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WELCOME

Whether you have just joined us or have been part of our team for a while, we want you to know that we are pleased to have you as a part of our agency.

PROVAIL's *Mission, Vision, and Values* are articulated below:

MISSION

Supporting people with disabilities to fulfill their life choices

VISION

We see a world where all people live life based on their own choices.

We see a community that maximizes accessibility and inclusion.

We see PROVAIL as a community leader, working with others, to champion creative initiatives that improve the quality of life for people with disabilities.

VALUES

PROVAIL...

...Honors self-directed life choices

...Values growth, discovery and new experiences

...Encourages independence, integration and inclusion in and by the community

...Upholds the value of health and safety throughout the agency

...Supports respect for and dignity of the individual

...Celebrates creativity, innovation, and forward thinking

...Recognizes that our sustainability is essential to our future success

Every employee contributes to the service efforts of PROVAIL. We recognize that we cannot reach our goals and objectives without a competent and dedicated staff. We believe that our employees are our most valuable resource. We hope your employment relationship with us will be a rewarding experience.

ABOUT THE HANDBOOK

The Handbook will acquaint you with some of the policies that affect your employment. Since it is impossible to anticipate every situation that may arise, this Handbook is intended to highlight general agency policies, practices and benefits. Other existing policies and practices may not appear in this Handbook.

Please understand that we must be able to respond flexibly to changing circumstances as they arise. Because of this, **our policies are guidelines for management, not promises of specific treatment in specific situations.** Our policies and practices, including the compensation and benefits we provide, are subject to changes and exceptions without prior notice, at our discretion. All decisions regarding the application or interpretation of our policies and practices are also at our discretion. This applies to all of our policies and practices, whether formal or informal, and whether or not contained in this handbook. The policies, practices and benefits included in this Handbook supersede all previous policies, practices and benefits, whether written or unwritten, on the subjects they cover. Current policies and practices not covered in this Handbook are not changed by their omission herein.

These policies are intended to apply everywhere we operate. In some cases, however, the law of your locale may impose some policies that are different from those described here. In those cases, we follow the applicable local law.

If you have questions about the Handbook or any other PROVAIL personnel policies or procedures, please ask the Human Resources Department.

EMPLOYMENT AT WILL

We hope all of our employees have a productive and rewarding employment relationship with us. Nonetheless, separations from employment do occur, and you should understand that your employment with us is at will. **This means that just as you are free to resign at any time for any reason or no reason, we reserve the right to dismiss you at any time with or without reason or advance notice, and without severance compensation.** Nothing in this handbook or that is said or written anywhere else should be construed as a promise of permanent employment or specific benefits, of employment for any particular length of time, of dismissal only for cause, or of a right to any particular corrective action or dismissal procedures. No representative of PROVAIL has any authority to enter into any agreement for employment for any specified period of time or to make other commitments or promises or assure any benefit or terms and conditions of employment unless such promises are made in writing and signed by PROVAIL's Chief Executive Officer (CEO) or Board Chair.

BUSINESS ETHICS

PROVAIL complies with all applicable laws and regulations and expects all of its employees and volunteers to refrain from any illegal, dishonest or unethical conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with management or Human Resources (HR) for advice and consultation. If you have reason to believe that some policy, practice, or activity of PROVAIL is in violation of the law, please refer to our Reporting Improper Actions and Whistleblower in the *Communication* section of this handbook.

EQUAL EMPLOYMENT OPPORTUNITY

It is our policy to provide equal employment opportunities to all applicants and employees. This means we do not discriminate in employment decisions or policies on the basis of race, color, national origin, citizenship or immigration status, creed, religion, sex, age, marital status, caste, the presence of any physical, mental or sensory disability, the use of a trained service animal by a person with a disability, sexual orientation, political ideology, honorably discharged veteran or military status, gender identity, genetic information, status as a victim of domestic violence, sexual assault, or stalking, and any other status or characteristic protected by applicable federal, state or local law. This policy applies to all employment practices, including recruitment, hiring, training, promotion, compensation, discipline, evaluation, benefits, transfer, and social and recreational activities.

EMPLOYEES WITH DISABILITIES

We fully comply with our duty to provide reasonable accommodations to allow people with disabilities to apply for and perform their jobs. If you have a disability that affects your job performance, you must let HR know as soon as possible. HR will then discuss with you the reasonable accommodations we may be able to provide to enable you to perform the essential functions of your job. If you become unable to perform an essential function of your job, even with a reasonable accommodation, HR will assist you in identifying and applying for other jobs at PROVAIL that may become available and for which you may be qualified.

ANTI-RACISM POLICY

PROVAIL believes that, as an organization, we are perpetually building community. We recognize the harms that have historically occurred, and that continue to occur, through systemic discrimination and marginalization. We acknowledge that racism can be unconscious, implicit or unintentional, and that identifying racism as an issue does not automatically mean those involved in an act of racism are racist or that they intended to have a negative impact.

As an anti-racist organization, we purposefully identify, discuss, and challenge issues of equity, diversity, inclusion, and racism and the effects they have on our workplace, clients, and community. We are committed to creating an inclusive, diverse, and welcoming community where all voices are heard, valued, and reflective of those we serve.

HARASSMENT, INCLUDING SEXUAL HARASSMENT

It is our intent to provide a work environment free from all verbal, physical and visual forms of harassment. All employees are expected to be sensitive to and respectful of their co-workers and others with whom they come into contact while representing PROVAIL. To that end, we prohibit harassment by and toward employees, managers, and non-employees such as customers, vendors, or contractors. We prohibit all forms of harassment, whether due to race, color, national origin, citizenship or immigration status, creed, religion, sex, age, marital status, caste, the presence of any physical, mental, sensory disability, the use of a trained service animal by a person with a disability, sexual orientation, political ideology, honorably discharged veteran or military status, gender identity, genetic information, status as a victim of domestic violence, sexual assault, or stalking, and any other status or characteristic protected by applicable federal, state or local law.

Examples of the conduct we prohibit include, but are not necessarily limited to:

- Insults, calling people names, making offensive remarks, negative stereotyping or threatening, intimidating or hostile acts that relate to sex, sexual orientation, race, color, religion, national origin, age, disability or political ideology.
- Written or graphic material displayed or circulated in our workplace that criticizes or shows hostility or dislike toward an individual or group because of sex, sexual orientation, race, color, religion, national origin, age, disability or political ideology.

With respect to sexual harassment, examples of the conduct we prohibit include, but are not necessarily limited to:

- Vulgar or sexual comments, jokes, stories and innuendo.
- Graphic or suggestive comments about someone's body or manner of dress.
- Gossip or questions about someone's sexual conduct or orientation.
- Vulgarity, leering, inappropriate touching and obscene or suggestive gestures.
- Display in the workplace of sexually suggestive photographs, cartoons, graffiti and the like.
- Unwelcome and repeated flirtations, requests for dates and the like.
- Subtle pressure for sexual activity, including unwelcome sexual advances by a supervisor to a subordinate.
- Solicitation or coercion of sexual activity, dates or the like by the implied or express promise of rewards or preferential treatment.
- Solicitation or coercion of sexual activity, dates or the like by the implied or express threat of punishment.
- Sexual assault.
- Intimidating, hostile, derogatory, contemptuous or otherwise offensive remarks that are directed at a person because of that person's sex, whether or not the remarks themselves are sexual in nature, where the remarks cause discomfort or humiliation and interfere with the performance of an employee's duties.

- Retaliation against an employee for refusing sexual or social overtures, for complaining about sexual harassment, or for cooperating with an investigation of a complaint.

Harassment does not require intent to offend. Thus, inappropriate conduct or language meant as a joke, a prank, or even a compliment can lead to or contribute to harassment. This policy is intended to assist PROVAIL in addressing not only illegal harassment, but also any conduct that is offensive or inappropriate. We strongly encourage you to use our harassment reporting policy without worrying about whether the conduct involved would be considered harassment in a legal sense. If you consider the conduct to be harassment, report it.

This policy prohibits unacceptable harassment or conduct in the workplace and at company sponsored business and social events. Additionally, harassment via social media, email, and text messages are within the scope of prohibited conduct; for example, a harassing post on an employee's private Facebook page violates this policy if it is about a co-worker or customer.



REPORTING HARASSMENT OR DISCRIMINATION

If at any time you believe you are being subject to harassment or discrimination, if you become aware of such conduct being directed at someone else, or if you believe another employee has received more favorable treatment because of discrimination, you must promptly notify the HR Department or file a written report through [EthicsPoint](#)'s website or calling 844-621-0577. You may access the [EthicsPoint](#) site from this QR Code (left).

If the HR Manager or your supervisor is the cause of the problem, or if you believe the issue is unresolved, then contact the Chief People Officer. This applies to harassment or discrimination caused by anyone with whom an employee comes into contact as part of their job: supervisors, co-workers, clients, vendors or others.

All reported incidents will be investigated under the following guidelines:

- All complaints will be confidential to the fullest extent possible and will be disclosed only to management and as necessary to allow us to investigate and respond to the complaint. No one will be involved in the investigation or response except those with a need to know.
- Any PROVAIL employee who is found to have violated our anti-harassment policy is subject to corrective action up to and including immediate dismissal from employment. Corrective action will depend on the gravity of the offense. We will take whatever corrective action we believe will prevent the harassment from being repeated.
- We will not permit retaliation against anyone who makes a complaint or who cooperates with an investigation. Examples of prohibited retaliation include discharge, material changes to terms and conditions of employment, and ostracism or disparagement of an individual. Retaliation is prohibited even in the case where an underlying complaint has no merit. If you believe that you have been retaliated against as a result of a complaint, please contact the HR Department immediately.

We strongly urge you to report all incidents of harassment, discrimination or other inappropriate behavior as soon as possible. We want to provide you with a pleasant and productive working environment, but we cannot do this if these issues are not brought to our attention.

RECRUITMENT AND SELECTION

EMPLOYMENT OF RELATIVES

The hiring or favoring of employees on the basis of a relationship rather than merit is against the philosophy of our organization. We will consider for employment any individuals who qualify for job vacancies on their own merit. However, we will not hire, transfer, or promote any relative, which would place the individual in a position where:

- One relative would have the authority to hire, supervise, discipline, terminate, or evaluate the performance of the other;
- One relative would be responsible for auditing the work of the other; or
- Any other circumstance which would place the related persons in a situation of actual or reasonably foreseeable conflict between the employer's interest and their own.

If two employees who fall within one of the above situations become related, an attempt will be made to resolve the situation by transfer-ring one of those employees to another acceptable position for which they are qualified in the judgment of management. If no position is acceptable or available, the employees involved must decide within 30 days which one will resign their position. If no decision is reached within this time period, PROVAIL may terminate one of the employees based on non-discriminatory criteria.

The term relative is defined as parent, spouse, domestic partner, child, grandchild, sibling, grandparent, stepparent, stepchild, in-law, aunt, uncle, or cousin. This policy will also apply to those individuals between whom a "significant other" relationship exists.

BACKGROUND CHECKS

It is our policy not to discriminate against persons who have been arrested or convicted, or who have been released from prison. However, due to our state and county contracts, employees who may have unsupervised access to vulnerable adults must pass a Washington State Department of Social and Health Services (DSHS) background check upon hire and every year thereafter. In some cases, employees will also be required to pass an FBI fingerprint check.

If you have been arrested, charged with or convicted of a crime, you must report the situation to the HR Department as soon as possible but no later than the next business day. You are also required to notify your supervisor and the HR Department immediately if you come under investigation by any professional licensing body or other department, agency or investigative function related to any situation involving your ability to work directly with PROVAIL clients.

Conviction records are confidential, and access is strictly limited. If we receive confirmation at any time that an employee has been convicted of a crime, the employment relationship may be terminated immediately.

TRANSFER AND PROMOTION: JOB POSTINGS

It is PROVAIL's policy to promote from within whenever reasonable when filling a vacancy. Generally, most positions available at PROVAIL will be posted internally. We encourage employees to apply for any vacancy in which they have an interest and for which they may be qualified.

Employees may inquire about position changes (i.e. transfer, promotion, or lateral transfer) with their manager. All position changes must be requested through HR and follow standard approval processes.

Transfer: A position change that stays within the same salary grade or moves to a lower salary grade (demotion). Employees transferring within a salary grade will remain at their current step with no changes to their current pay increase schedule.

Promotion: A position change from a job classification with a lower base rate to one with a higher base rate. Employees promoted to a position with a higher salary grade shall be placed on a step in the new scale with no loss in compensation.

Lateral Transfer: A position change within the same job classification. Not all positions with the same job title are considered lateral transfers. In addition:

- HR should be consulted regarding which positions qualify as lateral transfers.
- When openings occur in job classifications that have more than one employee, other employees in the same job classification will be given priority to request a change from their current position.
- Positions with more than one employee must be announced to all other employees in the same job classification throughout the agency.
- Employees may not be eligible for lateral transfers if the candidate has been subject to a disciplinary process at the written warning level or above within the past 30 days or if they have not yet completed 6 months in their current position.
- Where there are multiple requests for lateral transfers, the most senior candidate is generally preferred. Any exception to offering the most senior candidate the position must be approved by HR.

ON THE JOB

EMPLOYEE CLASSIFICATIONS

Regular Full-Time employee: Employed on a regularly scheduled basis of at least 30 hours per week for a non-specified period. Regular Full-Time employees are eligible to participate in all benefit plans the agency offers once eligibility criteria have been met.

Regular Part-Time employees: Employed on a regularly scheduled basis of fewer than 30 hours per week for a non-specified period. Regular Part-time employees who are regularly scheduled to work a minimum of:

- **20 hours per week** are eligible to participate in the retirement plan and leave accrual programs (including holiday pay), prorated as defined by the plan.
- **Fewer than 20 hours per week** are eligible to participate in the retirement plan and other benefits mandated by law.

On-Call employees: Employed on an “as-needed” basis for a non-specified period. On-Call employees are eligible to participate in the retirement plan and other benefits mandated by law.

Temporary employees: Employed on a regularly scheduled basis for a specific period of time or for the duration of a specific project, not to exceed 90 days. A Temporary employee may be continued in this status for one additional 90-day extension period upon request of the operating manager of the department with the concurrence of HR. After the 180-day period, the employee will either be converted to regular status or released. A change in status from Temporary to Regular Full- or Part-time is not effective until communicated in writing from HR. Temporary employees are eligible to participate in the retirement plan and other benefits mandated by law.

Fellowship employees: Performing work in a special status for a specified time period to satisfy professional licensing requirements. A Fellowship employee may continue in this status for one year. An extension of no more than one year may be approved with the concurrence of Human Resources and the licensing agency. A Fellowship employee will be treated as a Regular Full or Part-Time employee for purposes of benefits eligibility.

Exempt employees: Are exempt from the overtime pay requirements of the law. Exempt employees are paid on a salary basis and occupy positions that are primarily executive, administrative, professional, computer-related, or in outside sales, as described within the definitions of the Fair Labor Standards Act.

Non-exempt employees: Receive overtime pay for work performed in excess of 40 hours per week. Non-exempt employees may be paid on either a salary or hourly basis.

Paid interns: An experiential learning opportunity where academic learning is integrated with practical or “hands-on” experience and the intern develops or refine specific professional skills. Paid interns’ work directly contributes to the organization's productivity or revenue generation.

The intern is required to work set hours or complete specific assignments within a defined period of time.

OVERTIME

Non-exempt employees are eligible to receive overtime pay of one-and-one-half times their regular hourly rate for each hour worked over 40 in a workweek. The workweek begins Sunday at 12:01 am and extends the seven days following. Because overtime is based upon actual hours worked, compensated time off (e.g., vacation, paid sick leave, etc.) falling within the regularly scheduled workweek is not considered “time worked” for the purpose of calculating overtime.

Your supervisor must authorize all overtime work in advance.

Due to the nature of our business, overtime may be required. When operating requirements or other business needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. You are expected to work overtime when requested.

REST & MEAL PERIODS

Each employee is provided with a paid 10-minute rest break for every 4 hours worked. Employees working shifts of five hours or more will also be provided an unpaid 30-minute meal break. Please schedule your breaks with your supervisor in accordance with business needs.

Rest and meal periods are mandatory and may not be combined or used to shorten the workday.

FLEXIBLE WORK SCHEDULES AND TELECOMMUTING

Flexible schedules generally are defined as an arrangement whereby an employee works hours outside of our normal business hours. Telecommuting is defined as an arrangement whereby an employee works part or all of their workday from home or another offsite location.

Eligibility for flexible schedules and/or telecommuting is at the discretion of PROVAIL and depends on such things as position type and job description, employee status, manager approval and work location. This list is not all inclusive. If you are interested in a flexible schedule or telecommuting, please consult with your direct supervisor.

PAYROLL

There are 2 pay periods each month, which run from the 1st to the 15th of the month and from the 16th to the end of the month. Paydays are on the 7th and 22nd. It is PROVAIL’s practice to use a “paperless” payroll process. This means that paper checks will generally not be issued. We require each employee to sign up for direct deposit of their pay into their bank account. Pay stubs are available online through PROVAIL’s payroll processing system UKG. Instructions to log in to UKG are supplied to new employees during new hire training or may be obtained from Human Resources.

We take all reasonable steps to ensure you receive the correct amount of pay on each paycheck and that you are paid on the scheduled payday. In the unlikely event there is an error in the

amount of pay, promptly bring the discrepancy to the attention of your supervisor, who will contact Payroll so a correction can be made. Corrections of eight hours or more will be processed as soon as possible. All other corrections generally will be made on the next regularly scheduled payroll.

It is our policy to comply with the salary basis requirements of the Fair Labor Standards Act (FLSA) and applicable state and local law. Therefore, we prohibit any improper deductions made from the salaries of exempt employees.

Exempt employees who believe that any improper deduction has been made to their salary should immediately report this information to Human Resources. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deductions made.

EXPENSE REIMBURSEMENT

You will be reimbursed for reasonable, authorized business expenses, such as authorized travel and entertainment, after you submit an expense report with complete supporting documentation and approval from your supervisor. Manager approved expense reports are due to Accounting by the 5th of the month for the previous month's expenses. Managers: When you submit an expense report to Accounting, make sure you include a statement that states "I have reviewed and approved this claim". Employees: Allow time for your supervisor to review, approve, and send your expense report to Accounting by the 5th. Contact your supervisor or the Accounting department for any questions you may have about what a reimbursable business expense is. A falsified expense report may result in immediate dismissal from employment.

PAY ADVANCES

PROVAIL does not make advances on employee payroll or make any types of loans to employees.

JOB DESCRIPTIONS

We maintain a job description for each position, which describes the qualifications for the position and the essential functions of the job. The Human Resources Department is responsible for approving and conducting regular reviews of job descriptions. We reserve the right to modify the job description for any position or employee at any time at our discretion. Employees in positions for which the job description is modified will receive a copy of the update.

PERFORMANCE EVALUATIONS

PROVAIL's performance evaluation process is designed to provide a dialogue between the supervisor and employee on how job requirements and goals are being met. Formal performance evaluations are generally conducted on an annual basis. We reserve the right to deviate from these evaluation guidelines in any particular case.

An unsatisfactory review indicates a possibility that employment may not continue unless performance improves. Depending upon the circumstances, an unsatisfactory review may result in immediate dismissal from employment at our discretion.

The employee's signature on the evaluation form acknowledges having discussed and received the evaluation, not necessarily agreement with it. The written performance evaluation becomes a part of the employee's personnel file.

RESIGNATION

When an employee decides to leave for any reason, their supervisor and the Human Resources Department would like the opportunity to discuss the resignation before final action is taken. PROVAIL often finds during this conversation that another alternative may be better. If, however, after full consideration the employee decides to leave, it is requested that the employee provide the Agency with a written two-week advance notice period. If, as sometimes happens, the employee's supervisor wishes for the employee to leave prior to the end of the employee's two-weeks' notice, the employee may be paid for the remainder of that period.

CORRECTIVE ACTION

PROVAIL may elect to use the following approach to provide notice to an employee that current job performance is unacceptable. There are no guarantees that the steps in our progressive corrective action system will identify and correct the problem or that all steps can or will be followed in every case. This process is simply intended as a useful guideline for resolving most job performance problems. The actual steps taken depend on the severity of the problem and the employee's work and performance history, among other possible factors.

When a problem comes to the attention of your supervisor, your supervisor may discuss the issue with you so that the two of you can agree on a course of action to improve the situation. If the problem continues, the next step may be a written notice and a problem-solving discussion. If the problem persists with no significant change or improvement, you may be subject to more serious measures, which may include suspension, demotion, transfer, or immediate termination.

FINAL PAYCHECK

Final paychecks are issued on the next regular payday. All other deductions that are legally required and that the employee has authorized in writing will be deducted.

The employee is responsible for all PROVAIL property, materials and written information issued to him/her or in the employee's possession or control. The employee must return all agency property immediately upon request or upon termination of employment. The value of any agency property not returned may be deducted from a non-exempt employee's final paycheck.

PERSONNEL RECORDS

Important events in each employee's history with us are recorded and kept in each employee's personnel file. The maintenance and release of information in personnel files is the responsibility of the Human Resources Department.

All personnel files and information are the property of PROVAIL. PROVAIL reserves the right to use and disclose this information as we deem business appropriate. In general however, it is our policy to release personnel files and the information contained within only to: Human Resources staff, PROVAIL management with direct line authority over the employee, managers who are considering an applicant for rehire, insurance carriers, reviewers, auditors and surveyors working on audits or certification reviews, attorneys having a legitimate business reason to know the information requested, federal, state and county authorities as required by law, pursuant to subpoena or other judicially enforceable request, pursuant to the employee's authorization, or pursuant to the policy on Employment Verifications and References contained in the Handbook.

Employees may review their own personnel files in the presence of a Human Resources representative at reasonable times upon request by the employee. Information obtained from employer and personal references is not made available to the employee.

CHANGES OF STATUS

To keep necessary Agency records up to date, it is extremely important that you notify the Human Resources Department of any changes in:

- Name and/or marital status
- Address and/or telephone number
- # of eligible dependents (if enrolled in health benefits)
- W-4 deductions
- Person to contact in case of emergency

EMPLOYMENT VERIFICATIONS AND REFERENCES

PROVAIL does not provide letters of reference for employment purposes, however we will respond to requests for employment verifications and references on current or former employees by providing dates of employment and current or last position held. If we have appropriate written authorization from the employee, we will provide other information if requested, such as current or last compensation level, and we will respond to specific questions regarding performance.

All requests for employment verifications should be forwarded to Human Resources for response.

ACCESS TO AGENCY AREAS

Our agency premises are intended solely for business purposes. We reserve the right to have access to all work areas. PROVAIL reserves the right to use any lawful method of investigation it deems necessary to conduct any and all searches on its worksites that it determines are appropriate, including searches of personal items brought to the workplace. A search does not imply an accusation of theft or that an employee has broken a company rule. The areas and items PROVAIL may search include, but are not limited to:

- Packages, boxes, handbags, briefcases, luggage and other containers brought onto our worksite by employees or others.

- Offices, file cabinets and other electronic repositories, desks, lockers and the like, including those assigned to individual employees.
- Desk computers, laptops, cell phones, pagers and other handheld devices.
- An employee's person and clothing.

Items that employees or visitors consider to be private or confidential should not be brought onto a PROVAIL worksite.

STANDARDS OF CONDUCT

ATTENDANCE AND ABSENTEEISM

PROVAIL depends upon the regular attendance and punctuality of all its employees in order to serve its clients and community stakeholders.

We look upon your regular attendance as an essential requirement of the job. While it is recognized that a reasonable amount of absence due to bona fide sickness or emergency situations is beyond control, punctual and regular attendance is required of all employees.

If illness or personal emergency make absence or tardiness unavoidable, you must -

- Notify your manager, personally (via phone call, text, or email), at least one hour before the start of your shift explaining the reason for your absence or tardiness and indicating when you expect to return to work. **Departments/program-specific requirements take precedence over these expectations.**
 - Check with your supervisor regarding notification requirements for your assigned department; departments that provide direct care to clients/participants may have stricter communication requirements.
- Notify your manager and provide the continued reason for the absence and the expected date of return, if you cannot possibly return to work by the expected day or time.
- Not depend upon another person to explain your absence from the job, unless you are medically unable to do so.

When the absence extends beyond the first day, employees should be aware:

- Absenteeism because of illness of more than three days, Human Resources may require written verification from your healthcare provider.
- Employees absent for two consecutive workdays without notifying the company (e.g. Human Resources, manager, program director, etc.) are considered to have abandoned their job.

Employees may be subject to disciplinary action, up to and including termination, under the following circumstances:

- Failure to provide proper notification prior to the start of their shift, or generally practice poor attendance.
- Falsification or misrepresentation regarding reasons for absence.

PERSONAL APPEARANCE

PROVAIL has a reputation in the industry for maintaining a clean and well-kept operation. We have also gone to considerable expense and effort to provide our employees with a good work environment. Since the appearance of our employees reflects upon the company, we request that you support the company by dressing and grooming appropriately for work.

Improper dress and grooming may also cause hazardous situations. Therefore, you are expected to wear clothing that is suitable and safe given your position. For example, while working around power chairs or other equipment with moving parts, loose clothing and jewelry may not be worn, and hair should be secured. Additional requirements may be added for some positions; such as, when an employee works frequently with clients who have chemical sensitivities.

For safety reasons, shoes must be worn at all times. Sandals may be worn except where safety considerations dictate the contrary. Jewelry must comply with safety rules. Specified protective apparel must be worn when employees work near moving machinery, flying or suspended objects, noise, chemicals, etc., which present potential health or accident hazards.

You will be informed by your supervisor of the dress code for your department. Your supervisor may send you home without pay should you come to work dressed inappropriately. If you have any questions about the appropriate apparel or grooming for your job, contact your supervisor.

EMPLOYEE-CLIENT RELATIONS

The delivery of professional services requires that all service program clients be treated in a respectful manner, with the utmost concern for their safety and psychological well-being.

Employees may not date clients. Further, soliciting or engaging in any form of sexual activity with clients is strictly prohibited. Any employee who engages in sexual activity with a client, or solicits sexual activity from a client, whether during work time or outside of work time, will be subject to immediate dismissal from employment. Additionally, any employee suspected of engaging in sexual activity with a client will be referred to the appropriate law enforcement agency for prosecution.

PROVAIL employees are not to engage in any financial transaction with our clients, including but not limited to trading, borrowing and lending of money or possessions.

All employees who may have unsupervised access to service program clients are required to adhere to PROVAIL's service policies regarding the use of restrictive procedures and positive behavior supports in accordance with policies set forth by the Washington State Department of Social and Health Services (DSHS).

DRUG-FREE WORKPLACE/SUBSTANCE ABUSE

PROVAIL is committed to providing and maintaining a safe and healthful work environment for the benefit of both our employees and our clients. To further our commitment, we expect that our work environment and employees will be free from the use and effects of drugs, alcohol and other impairing substances. Further, because we are a state/county government subcontractor, many of the following policies are required by law, including the federal Drug Free Workplace Act.

Prohibited Conduct. Prohibited conduct under this policy includes, but is not limited to the following:

- Manufacturing, selling, using, distributing, dispensing, possession or use of any illegal drug or drug paraphernalia on the job.
- Consuming or possession of alcohol or being intoxicated on agency or client premises or during work time except for PROVAIL sponsored or sanctioned events with prior permission from the CEO.
- Using prescription medications that impair job performance or pose a safety risk to yourself or others while on an agency worksite during work time or while representing the agency in any work-related manner. (Employees who are medically authorized to use drugs or other substances which impair job performance or pose a safety risk will be held responsible for ascertaining these facts through their health care provider and reporting these risks in writing to the Human Resources Department prior to commencing work under such medication.)
- Refusing to consent to drug or alcohol testing when requested by management or otherwise refusing to cooperate or attempting to subvert the testing process.

Any employee who we determine, at our sole discretion, has violated this policy may be subject to disciplinary action, up to and including dismissal from employment. The agency also reserves the right to involve law enforcement officials for any conduct that it believes might be in violation of state or federal laws.

PROVAIL reserves the right to inspect or search any employee's personal property on an agency worksite if we believe this policy has been violated. Refusal to submit to any such inspection or search or refusal to cooperate in any related investigation may result in disciplinary action, up to and including dismissal from employment.

Duty to Report Drug Convictions, Pleas and Sentences. Employees must, as a condition of employment and as required by law, notify the Human Resources Department in writing within five days of any conviction, plea, or sentence for a criminal drug statute violation occurring in the workplace. Any employee who is convicted of a reportable workplace drug conviction may be subject to disciplinary action, up to and including dismissal from employment.

PROVAIL is required to notify applicable federal contracting agencies within ten days after receiving notice that a covered employee has been convicted of a criminal drug violation in the workplace.

Drug and Alcohol Testing. Where we have a reasonable suspicion that an employee is in violation of this policy, the employee will be required to submit to testing to determine the presence of, use of, or any involvement with alcohol or drugs. The agency reserves the right to determine, at our sole discretion, whether reasonable suspicion exists.

Any employee involved in a job-related accident resulting in property damage or physical injury may be required to submit to testing to determine the presence of, use of, or any involvement with drugs or alcohol.

PROVAIL also reserves the right to require testing to determine the presence of, use of, or any involvement with alcohol or drugs on a random, unannounced basis. Such random testing may be conducted agency-wide, department-wide or by job classification.

Testing Procedures. Employees may submit a timely, written request that any sample be split into two parts, with one part tested and the other part retained by the testing laboratory for future retesting in the event of a positive result. If an employee has requested a split sample, the employee must request a retest within 72 hours of learning the result. Such retests will be at the employee's expense and must be conducted by a laboratory that is acceptable to the agency. A list of approved laboratories will be provided upon request.

Any employee who believes that his or her specimen was not collected in accordance with proper testing procedures must report it to the Human Resources Department within 24 hours of the specimen collection. Claims of deficiencies made after 24 hours have expired will be waived.

CONFIDENTIAL INFORMATION

We consider all information about our business and customers and clients to be confidential. You are reminded of your duty to keep all of this information confidential.

SMOKE-FREE WORKPLACE

In compliance with Washington State law, smoking is prohibited in all of our indoor work areas and within 25 feet from all doorways, windows that open, and air intake systems.

GIFTS AND CONFLICTS OF INTEREST

You may not accept gifts, tips or gratuities from clients, their families or guardians. Anyone expressing a desire to make a donation to PROVAIL should be referred to the Development Department. Gifts from vendors must be reported to the Human Resources department if the value of the gift exceeds \$100.

You are to avoid placing yourself in a position that may create or lead to a conflict of interest or the appearance of one. For instance, you are prohibited from engaging in a financial relationship or investment that conflicts with our interests. You are also prohibited from having any personal financial interest, directly or indirectly, in any transaction with PROVAIL.

PERSONAL USE OF TELEPHONES, EQUIPMENT AND SUPPLIES

Our telephones, copiers, postage, supplies and the like are for business use and should not be used for personal matters. We ask for your cooperation to limit personal phone calls to emergencies or essential personal business, and to keep them as brief as possible. Personal calls that are long distance are prohibited. Employee's use of email is restricted to business use only during working hours.

COMPUTER SOFTWARE

Laws concerning the use of licensed computer software are very strict and the penalties for misuse can be costly. Therefore, PROVAIL prohibits its employees from making and using

additional copies of software belonging or registered to PROVAIL. This includes copying software for use on other agency computers. Additionally, you may not install or copy software that does not belong, or is not registered to, PROVAIL without the express written permission of your supervisor and the network administrator.

CELL PHONES

Although PROVAIL allows employees to bring their personal cell phones to work, we expect employees to keep personal conversations to a minimum. While occasional, brief personal phone calls are acceptable, frequent or lengthy personal calls can affect productivity and disturb others. Personal calls should be made during non-work hours or breaks wherever possible.

You are prohibited from using cell phones for work-related matters while driving. If it is necessary to make a call while driving, you should wait to take the call until the vehicle is safely stopped. You may use hands-free equipment to make or answer calls while driving, and when safe to do so, without violating this policy.

EMERGENCY CONDITIONS

Emergency conditions such as severe weather, fire, flood, or earthquake can disrupt PROVAIL's operations and interfere with work schedules. Each department must have a plan that outlines procedures for notifying its employees of an agency or department closure, accomplishing work critical to the health and safety of clients, and work required by a contract or work agreement with an outside agency. It is each employee's responsibility to be familiar with his/her department's plan for emergency conditions and discuss any questions before problems arise.

If you cannot report for work or cannot get to work on time due to severe weather, fire or natural disaster, and your work location is open for business on that day, it is your responsibility to contact your supervisor to receive instructions. If you cannot get to work, arrive late, or leave early (with your supervisor's permission) due to severe weather or similar emergency conditions, you may be required to use available vacation or paid personal days to make up for lost pay. You may also be permitted to make up the missed time in order not to lose pay 1) if work schedules and conditions permit, 2) if there is a need for the work to be completed promptly, and 3) if adequate supervision is available. (Non-exempt employees generally must make up the lost time within the same work week, due to overtime pay that would likely result otherwise.)

Under rare conditions, one or more PROVAIL work locations may be closed for business due to severe weather conditions or natural disaster. Under those conditions you will be contacted by your supervisor to alert you to the closure. If you would otherwise be available to report to work that day (i.e. not on a scheduled vacation or out due to illness) the Agency may determine, at its discretion, to pay you for the time you would have worked that day.

Important note: You may be required to report to work and/or remain at work during emergency conditions until relieved of duty by another staff member, or until released by your supervisor, if necessary for the health and safety of clients, or for work required by a contract or work agreement with an outside agency. It is your responsibility to discuss with your supervisor *in advance* any

concerns you may have about your ability to report to work or remain at work during an emergency.

PERSONAL AND AGENCY VEHICLES

The following rules apply to the use of personal or PROVAIL-owned or leased vehicles while on PROVAIL business, not including commuting:

- It is each employee's responsibility to maintain current insurance and driver's license, if operating a personal vehicle for agency business.
- Drivers will travel to and from their designated location only.
- You are prohibited from using cell phones for work-related matters while driving. If it is necessary to make a call while driving, you should wait to take the call until the vehicle is safely stopped. You may use hands-free equipment to make or answer calls while driving, and when safe to do so, without violating this policy.
- Clients are not permitted in personal vehicles without the express written consent of the program manager.
- If you are involved in an accident while on agency business, you must notify your insurance carrier and PROVAIL within a reasonable time. A police report must be completed before leaving the accident site. Any fines issued in connection with the operation of any vehicle while on agency business are the driver's sole responsibility.
- You are not authorized to drive on any agency business if restricted due to PROVAIL's insurance requirements.
- Mileage is reimbursed upon approval of a properly completed expense voucher. Accurate documentation must be maintained as required by the IRS.

Drivers of PROVAIL-owned or leased vehicles must complete a Washington State Driver's Abstract.

EMPLOYEE BENEFITS

PROVAIL provides a variety of Employee Benefit Programs that are designed to provide you and your family with basic “quality of life” coverage. The information provided in this handbook serves as a general description of your benefit plans as well as a guide to understanding the Agency’s related policies and practices. The terms and conditions of the Insurance Benefit Plan are governed at all times by the complete provisions of the insurance contract or agreement under which the Plan is administered. When you become eligible for insurance benefits, you will be given a booklet that explains the Plan in more detail.

GROUP MEDICAL INSURANCE

PROVAIL’s health insurance plan provides employees and their dependents access to medical, dental, and vision care insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan on the first of the month following 60 days of continuous employment:

- Regular full-time employees
- Fellowship employees

Details of the health insurance plan are described in the Summary Plan Description (SPD). The SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Should a question arise concerning your health insurance benefit, the SPD document will govern. Contact the Human Resources Manager for more information about health insurance benefits.

Other plans could include:

Section 125 Plan

COBRA (“Consolidated Omnibus Budget Reconciliation Act”).

If you resign or are terminated from PROVAIL’s employ or if your work hours are reduced, and if this event makes you or your dependents no longer eligible to participate in our group health insurance plans, you and your eligible dependents may have the right to continue to participate for up to eighteen months at your (or your dependents’) expense. If you are determined to be disabled under the Social Security Act at the time your termination or reduction in hours occurs (or within sixty days of these events), you may be entitled to continuation coverage for up to twenty-nine months.

RETIREMENT PLAN

We have a 403(b)-retirement savings plan to which employees may contribute on a pre-tax basis. Eligibility for this benefit is described in the summary plan description for the 403(b) plan. Contact Human Resources for more information about the retirement plan.

TIME OFF

VACATION

Vacation benefits are provided so that employees may enjoy rest and relaxation away from work.

Regular full and part-time employees regularly scheduled to work at least 20 hours per week accrue vacation each pay period, based on their actual hours worked. (Overtime hours do not accrue vacation time.) The rate of accrual depends on the employee's number of years of continuous employment with PROVAIL. Vacation accruals are limited to the employee's annual accrual plus 40 hours. The standard rates of accrual based on a 40-hour week are outlined below:

During Years of Employment	Total Vacation Hours Per Year	Standard Accrual	Maximum
1	104	144	
2-4	120	160	
5-9	160	200	
10+	200	240	

Although vacation is accrued from the first day of work, you do not become eligible to take vacation until you have been employed for 90 days.

Upon separation of employment, employees may receive payout of unused, accrued vacation provided you have satisfied the service requirement stated above.

All employees are strongly encouraged to take all vacation time to which they are eligible each benefit year. PROVAIL will attempt to allow employees to take vacations at the times requested, with due consideration for the staffing needs of the department. Employees are to request time off in one-hour increments through our electronic request process in the UKG time tracking software. Your electronic request will be routed electronically to your supervisor for their supervisor's approval. Requests should be submitted at least 10 working days in advance of the desired vacation date. *In positions where your shift(s) must be filled, longer advance notice is recommended in order for your request to be approved.* See your supervisor for recommended length of notice at your work site.

Vacation pay is based on the employee's base pay rate in effect when vacation benefits are used, multiplied by the number of hours the employee would otherwise have worked on the day(s) of absence. (Exempt employees may use their accrued vacation in one-day increments and will not have their vacation accounts charged for absences of less than a day.)

Any employee that becomes ill during a scheduled vacation cannot change a vacation day to a sick day; scheduled vacation days count as vacation even if an employee would ordinarily take a sick day.

PERSONAL HOLIDAYS

All regular full and part-time employees who are regularly scheduled to work at least 20 hours per week, receive Personal Holiday in lieu of paid federal holidays. Staff will have the opportunity to use their Personal Holidays for the cultural observations and personal activities most important to them individually. Certain PROVAIL programs and departments may be closed on some federal holidays, but staff may be able to work on those days with supervisor approval.

Personal Holidays are awarded to eligible employees on a quarterly basis. Personal Holidays are allocated to full-time employees as follows:

January	April	July	October
24 hours	24 hours	24 hours	24 hours

96 total personal holiday hours

Personal Holidays are pro-rated for non-exempt staff according to the employee’s regular schedule. For example, if an employee’s regular schedule is 20 hours/week, they will receive 12 hours of personal leave on January 1. If an employee’s scheduled hours change, their award will be adjusted accordingly the following quarter. *For example, if an employee goes from part time to full time during the month of February, they will receive 24 hours of personal holiday in April.*

New hires will receive personal holiday hours at the time of hire, regardless of hire date. *For example, a new employee hired on June 20 will receive 24 hours of personal holiday hours*

No more than 24 Personal Holiday hours may be carried over into the following calendar year. Employees will not accrue more than 96 Personal Holiday hours. Unused personal holidays will not be paid upon separation from employment. Personal Holidays accrued during a leave of absence will not be available for use until the employee returns to work.

Personal Holidays require supervisor approval and must be requested through UKG and approved in advance.

PAID SICK LEAVE

PROVAIL provides paid sick leave benefits for periods of temporary absences. Non-exempt staff may request sick leave in one minute increments; exempt staff may request sick leave in one hour increments. In accordance with Seattle’s Paid Sick and Safe Time (PSST) ordinance, we are a Tier 3 employer. PSST benefits are used and accrued based on a benefit year. Our benefit year begins on January 1 and ends December 31. The amount of sick leave accrued, used, and

available is recorded each payday in UKG. Sick leave is paid at your normal hourly compensation.

- Regular, full and part-time employees who are regularly scheduled to work at least 20 hours per week accrue at a rate of 1.85 hours per 40 hours worked; accrued leave may be taken immediately.
- All other employees accrue one hour per 30 hours worked in Seattle city limits; this accrued leave may be taken on the 90th calendar day of employment.

Sick leave benefits may be used (1) for an absence due to your own or your child's illness or injury, (2) to care for your spouse, registered domestic partner, parent, parent-in-law, grandparent, grandchild, or sibling with a serious health condition or emergency condition, (3) to take leave if you are a victim of domestic violence, sexual assault, or stalking; or you have a family member who is a victim of domestic violence, sexual assault or stalking, (4) to take leave when their family member's school or place of care has been closed, or (5) to take leave when your place of business has reduced operations or been closed for any health or safety reason.

Written requests for time off must be submitted electronically in the UKG time tracking software at least 10 days in advance for planned or foreseeable absences, or as soon as practicable for unforeseen situations. See "**Attendance & Absenteeism**" for additional information about communicating with your manager if you are ill or have a personal emergency.

Unused sick leave may be carried over each year as follows:

- Regular, full and part-time employees who are regularly scheduled to work at least 20 hours per week may carry over a cumulative maximum of 480 hours.
- All other employees may carry over a cumulative maximum of 72 hours.

Unused sick leave has no remunerative value and is not paid upon separation from employment. Should you be rehired within twelve months after separating from PROVAIL, your previous employment will be counted towards the eligibility waiting period and any forfeited paid leave, up to a maximum of 72 hours, will be restored.

Retaliation for using paid sick leave for allowed purposes is prohibited.

EMERGENCY SICK LEAVE

In some instances, PROVAIL may provide an additional 5 days (40 hours) of emergency sick leave when an employee will be absent for a prolonged period of time and has exhausted all paid leave.

Emergency sick leave assistance is intended to cover absences due to a serious medical hardship or catastrophic illness or injury such as cancer, major surgery, serious accident, heart attack, etc., that requires inpatient, hospice, or resident health care. It is also available for those instances involving the legal dependent for whom the employee is the primary caregiver. Normal pregnancy, common illness, and injury/injury covered by worker's compensation is excluded.

All requests for emergency sick leave will be reviewed by the Chief People Officer. Requests may be denied in cases of suspected sick leave abuse, incomplete or inaccurate applications, lack of supporting doctor's statement, and refusal to supply requested information.

Employees are eligible for Emergency Leave if they meet the following conditions:

- Worked at PROVAIL for a minimum of 90 days.
- Exhausted all other paid time off benefits.
- Currently experiencing a medical hardship including COVID or catastrophic medical condition as defined as a life-threatening or serious illness or disability requiring continuing treatment or a period of hospitalization as certified by a medical care provider and which requires continuous absence from work of 10 days or more.

Employees can request and may be awarded additional emergency sick leave assistance one year after the last date of approved emergency sick leave.

Please contact Human Resources with any questions or need for more information about this policy or to apply for Emergency Sick Leave.

SICK PAY DONATION

PROVAIL recognizes that employees may experience a catastrophic medical hardship that causes a severe impact to them resulting in a need for additional time off in excess of their available paid time off benefits. To address this need, all eligible employees will be allowed to donate up to 40 hours of sick time from their unused balance to the Shared Leave Pool in accordance with the policy outlined below. This policy is strictly voluntary.

Sick pay donation is intended to cover absences due to a serious medical hardship or catastrophic illness or injury, such as cancer, major surgery, serious accident, heart attack, etc., that requires inpatient, hospice or resident health care. Sick pay donation is available for those instances involving the employee as well as to care for family members — the employee's child, parent, spouse, domestic partner, legal dependent for whom the employee is the primary caregiver, or person living in the employee's household for whom the employee is the primary caregiver. Normal pregnancy, common illness, and illness/injury covered by workers' compensation are excluded.

The recipient employee must have first exhausted all accrued paid time off (vacation, sick, and personal day) to qualify for the donated leave. Hours will be used in the order they are donated. Donor employees must have a minimum balance of at least 80 sick leave hours remaining for their own use after the donation. If the recipient employee terminates employment from PROVAIL before all donated hours are used, the remaining donated hours are forfeited.

Employees who wish to donate sick time to the Shared Leave Pool must complete a Donation of Sick Time Form and return it to Human Resources. Employees who are currently on an approved leave of absence cannot donate sick time.

Requests for donations of sick time must be approved by Human Resources, the employee's immediate Supervisor, and the CEO of PROVAIL.

FAMILY AND MEDICAL LEAVE (“FMLA LEAVE”)

In accord with appropriate federal and state family and medical leave laws, PROVAIL provides eligible employees up to 12-weeks of unpaid leave during a 12-month period to care for a newborn or newly-adopted/foster child, to care for a spouse, child or parent with a serious health condition, or for your own serious health condition when you are unable to perform the functions of your job. A “serious health condition” is an illness, injury or other physical or mental condition that involves an overnight stay in a medical care facility, or continuing treatment by a health care provider, *e.g.*, more than 3-consecutive days absent, chronic conditions, etc.

Under the federal FMLA, leave under this policy also may be taken for a “qualifying exigency” when your spouse, son, daughter, or parent is on or called to active duty in support of the U.S. Armed Forces from the Reserves, National Guard or from retirement, or for reasons relating to an active-duty service member. Leave may be used in a consecutive block, or intermittently or on a reduced leave schedule when medically necessary or otherwise approved by PROVAIL.

The 12-month period for determining family or medical leave entitlement is calculated from any date leave is used rolling backward 12-months.

To be eligible for this leave benefit, you must be employed a minimum of 12 months and have worked at least 1,250 hours during the 12 months immediately preceding the requested leave and be located at a site with at least 50 employees within 75 miles. You are required to give a minimum 30-day written notice requesting leave for reasons of a birth, adoption/foster placement, or planned medical treatment for a serious health condition. Whenever a 30-day notice is not possible, you are required to inform PROVAIL as soon as practicable by notifying your direct supervisor or Human Resources.

You may choose to apply all of your applicable paid leave benefits, *e.g.*, vacation, personal days, sick leave, while initially on leave under this policy, and before such time off is designated as unpaid. Your health insurance benefits will continue during your absence at the same level and conditions as if you were continuing to work, and until such time that your leave ends or you inform PROVAIL that you will not return to work, whichever occurs first. You remain responsible for any premium amounts normally contributed toward your health care coverage, including dependent coverage.

PROVAIL may require certification of your need for leave, a fitness-for-duty certification prior to your return to work, and/or other medical re-verifications, where applicable.

Upon the completion of your leave under this policy, you will be restored to your former position or to an equivalent job with equivalent pay, benefits, and other conditions and privileges of employment. Different restoration procedures apply to those employees designated by PROVAIL as “key” individuals.

If you are the spouse, child, parent or next of kin of a military service member who has a serious illness or injury from active-duty service, PROVAIL provides up to 26-weeks of leave under the federal FMLA while the service member is undergoing medical treatment, recuperation, therapy, or is otherwise in outpatient status, or on the temporary disability retired list. This form of leave also applies to eligible family members of veterans for up to five years after the veteran leaves service for a serious illness or injury incurred during active duty. This 26-week maximum is available only during a single 12-month period starting from the first day that such leave is taken and is combined with other FMLA leaves taken during the same period, i.e., not offered in addition to other FMLA leave periods.

PROVAIL will notify you about your eligibility and designation of approved leave under this policy.

In compliance with Washington State laws, available leave under this policy may be taken in addition to the actual time period a pregnant employee may need for time off due to their temporary disability related to pregnancy or childbirth.

Please contact Human Resources with any questions or need for more information about this policy or to apply for leave under the FMLA.

OTHER LEAVES

Medical Leave (Non-FMLA). PROVAIL, on a case-by-case basis, may approve an unpaid leave of absence for medical reasons when an employee has exhausted all paid time off benefits and is not eligible for FMLA. Approved medical leaves may not exceed twelve weeks in a twelve-month period unless provided otherwise by state or federal law.

You must present a doctor's certificate stating the dates of the medical leave, the reason for the leave, and the expected date you will be medically able to return to work. You may also be required to present a fitness-for-duty verification from your doctor before actually returning to active employment.

Pregnancy Disability Leave. Pregnancy disability leave is granted to all pregnant employees upon receipt of a physician's certification stating that they are unable to work due to pregnancy. Employees on leave are expected to keep the agency posted regarding their expected return date. Pregnant employees may also qualify for additional leave under the Family and Medical Leave Act (FMLA), after pregnancy disability leave ends.

Domestic Violence Leave. If you or your family member (child, spouse, registered domestic partner, parent, parent-in-law, grandparent, or person with whom you have a dating relationship) are a victim of domestic violence, sexual assault or stalking, PROVAIL may offer a reasonable period of leave (as determined by the employer), intermittent leave or a reduced schedule to seek legal or law enforcement assistance, counseling or medical treatment.

Leave is without pay unless you choose to use accrued paid time off. You will be asked for written verification of the need for leave. We may also request documentation to determine family relationship. To the extent allowed by law, your health insurance benefits continue at the level and conditions that would have been provided had you remained continuously employed. Upon completion of your leave, you may be restored to the same job or an equivalent position with equivalent pay, benefits, and conditions of employment.

Information you provide to determine eligibility or continuation for this leave may only be disclosed by PROVAIL if you request or consent to its disclosure, is responsive to a court or administrative order or as otherwise required by federal or state law.

Bereavement. We provide regular full-time and part-time employees paid leave for up to 3 days in the event of the death of a spouse, registered domestic partner, child, parent, sibling, grandparent, grandchild or corresponding in-laws or “step” relations.

Jury Duty. An employee who receives a summons for jury duty must report this obligation to their supervisor or department manager upon notification. PROVAIL will pay employees who serve as jurors at their regular rate of pay (less any pay received for serving the court) for a maximum of 30 calendar days, not to exceed eight hours per day. It is the employee’s responsibility to provide documentation prior to receiving payment.

If you are excused from jury duty or if you are released when there are at least four hours of the normal workday remaining, you must report to work if you were scheduled to work.

If you are subpoenaed to appear as a witness in a court case involving provail, you will be paid at your straight time rate for the hours involved, less any witness pay paid to you. If you are subpoenaed to appear as a witness in a court case not involving PROVAIL, you will be paid for the hours absent from work spent testifying, not to exceed 30 days.

You will need to provide proof of your actual service. Note that the courts do not automatically give jurors and witnesses proof of service, so you must request a verification slip from the court clerk. Submit this proof of service slip to Human Resources as verification that your absence was due to jury duty or testifying as a witness.

Military Service. Military leave will be granted to all employees under orders which require them to serve in any of the U.S. Military branches.

Employees who are currently participants in our health care benefit program and are called to active military duty may purchase health coverage for up to 24 months under the COBRA program. Employees returning from military leave will be placed in a position at the level of pay and benefits consistent with applicable law.

Military Family Leave. Employees who are spouses or registered domestic partners of armed service workers and who work an average of 20 hours or more per week may take up to 15 days of unpaid leave when their spouse is about to be called up to active duty or is home from

deployment during times of military conflict declared by the President or Congress. Any requests for military family leave must be made within 5 days following your family's receipt of the official military notice.

You may choose to use any of your accrued leave benefits while taking military family leave. Your health insurance benefits will continue at the level and conditions that are provided with continuous employment.

Personal Leave. Regular full-time and part-time employees who desire to take extended leave for non-medical reasons beyond what they have available in accrued paid time off may request a personal leave of absence. Accrued vacation and personal days must be exhausted prior to the start of unpaid personal leave. The maximum duration of an unpaid Personal Leave is 6 weeks. Personal leave is approved on a case-by-case basis based on business need. Except in special circumstances, personal leave will only be granted to employees who have completed their first three months of employment. Time off that qualifies for any other paid or unpaid leave are not eligible to be taken as Personal Leave.

REQUESTS FOR LEAVE OF ABSENCE

All requests for leave should be submitted in writing to HR as far in advance of the anticipated leave date as possible. If circumstances prevent you from submitting an advance request, you must orally inform your supervisor as soon as possible and follow the oral notification with an email request. All requests for leave must indicate the date you anticipate returning to work.

CONTINUATION OF BENEFITS DURING LEAVE OF ABSENCE

We do not pay for group health or other insurance benefits once your paid time off benefits are exhausted (unless required under applicable family and medical leave laws), but you may continue those benefits at your own expense during the leave to the extent allowed by our benefit plans.

RETURNING FROM LEAVE OF ABSENCE

We comply with all applicable laws related to reinstating employees after periods of leave. Except as required by law, however, the determination of whether an employee will be reinstated after a leave of absence remains in our discretion. An unauthorized failure to return promptly to work at the conclusion of a leave of absence, acceptance of any other employment during a leave, or an application for unemployment compensation while on leave (which would indicate you are available for work), may be treated as a voluntary resignation.

COMMUNICATION

PERSONNEL ADMINISTRATION

The Human Resources department is responsible for personnel administration. Decisions on hiring, pay, and benefits, promotion, demotion, transfer and separation from employment do not go into effect until approved in writing by the manager of the Human Resources Department and/or CFO and your supervisor.

PROBLEM RESOLUTION

To ensure effective working relations, it is important that any workplace misunderstandings or conflicts are resolved before serious problems develop. Most incidents will resolve themselves naturally; however, if a situation persists that you believe is detrimental to you or to PROVAIL, free discussion with your immediate supervisor, department head, or a member of the human resources department is encouraged. These individuals will endeavor to work out a satisfactory solution to the problem. Any questions, problems, concerns, and suggestions are always welcome. You are welcome to address any concerns, questions, suggestions, or complaints to any member of management. Please note: this policy does not apply to the resolution of harassment or discrimination complaints. Please see REPORTING HARASSMENT AND DISCRIMINATION, above, to report any complaints involving harassment or discrimination.

REPORTING IMPROPER ACTIONS

“Improper actions” refers to actions undertaken by a PROVAIL employee in the performance of his or her official duties that (a) are in violation of any federal, state or local law or rule, (b) are an abuse of authority, (c) create a substantial and specific danger to public health or safety, or (d) grossly waste public funds. “Improper actions” do not include employment actions, such as processing internal complaints, decisions regarding hiring, promotion, firing and other discipline, or alleged violations of employment policies.

Violations affecting the safety of PROVAIL’s clients should be reported immediately to the appropriate regulatory agency, followed by an internal report.

No adverse employment action or retaliation will be taken against an employee who registers a complaint regarding client safety or possible violation of law in good faith with a public body in accordance with this policy. See Whistleblower Policy in the next section for additional information.

To report improper actions internally, submit your concern and related information (“complaint”) in writing to the CEO. If your complaint concerns the CEO, submit your complaint to the PROVAIL Board. Your identity will be kept confidential to the extent possible under law and consistent with our need to investigate the complaint, unless you provide written authorization for disclosure.

The CEO (or PROVAIL's Board) will conduct an investigation and, where appropriate, make recommendations for corrective action. The results of the investigation will be shared with appropriate parties, including the employee reporting the questioned conduct.

EMPLOYEE PROTECTION (WHISTLEBLOWER) POLICY

If any employee reasonably believes that some policy, practice, or activity of PROVAIL is in violation of the law, a written complaint must be filed by that employee with the CEO or Board Chair.

It is the intent of PROVAIL to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations.

PROVAIL will not retaliate against an employee who protests or raises a complaint against a practice of PROVAIL, or of another individual or entity with whom PROVAIL has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.

PROVAIL will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of PROVAIL that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning the health, safety, welfare, or protection of the environment.

DOCUMENT RETENTION AND DESTRUCTION

PROVAIL has in place specific policies regarding the retention and destruction of work-related documents. There are specific guidelines depending on the department or program area that relate to financial records, personnel records, client files and medical records. Please refer to the Fiscal Policies, and program specific (i.e. Mobility & Communication, Employment Services, and Home & Lifestyle) policies and procedures.

ELECTRONIC MAIL, TEXT MESSAGES AND INTERNET ACCESS

Business Use. PROVAIL's computer systems, including equipment, network systems, Internet and electronic mail capabilities, support services and software, are agency property and considered corporate assets. Accordingly, the computer systems are to be used for agency and business-related purposes, during working hours. Failure to follow agency guidelines may result in discipline or loss of computer systems privileges.

To prevent computer viruses from being introduced and/or transmitted throughout the Agency's computer systems, all employees are prohibited from downloading or installing unauthorized software or programs. All software downloads will be done through the IT Department. Violations of this kind are considered serious, and may result in disciplinary action, up to and including termination of employment, and/or lead to other legal action.

Not Private. All computer records are considered PROVAIL property, and employees have no right or expectation of privacy in email or internet communications or computer files and documents; passwords do not imply complete privacy. Email, text messages, internet records, and computer files and documents should be treated with the expectation that anything in them is available for review by authorized PROVAIL representatives.

PROVAIL reserves the right to disclose employee email and text messages, internet records, and computer files to law enforcement or government officials or to other third parties, without notification to or permission from the employee.

Decorum and Content. When using the e-mail system, please take special care to avoid jokes or comments that would be inconsistent with our policies prohibiting discrimination and harassment (for instance, jokes aimed at a particular gender, race, religion, disability, sexual orientation, etc.) PROVAIL prohibits the creation, downloading or transmission of sexually oriented material, as well as the distribution of material that discriminates against fellow employees.

Social Media & Online Activities. Our goal is to welcome participation in the online community in a lawful way that protects the reputation and business integrity and success of our organization. These guidelines apply to employees who create or contribute to blogs, wikis, social networks, virtual worlds or another kind of social media or online activities. To that end we expect all staff to:

- Know and follow the rules
- Be honest and accurate
- Refrain from using social media and unauthorized online activities at work
- Prohibit retaliation
- Respect Copyrights and Employer Trademarks
- Refrain from creating web or social media sites, posts, or pages for or about PROVAIL without written permission from the Director of External Relations or CEO
- PROVAIL reserves the right to monitor and edit any content on PROVAIL sites and request the removal of any content pertaining to PROVAIL. It is preferred that all new media inquiries be directed to the Director of External Relations or the CEO. Any comments made to the News media should be clearly represented as your own thoughts and opinions and they do not reflect any official opinion of PROVAIL. Your internet postings should not violate any other applicable policy of PROVAIL. Please refer to our **Social Media and Web Policy** for a full description of the above topics.

BULLETIN BOARDS

Bulletin boards are located in areas that employees frequently visit in order to ensure that employees have constant access to posted information. PROVAIL's bulletin boards are used to communicate official government information on equal employment opportunity, wage and hours,

health and safety and other issues. They are also used to communicate information regarding PROVAIL's policies and its business, job postings, safety rules, benefit programs and announcements of special events, such as the annual United Way campaign.

Employees may not affix literature, printed or written materials, photographs, or notices of any kind on bulletin boards which are designated for business purposes. Personal notices may be posted on bulletin boards which have been designated for employee use.

NO SOLICITATION

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, employees may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions or solicit for any other cause during working time. Employees who are not on working time (e.g., those on lunch hour or authorized breaks) may not solicit employees in person or over the phone who are on working time for any cause or distribute literature of any kind to them. This policy also prohibits solicitations via PROVAIL's e-mail and other electronic communication systems conducted on working time. Furthermore, employees may not physically distribute literature or printed material of any kind in working areas at any time. Non-employees likewise are prohibited from distributing material or soliciting employees on Company premises at any time and must not be provided access to any employee's company equipment, including e-mail or computer systems, for solicitation.

CONTACTS WITH INVESTIGATORS

If someone is suing us or thinking about suing us, their lawyer or investigator might contact you seeking information about the dispute. Keep in mind that responses to these kinds of inquiries have the potential for involving both you and PROVAIL in a lawsuit.

If you are contacted by a private (non-governmental) lawyer or investigator and you are an employee with managerial or supervisory responsibilities, inform your supervisor immediately so that PROVAIL may determine whether you are a managerial employee. If PROVAIL determines that you are a managerial employee, any response to this type of inquiry will be prohibited.

Questions about this policy should be directed to the manager of the Human Resources department.

PUBLIC STATEMENTS/RELEASE OF NEWS

Events may occur at our business that will draw immediate attention from the news media. It is imperative that one person speaks for the company to deliver an appropriate message and to avoid giving misinformation in any media inquiry. Good reporters identify themselves prior to asking questions. Every employee is expected to adhere to the following media policy: Answer all media/reporter questions like this: "I am not authorized to comment on behalf of PROVAIL. Let me have our CEO contact you."

SAFETY AND HEALTH

In those jobs where such regulations apply, employees must comply with all applicable Department of Health regulations.

Personal Protective Equipment. PROVAIL provides gloves, eye goggles, face shields and protective coveralls and coats where necessary. Other clothing items, such as hard hats, steel or hard-toed shoes and boots, gloves, hair controls, or specialized covers which are required individually by certain employees in addition to the coverage made available by PROVAIL, must be provided by the employee at his/her expense. All protective equipment shall be worn and used as required by the provisions of the Washington Industrial Safety and Health Act and all applicable federal laws.

Fitness for Duty Examinations. We may require, when we decide it's appropriate, that you have your physician provide us with information regarding your fitness for work. In addition, we may require medical examinations by a physician we designate, including alcohol and drug screenings, when we decide it's appropriate, including to determine your fitness for duty. These examinations will be conducted at times we specify and will be paid for by us.

ACCIDENTS

If you suffer a work-related injury or occupational disease, complete a Report of Work-Related Injury or Illness within a reasonable time and give it to your supervisor before you leave work. Complete [this report](#) even if the injury seems minor at the time.

VIOLENCE IN THE WORKPLACE

PROVAIL has a "zero tolerance" policy for any actions that threaten its employees, customers or vendors. This includes verbal and physical harassment, verbal confrontations, and any actions that cause others to feel unsafe in the workplace. As part of this policy, employees are prohibited from bringing weapons to work or on agency premises, including the agency parking lot. Further, the agency reserves the right to inspect, with or without notice, all employees' packages, automobiles and other items that come onto the agency's premises. The agency further reserves the right to inspect all agency property with or without notice. Employees with complaints regarding these issues should submit them in accordance with this policy.

You are encouraged to raise workplace concerns with your immediate supervisor. If your supervisor is unavailable, if the complaint remains unresolved after talking with your supervisor, or if the nature of the complaint is such that you do not feel you can discuss the complaint with your supervisor, you may make a complaint to Human Resources.

If you have obtained an Order for Victim Protection that includes PROVAIL as your workplace, immediately provide a copy of the order to Human Resources or your supervisor. Orders for Victim Protection include the following types of court orders: protection order, no contact order, restraining order and anti-harassment order.

EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I have received a copy of PROVAIL's Employee Handbook, containing any revisions made through that date. I understand my obligation to read the information contained in this handbook. If I have any questions, I will contact my supervisor.

I understand that all of PROVAIL's policies, including those in the handbook, are subject to changes and exceptions without prior notice at the agency's discretion. I understand that both PROVAIL and I are free to terminate my employment at any time, with or without reason or advance notice. I understand that exceptions to this at-will policy must be in a prior written employment agreement signed by PROVAIL's CEO or Board Chair.

I am responsible for all PROVAIL property, materials and written information issued to me or in my possession or control. I must return all agency property immediately upon request or upon termination of employment. I realize in some cases that PROVAIL may deduct the value of any agency property I do not return from my final paycheck.

PROVAIL directs my attention to the introductory sections in the Employee Handbook titled "About Our Policies" and "Employment at Will." These sections contain important statements about the handbook and our policies. I acknowledge having read those statements.

Employee Name (Print)_____

Employee Signature_____ Date_____

Please keep a copy of this receipt and acknowledgment for your records.