



City of Keene

Congregate Living & Social Services Licensing Board

AGENDA

Tuesday, June 28, 2022

6:00 PM

City Hall, 2nd Floor Council Chambers

I. **Call to Order** – Roll Call

II. **Minutes of Previous Meeting** – May 24, 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
3

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

Tuesday, May 24, 2022

6:00 PM

Council Chambers,
City Hall

Members Present:

Andrew Oram, Chair
Medard Kopczynski, Vice Chair
Allison Welsh
Marth Curtis
Thomas Savastano

Staff Present:

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

Members Not Present:

All Present

8
9 **I. Call to Order – Roll Call**

10
11 Chair Oram called the meeting to order at 6:00 PM and conducted roll call.
12

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

14
15 Revisions: On the first page, correct “Mr. Roger” to “Mr. Rogers.” Throughout, remove the L from Mr.
16 Savastano’s name.
17

18 A motion by Mr. Kopczynski to approve the February 22, 2022 meeting minutes as amended was duly
19 seconded by Ms. Welsh. There was no vote to approve the minutes.
20

21 **III. Unfinished Business:**

22
23 None.
24

25 **IV. Public Hearings**

26 A) **LB 22-01: Applicant, Samuel L. Lake, Executive Director, of the Keene Serenity**
27 **Center, located at 34 Mechanic St., Keene, which is in the Downtown Limited District**
28 **and owned by DEW Properties, LLC; is requesting a Congregate Living & Social**
29 **Services License for a Group Resource Center as defined in Chapter 46, Article X of the**
30 **Keene City Ordinances.**
31

32 The applicant did not attend the meeting and the discussion moved on per Staff’s advice.
33

34 The Chair wondered if it were required for someone to present on an application. Mr. Rogers
35 recommended a presentation as one of the first applicants this Board had; he imagined there would be

36 many questions. Mr. Kopczynski agreed that a licensing Board such as this would not want to have a
37 hearing and make decisions without an applicant present in terms of fairness and in the case that
38 information was missing and inspections, etc., were not completed. He hoped this applicant would be
39 more complete next month in terms of operations and a management plan. Mr. Rogers would consider
40 whether a special meeting would be needed to hear this matter and not make the next meeting lengthier.
41 Any members of the public with concerns or questions about other upcoming applications should
42 contact Mr. Rogers or Ms. Marcou. Ms. Welsh is unavailable for a June meeting.

43

44 Comments about other (potential) applications than this one are not included in the record.

45

46 Mr. Savastano noted that there were specific deadlines and application times outlined for this first year
47 and he wondered whether those were firm. Mr. Kopczynski replied that certain dates were included in
48 the Ordinances to allow time for informing groups—who might not know—that they need these
49 licenses, to allow them time to understand and prepare the applications. The deadlines in the Ordinance
50 were to ensure that multiple of these hearings would not occur at the same meeting. Mr. Savastano
51 wondered how much postponement was considered reasonable to get a license. Mr. Rogers said
52 especially as a brand new Board, that while this time frame in the Ordinance is a stepping-off point, they
53 should be flexible this first year. Some of the business is even trying to determine whether these
54 organizations need licenses and under what category they classify. The dates in the Ordinance might be
55 held more firmly in later phases.

56

57 Ms. Welsh asked about the videos of these meetings. The City Clerk confirmed after the meeting that
58 meeting videos are not archived on the City website, but they are streamed live on the City's cable TV
59 government programming.

60

61 **V. New Business**

62

63 None. This agenda item is a time for members to raise new items that should be placed on the next
64 meeting's agenda as Unfinished Business for discussion, once Staff has had time to research.

65

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

67 **VII. Adjournment**

68

69 There being no further business, Vice Chair Kopczynski moved to adjourn the meeting, which Ms.
70 Welsh seconded, and the motion carried unanimously. Chair Oram adjourned the meeting at 6:28 PM.

71

72 Respectfully submitted by,
73 Katryna Kibler, Minute Taker
74 June 1, 2022

75

76 Reviewed and edited by,
77 Corinne Marcou, Board Clerk

78



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

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

SECTION 3: PROPERTY INFORMATION

PROPERTY ADDRESS:

TAX MAP PARCEL NUMBER:

34 Mechanic Street

K-568/054

ZONING DISTRICT:

LOCATION MAP:
Please attach

DT-L

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.

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

Patti 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

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

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.

LEASE AGREEMENT

This Lease Agreement (the "Lease") is between DEW MACMILLIN ELM STREET INVESTMENTS, LLC, a New Hampshire limited liability company ("Landlord"), and Keene Serenity Center Inc. ("Tenant") for the lease by Tenant of a portion of property located at 34 Mechanic Street in Keene, NH ("Property"), as shown on Exhibit A on the terms set forth below.

Section 1. **Lease of Premises.** Tenant leases approximately 3,100 square feet of floor space as shown on Exhibit B within the building at the Property, together with common areas. The Premises are subject to (a) covenants, restrictions and easements of record and (b) any building restrictions and regulations imposed by any governmental entity having jurisdiction over the Premises.

Section 2. **Term of Lease.** The Lease Term shall be 1(One) year(s) commencing on March 1, 2022 and ending February 28, 2023. Tenant may request a Lease extension 90 days prior to the end of the original Lease term.

Section 3. **Use of Premises.**

- Tenant employees, clients, peers, and visitors shall enter and exit the suite using the Mechanic Street entrance.
- Tenant acknowledges that the rear parking lot, shown in red on Exhibit A, is not available for tenant or guest use.
- Tenant acknowledges that all ingress and egress configurations must remain the same.
- Tenant shall continuously use and occupy the Premises for office/community-based recovery support purposes and no other use without Landlord's written consent.
- Tenant shall keep the Premises in a neat, clean and safe condition and Tenant shall not perform any act or carry on any practice which may injure the Premises or any other part of the Building or the Property, or cause any vibration, offensive odor or loud noise or constitute a nuisance to any other occupant or others in the Building or Property.
- Tenant acknowledges that the Building is a "non-smoking facility" and that no smoking shall be permitted inside the Building. Exterior smoking shall be permitted by employees or clients on Mechanic Street only. Tenant shall purchase and maintain an outdoor smokers station and disposal receptacle.
- (2) Two parking spaces will be available by permit (1) in the Elm Street Lot and (1) on East Mechanic Street as shown on parking lot plan Exhibit A at no extra cost to the Tenant.

Section 4. **Gross Rent and Security Deposit.** Tenant agrees to pay to Landlord Gross Rent for the term as follows:

Term Year	Monthly Lease Rate
2022-2023	\$3,500.00

Such payments are due without notice, demand, counterclaim, set off, or deduction. Upon execution of this Lease, Tenant has paid a security deposit of \$2,500.00 to be held in a non-interest-bearing account until Tenant's vacancy of the Premises, to be used by Landlord for unpaid amounts due, including, but not limited to, past due rental amounts or to repair any damages to the Premises beyond usual wear and tear.

Section 5. **Tenant's Fit-up.** Tenant was responsible for interior renovations of this space and any permits required. Ownership of all renovations, investment and fixtures, excluding furniture, shall be transferred to the Landlord at no cost upon termination of the Lease unless otherwise negotiated.

Section 6. **Tenant's Utilities and Maintenance.** In operating the Premises, Tenant shall arrange for and assume the cost of its telephone, data/internet service and janitorial service for its Premises. The Landlord shall arrange for and assume the cost for utilities, property taxes, and maintenance for the building and common areas. Tenant may use the dumpster on the Property for general office trash, but not for any

construction-related materials. CAM is included in the total annual lease over the term of the lease to cover the annual cost of property taxes, trash removal, snow removal, landscaping, fuel oil, sewer, water charges and common electric charges. This amount will be adjusted up or down if the lease term is extended based on the actual cost incurred by the Lessor.

Section 7. **Property Insurance.** Landlord will insure the Premises and Landlord's personal property therein against loss by fire, in such amounts as Landlord may consider reasonable and which in any event shall reflect commercial norms for the State of New Hampshire, by policies which shall include standard extended coverage endorsements. Tenant shall be responsible, at its own cost and expense, for maintaining any and all insurance upon Tenant's property in and upon the Premises, and Landlord shall not be held responsible for any damage thereto. Neither Tenant nor Landlord, nor their respective agents, employees or guests, shall be liable to the others for any loss or damage to the Leased Premises by fire or any other cause within the scope of such fire and extended coverage insurance, it being understood that the parties shall look solely to the insurer for reimbursement for such loss or damage. Notwithstanding the previous sentence, this provision shall not release Tenant from liability assumed under the indemnification obligations in this agreement, or for any damage caused by Tenant, their agents, employees, or guests that exceeds such insurance coverage or which is not reimbursable by Landlord's insurer.

Section 8. **Liability Insurance.** At Tenant's own cost and expense, it will maintain a policy of liability insurance insuring Landlord and Tenant against all claims or demands for personal injuries to or death of any person, and damage to or destruction or loss of property, which may be claimed to have occurred on the Leased Premises or caused by Tenant. Such policies shall be in an amount not less than One Million Dollars (\$1,000,000) per occurrence, Two Million Dollars (\$2,000,000) aggregate. Tenant shall deliver to Landlord certificates of such insurance coverage upon demand by Landlord, which certificates shall name Landlord as an additional insured.

Section 9. **Repairs, Replacements.** Landlord shall be responsible for maintaining and repairing the exterior and structural components of the Landlord's Building, including the roof, the HVAC and related systems. Tenant shall be responsible for keeping and maintaining the interior of the Leased Premises in good order and state of repair, including routine janitorial, painting and replacing light bulbs, but excluding major capital repairs under generally accepted accounting practices. Landlord will have the right to cause its agents to inspect the Premises in a reasonable manner and at all reasonable times to assure that Tenant is complying with his duties to repair, replace and maintain hereunder. Any defect or deficiency noted as a result of such inspection shall be reported to Tenant and, provided such defect or deficiency is Tenant's responsibility as specified herein, unless the same is corrected and remedied forthwith by Tenant, Landlord shall have the right to correct and remedy the same, at Tenant's expense, and the costs of doing so shall immediately be paid by Tenant to Landlord.

Section 10. **No Waiver.** The failure of either party to insist in any one or more instances upon the strict performance of any of the terms, covenants, conditions and agreements of this Lease, or to exercise any option herein conferred, shall not be considered as waiving or relinquishing for the future any such terms, covenants or conditions, agreements. The receipt of any rent or any part thereof, shall not be deemed to operate as a waiver of the rights of Landlord to enforce the payment of rent or charges previously due or which may thereafter become due, or the right to terminate this Lease and to recover possession of the Premises by summary proceedings or otherwise, as Landlord may deem proper, or to exercise any of legal, equitable or contractual rights or remedies.

Section 11. **Landlord's Right of Access.** Upon reasonable notice, Landlord shall have the right to enter the Premises in a reasonable manner and times to examine, and to show to prospective purchasers, mortgagees, or lessees. If Tenant shall not be present to permit any entry into said Premises, an entry by Landlord shall be permissible. Landlord may forcibly enter the Premises without liability, and Landlord shall accord reasonable care to Tenant's property.

Section 12. **Priority of Mortgages.** This Lease shall automatically remain subordinate to any existing mortgage and future mortgages, and to all renewals, modifications, consolidations, replacements and extensions thereof, provided Tenant's possession of the Leased Premises shall not be disturbed so long as Tenant is not in default hereunder. Tenant and Landlord will execute estoppel certificates and Subordination and Non-Disturbance Agreements in such reasonable form as may be requested in connection with such mortgages.

Section 13. **Assignment, Subletting.** Tenant is not permitted to assign or sublet this Lease without Landlord permission.

Section 14. **Damage or Destruction.** If the Premises are damaged by fire or by any other cause, such that the Premises are not usable for their intended purpose, the lease shall terminate at the end of the monthly term and Tenant shall receive an abatement for those days such Premises could not be fully occupied by Tenant. In such case, the month-to-month lease shall not be automatically renewed, unless the parties agree otherwise in writing. Landlord shall not be responsible for any damage to Tenant's personal property or fixtures.

Section 15. **Tenant to Indemnify.** Tenant shall indemnify and save harmless Landlord from and against any and all claims, damages, expenses, fees, fines, or penalties that arise from any breach by Tenant, its agents, servants, employees, visitors or licensees of any covenant or condition of the Lease, or as a result of Tenant's use or occupancy of the Premises, or the carelessness, negligence or improper conduct of Tenant, its agents, servants, employees, visitors or licensees; provided, however, that it is understood and agreed that the obligations of Tenant hereunder shall not extend to the negligence or willful misconduct of Landlord, its employees or agents. Landlord shall indemnify and save harmless Tenant from and against any and all claims, damages, expenses, fees, fines, or penalties that arise from any breach by Landlord, its agents, servants, employees, visitors or licensees of any covenant or condition of the Lease, or as a result of Landlord's use or occupancy of the Premises, or the carelessness, negligence or improper conduct of Landlord, its agents, servants, employees, visitors or licensees; provided, however, that it is understood and agreed that the obligations of Landlord hereunder shall not extend to the negligence or willful misconduct of Tenant, its employees, or agents.

Section 16. **Events of Default.** It shall be an Event of Default if Tenant fails to pay the rental amount when due or Tenant fails to comply with any of the terms in this Lease. If an Event of Default exists, Landlord shall provide a notice of default. If the default is not cured within (7) calendar days, Landlord shall have the right to terminate the Lease. Upon any termination of Tenant's right to possession, Tenant shall vacate and surrender the Premises in the same condition as received, reasonable wear and tear excepted. If Tenant fails to vacate and surrender the premises, Tenant shall pay all costs reasonably incurred by Landlord in requiring Tenant to vacate, including reasonable attorneys' fees and disbursements and, further, will pay Landlord a daily occupancy charge equal to one hundred twenty-five percent (125%) of the average daily rental payable by Tenant during the most recent Lease Agreement year until Tenant vacates the Premises as provided in the terms of this Lease.

Section 17. **Broker Commissions.** DEW MacMillin is responsible for payment of commission to HG Johnson Real Estate as outlined in listing agreement.

Section 18. **Environmental Covenants.** In its use and occupancy of the Premises, Tenant shall comply with all environmental laws, including, without limitation, those applicable to "hazardous substances." Tenant shall indemnify, defend and hold harmless Landlord and its employees, agents and contractors, from and against all loss, cost and expense (including, without limitation, attorneys' fees and disbursements and fees of other professionals advising Landlord) if Tenant breaches this Section.

Section 19. **Quiet Enjoyment.** Landlord covenants that Tenant, on paying rent due and complying with the Lease terms, shall peaceably enjoy the Premises for the Lease term.

Section 20. **Notices.** Any notice or other communication to be given hereunder shall be in writing and shall be given by mailing the same by certified or registered mail, postage prepaid, return receipt requested, to the addresses set forth below, and may be changed by written notice to the other party from time to time, and such notice shall be deemed given when mailed.

If to Landlord: DEW MacMillin Elm Street Investments, LLC
277 Blair Park Road, Suite 130
Williston, VT 05495
Attn: Laurie Robistow
Telephone No.: (802) 872-0505
Email: lrobistow@dewcorp.com

If to Tenant: Keene Serenity Center
34 Mechanic Street,
Keene, NH 03431
Phone- 603-283-5015
Email- sam.lake@kscrecovery.org

Section 20. **Termination.** On the termination date of the term, Tenant shall: (a) vacate the Premises and surrender the same to Landlord; (b) repair damage to the Premises and the fixtures and personal property of Landlord located on the Premises caused by Tenant's removal of its furniture and fixtures; and (c) at the option of Landlord either: (i) abandon all alterations made by Tenant to the Premises prior to the date of termination, making them the property of Landlord, free and clear of all claims by Tenant and any other person; or (ii) remove the alterations and restore the Premises to the same condition which existed on the Commencement Date, reasonable wear and tear excepted.

Section 21. **Entire Agreement; Amendment.** This Lease embodies the entire agreement between the parties and there are no agreements except as herein set forth. This Lease may not be amended except by written and signed agreement.

Section 22. **Disclaimer for Security.** Tenant acknowledges that the Premises and the Common Elements within the Building are not independently furnished with a security system. Landlord shall not be held liable for any loss or damage, by reason of failure to provide adequate security. Tenant acknowledges that Landlord is not an insurer and Tenant assumes risk of loss to its personal property, fixtures and fit-up from any deficiency in the Premises' security system, and further acknowledges that Landlord has not made any representation or warranty, nor has Tenant relied upon any representation or warranty, express or implied, including any warranty of merchantability or fitness for any particular purpose relative to any security measures.

Section 23. **Landlord Not Personally Liable.** If Landlord or its successor is a mortgagee, or an individual, joint venture, tenancy in common, corporation, limited liability company, firm or partnership, general or limited, there shall be no personal liability on the part of the mortgagee or on the part of the members of such corporation, limited liability company, firm, partnership or joint venture with respect to the Lease terms, and Tenant shall look solely to the equity of Landlord in the Premises for the satisfaction of Tenant's remedies in the event of any breach by Landlord or its successor of the Lease terms.

Section 24. **Governing Law.** This Lease shall be governed by and construed in accordance with the laws of the State of New Hampshire.

Section 25. **Signage.** Tenant can put signage on the interior of the exterior door glass (if desired).

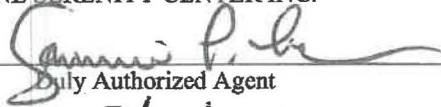
Section 26. **Medications:** Tenant is required to notify Landlord if treatment service options are added that require any drugs to be stored on site. Tenant understands that they would be responsible for the cost to install enhanced security if drug storage is required.

IN WITNESS WHEREOF, the parties, as evidenced by the signatures of their Duly Authorized Agents, do hereby execute this Lease as of the ____ day of _____, 2022.

DEW MACMILLIN ELM STREET
INVESTMENTS, LLC

By: _____
Duly Authorized Agent

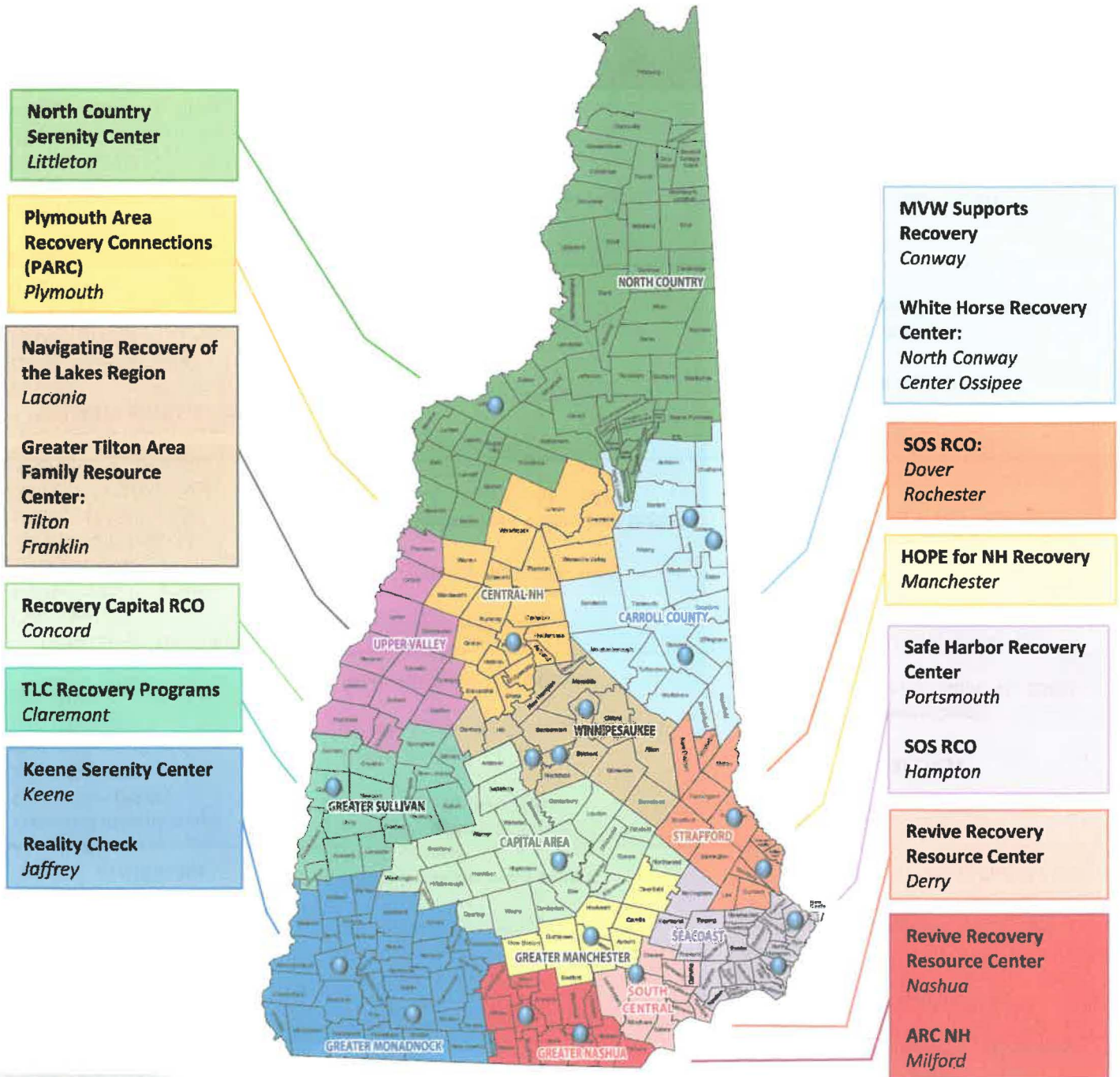
KEENE SERENITY CENTER INC.

By: 
Duly Authorized Agent
2/16/2022

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 Centers by Location



NORTH COUNTY

Littleton
North Country Serenity Center
 45 Union Street
 Littleton, NH. 03561
 603.444.1300
northcountryserenitycenter.org

CENTRAL NH

Plymouth
Plymouth Area Recovery Connection (PARC)
 258 Highland St.
 Plymouth, NH. 03264
 603.238.3555
parcnh.org

GREATER SULLIVAN AREA

Claremont
TLC Recovery Programs
 62 Pleasant St.
 Claremont, NH. 03743
 603.542.1848
tlcfamilyrc.org/recovery-programs-overview.html

GREATER MONADNOCK

Keene
Keene Serenity Center
 34 Mechanic St.
 Keene, NH. 03431
 603.283.5015
kscrecovery.org/

Jaffrey
Reality Check
 17 Turnpike Rd.
 Jaffrey, NH. 03452
 603.532.9888
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/

CARROLL COUNTY

Conway
MVW Supports Recovery
 1620 E. Main St.
 Ctr. Conway, NH. 03813
 603.662.0668
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/

WINNIPEASAUKEE AREA

Laconia
Navigating Recovery of the Lakes Region
 102 Court St., Laconia, NH. 03246
 603.524.5939
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/

GREATER NASHUA

Nashua
Revive Recovery Resource Center
 263 Main St. Nashua, NH. 03060
 1.888.317.8312
reviverecovery.org/

Milford
Addiction Recovery Coalition New Hampshire (ARCNH)
 180 Elm St. Suite E. Milford, NH. 03055
 603.554.8142
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/

SEACOAST

Portsmouth
Safe Harbor Recovery Center
 865 Islington St. Portsmouth, NH. 03801
 603.570.9444
granitepathwaysnh.org/safe-harbor-recovery-center/

Hampton
SOS Recovery Community Organization
 1 Lafayette Rd. Unit 1, Hampton, NH. 03842
 603.841.2350
straffordrecovery.org/

GREATER MANCHESTER

Manchester
HOPE for NH Recovery
 293 Wilson St., Manchester, NH. 03103
 603.935.7524
recoverynh.org/

SOUTH CENTRAL NH

Derry
Revive Recovery Resource Center
 6 Railroad Ave.
 Derry, NH. 03038
 1.888.317.8312
reviverecovery.org/

Find additional information about treatment and recovery support services at nhrecoveryhub.org and nhtreatment.org



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

-34-

KEENE
**Serenity
Center**
A RECOVERY COMMUNITY

ROAD TO RECOVERY

603-283-5015
info@kscrecovery.org

- 1 -

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 18th and April 19th





**NEW TEES
HAVE
ARRIVED**



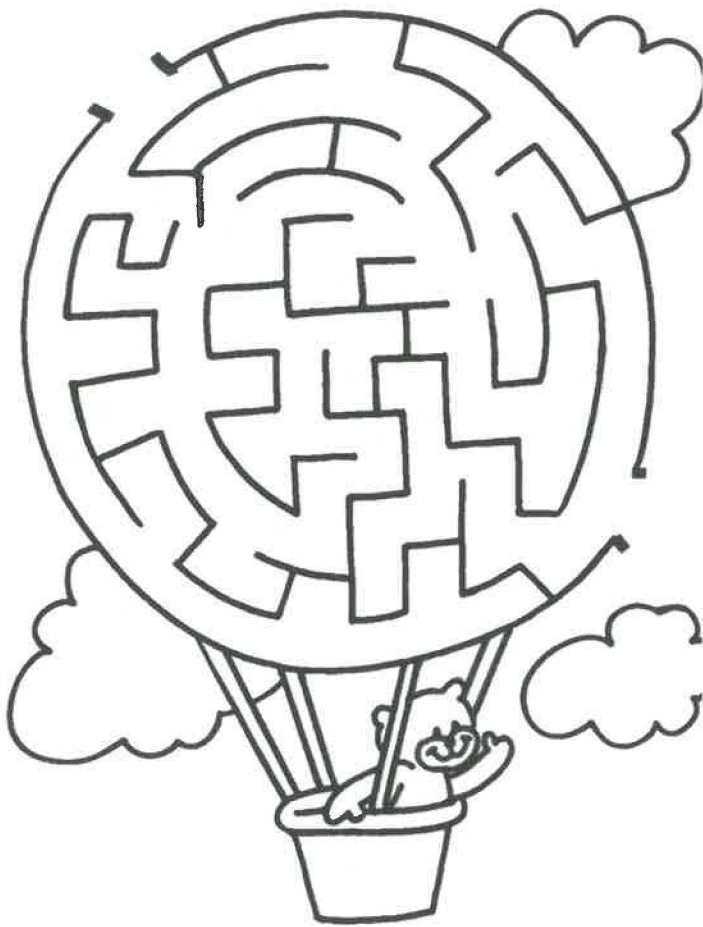
Mission

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



Keene Serenity Center Risk Management Plan

Philosophy

Keene Serenity Center (the Center) aspires to operate in a way that protects the health, safety and security of peers, staff members, volunteers and visitors while lifting up the Center's mission and safeguarding assets needed for mission-critical programs and activities.

Goals

The safety of peers, staff members, volunteers and visitors shall at all times be regarded as a top priority and this emphasis shall be communicated throughout the organization in order to ensure its understanding.

Responsibility for Risk Management

1. Board of Directors

- Develops the Risk Management Plan
- Adopts annual budget with risk management in mind
- Ensures compliance with policies and standards imposed by accrediting organization
- Adopts and establishes organizational policies
- Review the organization's insurance program periodically
- Review the organization's risk management plan annually

2. Executive Director

- Assigns staff to design and carry out safety and risk management activities
- Assigns staff to perform period review of safety and risk management activities
- Executes contracts for the Center
- Keeps the board apprised of emerging threats and opportunities facing the Center

The Board of Directors maintains and reviews annually the following:

- Articles of Incorporation
- Bylaws
- Directors and Officers Insurance
- Conflict of Interest Policy

The Board of Directors maintains and practices the following:

- Board Orientation-to ensure that the members of the Board are properly trained and prepared for their service, the organization will conduct a board orientation training for all new board members.

- Board Development-the board is dedicated to improving the skill and knowledge of its members and will allocate time during the year to increase its governance knowledge.
- Board Assessment-to become a more effective board, board members will conduct a board self-assessment at least once every three years.
- Board Recruitment and Nomination-the Center strives to have a diverse and qualified board with people who bring the skills, qualities and expertise needed to lead and govern the Center in accomplishing its mission.
- Board Minutes-the Center recognizes the importance of recording accurate and contemporaneous minutes of board and committee meetings, and each board member is aware of his/her responsibility for ensuring the accuracy of the minutes. The minutes are maintained in a separate binder at the Center.

Human Resources

- Employee Handbook-the Center believes that written employment policies are an essential risk management tool. The Center has compiled its key employment policies in a document titled Employee Handbook, which is provided to and discussed with each employee prior to the employee signing that he/she has reviewed and understands the policies therein. The Employee Handbook has been adopted by the board and is revised and re-issued to staff each time a new employment policy is adopted.
- Code of Ethics-in order to ensure that all who work and volunteer for the Center perform their duties with the highest standards of integrity, the Board has adopted a Code of Ethics which is provided to and discussed with each staff member and volunteer.
- Staff Supervision-the Center views effective staff and volunteer supervision as an essential component of risk management. Supervisory staff are expected to communicate their expectations of direct reports clearly and consistently and hold employees and volunteers accountable with regard to key tasks and responsibilities and compliance with the Center's policies. All employees and volunteers are encouraged to raise concerns or questions about work priorities and assignments with their direct supervisor.
- Performance Appraisals-the Center requires annual reviews for all employees. Supervisors are responsible for scheduling review meetings and conducting performance appraisals.

Programs and Services-the Center has developed the following policies and procedures for the Peer Recovery Support Program:

Emergency Procedures-to ensure the safety of peers, staff, volunteers and visitors, the Center will establish an emergency action plan. All personnel are responsible for knowing and following the plan. Drills are held periodically to ensure readiness in the event of an emergency.

PLAN

Financial Management-it is the responsibility of the Board of Directors to formulate financial policies and review the operations and activities of the Center on a periodic basis. The Board delegates this oversight responsibility to the Finance Committee, of which the Treasurer is the Chair. The Executive Director acts as the primary fiscal agent, with responsibility for implementing all financial management policies and procedures on a day-to-day basis. The Executive Director may delegate to staff responsibility for managing various aspects of financial management. The financial management objectives of the Center are to:

- Preserve and protect financial assets needed for mission-critical activities
- Exercise appropriate care in the handling of incoming funds and disbursement of outgoing funds
- Strive for transparency and accountability in fiscal operations.

The Board has adopted Financial Policies and Procedures which address the budgeting process, financial statements and internal controls.

Facility

- Fire and structural safety
 - The Center initiates periodic inspections by the Fire Marshall and corrects any deficiencies identified.
 - Center exits are clearly marked, and emergency lighting is installed in every room.
 - The Center monitors and reports to the landlord, DEW Properties, LLC, any safety concerns, including electrical and structural deficiencies.
- Use by others-the Center has a Facility Use Policy which is provided to all groups who use the Center to ensure that a clear understanding of all facility policies are understood and kept.
- Code of Conduct-the Center posts a Code of Conduct policy addressing safety concerns, including prohibition of illegal and potentially dangerous conduct as well as procedures the Center will follow to contact law enforcement in the event such conduct continues.

Technology and Information Management
[SEE ETHICS?]

Safeguarding Computer Equipment and Files- -Anti-virus software is maintained on all Center computers. Center computers are for use by staff and authorized volunteers only.

Safeguarding Confidential Information-In addition to the above, the Center maintains policies and procedures to ensure that all information about the peers is collected and stored in a safe manner and is not accessible to anyone but the staff and volunteers who working directly with that peer. All staff and Recovery Coaches working with peers are trained in the policies and procedures prior to working with peers and participate in an annual review of procedures.

Transportation-Center personnel are prohibited from providing rides to peers. All drivers of the Centers vehicle must be approved and on the insurance policy.

Insurance

The Center maintains and reviews annually the following policies:

- o Workers' Compensation
- o General Liability
- o Directors and Officers Liability
- o Volunteer Insurance

Any professional contractors (e.g. MLADCs) are required to carry professional liability insurance and to provide a copy of said insurance policy to the Center.

Additional Risk Management Policies- the Center maintains, and the Board of Directors periodically reviews the following:

- o Gift Acceptance Policy
- o Anti-Discrimination Policy
- o Anti-Harassment Policy
- o Whistleblower Policy