paid on a salaried basis and are not eligible for overtime compensation.

### TIME SHEETS

Accurate recording of time worked is the responsibility of every employee. Keene Serenity Center must keep an accurate record of time worked in order to calculate employee pay and benefits, and accurately account for your time worked with our peers. Time worked is defined as all time spent on the job performing assigned duties. As the process for recording time may vary by your assignment, you will be instructed how to account for your time worked.

Altering, falsifying, or tampering with any time records or time off records, or recording time on another employee's time records may result in disciplinary action, up to and including termination of employment.

It is the employee's responsibility to sign their time sheets to certify the accuracy of all time recorded. In addition, if corrections or modifications are made to the time sheet, both the employee and the

supervisor must verify the accuracy of the changes by initialing the time sheet.

Time sheets are due by end of business on Monday. Late time sheets may impact the accuracy of your paycheck.

#### PAY DAY

All employees are paid every two weeks on Friday for the hours worked during the previous two weeks. Exceptions may be made to accommodate holidays.

#### METHOD OF PAYMENT

Employees are paid by direct deposit or check.

#### DEDUCTIONS FROM YOUR PAY

The law requires that Keene Serenity Center make certain deductions from employees' compensation. Federal income tax is withheld based on your completed Form W-4. Keene Serenity Center must also deduct Social Security and Medicare taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." Keene Serenity Center contributes the legally mandated amount of Social Security and Medicare taxes paid by each employee.

# EMPLOYEE HANDBOOK

## Benefits

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Keene Serenity Center currently provides various benefits to its employees depending on the extent of their employment. These benefits typically include the benefits summarized in this Handbook. However, Keene Serenity Center reserves the right to change, revise or eliminate any and all of these employment benefits at any time. Keene Serenity Center, or its designated administrator, also has the exclusive authority to construe and interpret the terms and provisions of this Handbook and to determine all questions of eligibility for any benefits described herein.

### PAID TIME OFF (PTO)

Paid Time Off (PTO) is a time-off policy for employees to use for vacation, illness or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time off policy. PTO is currently administered on a calendar year basis.

Full time employees and part-time employees who work 20 or more hours per week are eligible for PTO. Eligible employees earn PTO based on the duration of their employment as outlined in the following table:

1. Full-time employees and part-time employees who work 30 or more hours per week:

<u>Length of Employment</u>	<u>Monthly Accrual</u>	<u>Annual Accrual</u>
0 – 1 year	1.25 days	15 days
1 – 5 years	1.50 days	20 days
More than 5 years	2.00 days	25 days

2. Part-time employees who work 20 to 29 hours per week:

<u>Length of Employment</u>	<u>Monthly Accrual</u>	<u>Annual Accrual</u>
0 – 1 year	.50 days	6 days
1 – 5 years	.75 days	9 days
More than 5 years	1 day	12 days

PTO may be taken after the employee has worked three months and is paid at the employee's base rate at the time of absence. Unpaid absences need not be granted if PTO time is available.

Paid time-off benefits do not roll over at the end of the year. Accrued PTO not taken by the employee will be paid out as wages. Upon termination, employees will not be paid for unused PTO that has been earned through the last day of work.

### HOLIDAYS

Keene Serenity Center is closed for the following paid holidays each year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

A recognized holiday that falls on a Saturday will generally be observed on the preceding Friday. A

recognized holiday that falls on a Sunday will generally be observed on the following Monday. If a legal holiday falls within an employee's scheduled vacation time, that day will be considered a holiday. Hourly and non-exempt employees will receive compensation for the time they would have been scheduled for on these holidays. Pre-scheduled hours of work performed on a designated holiday will be paid by credited time to the individual's PTO account.

#### HEALTHCARE STIPEND

Employees who work 30 or more hours per week currently receive a healthcare stipend of \$700 per month. This stipend is taxable.

#### WORKERS' COMPENSATION

Keene Serenity Center provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers injury or illness arising out of and in the course of employment. Subject to applicable legal requirements, workers' compensation insurance may provide benefits for medical costs and reimbursement for time lost from work.

Employees who sustain work-related injuries or illnesses are required to inform the Executive Director immediately. Regardless how minor an on-the-job injury may appear; it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Temporary Alternative Duty will be provided, if at all possible, to employees who are recovering from a workers' compensation injury and are unable to perform all the duties of a position to which they are regularly assigned.

#### SOCIAL SECURITY (FICA) AND MEDICARE

During your working years, the employee and employer pay Social Security and Medicare contributions. For complete eligibility information, contact the Social Security Office.

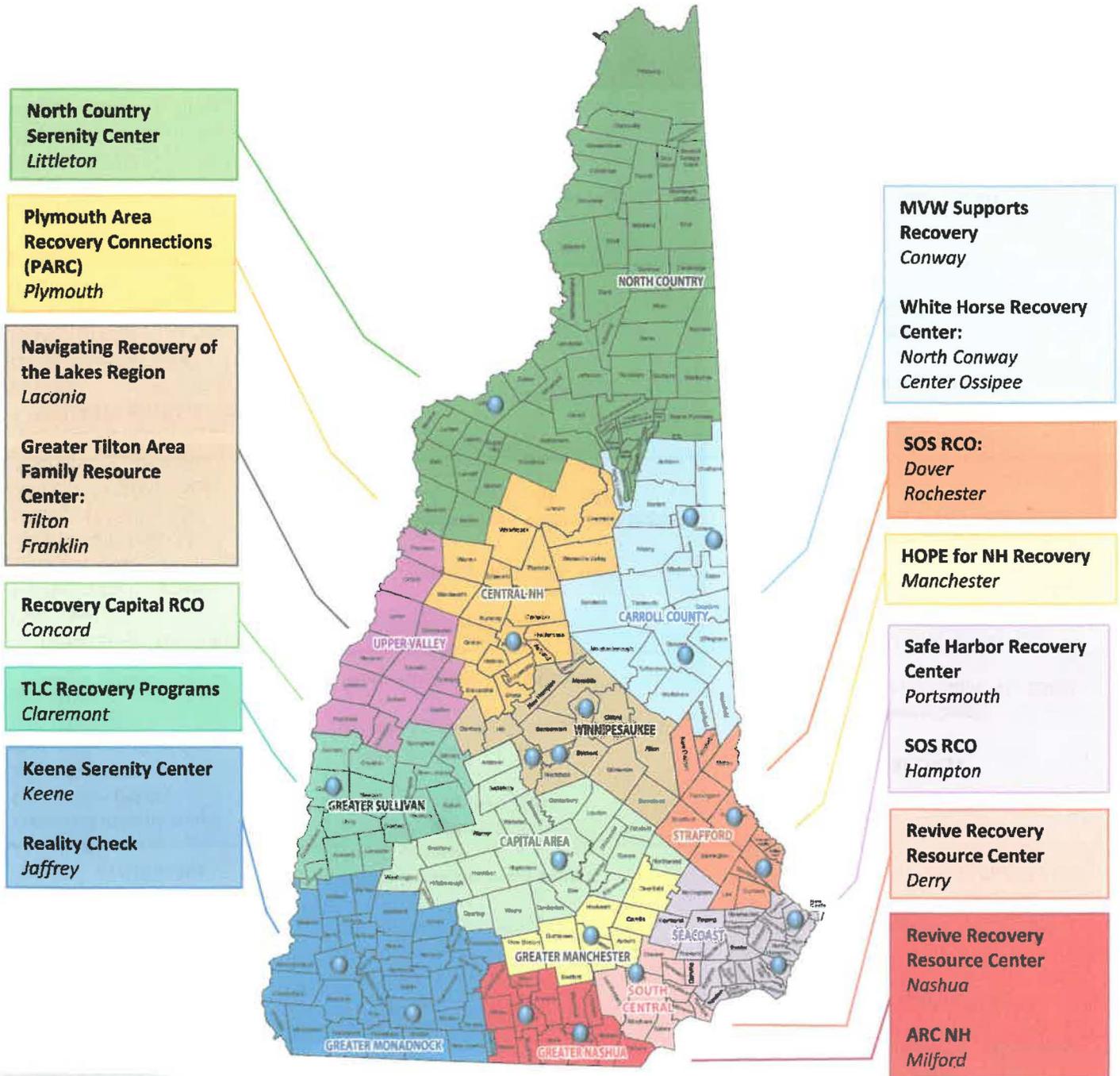
#### UNEMPLOYMENT COMPENSATION

Keene Serenity Center contributes toward unemployment compensation insurance for all employees to provide a temporary source of income for individuals who have lost their jobs through no fault of their own. This benefit is intended to replace a portion of lost wages while an employee is looking for and unable to find suitable work. For complete eligibility information, contact the Unemployment Office.

## Recovery is possible.

Recovery Community Organizations (RCOs) are **peer-led** and **peer-run** agencies that provide services to support people in their recovery from substance misuse. All recovery centers throughout the state of New Hampshire are **low barrier** and **no cost** for services; the only requirement is a **desire to focus on your recovery**.

Our RCOs support **all pathways to recovery** and offer peer recovery coaching, telephone support, mutual aid groups, and family support programs. Most centers include services in harm reduction, system navigation, and advocacy. Please contact the recovery organizations on their website for a full list of services and resources.



Recovery Community Organizations are listed by location for convenience, You are welcome to visit recovery centers *anywhere* throughout the state

## Recovery Community Centers by Location



### NORTH COUNTY

**Littleton**  
**North Country Serenity Center**  
 45 Union Street  
 Littleton, NH. 03561  
 603.444.1300  
[northcountryserenitycenter.org](http://northcountryserenitycenter.org)

### CENTRAL NH

**Plymouth**  
**Plymouth Area Recovery Connection (PARC)**  
 258 Highland St.  
 Plymouth, NH. 03264  
 603.238.3555  
[parcnh.org](http://parcnh.org)

### GREATER SULLIVAN AREA

**Claremont**  
**TLC Recovery Programs**  
 62 Pleasant St.  
 Claremont, NH. 03743  
 603.542.1848  
[tlcfamilyrc.org/recovery-programs-overview.html](http://tlcfamilyrc.org/recovery-programs-overview.html)

### GREATER MONADNOCK

**Keene**  
**Keene Serenity Center**  
 34 Mechanic St.  
 Keene, NH. 03431  
 603.283.5015  
[kscrecovery.org/](http://kscrecovery.org/)

**Jaffrey**  
**Reality Check**  
 17 Turnpike Rd.  
 Jaffrey, NH. 03452  
 603.532.9888  
[realitychecknow.org/recovery-support](http://realitychecknow.org/recovery-support)

### CAPITAL AREA

**Concord**  
**Recovery Capital RCO of Greater Tilton Area Family Resource Center**  
 202 N. State St.  
 Concord, NH. 03301  
 603.286.4255  
[gtafr.com/](http://gtafr.com/)

### CARROLL COUNTY

**Conway**  
**MVW Supports Recovery**  
 1620 E. Main St.  
 Ctr. Conway, NH. 03813  
 603.662.0668  
[mvwsupportsrecovery.org/](http://mvwsupportsrecovery.org/)

**White Horse Recovery Center:**  
**North Conway**  
 2977 White Mountain Hwy.  
 North Conway, NH. 03860

**Center Ossipee**  
 68 NH-16B, Center Ossipee, NH. 03814

**White Horse Recovery Center:**  
 603.301.0041  
[whitehorserecovery.org/](http://whitehorserecovery.org/)

### WINNIPEASAUKEE AREA

**Laconia**  
**Navigating Recovery of the Lakes Region**  
 102 Court St., Laconia, NH. 03246  
 603.524.5939  
[navigatingrecovery.org/](http://navigatingrecovery.org/)

**Greater Tilton Area Family Resource Center:**  
**Tilton**  
 5 Prospect Street, Tilton, NH. 03276

**Franklin**  
 175 Central St., Franklin, NH. 03235

**Greater Tilton / Franklin Area Family Resource Center:**  
 603.286.4255  
[gtafr.com/](http://gtafr.com/)

### GREATER NASHUA

**Nashua**  
**Revive Recovery Resource Center**  
 263 Main St. Nashua, NH. 03060  
 1.888.317.8312  
[reviverecovery.org/](http://reviverecovery.org/)

**Milford**  
**Addiction Recovery Coalition New Hampshire (ARCNH)**  
 180 Elm St. Suite E. Milford, NH. 03055  
 603.554.8142  
[arcnh.org/](http://arcnh.org/)

### STRAFFORD COUNTY AREA

**SOS Recovery Community Organization:**  
**Dover**  
 4 Broadway, Dover, NH. 03820

**Rochester**  
 14 Signal Street, Rochester, NH. 03867

**SOS Recovery Community Organization:**  
 603.841.2350  
[straffordrecovery.org/](http://straffordrecovery.org/)

### SEACOAST

**Portsmouth**  
**Safe Harbor Recovery Center**  
 865 Islington St. Portsmouth, NH. 03801  
 603.570.9444  
[granitepathwaysnh.org/safe-harbor-recovery-center/](http://granitepathwaysnh.org/safe-harbor-recovery-center/)

**Hampton**  
**SOS Recovery Community Organization**  
 1 Lafayette Rd. Unit 1, Hampton, NH. 03842  
 603.841.2350  
[straffordrecovery.org/](http://straffordrecovery.org/)

### GREATER MANCHESTER

**Manchester**  
**HOPE for NH Recovery**  
 293 Wilson St., Manchester, NH. 03103  
 603.935.7524  
[recoverynh.org/](http://recoverynh.org/)

### SOUTH CENTRAL NH

**Derry**  
**Revive Recovery Resource Center**  
 6 Railroad Ave.  
 Derry, NH. 03038  
 1.888.317.8312  
[reviverecovery.org/](http://reviverecovery.org/)

Find additional information about treatment and recovery support services at [nhrecoveryhub.org](http://nhrecoveryhub.org) and [nhtreatment.org](http://nhtreatment.org)



Recovery Community Organizations are listed by location for convenience, You are welcome to visit recovery centers *anywhere* throughout the state

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KEENE  
**Serenity  
Center**  
A RECOVERY COMMUNITY

**ROAD TO RECOVERY**

**603-283-5015**  
**info@kscrecovery.org**

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**may**  
**newsletter**  
**2022**

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KEENE  
**Serenity  
Center**

A RECOVERY COMMUNITY

Supporting your recovery  
through mind, body & spirit

**Why We Help**

- Substance use disorder (SUD), often called “addiction”, is not a choice.
- Nearly 21 million people are grappling with substance use disorder, with only one in 10 getting treatment (U.S. surgeon general)
- SUD is a chronic condition that requires a long-term recovery solution so that people have the support they need to live healthy, productive lives.
- Peer recovery support has been shown to increase the likelihood of maintaining long term recovery

**Ask How We Can Help You...**

**Ask How You Can Help Your Community**

For more information please contact us!  
**603-283-5015 | info@kscrecovery.org**



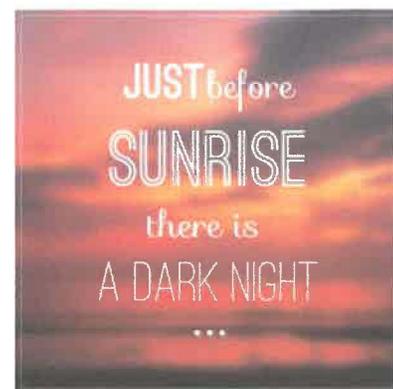


**Recovery Inclusion Community Harm Reduction**  
A two-day conference with keynote speakers from across  
the country and several panel discussions.  
Held in Portsmouth, NH – April 18<sup>th</sup> and April 19<sup>th</sup>





**NEW TEES  
HAVE  
ARRIVED**



## Mission

The Grand Monadnock Rotary Club (Club #6464) is dedicated to community service, with a special focus on youth development and health advocacy for people of all ages, locally and internationally. We serve "The Monadnock Region of New Hampshire." We are a new club chartered on July 1, 2020 upon the merger of the Peterborough and Monadnock Rotary Clubs, with a long history dating back to 1925 when the Peterborough Club was started. We celebrate our 100th birthday in 2025.

The mission of Rotary International is to provide service to others, promote integrity, and advance world understanding, goodwill, and peace through its fellowship of business, professional, and community leaders.

**Special thanks to all our Partners,  
Volunteers and Board of Directors  
for their continued undying support.**

# KID'S CORNER

