



# PROVAIL

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Employee Handbook

Effective July 2024

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# WELCOME

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

## MISSION

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Supporting people with disabilities to fulfill their life choices

## VISION

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- 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

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**Inclusion:** Recognizing the value of our differences and need for one another

**Teamwork:** Working together toward a common goal through supportive and collaborative measures

**Integrity:** Remaining dependable, trustworthy, and honest

**Accountability:** Taking responsibility for your actions

**Empowerment:** Feeling trusted and encouraged to use your skills and knowledge to contribute meaningfully to PROVAIL's goals

**Respect:** Interacting with one another in a way that prioritizes understanding , support, diverse abilities, and kindness

## ***ABOUT THE HANDBOOK***

The Handbook is a guide to help you understand some of the rules that affect your job. It covers general policies, practices, and benefits, but it's not a contract. We may have other rules that are not mentioned here.

We need to be flexible and adapt to changes, so these policies are more like guidelines for managers rather than guarantees for specific situations. 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. These decisions are made at our discretion. The application or interpretation of our policies and practices are also at our discretion. This applies to all of our rule, whether they are written in down or not. The policies in this Handbook replace any previous versions. 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, but sometimes local laws might require different rules. In those cases, we follow the 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 want our employees to have a good experience working with us. However, sometimes people leave their jobs, and it's important for you to know that your job with us is "at will." **This means you are free to resign whenever you want, for any reason or no reason. Likewise, we can let you go at any time, with or without a reason, and without giving you advance notice or any extra pay.**

Nothing in this Handbook or that is said or written anywhere else should be seen as a guarantee of permanent employment, specific benefits, a job for a certain amount of time, or that you can only be dismissed for cause, or of a right to any particular corrective action or dismissal procedures. No one at PROVAIL can promise you a job for a set period or make other commitments unless it's in writing and signed by the CEO or Board Chair.

## BUSINESS ETHICS

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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 you're ever unsure about what to do in a situation, talk to your manager or someone in HR for guidance. 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, ancestry, actual, potential, perceived, or alleged pregnancy outcomes, 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, termination, and work related social and recreational activities.

### ***EMPLOYEES WITH DISABILITIES***

At PROVAIL, we believe that our community thrives because of the diverse backgrounds of our staff and clients. We warmly welcome staff members with disabilities, aiming to create an inclusive work environment where everyone has an equal chance to succeed. We're committed to following through on our responsibility to make reasonable accommodations for people with disabilities so they can apply for jobs and perform their work effectively.

What to do if you have a disability that affects your job performance:

- Let HR know as soon as possible.
- Have a conversation with HR about the challenges you're facing and why.
- Share any ideas you have about how we can help you do your job effectively.
- If needed, provide medical documentation to support your request.

Your manager may need to be involved in these discussions, but HR will keep your medical information confidential. All discussions about accommodations will be kept private, and your accommodation details will only be shared with those who need to know.

If, even with a reasonable accommodation, you are unable to perform an essential part of your job, HR can help you explore other job opportunities within PROVAIL that you might be qualified for.

### ***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, ableism, 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***

PROVAIL is committed to being a workplace that values respect and inclusion. It goes without saying that we do not tolerate harassment on the basis of any protected status, but we strive to do better than the law requires. As a PROVAIL employee, you are expected to demonstrate empathy and respect to your co-workers and those you come into contact with while representing PROVAIL. It is important for you and your co-workers to recognize and prevent behaviors that demean or exclude others so these incidents never rise reach the level of harassment. In other words, we want to help you address issues early, before those situations worsen.

**Harassment is unwelcome conduct directed at a person because of their identity.** The conduct can range from annoying to violent. Harassment can create a hostile work environment when it is severe, persistent or pervasive enough to create an intimidating, hostile or offensive work environment that interferes with a person's ability to perform their work.

Examples of the prohibited behavior 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 any protected status.
- 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.

We prohibit verbal, physical and visual forms of harassment by and toward employees, managers, and non-employees such as clients, 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, ancestry, actual, potential, perceived, or alleged pregnancy outcomes, and any other status or characteristic protected by applicable federal, state or local law.

Sexual harassment is a form of sex discrimination involving unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct that is based on sex. There are two types of unlawful sexual harassment –

- Hostile work environment: Harassment that is frequent or severe enough to interfere with your ability to perform your job. The behavior must be directed at you because of your gender, and can include unwelcome, sexually suggestive or gender-based comments or jokes; unwelcome and repeated requests for dates; retaliation against an employee for refusing sexual overtures; offensive gestures; inappropriate touching; display of sexually suggestive or pornographic materials; sexual assault; or 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.
- Quid pro quo: Harassment that occurs when a manager or manager asks for sexual favors from you in return for employment benefits such as a promotion, salary increase, career development opportunities, special projects, or other benefits related to your job.

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 client.

When you bring your concerns to HR, know they will be taken seriously and that we will view them as an opportunity to make PROVAIL a better workplace for everyone. Any supervisor or manager who witnesses an act or indicator of harassment or who receives a complaint of harassment and fails to



take appropriate action, which includes reporting the act or complaint to Human Resources, may be subject to corrective action.



### ***REPORTING HARASSMENT OR DISCRIMINATION***

**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.**

We want you to feel comfortable reporting any harassment or unfair treatment, even if you're not sure if it is against the law. If you ever experience misconduct yourself, witness it happening to someone else, or notice discrimination in how someone is treated, please tell the HR Manager right away. If you feel uncomfortable reporting to the HR Manager or your manager is part of the problem, or if the issue is not resolved, contact the Chief People Officer.

If you'd rather not give your name, you can make an anonymous report online through [EthicsPoint's](#) website or by calling 844-621-0577. You can find the link to the [EthicsPoint](#) site on the [QR](#) code provided.

This policy covers harassment or discrimination from anyone you interact with at work, like managers, coworkers, clients, vendors, or others. Any supervisor or manager who sees harassment happening or gets a complaint and does not act, including reporting it to HR, may face consequences.

All reports of wrongdoing will be taken seriously and investigated promptly and thoroughly, following these guidelines:

- Complaints will be kept as private as possible and shared only with those who need to know to handle the situation. Only people directly involved in the investigation will be informed.
- Every employee is expected to cooperate with investigations into harassment complaints.
- If a PROVAIL employee is found to have broken our anti-harassment rules, they may face consequences, including possible dismissal from their job. The severity of the punishment will depend on how serious the wrongdoing was, and we will take whatever steps we think are necessary to stop the harassment from happening again.
- We will not tolerate any form of retaliation against anyone who files a complaint, helps with an investigation, or is connected to the person who complained, like their spouse. Retaliation includes things like firing someone, making significant changes to their job, or treating them poorly because they spoke up. Even if a complaint turns out to be unfounded,

retaliation is still not allowed. If you think you're being retaliated against because of a complaint, please contact the HR Manager or CPO right away.

## RECRUITMENT AND SELECTION

### ***EMPLOYMENT OF RELATIVES***

At our organization, we believe in hiring and promoting people based on their skills and qualifications, not their personal connections. When filling job openings, we'll look at each person's qualifications, experience, and education.

We won't hire, transfer, or promote any relatives if it would create a situation where:

- One relative would have power over hiring, supervising, disciplining, firing, or evaluating the other.
- One relative would be responsible for checking the work of the other.
- Any other situation where there could be an actual or foreseeable conflict between the employer's interests and the relatives' interests.

If two employees who are related in one of these ways become relatives while working here, we will try to solve the problem by transferring one of them to another job they are qualified for. If there is no suitable job available, the employees will need to decide within 30 days which one of them will leave their job. If they can't decide, we might have to let one of them go based on fair criteria.

In this policy, "relative" includes parents, spouses, domestic partners, children, grandchildren, siblings, grandparents, stepparents, stepchildren, in-laws, aunts, uncles, and cousins. It also applies to people in significant other relationships.

### ***BACKGROUND CHECKS***

If you've been arrested or convicted of a crime, or if you've been in prison, it does not automatically mean you are not able to work at PROVAIL. 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 when they start working and every year thereafter. In some cases, employees will also be required to:

- Pass an FBI fingerprint check if it is required for your position.
- Notify HR no later than the next business day if you have been arrested, charged with or convicted of a crime.

- Notify your manager 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***

A search is required for all new regular positions. When filling a vacancy, PROVAIL will hire from within whenever reasonable. Generally, we will advertise most of our job openings internally. We want our employees to apply for any job they're interested in and qualified for.

If you want to switch to a different job (like a promotion or moving to a different department), talk to your manager about it. All job changes need to go through HR and standard approval processes.

**Promotion:** A position change from a job with lower pay to one with higher pay. If a hiring manager wants to create a new position for an employee that includes a new title, new duties, and the employee's current role will be refilled, then an open recruitment is required.

**Lateral Transfer:** A position change that stays within the same pay level. Not all job title changes are considered lateral transfers. In addition:

- Consult HR to ensure the position change qualifies as a lateral transfer.
- When there is a job opening and more than one person has that job title, those employees will be given priority to request a change from their current position.
- If there is a job opening and more than one person has that job title, the job opening has to be advertised to everyone in that job title across the organization.
- Employees might not be eligible for a lateral transfer if they have been disciplined in the past 30 days or if they have not been in their current job for at least 6 months.
- Employees might not be eligible for lateral transfers during their introductory period.
- Where there are multiple requests for lateral transfers, the employee who has been here the longest is generally preferred. Exceptions to this rule must be approved by HR.
- A position change that results in lower pay is a demotion.

## ON THE JOB

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### **EMPLOYEE CLASSIFICATIONS**

**Regular Full-Time employee:** Overtime eligible, full-time employees are expected to work 40 hours per week unless they have signed a job offer or status change approving fewer hours per week. Overtime exempt, full-time employees are assumed to be at least 40 hours; however, employees are expected to work to complete their job responsibilities.

Regular full-time employees are eligible to participate in all benefit plans the agency offers when they work a regular schedule of at least 30 hours per week for a non-specified period.

**Regular Part-Time employees:** Work a regular schedule 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 1 additional 90-day extension period upon request of the manager with concurrence from HR. Temporary employees are eligible to participate in the retirement plan and other benefits mandated by law.

Transition to regular positions:

- When an employee reaches the end of a 180-day period, they'll either become a regular employee or leave the position.
- After the 180-day period, hiring managers must decide whether to hire someone for a regular position through an open recruitment or end the temporary one.
- If a temporary employee was hired through an open search, the hiring manager can decide whether to skip another search when considering them for a regular position after 180 days.
- A change in status from temporary to regular full- or part-time is not effective until requested by the manager and approved by HR.

**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 1 year. An extension of no more than 1 year may be approved with the concurrence from HR 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 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. They are exempt from the overtime pay requirements of the law.

**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:** Paid internships are those where the intern performs duties that primarily benefit PROVAIL and meets the criteria for an employee as defined by relevant labor laws. The following circumstances typically warrant a paid internship:

- The intern performs tasks that are essential to the daily operations of the organization.
- The intern's work directly contributes to the organization's productivity or revenue generation.
- The intern is required to work set hours or complete specific assignments.
- The intern receives significant training, mentoring, or professional development opportunities.

### ***INTRODUCTORY PERIOD***

New employees have a probationary period lasting 90 days from when they start their new job. During this time, they will get regular feedback and training to help them adjust.

Their performance, skills, experience, and behavior will be evaluated during this period, and managers will offer coaching or counseling if needed.

Managers will collaborate with HR to handle any performance issues during this period. If an employee doesn't meet expectations, HR and managers will work together to coordinate termination procedures.

Successfully finishing the probationary period does not grant any extra rights or alter the "at-will" employment status with the organization.

## ***OVERTIME***

PROVAIL is committed to making sure every employee is paid for **all** the work they do. Overtime requires pre-approval by your manager so be sure to ask them before you work extra hours.

If you are not exempt from overtime, you'll get paid 1.5 times your usual hourly rate for any hours you work beyond 40 hours in one workweek. Our workweek begins Sunday at 12:01 am and extends the 7 days following.

Because overtime is based upon actual hours worked, compensated time off (e.g., vacation, paid sick leave, personal holiday, etc.) falling within the regularly scheduled workweek is not considered "time worked" for the purpose of calculating overtime.

Sometimes, we might need you to work extra hours because of our business needs. If your regular hours aren't enough to finish the work, you might be asked to work overtime. You're expected to do so when it's required.

## ***REST & MEAL PERIODS***

We care about your well-being while you're at work. It is crucial to take breaks when you feel you need them.

**Non-exempt employees:** For every 4 hours you work, you will get a paid 10-minute rest break. If your work shift lasts 5 hours or more, you will also have an unpaid 30-minute meal break. The meal break will take place during the 2nd and 5th hour of your shift. Unpaid meal breaks should be uninterrupted. Meal periods will be paid if you are required to remain on duty at the work site and respond to clients' needs.

Please coordinate your breaks with your manager, considering the needs of the business.

To make sure everyone gets the breaks they need, rest and meal times are mandatory and cannot be combined or skipped to end the workday earlier.

## ***FLEXIBLE WORK SCHEDULES AND TELEWORK***

Flexible schedules mean working hours that are different from the usual business hours. Telework refers to working either partially (hybrid) or completely from home or another offsite location. If employees work fully remotely without set days or times at a PROVAIL worksite, they need to complete a Telework Agreement with their manager.

PROVAIL decides who can have flexible schedules and telework based on factors such as job type, employee status, manager approval, and work location. This is not a complete list. If you are interested in a flexible schedule or telework, talk to your manager.

Employees generally cannot get mileage reimbursement for regular commuting miles. Your Telework Agreement will explain the reimbursement policy.

Telework is a benefit of PROVAIL's flexible workplace and not a guaranteed right. Ongoing performance, teamwork, and positive relationships are crucial to company success and part of every job. Employees play a key role in building strong teams and good company performance. The team's needs should take priority over remote work benefits. Your ability to telework may depend on your performance, job tasks, consistency, in-person team building, and having a suitable remote workspace.

Not all jobs are eligible for telework. Jobs that don't fit full remote or hybrid telework include:

- Direct care for clients or participants
- Needing access to onsite files or specialized equipment
- Onsite meetings or presentations
- Regular in-person interactions with clients or customers

Employees who telework must plan for child, elder, or pet care as they would if they were working in the office. If you have issues with this, talk to your manager. The company may end a remote work arrangement for any valid business reason.

Non-exempt employees must track all hours worked and cannot work off the clock. If you do any work while not clocked in, even checking a quick email after hours, keep track of the time worked and report it to your supervisor. We will pay you for all hours worked, even if the work is done outside normal business hours.

## **PAYROLL**

There are two pay periods each month. The first runs from the 1st to the 15th, and the second goes from the 16th to the end of the month. Paydays are on the 7th and 22nd.

- We use a "paperless" payroll process, so paper checks are not usually issued. Employees must set up direct deposit to receive their pay directly into their bank account.
- You can find your pay stubs online through PROVAIL's payroll system, UKG. New employees learn how to log in during New Employee Orientation, or they can ask Human Resources for help.

We make every effort to ensure your paycheck is correct. If there is a mistake in your pay:

- Let your manager know right away, and they will contact Payroll.

- Corrections for mistakes of 8 hours or more will be fixed as soon as possible. Smaller corrections are typically made in the next regular payroll.

We follow the Fair Labor Standards Act (FLSA) and other laws regarding pay. We don't allow improper deductions from the salaries of exempt employees.

If you think an improper deduction has been made, report it to Human Resources immediately. They will investigate the issue. If an improper deduction is found, you will be promptly reimbursed.

### ***PAY ADVANCES***

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

### ***EXPENSE REIMBURSEMENT***

PROVAIL will reimburse employees for eligible expenses incurred while conducting agency business including mileage when using a personal vehicle for work necessary travel.

### ***JOB DESCRIPTIONS***

We have a job description for each position that lists the required qualifications and main duties. You and your manager are both responsible for updating your job description on a regular basis. Managers will share the revised job description with HR and they will review and approve the changes.

PROVAIL may change job descriptions for any position or employee at any time as we see fit. Employees will receive an updated copy if their job description changes.

### ***PERFORMANCE EVALUATIONS***

PROVAIL's performance evaluation process is designed to provide a dialogue between the manager 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 may mean that employment is at risk unless performance improves. In some cases, an unsatisfactory review may result in immediate separation, depending upon the situation.

When an employee signs the review form, it means they have discussed and received the evaluation, not that they agree with it. The written review becomes part of the employee's personnel file.



## ***RESIGNATION***

If you are thinking about quitting your job –

- Let your manager or HR know. Share any issues or concerns you have—there might be something we can do to improve your job.
- If you decide to leave, give your manager a written notice with the date of your last day of work. We ask that you provide at least 2-weeks' notice.
- If your manager asks you to leave prior to your end date, you may be paid for the remainder of that period.
- Before your last day, return any PROVAIL issued equipment to your manager.

## ***CORRECTIVE ACTION***

PROVAIL may use the following approach to let an employee know their job performance is not acceptable:

- When a performance issue comes up, your manager will talk to you about it to come up with a plan for improvement.
- If the issue continues, you might receive a written notice and discuss the problem.
- If the problem still doesn't improve, you could face more serious consequences, such as suspension, demotion, or immediate termination.

There are no guarantees that the steps in our corrective action system will identify and correct the problem or that all steps can or will be followed in every case. This process is meant to guide us in handling most job performance problems, but the steps taken will depend on how severe the problem is and your work history, among other factors.

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 them 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 generally 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.** We may use and share this information as we see fit for business reasons. However, we generally only share personnel files and their contents with: 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 can review their own personnel files with a Human Resources representative present during reasonable times upon request. Information from employer and personal references is not shared with the employee.

### ***PERSONAL INFORMATION CHANGES***

To keep necessary PROVAIL 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

You are able to enter these changes into PROVAIL's HRIS, UKG.

### ***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 have the right to access all work areas. PROVAIL may use any legal method of investigation to search its worksites as needed, including searching personal items brought to the workplace. A search does not mean an employee

is accused of theft or breaking 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.

Anything employees or visitors consider private or confidential should not be brought onto a PROVAIL worksite.

## STANDARDS OF CONDUCT

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### ***ATTENDANCE AND ABSENTEEISM***

Employees must be on time for their shifts and tell their managers in advance if they cannot work. Giving advance notice helps managers find a replacement when you are absent. Clients rely on PROVAIL employees so attendance is an important requirement of the job.

If you get sick or have an emergency and cannot come to work, let your manager know right away. Contact them **at least 4 hours** before your shift starts. Advanced notice will allow your manager to assist you and ensure that our clients receive the necessary support.

- Reach out to your manager through a phone call, text message, or email. Explain why you cannot work and give an estimated return date or time.
- Unless you have a medical condition that prevents you from doing so, it is not acceptable to rely on someone else to explain your absence from work.
- If you cannot return to work by the expected date or time, inform your manager and keep them updated about your return plans.
- If you are absent for more than 3 days it may require a note from your healthcare provider.

Employees may face consequences for poor attendance. Each time an employee has poor attendance, they will receive a point on their attendance records. Here is what will happen for each point you receive -

- 1 point - verbal warning from your manager
- 2 points - written warning from your manager

- 3 points - final warning with disciplinary action (3 no-call-no-shows can lead to termination after 3rd offense).
- 4 points - review for termination

Points are reviewed on a 6-12 month rolling basis.

**Tardiness** –When you are running late, contact your manager right away. Tardiness occurs when you arrive to work 5 minutes after your scheduled shift starts, resulting in 1 point added to your attendance record. Managers can excuse tardiness on a case-by-case basis by excusing the infraction on the employee’s attendance record.

**Unplanned absences** - When you cannot make it to work, you must let your manager know by phone call, text, or email at least 4 hours before your shift starts. If you work in a department that provides direct care to clients or participants, there may be stricter rules for communication, so ask your manager about the specific requirements.

If you do not give at least 4 hours’ notice, it will be counted as an unapproved absence and you will receive 1 point on your attendance record. Managers can excuse an unapproved absence on a case-by-case basis and remove the point from your record.

**No-call-no-show** – A no-call-no-show happens when you miss a shift or a day of work without telling your manager. Each time this happens, you get 1 point on your attendance record. **Three instances in 6 months will be grounds for termination.**

Managers can excuse an instance of no-call-no-show on a case-by-case basis and remove the point from your attendance record.

If you miss work for 2 days in a row without notifying the agency (such as Human Resources, your manager, or program director), it will be considered job abandonment. This will be seen as a voluntary resignation at the end of the second day.

**Missed punch** – Employees who are required to punch in and out for each shift must be accurate in their time-keeping so they are paid properly. If you miss punching in or out 3 times in one week, you and your manager will see a flag on your attendance record. Your manager is expected to discuss this with you and make sure you understand the expectations for accurate timekeeping.

If you have 6 missed punches in a 6-month period, you will get 0.5 points for each additional missed punch.

Managers can excuse missed punches on a case-by-case basis and remove the points from your attendance record.

**Patterns of absenteeism** – If managers notice an employee is often absent or consistently takes time off on the same days, they should record this in the time card. Managers will collaborate with HR if a pattern appears, so HR can help with performance management and possible accommodations.

**Dishonesty** – Employees who lie about the reasons for their absences or tardiness will face disciplinary action.

### ***PERSONAL APPEARANCE***

PROVAIL is known for keeping a clean and well-maintained operation and providing a good work environment for employees. Since your appearance represents the company, we ask you to dress and groom appropriately for work.

Improper dress and grooming may also cause dangerous situations. Make sure your clothing is suitable and safe for your job. For instance, avoid loose clothing or jewelry around power chairs or equipment with moving parts, and keep long hair secured. There may be extra requirements for some positions, such as working 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.

Your manager will tell you the dress code for your department. If you come to work dressed inappropriately, your manager may send you home without pay. If you have any questions about what is suitable for your job, please talk to your manager.

### ***EMPLOYEE-CLIENT RELATIONS***

Providing professional services means treating all service program clients with respect, prioritizing their safety and emotional well-being.

Employees may not date clients. 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 may not engage in financial transactions with clients, including trading, borrowing, or lending money or possessions.

All employees with unsupervised access to service program clients must follow PROVAIL's service policies on restrictive procedures and positive behavior supports, as outlined 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. We expect that our work environment and employees will be free from the use and effects of drugs, alcohol and other impairing substances. Since we work as a state and county government subcontractor, many of the following policies are legally required, 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 being under the influence of any illegal drug or drug paraphernalia on the job.
- Consuming or possession of alcohol or being under the influence on agency or client premises or during work time except for moderate consumption at 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.
  - Approval from Human Resources must be obtained before returning to work.
- Refusing to consent to drug or alcohol testing when requested by management or otherwise refusing to cooperate or attempting to subvert the testing process.

Although Washington State has legalized marijuana for medicinal or recreational purposes, the organization is not required to allow the medicinal or recreational use of marijuana in the workplace. Marijuana use or being under the influence is strictly prohibited on PROVAIL property and while conducting PROVAIL business.

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.

**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(s) 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 their 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 EMPLOYEE INFORMATION***

In order to properly administer the personnel functions of a business, we must gather and maintain personal information about our employees. PROVAIL recognizes the individual employee's privacy interests and seeks to avoid any unwarranted intrusion upon employee privacy. We also must take reasonable steps to assure the accuracy, completeness, and timeliness of the information in our possession. The purpose of this policy is to set forth guidelines concerning the collection, maintenance, use, and disclosure of employee information.

1. When discussing another employee's confidential information as authorized or as necessary to carry out assigned duties, extra precautions should be taken to protect and/or respect the personal privacy of that employee's information.
2. Employee data or information may be released to individuals or organizations outside of PROVAIL or discussed when the disclosure is compelled by subpoena, court order, judicial or administrative process, or when the employee is entitled to discuss the employee information pursuant to a specific provision of law. Prior to release pursuant to court order, judicial or administrative process, the appropriate court document or agency notice must be presented by the person requesting the information.
3. Specific employee medical information, including drug and alcohol testing results, pre-employment physical results, treatment or medical information stemming from workers' compensation claims, and enrollment and claims information under PROVAIL's medical plan, are strictly confidential and must not be disclosed or discussed when not legally authorized. No release is authorized without specific approval from the CPO.
4. Any request for references on an employee or former employee from any prospective employer or organization shall be referred to the Recruiting Operations Manager.
5. When in doubt about the release of information, check with your immediate supervisor. Never be intimidated into releasing the information when there is a question.

All employees are required to comply with this policy. Any violations will result in corrective action up to and including discharge.

This policy is not intended to preclude or dissuade employees from engaging in legally protected activities, including those protected by the National Labor Relations Act, such as discussing wages, benefits, workplace complaints, or terms and conditions of employment; forming, joining, or supporting labor unions, bargaining collectively through representatives of their choosing; and raising complaints about working conditions for their and their co-workers' mutual aid or protection or legally required activities.

Pursuant to the Defend Trade Secrets Act, an individual may not be held criminally or civilly liable under any federal or state trade secret law for disclosure of a trade secret: (1) made in confidence to a government official, either directly or indirectly, or to an attorney, solely for the purpose of reporting or investigating a suspected violation of law; and/or (2) in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. Additionally, an individual suing an employer for retaliation based on the reporting of a suspected violation of law may disclose a trade secret to the employee's attorney and use the trade secret information in the court



proceeding, so long as any document containing the trade secret is filed under seal and the individual does not disclose the trade secret except pursuant to court order.

### ***SMOKE-FREE WORKPLACE***

In compliance with Washington State law, smoking and the use of tobacco products (including, but not limited to cigarettes, E-cigarettes/vapes, pipes, cigars, snuff, or chewing tobacco) 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 donate 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 office equipment, such as phones, copiers, and supplies, should be used only for work-related tasks, not for personal matters. Please keep personal phone calls to a minimum, only for emergencies or essential personal needs, and keep them short. Do not make long-distance personal calls using PROVAIL's phones or our clients' phones.

During work hours, use email only for work-related purposes. You may not give nonemployees access to PROVAIL's computer systems and email.

### ***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 manager and the network administrator.

## **CELL PHONES**

You can bring your personal cell phone to work, but we expect you to limit personal conversations to a minimum. Quick personal calls now and then might be okay, but frequent or long calls can lower productivity and disturb others. Personal calls should be made during your breaks or lunchtime.

Turn off cell phone ringers or notifications when they might distract your coworkers or interrupt meetings.

Do not use handheld cell phones for work while driving, even when stopped at a light or in traffic. If you need to make a call while driving, wait until you can pull over safely. You can use hands-free devices for calls while driving, as long as it is safe.

## **EMERGENCY CONDITIONS**

Emergencies like severe weather, fire, flood, or earthquakes can disrupt PROVAIL's work and affect schedules. Each department needs a plan for notifying employees of closures, completing essential work for clients' health and safety, and work required by a contract or work agreement with an outside agency. It is your responsibility to make sure you understand your department's emergency plan and discuss any concerns ahead of time.

If you cannot come to work or arrive on time due to severe weather, fire, or natural disaster, but your work location is open, you must contact your manager for instructions. If you miss work, arrive late, or leave early (with your manager's permission) due to an emergency, you may need to use vacation or personal days for lost pay. You may also be allowed to make up the missed time to avoid losing pay 1) if work schedules and conditions allow, 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.

In rare cases, PROVAIL may close work locations due to severe weather or natural disasters. Your manager will notify you of any closures. If you would have been able to work that day (not on vacation or sick leave), the agency may 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 manager, 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 manager *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 while operating a vehicle, including while stopped in traffic or at a stop light. 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 cannot drive for the agency on any business if you are 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.

## ***MEDIA RELATIONS***

PROVAIL endeavors to cooperate with the media and provide information when requested and if management deems it in the best interest of the organization. To ensure information released to the public is clear and factual, inquiries regarding PROVAIL must be handled in accordance with this policy.

All media inquiries regarding PROVAIL, whether by telephone, email, letter, or even during a casual conversation, must be referred to the designated spokesperson, the Chief Operating Officer (COO). The COO has received appropriate media training and is authorized to speak on behalf of the Company. Other employees are not permitted to speak to the media on behalf of PROVAIL unless otherwise authorized by the CEO or COO.

From time to time, the media may approach employees with questions relating to their personal interests or work-related activities. Employees are free to respond to these inquiries. However, they

must clearly state that they are providing a personal opinion and are not speaking on behalf of PROVAIL.

For any questions related to this policy, please contact the COO.

### ***Social Media***

Social media can help us communicate, share information, and work together more effectively. However, it can also affect our organization's and our own professional reputations. While PROVAIL supports using social media to improve communication, collaboration, and productivity, we must ensure that it does not risk the privacy and security of our data. Employees using any form of social media, whether on or off PROVAIL's systems, need to know and follow these rules:

1. **Protect Confidential and Proprietary Information:** Do not share any inside information about our business or clients, including intellectual property, photos or videos, copyrighted material, or trade secrets, in anything you post about PROVAIL or its clients.
2. **Include a Disclaimer:** If you talk about PROVAIL business on your personal blog or website, let your readers know that the views you express are your own and do not necessarily represent PROVAIL's views. For example, you could write: "I work at PROVAIL, but the opinions here are my own and don't reflect my employer's views."
3. **Follow the Law:** Remember that your online comments are permanent and can be shared elsewhere. Stay within the legal boundaries and be aware that libel, defamation, copyright, and data protection laws apply to communications about PROVAIL and co-workers. Do not share any information about PROVAIL or co-workers that breaks the law, including sharing trade secrets or spreading false information with the intent to harm.
4. **Use Employer Time Wisely:** Only work on your personal site during your personal time. Do not use company equipment for personal posting during work hours.
5. **Follow Employer Rules:** Abide by the rules in the employee handbook and any other agreements, especially those related to harassment, discrimination, confidentiality, use of PROVAIL's systems, code of conduct, and conflicts of interest. Do not post comments that are offensive, threatening, harassing, or violate PROVAIL's policies.
6. **Be Careful with Online Recommendations:** Managers and administrators should be cautious about accepting friend requests from current employees on personal social networks. When giving personal recommendations online (e.g., on LinkedIn), you should (1) Use your own name; (2) Clearly state that the recommendation is personal and not on behalf of PROVAIL; and (3) Avoid giving

recommendations for anyone you supervise (directly or indirectly) or anyone whose work you oversee.

7. Protected Activities: This policy is not intended to interfere with or dissuade employees from engaging in activities protected by state, federal, and local law, including the National Labor Relations Act, such as discussing wages, benefits, or other terms or conditions of employment, or legally required activities.

8. No Expectation of Privacy: PROVAIL's computer and electronic communications systems are company property. Use these systems for business purposes during work hours. The company can access, monitor, and review all data on these systems, so do not assume your use of these systems is private.

9. Follow the Law: This policy will be applied according to federal law.

## EMPLOYEE BENEFITS

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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 the option for 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 30 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 leave PROVAIL, either by resigning or being terminated, or if your work hours are cut, and this change makes you or your dependents ineligible for our group health insurance plans, you and your eligible dependents can choose to continue your coverage for up to 18 months at your own expense. If you are determined to be disabled under the Social Security Act at the time you leave or your hours are reduced (or within 60 days of these events), you may be eligible for extended continuation coverage for up to 29 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

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**VACATION**

Vacation benefits are available to give employees time off for rest and relaxation.

Full-time and part-time employees who work at least 20 hours per week earn vacation time every pay period, based on the hours they work. (Overtime hours don't count toward earning vacation time.) The amount of vacation time you earn depends on how many years you have worked continuously for PROVAIL. Your vacation time balance cannot exceed your annual accrual plus 40 hours. Below are the standard rates of vacation accrual for employees who work 40 hours a week:

During Years of Employment	Total Vacation Hours Per Year	Standard Maximum Accrual
0-1 (0 - 12 Months)	104	144
2-4 (13 - 48 Months)	120	160
5-9 (49 - 108 Months)	160	200
10+ (109 Months)	200	240

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

When you leave your job, you may be paid for any unused vacation time you have earned as long as you meet the 90-day service requirement.

All employees are encouraged to use all of their vacation time each benefit year. PROVAIL aims to approve vacation requests based on when employees want to take time off, while also considering the department's staffing needs. Employees should request time off in 1-hour blocks using the electronic request process in the UKG time tracking software.

Your vacation request will be sent to your manager through UKG for approval. Submit requests at least 10 working days before you want to take time off. *If your shift needs to be covered, you should give more notice for better chances of approval.* Ask your manager about how much notice is recommended at your work site.

Vacation pay is calculated by taking your current base pay rate and multiplying it by the number of hours you would have worked on the day(s) you take off. (Exempt employees can use their vacation time in one-day blocks and won't be charged vacation time for partial-day absences.)

If you get sick during your vacation, you cannot switch your vacation day to a sick day. Your scheduled vacation days will still be counted as vacation time even if you would usually 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, like Christmas or New Year's Day, but staff may be able to work on those days with manager 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 manager 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, (5) to take leave when your place of business has reduced operations or been closed for any health or safety reason, or (6) bereavement of a family member.

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.

Verification, including verification from a health care provider where appropriate, may be required after three consecutive days of absence. If verification requirements result in an unreasonable burden or expense, please contact Human Resources.

The amount of sick leave accrued, used, and available is recorded each payday on your pay stub.

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 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 (sick, vacation, and personal holiday) and Washington Paid Family Medical Leave. Emergency sick leave runs concurrently with leaves covered under FMLA.

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 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 120 hours of sick time one time per calendar year, during the month of December, from their unused balance to the Shared Leave Pool in accordance with the policy outlined below. Employees must maintain a minimum of 80 hours in their bank AFTER the donation. 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.

Recipients are eligible to receive up to a maximum of 240 hours per year. The recipient employee must have first exhausted all accrued paid time off (vacation, sick, and personal day) and must also show documentation to HR that they are not eligible for Washington Paid Family Medical Leave to qualify for the donated leave. Hours will be used in the order they are donated. If the recipient employee terminates employment from PROVAIL before all donated hours are used, the remaining donated hours are returned to the "pool".

Donor employees must have a minimum balance of at least 80 sick leave hours remaining for their own use after the donation. Employees who are currently on an approved leave of absence cannot donate sick time. Employees who have resigned cannot donate sick time. Employees who wish to donate sick time to the Shared Leave Pool must complete a Donation of Sick Time Form during the month of December and return it to Human Resources.

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

### ***FAMILY AND MEDICAL LEAVE ("FMLA LEAVE")***

In accordance with 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 manager 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. In the event you fail to make timely premium payments, insurance coverage may be canceled upon 15-days prior written notice that payment was not received, and that coverage will cease. However, we

will not cancel insurance coverage until payment is more than 30- days late. Note that cancellation of coverage due to non-payment of premiums is not a qualifying event under COBRA.

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.

Contact HR to apply. HR will require you to 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.

PROVAIL will accommodate nursing employees with sufficient work shift modifications and a private space to express milk.

**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 will provide you with reasonable safety accommodations. You may be asked for written verification that you are a victim of domestic violence, sexual assault, or stalking.

PROVAIL may offer a reasonable period of leave (as determined by PROVAIL), such as 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 relationships. 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 normally scheduled workdays 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 manager 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 you received. 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 talk to your manager as soon as possible and follow that discussion 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**

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### ***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 Chief People Officer and your manager.

### ***PROBLEM RESOLUTION***

If you experience a misunderstanding or disagreement at work, it is best to sort it out early before it becomes a big issue. Usually, things will get better on their own, but if they don't, you should talk to your manager, department head, or someone in HR. They will try to find a solution. You can always bring up any questions, problems, ideas, or complaints with any manager. Just remember, if the issue is about harassment or discrimination, there is a different process for reporting that. 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 their 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 makes 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 Chief People Officer. If your complaint concerns the CPO, submit your complaint to the CEO. 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 CPO (or CEO) will investigate 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 achieve 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 manager 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 inspect and 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, caste,

or any other protected status). PROVAIL prohibits the creation, downloading or transmission of sexually oriented material, as well as the distribution of material that discriminates against fellow employees.

### ***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 manager-type responsibilities, inform your manager 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**

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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.** Human Resources may require, when we decide it is 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 an [Employee Work-Related Accident/Injury Report](#) within a reasonable time and give it to your manager 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

(when allowed by law) 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 manager. If your manager is unavailable, if the complaint remains unresolved after talking with your manager, or if the nature of the complaint is such that you do not feel you can discuss the complaint with your manager, 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 manager. 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 manager.

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.

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.