



SAILS Washington, Inc.

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# ***SAILS Washington, Inc.***

## **Employee Handbook**

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# ***SAILS Washington, Inc.***

## **Employee Handbook**

Welcome to SAILS Washington!

Starting a new job is exciting, but at times can be overwhelming. This Staff Member Handbook has been developed to help you become acquainted with our company and answer many of your initial questions.

As a staff member of The SAILS Group, you are very important to us. Your contribution cannot be overstated. Our goal is to provide the finest-quality care, supervision and training to our clients and to do so more effectively and consistently than our competitors. By satisfying our clients' needs, we ensure they will continue to do business with us and will recommend us to others.

You are an important part of this process because your work directly influences our company's reputation. Our company is constantly growing, this presents opportunities for you to learn and grow. Take advantage of our exceptional training and experienced management. Our highly respected company, with over 22 years of success in this field is now your new home and work family.

We are glad you have joined us, and we hope you will find your time with us to be both challenging and rewarding.

Sincerely,

Ihab Shahawi  
Chief Executive Officer

# ***SAILS Washington, Inc.***

## **Employee Handbook**

### ORGANIZATION DESCRIPTION

SAILS Washington is part of the SAILS Group, which is based in California and operates in 11 of the United States. SAILS stands for "Supported And Independent Living Services".

SAILS Washington was borne when the SAILS group purchased Special Care Agency in 2017. We provide services to behaviorally challenging children, adolescents and adults with a variety of disabilities, and varying levels of required support.

### **VISION**

Helping people achieve their full potential.

### **MISSION**

Providing quality support services that promote choice, independence and opportunity for growth.

### **VALUES**

#### **Support:**

Working together to identify and provide the unconditional supports needed for success.

#### **Advocacy:**

Helping people exercise their rights and responsibilities.

#### **Independence:**

Empowering people to identify and accomplish their goals

#### **Living:**

Cultivating enjoyment and enthusiasm for life and building relationships rooted in respect.

#### **Service:**

Finding joy and compassion in helping others.

# ***SAILS Washington, Inc.***

## **Employee Handbook**

### INTRODUCTORY STATEMENT

This employee handbook will give you important information about working at SAILS Washington. The policies in the handbook explain many of the benefits of working here. The handbook also explains what we expect of you and tells about many of our rules and guidelines.

However, this employee handbook cannot cover every situation or answer every question about policies and benefits at SAILS Washington. Also, sometimes we may need to change the handbook. SAILS Washington has the right to add new policies, change policies, or cancel policies at any time. The only policy we will never change or cancel is the employment-at-will policy. The employment-at-will policy allows you or SAILS Washington to terminate your employment at any time for any reason. The employment-at-will policy is further described in the policy titled Nature of Employment. We will notify you of any changes to the handbook as they occur.

**THIS HANDBOOK IS NOT A CONTRACT, EXPRESS OR IMPLIED, OR A PROMISE OF SPECIFIC TREATMENT GUARANTEEING EMPLOYMENT FOR ANY SPECIFIC DURATION.**

This Employee Handbook replaces and supersedes all other previous Special Care Agency and SAILS Washington Employee Handbook.

***SAILS Washington, Inc.***  
**Employee Handbook**

EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about SAILS Washington, and I understand that I should consult Human Resources regarding any questions not answered in the handbook.

I have entered into my employment relationship with SAILS Washington voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or SAILS Washington can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to SAILS Washington's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the chief executive officer of SAILS Washington has the authority to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_



# ***SAILS Washington, Inc.***

## **Employee Handbook**

### CLIENT RELATIONS

Our clients are very important to us. Every employee represents SAILS Washington to clients, their families and the public. Our clients judge all of us by how we treat them. One of the highest priorities at SAILS Washington is to provide exceptional service. Nothing is more important than being courteous, friendly, prompt, and helpful to clients and their families.

Your contacts with the public, your telephone etiquette, and any communications you send, reflect not just on you but also on the professionalism of SAILS Washington. Good client relations can build greater client loyalty.

# ***SAILS Washington, Inc.***

## **Employee Handbook**

### **101 Nature of Employment**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

You became an employee at SAILS Washington voluntarily and your employment is "at will". "At will" means that you are free to resign at any time, with or without cause. Likewise, "at will" means that SAILS Washington may terminate your employment at any time, with or without cause or advance notice, as long as we do not violate any applicable federal or state law. SAILS Washington has the right to manage its work place and direct its employees. This includes the right to hire, transfer, promote, demote, reclassify, and lay-off employees to the extent permitted by law.

The policies in this handbook are not intended to create a contract. The policies should not be construed to constitute contractual obligations of any kind or a contract of employment between SAILS Washington and any employee. The provisions in the handbook have been developed at the discretion of management and, except for the policy of employment-at-will, may be amended or cancelled at any time, at the sole discretion of SAILS Washington.

These provisions replace all other existing policies and practices and may not be changed or added to without the express written approval of the Chief Executive Officer of SAILS Washington. No other employee, supervisor, or manager is authorized to make any promise of continued employment or other benefit of employment.

# ***SAILS Washington, Inc.***

## **Employee Handbook**

### **103 Equal Employment Opportunity**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

To give equal employment and advancement opportunities to all people, we make employment decisions at SAILS Washington based on each person's performance, qualifications, and abilities. SAILS Washington does not discriminate in employment opportunities or practices on the basis of race, color, citizenship, national origin, ancestry, gender, genetic information, sexual orientation, gender expression or identity, age, religion, creed, pregnancy or pregnancy related condition, physical or mental condition, marital status, veteran status, political affiliation, or any other characteristic protected by law.

We will make reasonable accommodations for qualified individuals with known disabilities unless making the reasonable accommodation would result in an undue hardship to SAILS Washington.

Our Equal Employment Opportunity policy covers all employment practices, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

If you have a question about any type of discrimination at work, talk with your immediate supervisor or the Human Resources Department. You will not be penalized for asking questions about this. Also, if we discover that anyone was illegally discriminating against any employee, that person will be subject to disciplinary action, up to and including termination of employment.

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## **Employee Handbook**

### **104 Business Ethics and Conduct**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

We expect SAILS Washington employees to be ethical in their conduct. It affects our reputation and success. SAILS Washington requires employees to carefully follow all laws and regulations, and have the highest standards of conduct and personal integrity.

Our continued success depends on our client's trust. Employees owe a duty to SAILS Washington and our clients to act in ways that will earn the continued trust and confidence of the public.

As an organization, SAILS Washington will comply with all applicable laws and regulations. We expect all directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to not do anything that is illegal, dishonest, or unethical.

If you use good judgment and follow high ethical principles, you will make the right decisions. However, if you are not sure if an action is ethical or proper, you should discuss the matter openly with your supervisor. If necessary, you may also contact the Human Resources Department for advice and consultation.

It is the responsibility of every SAILS Washington employee to comply with our policy of business ethics and conduct. Employees who ignore or do not comply with this standard of business ethics and conduct may be subject to disciplinary action, up to and including possible termination of employment.

# ***SAILS Washington, Inc.***

## **Employee Handbook**

### **105 Personal Relationships in the Workplace**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

When relatives or persons involved in a dating relationship work in the same area of an organization, it may cause problems at work. In addition to claims of favoritism and morale issues, personal conflicts from outside can sometimes carry over to work.

For this policy, we define a relative as any person who is related to you by blood or marriage, or whose relationship with you is similar to that of a relative. We define a dating relationship as a relationship that might reasonably be expected to lead to a consensual "romantic" or sexual relationship. This policy applies to all employees regardless of their gender or sexual orientation.

Although SAILS Washington does not prohibit employing relatives of current employees or persons involved in a dating relationship, we will monitor these situations when the employees are in the same area. In case of an actual or potential problem, we will take quick action. This can include reassignment or, if necessary, termination of employment for one or both of the people involved. If you are in a close personal relationship with another employee, we ask that you avoid displays of affection or excessive personal conversation at work.

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## **Employee Handbook**

### **107 Immigration Law Compliance**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington is committed to employing only people who are United States citizens or who are aliens legally authorized to work in the United States. We do not illegally discriminate because of a person's citizenship or national origin.

Because we comply with the Immigration Reform and Control Act of 1986, every new employee at SAILS Washington is required to complete the Employment Eligibility Verification Form I-9 and show documents that prove identity and employment eligibility within three days of employment.

**Any changes or updates in work authorization status must be reported immediately.**

Contact the Human Resources Department to schedule an appointment to update the Form I-9.

If you leave SAILS Washington and are rehired, you must complete another Form I-9 if the previous I-9 with SAILS Washington is more than three years old, or if the original I-9 is not accurate anymore, or if we no longer have the original I-9.

If you have questions or want information on the immigration laws, contact the Human Resources Department. If you ask questions or want to complain about the immigration law, you will not be punished in any way.

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### **108 Conflicts of Interest**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington has guidelines to avoid real or potential conflicts of interest. **It is your duty as an employee of SAILS Washington to follow the following guidelines about conflicts of interest.** If this is not clear to you or if you have questions about conflicts of interest, contact the Human Resources Department.

What is a conflict of interest? An actual or potential conflict of interest is when you are in a position to influence a decision or have business dealings on behalf of SAILS Washington that might result in a personal gain for you or for one of your relatives. For conflicts of interest, a relative is any person who is related to you by blood or marriage, or whose relationship with you is similar to being a relative even though they are not related by blood or marriage.

We do not automatically assume that there is a conflict of interest if you have a relationship with another company. However, if you have any influence on transactions involving purchases, contracts, or leases, you must tell an officer of SAILS Washington as soon as possible. By telling us that there is the possibility of an actual or potential conflict of interest, we can set up safeguards to protect everyone involved.

The possibility for personal gain is not limited to situations where you or your relative has a significant ownership in a firm with which SAILS Washington does business. Personal gains can also result from situations where you or your relative receives a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealing involving SAILS Washington.

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### **110 Outside Employment**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

**You may hold an outside job as long as you can satisfactorily perform your SAILS Washington job and the job does not interfere with our scheduling demands.**

We hold all employees to the same performance standards and scheduling expectations regardless if they have other jobs. In order to remain employed at SAILS Washington, we will ask you to terminate an outside job if we determine that it is impacting your performance or your ability to meet our requirements, which may change over time.

If your outside employment has an undesirable impact on SAILS Washington, we will consider it to be a conflict of interest.



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## Employee Handbook

### 112 Confidential Information

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Careful custody and handling of customer information and documents or materials containing SAILS Washington's confidential proprietary information are of great importance. This information includes such things as company sales reports, business plans, costs of goods, marketing strategies, profits, internal databases containing information regarding clients/customers, computer software and programming, and pricing information.

Each employee is responsible for safeguarding this information against theft, loss, and unauthorized use or disclosure. **Employees with access to confidential information are responsible for ensuring the appropriate handling, storage, transmission, or destruction of this information in a manner that will eliminate loss or misuse.**

Confidential Information Standards also include, but are not limited to:

- Unauthorized storage of company or client information on a personal computer, laptop or other electronic device.
- Disclosure of a client's name, address, current location or any other personal or protected health information.

Employees who are exposed to confidential information may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

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### **114 Disability Accommodation**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington is committed to complying fully with the Americans with Disabilities Act (ADA). We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities. We conduct all our employment practices and activities on a non-discriminatory basis.

Our hiring procedures have been reviewed and they provide meaningful employment opportunities for persons with disabilities. We only make pre-employment inquiries regarding an applicant's ability to perform the duties of the job.

Reasonable accommodation is available to an employee with a disability when the disability affects the performance of job functions. We make our employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual. SAILS Washington may request input from knowledgeable health care providers as appropriate. An employee who believes that he or she needs a reasonable accommodation should inform the Human Resources Department.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. We make all types of leaves of absence available to all employees on an equal basis.

SAILS Washington is also committed to not discriminating against any qualified employee or applicant because the person is related to or associated with a person with a disability. SAILS Washington will follow any state or local law that gives more protection to a person with a disability than the ADA gives.

SAILS Washington is committed to taking all other actions that are necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and any other applicable federal, state, and local laws.

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## Employee Handbook

### 116 Job Posting

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Our job posting program gives you the opportunity to show your interest in open jobs and to advance within the organization according to your skills and experience. In general, we post all regular, full-time job openings, although SAILS Washington reserves its right to not post a particular opening.

Job openings will be posted on the SAILS Washington website and normally remain open for 10 days. Each job posting notice will include the dates of the posting period, job title, department, location, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, you must have performed competently for at least 90 calendar days in your current position. **You are not eligible to apply for a posted job if you have a written warning on file, or are on probation or suspension.** You may only apply for posted jobs for which you possess the required skills, competencies, and qualifications.

To apply for an open position, submit a job posting application via the SAILS Washington website along with your resume. List your job-related skills and accomplishments on the application. Also, tell how your education and your work experience here or elsewhere make you qualified for the new job.

We encourage you to talk with your supervisor about your career plans. We also encourage supervisors to support your efforts to gain experience and advance within SAILS Washington.

After you apply for a job, your supervisor may be contacted for information about your performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a possible transfer may also be discussed.

You may be required to your complete current work schedule before transferring to the new job.

Job posting is a way to inform you of open jobs. It is also a way for the hiring manager to find out about qualified and interested applicants. In addition to posting, SAILS Washington may use other recruiting sources to fill open jobs.

We encourage you to refer friends who may be interested in working at SAILS Washington if they are qualified for an open position. You should first get your friend's permission to make the referral. You can give information about working at SAILS Washington but be sure to not make any commitments or promises about employment.

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### 180 Criminal Background Checks and Disclosures

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington is required by law to conduct a criminal background check on any potential employee or volunteer who would come in contact with or provide direct care services to children, developmentally disabled individuals and vulnerable adults. **Prior to completing the background check you are required by law to disclose any convictions or pending charges.** Any information regarding your background check or criminal history disclosure is kept confidential and maintained in the employee file.

- All prospective employees and contractors will complete a disclosure statement as part of the application process and the agency will submit a completed criminal background inquiry form within three days of employment.
- The agency will only conditionally employ, or contract with individuals until the criminal history background inquiry is returned by the Department of Social and Health Services(DSHS) Central Background Check Unit confirming no disqualifying crimes.
- For all potential employees of SAILS Washington, an FBI fingerprint check must be scheduled within 30 days of hire.
- All employee's or volunteers having direct contact with vulnerable adults will be conditionally employed pending completion of the DSHS Central Background check provided that:
  - a. The Disclosure Statement obtained from the individual when they apply for work does not identify a disqualifying crime as described in RCW 43.43.830 or 74.34;
  - b. There is a completed WATCH background check prior to hire.
  - c. The WATCH background must show no disqualifying crimes as described in RCW 43.43.830 or 74.34.
  - d. A requested background inquiry from the DSHS Central Background Check unit was requested within three (3) business days of the conditional acceptance of the individual.
  - e. A background inquiry from the DSHS Central Background Unit will be resubmitted along with a completed Disclosure Statement for all staff and personnel at a minimum of every two years.

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- The agency will not employ persons having direct contact with children or vulnerable adults if they have been:
  - a. Convicted of any crime against children or other persons.
  - b. Convicted of a crime relating to financial exploitation of a vulnerable adult.
  - c. Convicted of crimes related to drugs as defined in RCW 43.43.830.
  - d. Found guilty in any dependency action under RCW 13.34.040.
  - e. Found guilty by a court in a domestic relations proceeding under Title 26 RCW.
  - f. Found in any disciplinary board final decision to have abused a vulnerable adult or child.
  - g. Found guilty by a court in a protective proceeding under chapter 74.34 RCW.
  
- All disclosure statements and criminal history background inquiries will be maintained in a confidential and secure manner in agency personnel files.
  
- Disclosure statements and background investigations shall be used for employment purposes only, shall not be disclosed except to the individual of inquiry, an authorized state or federal agent or an auditor of the Washington State Patrol.
  
- The disclosure statement and criminal background investigation shall be made available to the Department of Health agent for review during employment and shall be retained not less than 2 years after termination.
  
- Employees will be verbally informed of the negative results of the background inquiry within 72 hours of receipt of a report and offered a copy of the inquiry report within ten (10) days of its receipt.
  
- The agency may require an additional background check if the agency has reason to believe specified offenses have occurred since the last background check.
  
- Additional disclosure statements or background inquiries for an individual having direct contact with vulnerable adults may be required if the agency has reason to believe that offenses specified under RCW 43.43.830 have occurred since completion of the initial criminal background inquiry. The agency will complete a background check through the DSHS Central Background Check unit at least every two years. The employee will be required to complete a Disclosure Statement at least every two years.
  
- Background checks will be completed on the State application form. The completed form will be faxed to the Background Check Central Unit (BCCU).
  
- If an employee or applicant is found to have a criminal record or negative action, Special Care Agency will notify the employee and follow current Washington State DSHS background check laws to determine if continued employment is appropriate. All required documentation will be completed and kept confidential in the personnel file.

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- The agency utilizes a secure fax number that is not in a public space and is also checked routinely throughout the day with access only by appropriate staff.

**Employees are required to notify their supervisor immediately should any convictions or pending charges specified under RCW 43.43.830 occur while employed with SAILS Washington. Failure to disclose this information will result in immediate termination.**

# *SAILS Washington, Inc.*

## Employee Handbook

### 201 Employment Categories

Effective Date: 03/01/2014

Revision Date: 07/09/2018

It is important that you understand the definitions of the employment classifications at SAILS Washington and know your classification. The reason is because your employment classification helps determine your employment status and what benefits you are eligible for. If you have questions or are not sure what your employment classification is, see your supervisor. These employment classifications do not guarantee employment with SAILS Washington for any specific period of time. You became an employee at SAILS Washington voluntarily and your employment is at will. "At will" means that you may terminate your employment at any time, with or without cause or advance notice. Likewise, "at will" means that SAILS Washington may terminate your employment at any time, with or without cause or advance notice, as long as we do not violate federal or state laws.

Depending on your job, you are either NON-EXEMPT or EXEMPT from federal and state wage and hour laws.

If you are a NON-EXEMPT employee, you are entitled to overtime pay under the specific provisions of federal and state laws. NON-EXEMPT employees are entitled to overtime for hours worked over forty (40) hours in a work week. Overtime is paid at one and one-half (1.5) times an employee's regular rate of pay. **(Any overtime must be pre-approved by an employee's immediate supervisor.)**

If you are an EXEMPT employee, you are excluded from specific provisions of federal and state wage and hour laws. EXEMPT employees are generally paid a set salary for each pay period, without regard to the number of days or hours worked. Salaried, EXEMPT employees do not receive overtime compensation for hours worked in excess of forty (40) hours per week. A salaried employee may have their salary reduced for absences of one or more full days for personal reasons, sickness or disability in accordance with the SAILS Washington's time off policy.

Your EXEMPT or NON-EXEMPT classification may be changed only with written notification by SAILS Washington management.

In addition to being a NON-EXEMPT or EXEMPT employee, you also belong to one of the following employment categories:

You are a REGULAR FULL-TIME employee if you are not assigned to a temporary or introductory status AND you are regularly scheduled to work the SAILS Washington full-time

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schedule. In most cases, regular full-time employees are eligible for all SAILS Washington benefit programs, subject to the terms, conditions, and limitations of each benefit program.

You are a REGULAR PART-TIME employee if you are not in a temporary or introductory status AND you are regularly scheduled to work less than 30 hours per week. Part-time employees receive all legally mandated benefits, such as Social Security and workers' compensation insurance. Part-time employees may be eligible for some benefits sponsored by SAILS Washington, subject to the terms, conditions, and limitations of each benefit program.

You are an ON-CALL employee if you are designated to work only on-call/fill-in shifts when another employee is unable to work their regularly scheduled shift(s). On-call employees must work a minimum of one shift per month to maintain their employment status.

You are an INTRODUCTORY employee if your performance is being evaluated to determine whether further employment in a specific position or with SAILS Washington is appropriate. When you satisfactorily complete the introductory period, you will be told about your new employment classification.

If you have questions regarding your employment status, please contact the Human Resources Department.



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### **202 Access to Personnel Files**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of SAILS Washington, and access to the information they contain is restricted. Generally, only supervisors and management personnel of SAILS Washington who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the Human Resources Department. With reasonable advance notice, employees may review their own personnel files in SAILS Washington's offices and in the presence of an individual appointed by SAILS Washington to maintain the files.

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**203 Employment Reference Checks**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

To ensure that individuals who join SAILS Washington are well qualified and have a strong potential to be productive and successful, SAILS Washington will check the employment references of all applicants.

The Human Resources Department will respond to all reference check inquiries from other employers. Responses to such inquiries will confirm only dates of employment, and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

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**204 Personnel Data Changes**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

It is the responsibility of each employee to promptly notify SAILS Washington of any changes in personnel data. Personal mailing addresses, telephone numbers, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Department.

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### **205 Introductory Period**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. SAILS Washington uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or SAILS Washington may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. **Employees who are promoted or transferred within SAILS Washington must complete a secondary introductory period of the same length with each reassignment to a new position.** Any significant absence will automatically extend an introductory period by the length of the absence. If SAILS Washington determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within SAILS Washington, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and SAILS Washington's needs.

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other SAILS Washington-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Benefits eligibility and employment status are not changed during the secondary introductory period that results from a promotion or transfer within SAILS Washington.

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**208 Employment Applications**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

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### **209 Performance Evaluation**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington is committed to employee success and to assisting employees in accomplishing the highest level of performance. The performance appraisal procedure is designed to:

- Provide a forum for open discussion of the employee's individual strengths and for the identification of areas where improvement is needed.
- Improve the performance of the employee.
- Provide an opportunity for the employee and his/her supervisor to set mutual objectives.
- Provide a fair and effective means for making personnel decisions.
- Recognize the importance of the employee's contribution to the Agency's success.

SAILS Washington will conduct an initial performance review within 180 days of hire.

Employees will receive an annual employee performance review, unless requested by either the client or employee to be evaluated sooner than the required minimum. A Supervisor will also conduct an on-site visit to evaluate performance of services provided by the employee. There will be discussion between the client, employee and supervisor/administrator about anything needing to be improved upon or corrected. This will be addressed at the time of the on-site visit.

The evaluation along with any recommended changes of performance or positive remarks will be documented in an electronic communication log and recorded on the Agency's evaluation form and kept in the employee file.

The topics to be discussed, include, but are not limited to:

- Quality of services provided.
- Communications with clients and other staff.
- Complete, accurate, and timeliness of documentation.
- Use of Universal Precautions.
- Judgment
- Customer satisfaction
- Review of policies and procedures, including emergency procedures.

SAILS Washington's use of the performance appraisal process for defining and evaluating employee performance is not intended to, and will not, affect an employee's right or SAILS Washington's right to terminate employment at-will, with or without cause, and with or without advance notice. Moreover, the performance review process is not intended to, and does not,

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limit or otherwise affect SAILS Washington's right to modify an employee's compensation and benefits, position, duties, and other terms and conditions of employment.

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### **210 Job Descriptions**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington makes every effort to create and maintain accurate job descriptions for all positions within the Organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience and any certification required), and a physical demands section.

SAILS Washington maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The Human Resources Department and the hiring manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate, current and reflect the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the Human Resources Department if you have any questions or concerns about your job description.



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### **214 Medical Information Privacy**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington is committed to safeguarding employee privacy, and thus enforces an Employee Privacy Policy, in compliance with the Health Insurance Portability and Accountability Act (HIPAA) and maintained by Human Resources. Employees will be given a copy of the Company's Employee Privacy Statement at the time of hire, and will be notified as changes to the policy occur. During the course of employment, we may receive personal information such as a social security number, address and phone number. We may also receive personal health information to administer benefits or leaves of absence.

SAILS Washington may use or disclose employee personal health information, according to our policy, when required for legal or governmental purposes, business operations (including administering employee health plans), emergent situations, or when authorized by the employee.

Questions about rights protecting personal health information are addressed in the Company's Privacy Statement, and may also be taken to the President and CEO.

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### **216 Social Security Number Policy**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

To protect employees' personal information, SAILS Washington prohibits the use of employees' Social Security numbers for identification purposes, except as allowed by law.

SAILS Washington will not:

- Publicly post or publicly display in any manner an employee's Social Security number. "Publicly post" or "publicly display" means to intentionally communicate or otherwise make available to the general public.
- Print an employee's Social Security number on any card required for the employee to access products or services provided by SAILS Washington.
- Require an employee to transmit his or her Social Security number over the Internet, unless the connection is secure or the Social Security number is encrypted.
- Require an employee to use his or her Social Security number to access an Internet website, unless a password or unique personal identification number or other authentication device is also required to access the Internet web site.
- Print an employee's Social Security number on any materials that are mailed to the employee, unless state or federal law requires the Social Security number to be on the document to be mailed.

However, Social Security numbers may be included in applications and forms sent by mail, including documents sent as part of an application or enrollment process; or to establish, amend, or terminate an account, contract, or policy; or to confirm the accuracy of the Social Security number.

In instances where SAILS Washington previously used an employee's Social Security number in a manner inconsistent with this policy, it will continue using that employee's Social Security number in that manner, if all of the following conditions are met:

- The use of the Social Security number is continuous. If the use is stopped for any reason, the conditions listed above will apply.
- The employee is provided an annual disclosure that informs the employee that he or she has the right to stop the use of his or her Social Security number in a manner prohibited by those conditions listed above.

A written request by an employee to stop the use of his or her Social Security number in a prohibited manner will be implemented within 30 days of the receipt of the request. There will be no fee or charge for implementing the request.

SAILS Washington will not deny services to an employee because the employee makes a written request to stop the use of his or her Social Security number.

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SAILS Washington will continue to collect, use, or release Social Security numbers as required by state or federal law, and may use Social Security numbers for internal verification or administrative purposes.

Employees who have questions about this policy or who feel that their Social Security number has been used inappropriately by SAILS Washington should contact the Human Resources Department.

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**280 Emergency Contact**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Employees are required to keep SAILS Washington current on the person or persons to be notified in case of a serious accident. In case of an emergency, SAILS Washington will reasonably obtain the best emergency treatment available.

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**281 Employment Verification**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

All requests for verification of employment or references for terminated employees should be forwarded to the HR/Benefits Specialist. They will be responsible for providing information regarding dates of employment and position held. If an employee would like additional information provided, they must provide Human Resources with a written release to verify salary and earnings and discuss performance, as appropriate. **Under no circumstances should any other employee or Supervisor respond to a request to provide information, or be a reference on behalf of SAILS Washington regarding a current or terminated employee. Exceptions can only be made by the President and CEO.**

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## **Employee Handbook**

### **301 Employee Benefits**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Eligible employees at SAILS Washington are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. The HR/Benefits Specialist can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

Some benefit programs require contributions from the employee, but most are fully paid by SAILS Washington.

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### **309 Bereavement Leave**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington will grant employees up to three unpaid days of leave in the event of a death in the immediate family. Immediate family members are defined as: spouse, parent, child, sibling, and grandparent.

- To arrange for bereavement leave, please contact the HR/Benefits Specialist.
- Employees may substitute PTO for time taken.
- The employer reserves the right to request verification or documentation of the need for the Bereavement Leave.

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### **311 Jury Duty**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees may request unpaid jury duty leave for the length of the absence. If desired, employees may use any available paid time off (for example, PTO benefits).

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either SAILS Washington or the employee may request an excuse from jury duty if, in SAILS Washington's judgment, the employee's absence would create serious operational difficulties.

SAILS Washington will continue to provide health insurance benefits until the end of the first full month of unpaid jury duty leave. (A copy of the jury duty summons is required to be submitted with the time off request.) At that time, employees will become responsible for the full costs of these benefits if they wish to continue coverage. When the employee returns from jury duty, benefits will again be provided by SAILS Washington according to the applicable plans.

Benefit accruals such as vacation, sick leave, or holiday benefits will be suspended during unpaid jury duty leave and will resume upon return to active employment.



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### **312 Witness Duty**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington encourages employees to appear in court for witness duty when subpoenaed to do so.

If employees have been subpoenaed or otherwise requested to testify as witnesses by SAILS Washington, they will receive paid time off for the entire period of witness duty.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other than SAILS Washington. Employees are free to use any available paid leave benefit (such as PTO) to receive compensation for the period of this absence.

The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

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### **313 Benefits Continuation (COBRA)**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under SAILS Washington's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at SAILS Washington's group rates plus an administration fee. SAILS Washington provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under SAILS Washington's health insurance plan. The notice contains important information about the employee's rights and obligations.

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### **315 Paid Time Off (PTO) Home Care Department**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Paid Time Off (PTO) is an all-purpose time-off policy for eligible employees to use for vacation, illness or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time-off policy. Employees in the following employment classification(s) are eligible to earn and use PTO as described in this policy:

- Regular Full-Time and Part-Time Non-Exempt Employees.

Once employees enter an eligible employment classification, they begin to earn PTO. However, before PTO can be used, a waiting period of 90 calendar days must be completed. After that time, employees can request use of earned PTO including that accrued during the waiting period.

Employee will accrue 1 hour of PTO for every 40 hours worked up to a maximum of 80 hours per calendar year (January 1 through December 31).

PTO can be used in minimum increments of one hour. Employees who have an unexpected need to be absent from work should notify their direct supervisor before the scheduled start of their workday, if possible. The direct supervisor must also be contacted on each additional day of unexpected absence.

Employees are required to use accrued PTO before utilizing un-paid time off. Up to five (5) days un-paid time off may be requested but its' approval is at the discretion of his/her supervisor.

To schedule planned PTO, employees are required to request advance approval in writing from their supervisors (forms are available on SAILS Washington's website). Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

PTO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

In the event that available PTO is not used by the end of the benefit year, employees may carry forward no more than 40 unused PTO hours to the next benefit year. If the total amount of unused PTO reaches a "cap" equal to two times the annual PTO amount, further accrual will stop. When the employee uses PTO, and brings the available amount below the cap, accrual will begin again.

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We will notify you of accrued PTO each time wages are paid (on your pay stub). If you have questions about your PTO benefits as an employee of SAILS Washington, please contact SAILS Washington's Chief Operations Officer at 425-333-4114.

Accrual period is January 1st - December 31st

PTO may not be used during the last two weeks of employment.

Unused PTO will not be paid upon termination of employment.

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### **316 Health Insurance**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington is committed to providing an affordable comprehensive Health Care plan to all employees that meet the qualifying requirements based on their employment classification. SAILS Washington reserves the right to change the benefit plans at any time. Questions regarding benefits should be directed to the HR/Benefits Specialist.

To be eligible for health insurance benefits, Administrative, Residential Services and Employment Services employees must be employed full time for 60 consecutive days. Each employee working at least 30 hours per week based on a set schedule (does not include fill-in or temporary jobs) will qualify for Medical/Dental benefits. The medical and dental insurance becomes effective on the first calendar day of the first full month following the employee's waiting period.

To be eligible for health insurance benefits, Home Care employees must be employed for 60 days and work the minimum number of required hours according to your employment classification for one month prior to qualifying for Medical/Dental benefits. The insurance becomes effective on the first calendar day of the first full month after meeting the eligibility requirements.

To maintain health insurance eligibility, the required minimum hours must be worked each month thereafter. Hours will be checked by the HR/Benefits Specialist at the beginning of each month. In any given month, the employee drops below the required hours, they will be notified of the discontinuation of insurance coverage and will receive COBRA notification. Employee may qualify to maintain health insurance eligibility for one month even if they do not work the required minimum hours when a change in the client's situation causes an unplanned reduction in hours; such as a client moving without notice, taking a vacation without notice, becoming hospitalized, or passing away or employee is summoned for jury duty.

The cost of the premiums to employees is minimal and is adjusted annually upon renewal of the benefits contract. If an employee chooses to add an eligible dependent, the employee is responsible for the entire premium for their dependents.

Employees and/or dependents enrolled in, and receiving health care benefits from another group or individual plan would not be eligible for benefits through SAILS Washington and would be required to waive coverage. If at any time the qualified employee or dependent loses his or her Health Care Coverage through another plan, they would be eligible to enroll without having to wait for open enrollment as the loss of coverage would be considered a "qualifying event". The employee would contact the HR/Benefits Specialist for information on how to enroll.

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Employees applying for medical and dentals benefits must fill out all applicable insurance forms and submit with any required premium payments within 10 business days of becoming eligible. All qualified employees who decline the Medical/Dental benefits will be required to complete and return a waiver form which will be kept on file. Employees may obtain enrollment, waiver or change forms from the HR/Benefits Specialist.

**Any employee on Leave of absence (LOA) is required to pay the required amount of their own insurance premiums and for dependents while on leave. Failure to maintain premium payments will result in termination of coverage.**

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### **401 Timekeeping**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Accurately recording time worked is the responsibility of every nonexempt employee. SAILS Washington uses Electronic Timekeeping to record the employee's time at the start and end of each client's visit to comply with DSHS Washington State law which requires Electronic Timekeeping to receive payment for Medicaid funded personal care or DDD respite services.

***All non-exempt employees are required to use Telephony.***

***Home Care employees are required to use both Telephony and to submit a timesheet. The timesheet is available on the website or from the SAILS Washington office. Timesheets are due by 8:00 a.m. on the morning following the end of the pay period.***

1. The employee uses Telephony at the beginning of each shift:
  - a. Call 877-632-6057 using the client's landline.
  - b. Enter the 6-digit employee ID and press 1.
  - c. Hang up when you hear "Call Complete."
2. The employee uses Telephony at the end of each shift:
  - a. Call 877-632-6057 using the client's landline.
  - b. Enter the 6-digit employee ID and press 2.
  - c. Hang up when you hear "Call Complete."
3. There may be times when the employee is not able to use Telephony. Those exceptions, and the procedures to be followed, will be discussed during your Employment Orientation and during the client orientation to the Plan of Care.
4. In the event that the employee does not use Telephony for their shift (other than the approved exceptions), the employee may receive corrective action for non-adherence to procedures.
5. All employees record the time and tasks on the timesheet and have the client or guardian initial and sign the timesheet for each shift. **Timesheets are completed for every shift in addition to Telephony for Homecare.**

### **Non-Exempt Employees**

Federal and state laws require an accurate record be kept of time worked by each non-exempt employee. Time records must be completed and submitted by all non-exempt employees. Time worked must be recorded daily on time sheets or time cards. "Work hours" are to reflect the exact time an employee starts and stops working, including the starting and ending times of

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meal periods (if applicable), and not simply scheduled arrival and departure times. Employees also must accurately report all overtime hours worked and any absences, late arrivals or early departures.

Non-exempt employees must not work any hours that have not been authorized by the supervisor. They may not start work early, finish work late, or perform any other extra or overtime work unless (1) their supervisor has authorized them to do so, and (2) they have accurately reported all of this work time to SAILS Washington on their time sheet or time card. Non-exempt employees are prohibited from performing any “off the clock” work. “Off the clock” work means work that was performed but not reported on the employee’s time sheet or time card. This is a violation of Company policy, and may result in disciplinary action, up to and including possible termination.

When an employee signs or submits a time sheet or Telephony record, the employee is verifying that he or she has completely and accurately reported all hours worked. Company policy prohibits any employee or manager from falsifying or inaccurately completing a time sheet or telephony record.

Any employee or manager who fails to report, or who inaccurately reports, any hours worked is subject to disciplinary action, up to and including possible termination.

Employee time records are due to the payroll department by 8:00 a.m. on the first day following the close of the pay period. Time cards or time sheets must be accurate and legible. Photos of timesheets are not acceptable. Failure to complete and submit accurate time records or otherwise comply with this policy may lead to discipline, up to and including termination of employment.

In order to track time off, non-exempt employees are required to: (i) Request approval with a minimum of 14 days’ notice for non-emergent requests. This must be pre-approved and signed off by their supervisor. (ii) The employee must promptly provide, the necessary information for SAILS Washington to maintain accurate attendance and time off records. If an employee has failed to provide such records regularly to SAILS Washington, the employee may be subject to disciplinary action, up to and including possible termination.

### **Exempt Employees**

Exempt employees receive a salary which is intended to compensate them for all hours they work for the Company. This salary is a predetermined amount that is not subject to deductions for variations in the quantity or quality of the employee’s work.

SAILS Washington complies with the salary basis requirements of both federal and Washington State law. Therefore, SAILS Washington prohibits any improper deductions from the salaries of exempt employees. Below is information about what deductions are allowed, and what deductions are not allowed from exempt employees’ salaries.



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An exempt employee's salary can be reduced for any of the following reasons:

- Full day absences for personal reasons.
- Full day absences for sickness or disability.
- Full day disciplinary suspensions for violating written safety rules of major significance.
- To offset amounts the employee received as payment for jury or witness service, or as military pay.
- To pay the employee in proportion to the hours worked during the first or last weeks of employment, if the employee works less than a full week when starting or ending employment with the Company.

Like any employees, an exempt employee's salary may also be reduced for certain types of payroll deductions. This may include the employee's portion of health insurance premiums; federal income taxes; or social security.

For any workweek during which an exempt employee performs any work, there will be no deductions from the employee's salary for any of the following reasons:

- Partial day absences for personal reasons, or for sickness or disability.
- Absence on the day before or after a paid holiday, or because the facility is closed on a scheduled workday.
- Absences for jury duty, attendance as a witness, or military leave during any week in which the employee has performed any work.
- Any other deductions prohibited by state or federal law (such as deductions due to the operating requirements of the Company's business).

Any questions about any pay deductions should be immediately raised with the Human Resources Department.

It is an employee's responsibility to provide SAILS Washington with the information necessary to ensure accurate attendance and time off records. In order to track time off, exempt employees are required to: (i) Request approval with a minimum of 14 calendar days' notice for non-emergent requests. This must be pre-approved and signed off by the employee's supervisor. (ii) The employee must promptly provide the necessary information for SAILS Washington to maintain accurate attendance and time off records. If an employee has failed to provide such records regularly to SAILS Washington, the employee's use of such vacation time or other paid time off may be delayed while the accrual and use records are reconciled by the Company.

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### **403 Paydays**

Effective Date: 03/01/2014

Revision Date: 05/01/2019

Home Care employees are paid monthly by the 10th day of the month. Administration, Residential Services and Employment Services employees are paid semimonthly by the 10th and 25th days of the month. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off, such as a weekend or holiday, employees will be paid on the first day of work following the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to SAILS Washington. Employees will receive an itemized statement of wages when SAILS Washington makes direct deposits. Employees that wish to utilize direct deposit may get the authorization form from Human Resources.

Paychecks for those who do not choose direct deposit will be mailed.

An employee may arrange to have his/her paycheck released to another person by written request only. Without such written authorization, the paycheck will not be released to anyone but the employee. The authorization will remain effective until the employee provides written notice that the authorization has been withdrawn.

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### **405 Employment Termination**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.

SAILS Washington will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to SAILS Washington, or return of SAILS Washington-owned property. Suggestions, complaints, and questions can also be voiced.

A letter will be sent confirming separation of employment and will request the returning of employee ID badge if not already received.

Since employment with SAILS Washington is based on mutual consent, both the employee and SAILS Washington have the right to terminate employment "at will", with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

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### **408 Pay Advances**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Payroll Advance requests must be submitted in writing to the Human Resources Department. The Timesheet(s) for the current month must be complete with initials and signatures and mailed or faxed to the SAILS Washington office to verify the number of hours worked. The maximum advance amount is 50% of the hours already worked for the current month. If the payroll advance is approved, the advance will be deducted in full from the next paycheck. A reasonable effort will be made to process the payroll advance in the timeframe requested, but is not guaranteed. **Only one payroll advance may be requested per month (with a maximum of two per 12-month period).**

A pay advance will be made available for pick up at the main office or by mail. We are not able to provide funds via direct deposit.

Advance requests will not be processed during the first week of the month.

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### **409 Administrative Pay Corrections**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Accounting Manager so that corrections can be made as quickly as possible.

If a paycheck has improper deductions or does not accurately reflect all hours worked, the employee should immediately report the matter to the Accounting Manager. Arrangements will be made to correct any error in the amount of pay the employee should have received. If the employee has not received a satisfactory response within five business days after reporting the incident, please immediately contact the Human Resources Department.

In the event an inadvertent overpayment occurs; SAILS Washington expects employees to notify the Accounting Manager immediately.

In the event a check containing an overpayment has been negotiated or deposited, SAILS Washington expects the employee to make arrangements for repayment. SAILS Washington will provide, for the employee's signature, written confirmation of the overpayment and the terms for repayment in compliance with Washington state law.

SAILS Washington investigates all reports of improper deductions or incorrect payment. SAILS Washington will correct the paycheck or reimburse the employee for improper deductions if it determines that the employee was paid incorrectly or that an improper deduction was made. In addition, where SAILS Washington deems appropriate, employees who violate the Company's pay policies may be subject to disciplinary or other corrective action, up to and including termination.

SAILS Washington will not allow any form of retaliation against anyone who reports alleged violations of its pay policies or who cooperates in its investigation of such reports. Retaliation is unacceptable, and may result in disciplinary action, up to and including termination.

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### **410 Pay Deductions and Setoffs**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington makes certain mandatory and some voluntary deductions are made from each employee's paycheck. Mandatory deductions include federal tax withholdings and FICA. Voluntary deductions/reductions (FSA and/or pre-tax) include items employees specify in writing, such as premiums for medical or dental insurance coverage, contributions to credit union and thrift plan accounts, and certain charitable donations. Details of earnings and deductions are itemized on the stub of the paycheck.

We hope employees will manage personal financial affairs so that we will not be obligated to execute any court-ordered wage garnishments. However, when court-ordered deductions are to be taken, the employee will be notified.

SAILS Washington acts in accordance with the federal Consumer Credit Protection Act, which places restrictions on the total amount that may be garnished from your paycheck.

If an employee wishes to change exemptions claimed for federal withholdings, they must complete a new W-4 Form and submit to the Human Resources Department.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, contact the Accounting Manager for assistance.

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### **480 Business Expenses and Reimbursement**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Miles driven on company business will be reimbursed at the company's current mileage rates. Mileage rate will be calculated quarterly; SAILS Washington reserves the right to not change the rate based upon current gas prices. Any business-related out of pocket expenses must be pre-approved by management to be considered for reimbursement.

For the most part, general operating funds are utilized to directly pay for agency-related expenses. However, there may be occasions when agency employees use personal funds to pay for expenses. This policy outlines the guidelines for these circumstances, as well as the process for obtaining prior approval for expenditures and the procedure for seeking reimbursement.

- If agency personnel are to incur a work-related expense, every effort must be made to obtain prior approval from their manager. If prior approval is not received, there is no implied guarantee that the expense will be reimbursed.
- When an expense is incurred that is not related to mileage reimbursement or paid by the company credit card, staff are required to complete an Expense Reimbursement Report. The report will include the client's name if applicable, the amount requested to be reimbursed, as well as the purchase information.
- All Expense Reimbursement Reports must be submitted monthly, accompanied by an original store/vendor receipt by the 10<sup>th</sup> of the following month.
- Reimbursement will be made via manual check typically within 7 days.

# ***SAILS Washington, Inc.***

## **Employee Handbook**

### **481 Income Verification Requests**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington uses a payroll system that provides an employee portal to allow our employees access to their individual pay stubs and W-2 statement. This gives the employee the ability to easily provide documentation to third parties for income verification purposes.

If an employee cannot locate the required pay stub, they may contact the Accounting Manager to request a reprint 48 hours in advance of the need. The Accounting Manager will email an electronic version of the pay stub to the employee but the employee is responsible for providing it to the appropriate third party.

Outside of extenuating circumstances, SAILS Washington will not fax the pay stubs to any third parties (i.e.: DSHS, mortgage companies, landlords, etc.) except as required by law, or where deemed necessary by the company at its discretion, or whereby authorized by the employee in writing and in compliance with pertinent rules and regulations as indicated by the State of Washington.



# ***SAILS Washington, Inc.***

## **Employee Handbook**

### **501 Safety**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

To assist in providing a safe and healthful work environment for employees, customers, and visitors, SAILS Washington has established a workplace safety program. This program is a top priority for SAILS Washington, and its success depends on the alertness and personal commitment of all.

SAILS Washington provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications. A safety advisory group has been established to assist in these activities and to facilitate effective communication between employees and management about workplace safety and health issues.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to talk to their supervisor, or with another supervisor or manager. Reports and concerns about workplace safety issues may be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

If an employee is ever in doubt about how to safely perform a job, it is your responsibility to ask your immediate supervisor for assistance.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees are required to immediately notify the Human Resources Department or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

# ***SAILS Washington, Inc.***

## **Employee Handbook**

### **502 Business Hours of Operation**

Effective Date: 03/01/2014

Revision Date: 10/31/2019

The SAILS Washington work week is 12:00am Sunday through 11:59pm Saturday.

SAILS Washington business office hours are 9:00 am to 5:00 pm Monday through Friday.

SAILS Washington's business offices will be closed for the following national holidays:

- New Year's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week based on client's changing needs.

**ALL EMPLOYEE SCHEDULE CHANGES MUST BE APPROVED BY THEIR SUPERVISOR.** Failure to do so will result in disciplinary action.

# ***SAILS Washington, Inc.***

## **Employee Handbook**

### **505 Smoking**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

#### **SAILS Washington is a non-smoking company.**

No smoking or other use of tobacco or similar products (including, but not limited to, cigarettes, pipes, cigars, snuff, or chewing tobacco) is permitted at any point during a workday, while on company business, while in transit between work locations or assignments, while at client locations, in any part of a company building or within 25 feet of such buildings, or anywhere on or in company parking areas. There are no designated smoking areas inside or on Company premises, nor does SAILS Washington allow smoking breaks during the workday, i.e., no additional breaks beyond those allowed under SAILS Washington's break policy may be taken for the purpose of using tobacco or similar products.

Employees may not have the smell of tobacco smoke about their persons during work hours or while on company business. In general, employees should not use or consume any substance, the effects or traces of which could interfere with the employee's presentation of a clean and professional appearance to clients and the public in general. Do not report for work smelling of smoke.

All employees are expected to abide by this policy in all respects while at work, whether on company premises, at a customer's site, or while in transit between work locations or assignments, as well as while the employee is off duty, if the employee is on company premises or in vehicles owned, leased, or rented by SAILS Washington.

# *SAILS Washington, Inc.*

## Employee Handbook

### **506 Rest and Meal Periods**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

For non-exempt employees, the regular (unpaid) meal period is thirty (30) minutes.

- Workers may give up their meal period if they prefer to work through it and if the employer agrees.
- SAILS Washington requires a written statement (waiver) from workers who choose to give up their meal periods.

Non-exempt employees are also entitled to a 10-minute paid rest break for each 4 consecutive hours worked. **Due to the nature of the service being provided and the vulnerable population the employee is working with, it would require that the employee remain on site and be available to meet essential client needs.**

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**507 Overtime**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

**ALL OVERTIME MUST BE PRE-APPROVED**

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off for sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Employees who work overtime **without** receiving prior authorization from the supervisor will be subject to disciplinary action, up to and including possible termination of employment.

# ***SAILS Washington, Inc.***

## **Employee Handbook**

### **508 Transportation & Automobiles**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington requires employees working off-site on client business to have transportation during business hours. SAILS Washington does not provide transportation for employees. Employees who drive for business or transport clients are required to:

- Maintain a valid Washington State Driver's License and provide a copy to SAILS Washington.
- Employees shall immediately inform their supervisor if their driver's license is suspended, revoked or lapsed.
- Driving records of employees who drive company owned or leased vehicles or who transport clients in their own vehicles are checked every three years. If an employee's driving record contains violations, SAILS Washington will consider the following general factors in determining whether or not there is just cause to take action:
  1. Frequency and severity of offences. (No more than three traffic violations in past 2 years.)
  2. Whether alcohol/drugs are a factor and whether the employee refused a breath alcohol test. (3 or more years)
  3. Failure to appear or unresolved tickets.
- Carry a state minimum of property damage liability coverage and bodily injury liability on their vehicle, and all other collision and liability coverage that meets state minimum requirements.
- Provide SAILS Washington with current proof of auto insurance for any vehicle whether owned or un-owned that you drive.
- Notify management promptly if you discontinue insurance or have been dropped from your insurance plan. A driving waiver must be completed immediately upon termination or expiration of insurance policy.
- Refrain from borrowing co-worker automobiles for business purposes

As a SAILS Washington employee using a personal automobile for business purposes you agree to the following:

- If at any time a client asks you to transport them in the client/family vehicle, you must notify SAILS Washington first to get proper authorization to ensure that SAILS Washington has proof of current auto insurance coverage on file.
- Employees involved in an accident while on SAILS Washington business take full responsibility for damages.
- Employees that borrow any automobile during business hours to conduct SAILS Washington business are responsible for any damages to that automobile and may not hold SAILS Washington accountable.

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- Employees do not have access to SAILS Washington funds or insurance if involved in an accident.

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## **Employee Handbook**

### **510 Inclement Weather & Emergency Closings**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington will be open for business every day, in all kinds of weather, but we understand that occasions will arise when extreme weather or road conditions keep people at home. Employees are expected to make every attempt to get to work safely, but if it is not possible, please call your immediate supervisor or the on-call phone to report any absence or late arrival four hours in advance. For eligible individuals, available PTO will be used to cover weather-related absences.

In extreme situations if the business is forced to close, each supervisor will notify their direct reports.

Field staff that is on assignment with a client shall remain with the client until such time as it is safe for them to leave the client. If SAILS Washington is unable to contact the employee or client or their emergency contacts or guardian either in person or by phone, the local emergency responder will be contacted.



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## Employee Handbook

### 514 Visitors in the Workplace

Effective Date: 03/01/2014

Revision Date: 07/09/2018

To provide for the safety and security of employees and the facilities at SAILS Washington, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting. In cases of emergency, employees will be called to meet any visitor outside their work area.

All visitors should enter SAILS Washington at the lobby. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on SAILS Washington's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the lobby.

To protect the privacy of clients and safeguard their confidential information, employees are **not allowed** to have visitors in or outside of a client's home. Violation of this policy will result in immediate termination.

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## **Employee Handbook**

### **516 Computer and Email Usage**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Computers, computer files, the email system, and software provided to employees are SAILS Washington's property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

SAILS Washington strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, SAILS Washington prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other nonbusiness matters.

SAILS Washington purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, SAILS Washington does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. SAILS Washington prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor, the Network Administrator or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Employees may not use personal computers, iPads, or other electronic devices during work hours.

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## **Employee Handbook**

### **517 Internet Usage**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Internet access to global electronic information resources on the World Wide Web is provided by SAILS Washington to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, personal use may be permitted with prior authorization.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of SAILS Washington and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of SAILS Washington. As such, SAILS Washington reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create the material, does not own the rights to it, or has not obtained authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

To ensure a virus-free environment, no files may be downloaded from the Internet without prior authorization.

Abuse of the Internet access provided by SAILS Washington in violation of law or SAILS Washington policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The

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## **Employee Handbook**

following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities

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**520 Telecommuting**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

An employee in good standing, with a proven work ethic, may be allowed to work from home with prior management approval. Employees who work from home must adhere to Company rules, standards of conduct, and performance expectations.

An employee working from a home office must follow safety protocols consistent with a traditional working environment.

Telecommuting must be approved by the CEO.

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### **522 Workplace Violence Prevention**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington is committed to providing a safe work environment for employees and its business visitors. The work environment should be free from harassment, physical intimidation, threats of violence, or violent acts. This includes, but is not limited to, direct or indirect, implied or actual acts of physical intimidation threats, hostile or coercive behaviors, physical abuse, vandalism, arson, sabotage, possession or use of any kind of weapon, any other threatening act which, in management's opinion, may result in others feeling unsafe, or otherwise may create an unsafe atmosphere. Consistent with this commitment, SAILS Washington has adopted a zero-tolerance policy for workplace violence. SAILS Washington investigates all alleged threats or incidents, and will take corrective action, up to and including possible termination, against any employee engaging in prohibited conduct.

This policy applies to all employees, regardless of status, as well as visitors, vendors, or other persons entering SAILS Washington premises or doing business with SAILS Washington.

Employees who feel they have been subjected to or observed any conduct prohibited by this policy or who have information concerning possible violations of this policy or that causes them to feel unsafe, should immediately contact their supervisor, or the Human Resources Department.

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## **Employee Handbook**

### **526 Cell Phone Usage**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington provides cellular telephones to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. Cell phone use is intended for business-related calls only and personal calls are not permitted. Cell phone invoices may be regularly monitored.

Employees may have access to a cell phone while in their cars and should remember that their primary responsibility is driving safely and obeying the rules of the road. Employees are prohibited from using cell phones to conduct business while driving and should safely pull off the road and come to a complete stop before dialing or talking on the phone.

As a representative of SAILS Washington, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

Personal Cell phones must be silenced and stored with an employee's personal belongings during work time except while using the device for pre-approved telephony timekeeping purposes.

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## **Employee Handbook**

### **580 Social Media Policy**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

In general, SAILS Washington views social networking sites (e.g., Facebook, Instagram), personal web sites, and blogs positively, and respects the right of employees to use them as a medium of self-expression. If an employee chooses to identify himself or herself as an employee of SAILS Washington on such Internet venues, some readers of such Web sites or blogs may view the employee as a representative or spokesperson of SAILS Washington. In light of this possibility, SAILS Washington requires, as a condition of employment, that employees observe the following guidelines when referring to SAILS Washington, its programs or activities, its clients, and/or other employees, in a blog or on a Web site.

- Employees must respect the privacy rights of our clients and refrain from referencing or identifying them in all communications and blogs. SAILS Washington strongly discourages engaging in social networking activity with current and/or former clients or customers.
- Employees must not use blogs or personal Web sites to discuss engaging in conduct that is prohibited by Company policies, including, but not limited to, the use of alcohol and drugs, unlawful discrimination, and/or harassment. The policies in the Company's Employee Handbook apply to employee behavior within social media and in public online spaces.
- Social media activities should not interfere with the performance of an employee's job duties or work responsibilities. Refer to the Computer and Email Usage policy regarding accessing social media with Company equipment or property.
- Employees must not post pictures of clients, customers, or other employees on a Web site.
- The use of our copyrighted name or logo is not allowed without written permission.

Any employee found to be in violation of any portion of this policy may be subject to immediate disciplinary action, up to and including termination of employment.



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**581 Minimum Hours Worked Requirement**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

For continued employment, all SAILS Washington employees are required to be available to work at least one shift per month. Exceptions would be made for employees who are on leave and have provided the appropriate documentation and received approval from their supervisor and Human Resources.

Failure to meet the requirement will result in termination of employment.

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## **Employee Handbook**

### **582 Communication**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Successful working conditions and relationships depend upon successful communication. SAILS Washington expects employees to stay aware of changes in procedures, policies, and general information. SAILS Washington may communicate this information through the use of the Employee Handbook, bulletin boards, and discussions with your supervisor, memoranda, staff meetings, newsletters, training sessions, and company email.

In addition, if you have any ideas, suggestions, personal goals, or problems that relate to your work, we welcome the opportunity to discuss it with you. If you would like to do so, please bring it to the attention of your immediate supervisor or any other member of management you feel you can communicate with.

In addition:

- Written communication from staff to other agencies, guardians/family members or other parties involved in the provision of support will be written on agency letterhead. All letters should be proofread and errors in spelling and/or grammar should be corrected.
- When speaking with clients, other providers, parents/relatives/guardians of clients, or other members of the public (either in person or on the phone), staff will strive to be polite and helpful in order to provide the highest level of support for clients. If staff is unable to resolve a situation, staff will refer the individual to another employee within the agency who can provide further assistance.
- When communicating via e-mail, staff will remember that the agency and the participants are being represented and will strive to correspond in a respectful manner.

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**583 Injury and Accident Reports**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Employees involved in an accident while at work must immediately report it to their supervisor and the Human Resources Department. In accordance with state (WISHA) and federal (OSHA) regulations, the employee involved will be asked to complete paperwork outlining the details of the incident and any injuries sustained as a result of the accident.

**Failure to notify SAILS Washington of injury or accident while at work within 24 hours of incident will result in immediate termination.**

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### **584 Fire Safety**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Employees should know the location of the fire extinguisher(s) in their work area and make sure they are kept clear at all times. Notify your immediate supervisor if an extinguisher is used or if the seal is broken. Keep in mind that extinguishers that are rated ABC can be used for paper, wood, or electrical fires. Make sure that all flammable liquids, such as alcohol, are stored in approved and appropriately labeled safety cans and are not exposed to any ignition source.

# ***SAILS Washington, Inc.***

## **Employee Handbook**

### **601 Medical Leave**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Eligible employees may request medical leave only after having completed 180 calendar days of service. Exceptions to the service requirement will be considered to accommodate disabilities. Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted within 15 days of request verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to SAILS Washington. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension. Employees will be required to first use any accrued paid leave time before taking unpaid medical leave.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by SAILS Washington until the end of the month in which the medical leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from medical leave, benefits will again be provided by SAILS Washington according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide SAILS Washington with at least two weeks' advance notice of the date

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the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, SAILS Washington will assume that the employee has resigned.

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### **602 Family Leave**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Employees may be entitled to a leave of absence under the federal Family and Medical Leave Act (FMLA) and Washington Family Leave Act (WFLA). This policy provides employees information concerning family and medical leave entitlements and obligations employees may have during such leaves. If employees have any questions concerning family and medical leave, they should contact the HR/Benefits Specialist.

#### **Employees Eligible for Family and Medical Leave**

Family and medical leave is available to “eligible employees.” To be an “eligible employee,” an employee must: (1) have been employed by SAILS Washington for at least 12 months (which need not be consecutive); (2) have been employed by SAILS Washington for at least 1,250 hours of service during the 12-month period immediately preceding the commencement of the leave; and (3) be employed at a worksite where 50 or more employees are located within 75 miles of the worksite.

#### **Employee Entitlements for Family and Medical Leave**

As described below, the FMLA/WFLA provides eligible employees with rights to leave, health insurance benefits and, with some limited exceptions, job restoration. The FMLA/WFLA also entitles employees to certain written notices concerning their potential eligibility for and designation of family and medical leave.

#### **Basic Family and Medical Leave Entitlement**

The FMLA/WFLA provides eligible employees up to 12 work weeks of unpaid leave for certain family and medical reasons during a 12-month period. The 12-month period is determined using a “rolling” calendar method: The “rolling” 12-month period will be measured backward from the date an employee uses any family and medical leave. Thus, each time an employee takes family and medical leave, the remaining leave entitlement would be any balance of the 12 work weeks that has not been used during the immediately preceding 12 months. Leave may be taken for any one, or for a combination, of the following reasons:

- To care for the employee’s child after birth, or placement for adoption or foster care;
- To care for the employee’s spouse, son, daughter or parent (but not in-law) who has a serious health condition; and/or
- For the employee’s own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee’s job.

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**A serious health condition** is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days, combined with at least two visits to a health care provider, or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

### **Intermittent Leave and Reduced Leave Schedules**

Family and medical leave usually will be taken for a period of consecutive days, weeks or months. However, employees also are entitled to take family and medical leave intermittently or on a reduced leave schedule when this is medically necessary due to a serious health condition of the employee.

### **Protection of Group Health Insurance Benefits**

During family and medical leave, eligible employees are entitled to receive group health plan coverage on the same terms and conditions as if they had continued to work. This means that employees must continue to pay their portion, if any, of the group health plan premiums or the benefits may be cancelled.

Prior to taking unpaid family leave, employees must make arrangements with the HR/Benefits Specialist for making payments for continuing Medical, Dental, Vision, Voluntary Life, and Long-Term Disability benefit coverage and for continuing repayment of Retirement Savings Plan loans. An employee taking family leave may revoke an existing election of medical coverage, including an election to make Health Reimbursement Account payments, for the remaining portion of the coverage period and, if so, will be permitted to have such coverage reinstated upon returning.

Accrual of benefits such as vacation and paid time off will be suspended, unless otherwise indicated by the Company, during the duration of the leave. Accrual of seniority will also be suspended during the leave unless otherwise indicated by the Company.

### **Restoration of Employment and Benefits**

At the end of family and medical leave, subject to some exceptions including situations where job restoration of "key employees" will cause the Company substantial and grievous economic injury, employees generally have a right to return to the same or an equivalent position within 20 miles of the employee's work place when leave began and with equivalent pay, benefits and other employment terms. SAILS Washington will notify employees if they qualify as "key employees," if it intends to deny reinstatement, and of their rights in such instances. Use of family and medical leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee's family and medical leave.



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### **Notice of Eligibility for, and Designation of FMLA/WFLA Leave**

Employees requesting family and medical leave are entitled to receive written notice from the Company telling them whether they are eligible for family and medical leave and, if not eligible, the reasons why they are not eligible. When eligible for family and medical leave, employees are entitled to receive written notice of: (1) their rights and responsibilities in connection with such leave; (2) the Company's designation of leave as FMLA/WFLA-qualifying or non-qualifying, and if not FMLA/WFLA-qualifying, the reasons why; and (3) the amount of leave, if known, that will be counted against the employee's leave entitlement.

The Company may retroactively designate leave as family and medical leave with appropriate written notice to the employee, as long as the Company's failure to designate leave as FMLA/WFLA-qualifying at an earlier date did not cause harm or injury to the employee. In all cases where leaves qualify for FMLA/WFLA protection, the Company and the employee can mutually agree that leave will be retroactively designated as family and medical leave.

### **Employees' FMLA/WFLA Leave Obligations**

#### *Provide Notice of the Need for Leave*

Employees who take family and medical leave must timely notify SAILS Washington of their need for family and medical leave. The following describes the content and timing of such employee notices.

#### *Contingent of Employee Notice*

To trigger family and medical leave protections, employees must inform the HR/Benefits Specialist or their supervisor of the need for FMLA/WFLA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting family and medical leave specifically, or explaining the reasons for leave so as to allow SAILS Washington to determine that the leave is FMLA/WFLA-qualifying. For example, employees might explain that:

- a medical condition makes them unable to perform the functions of their job;
- they are pregnant or have been hospitalized overnight; or
- they or a covered family member are under the continuing care of a health care provider.

Calling in "sick," without providing the reasons for needing leave, will not be considered sufficient notice for family and medical leave under this policy. An employee must respond to the Company's questions to determine if absences are potentially FMLA/WFLA qualifying.

If employees fail to explain the reasons for family and medical leave, the leave may be denied. When an employee seeks leave due to FMLA/WFLA-qualifying reasons for which SAILS Washington has previously provided FMLA/WFLA-protected leave, the employee must specifically reference the qualifying reason for the leave or the need for family and medical leave.

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### *Timing of Employee Notice*

Employees must provide 30 days' advance notice of the need to take family and medical leave when the need is foreseeable. When 30 days' notice is not possible, or the approximate timing of the need for leave is not foreseeable, the employee must provide SAILS Washington notice of the need for leave as soon as practicable under the facts and circumstances of the particular case and generally must comply with the Company's normal call-in procedure. An employee who fails to give 30 days' notice for foreseeable leave without a reasonable excuse for the delay, or who otherwise fails to satisfy FMLA/WFLA notice obligations, may have family and medical leave delayed or denied.

### *Cooperate in the Scheduling of Planned Medical Treatment (Including Accepting Transfers to Alternative Positions) and of Intermittent Leave or Reduced Leave Schedules*

When planning medical treatment, employees must consult with SAILS Washington and make a reasonable effort to schedule treatment so as not to unduly disrupt SAILS Washington's operations, subject to the approval of an employee's health care provider. Employees must consult with SAILS Washington before scheduling treatment to work out a treatment schedule that best suits the needs of both the Company and the employees, subject to the approval of the employee's health care provider. If an employee providing notice of the need to take family and medical leave on an intermittent basis for planned medical treatment neglect to fulfill this obligation, SAILS Washington may require the employee to attempt to make such arrangements, subject to the approval of the employee's health care provider.

When an employee takes intermittent or reduced work schedule leave for foreseeable planned medical treatment for the employee or a family member, SAILS Washington may temporarily transfer the employee, during the period that the intermittent or reduced leave schedules are required, to an alternative position with equivalent pay and benefits for which the employee is qualified and which better accommodates recurring periods of leave.

When an employee seeks intermittent leave or a reduced leave schedule for reasons unrelated to the planning of medical treatment, upon request, the employee must advise SAILS Washington of the reason why such leave is medically necessary. In such instances, SAILS Washington and the employee shall attempt to work out a leave schedule that meets the employee's needs without unduly disrupting SAILS Washington's operations, subject to the approval of the employee's health care provider.

### *Submit Medical Certifications Supporting Need for Family Medical Leave*

Depending on the nature of family and medical leave sought, employees may be required to submit medical certifications supporting their need for FMLA/WFLA-qualifying leave. As described below, there generally are three types of FMLA/WFLA medical certifications: an **initial certification**, a **recertification**, and a **return to work/fitness for duty certification**.

It is the employee's responsibility to provide SAILS Washington with timely, complete and sufficient medical certifications. Whenever SAILS Washington requests employees to provide

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FMLA/WFLA medical certifications, employees must provide the requested certifications within 15 calendar days after SAILS Washington's request, unless it is not practicable to do so despite an employee's diligent, good faith efforts. SAILS Washington shall inform an employee if a submitted medical certification is incomplete or insufficient, and provide the employee at least seven calendar days to cure deficiencies. SAILS Washington will deny family and medical leave to employees who fail to timely cure deficiencies or who otherwise fail to timely submit requested medical certifications.

With the employee's permission, SAILS Washington (through individuals other than an employee's direct supervisor) may contact the employee's health care provider to authenticate or clarify incomplete and insufficient medical certifications. If an employee chooses not to provide SAILS Washington with authorization allowing it to clarify or authenticate such a certification with the health care provider, SAILS Washington may deny family and medical leave if the certification is unclear. Whenever SAILS Washington deems it appropriate to do so, it may waive its right to receive timely, complete and/or sufficient FMLA/WFLA medical certifications.

### ***Initial Medical Certifications***

An employee requesting leave because of the employee's own, or a covered relation's, serious health condition must supply medical certification supporting the need for such leave from the employee's health care provider or, if applicable, from the health care provider of the employee's covered family member. If the employee provides at least 30 days' notice of medical leave, the employee should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year.

If SAILS Washington has reason to doubt an initial medical certification, it may require the employee to obtain a second opinion at the Company's expense. If the opinions of the initial and second health care providers differ, then SAILS Washington may, at its expense, require the employee to obtain a third, final and binding certification from a health care provider designated or approved jointly by SAILS Washington and the employee.

### ***Medical Recertification's***

Depending on the circumstances and duration of family and medical leave, SAILS Washington may require employees to provide recertification of medical conditions giving rise to the need for leave. SAILS Washington will notify the employee if recertification is required and will give the employee at least 15 calendar days to provide medical recertification.

Generally, SAILS Washington may request medical certification no more often than every thirty days and only in connection with an employee's absence. If medical certification indicates the minimum duration of the condition is more than 30 days, SAILS Washington will wait until that minimum duration expires before requesting medical recertification. In all cases, Special

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Care Agency may request recertification of a medical condition every six months in connection with an employee's absence.

SAILS Washington may request certification in less than 30 days, or before the minimum duration of the condition has elapsed, if: (a) the employee requests extension of the leave; (b) circumstances described by the previous certification have changed significantly (e.g., the duration or frequency of the absence, the nature or severity of the illness, complications, etc.); or (c) SAILS Washington receives information casting doubt upon the employee's stated reason for the absence or the continuing validity of a certification.

### *Return to Work/Fitness for Duty Medical Certifications*

Unless notified that providing such certifications is not necessary, an employee returning to work from family and medical leaves that was taken because of the employee's own serious health condition that made the employee unable to perform the employee's job must provide SAILS Washington with medical certification confirming the employee is able to return to work and the employee's ability to perform the essential functions of the employee's position, with or without reasonable accommodation. SAILS Washington may delay and/or deny job restoration until the employee provides return to work/fitness for duty certification.

### *Substitute Paid Leave for Unpaid Family and Medical Leave*

Employees must exhaust all accrued paid time while taking unpaid family and medical leave. This substitution of paid time for unpaid family and medical leave time does not extend the length of the family and medical leave and the paid time will run concurrently with an employee's FMLA/WFLA entitlement.

Leaves of absence taken in connection with a disability leave plan or workers' compensation injury/illness also shall run concurrently with any family and medical leave entitlement. Upon request, SAILS Washington will allow employees to use accrued paid time to supplement any paid disability benefits.

### *Pay Employee's Share of Health Insurance Premiums*

As noted above, during family and medical leave, employees are entitled to continued group health plan coverage under the same conditions as if they had continued to work. Unless SAILS Washington notifies employees of other arrangements, whenever employees are receiving pay from SAILS Washington during family and medical leave, SAILS Washington will deduct the employee's portion of the group health plan premium from the employee's paycheck in the same manner as if the employee was actively working. If family and medical leave is unpaid, employees should talk to the HR/Benefits Specialist or payroll to arrange payment for their portion of the group health premium.

SAILS Washington's obligation to maintain health care coverage ceases if an employee's premium payment is more than 30 days late. If an employee's payment is more than 15 days late, SAILS Washington will send a letter notifying the employee that coverage will be

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dropped on a specified date unless the co-payment is received before that date. If the employee does not return to work within 30 calendar days at the end of the leave period (unless the employee cannot return to work because of a serious health condition or other circumstances beyond the employee's control) the employee will be required to reimburse SAILS Washington for the cost of the premiums that SAILS Washington paid for maintaining coverage during the unpaid family and medical leave.

### ***Report Periodically Concerning Intent to Return to Work***

Employees must contact SAILS Washington periodically, every 30 days, regarding their status and intention to return to work at the end of the FMLA leave period. If an employee's anticipated return to work date changes and it becomes necessary for the employee to take more or less leave than originally anticipated, the employee must provide SAILS Washington with reasonable notice (i.e., within 2 business days) of the employee's changed circumstances and new return to work date. If employees give SAILS Washington unequivocal notice of their intent not to return to work, SAILS Washington's obligation to maintain health benefits (subject to COBRA requirements) and to restore their positions cease.

### **Coordination of Family and Medical Leave with Other Leave Policies**

The FMLA/WFLA does not affect any federal, state or local law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights. For additional information concerning leave entitlements and obligations that might arise when family and medical leave is either not available or exhausted, please consult SAILS Washington's other leave policies in this handbook or contact the HR/Benefits Specialist.

### **Questions and/or Complaints about Family and Medical Leave**

If you have questions regarding this FMLA/WFLA policy, please contact the HR/Benefits Specialist. SAILS Washington is committed to complying with the FMLA/WFLA and, whenever necessary, it shall interpret and apply this policy in a manner consistent with the FMLA/WFLA.

The FMLA/WFLA makes it unlawful for employers to: (1) interfere with, restrain, or deny the exercise of any right provided under FMLA/WFLA; or (2) discharge or discriminate against any person for opposing any practice made unlawful by FMLA/WFLA or for involvement in any proceeding under or relating to FMLA/WFLA. If employees believe their FMLA/WFLA rights have been violated, they should contact the Chief Operations Officer, immediately. SAILS Washington will investigate any FMLA/WFLA complaints and take prompt and appropriate remedial action to address and/or remedy any FMLA/WFLA violation. Employees also may file FMLA complaints with the United States Department of Labor or may bring private lawsuits alleging FMLA violations.

### **Service member Family and Medical Leave**

The federal FMLA also entitles eligible employees to take unpaid, job-protected leave for certain situations related to a covered family member's service in the Armed Forces ("service member

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leave”). Except as stated below, an employee’s rights and obligations regarding service member leave are governed by the Family and Medical Leave policy, above.

### **Employee Entitlements for Service Member Leave**

#### *Basic Service member Leave Entitlement*

Service member leave permits employees who are eligible for FMLA, and who have a spouse, son, daughter, or parent on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation, to use their 12-week leave entitlement under the FMLA to address certain “**qualifying exigencies**.” Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings. An eligible employee is entitled to no more than 12 work weeks of leave during any 12-month period for a qualifying exigency in combination with any other FMLA-qualifying reason explained in the Family and Medical Leave policy, above.

In addition to the basic family and medical leave entitlement discussed above, an eligible employee who is the spouse, son, daughter, parent or next of kin of a **covered service member** is entitled to take up to 26 work weeks of leave during a single 12-month period to care for the service member with a serious injury or illness. Leave to care for a service member shall only be available during a single-12-month period and, when combined with other FMLA-qualifying leave taken during that same 12-month period, may not exceed 26 work weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured service member.

When, during the “single 12-month period,” leave qualifies as both leave to care for a covered service member and as leave to care for a family member with a serious health condition, SAILS Washington will designate such leave as leave to care for a covered service member in the first instance, and such leave shall not be designated and counted as both leave to care for a covered service member and leave to care for a family member with a serious health condition. As is the case with other family and medical leave, SAILS Washington may retroactively designate leave as leave to care for a covered service member.

A “**covered service member**” means a member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness. A member of the Armed Forces would have a serious injury or illness if he/she has incurred an injury or illness in the line of duty while on active duty in the Armed Forces, and if that injury or illness renders the service member medically unfit to perform duties of the member’s office, grade, rank or rating.

A “**covered service member**” also means a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of

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5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy. A covered veteran would have a serious injury or illness if he/she has incurred a qualifying injury or illness in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.

### *Intermittent Leave and Reduced Schedule Leave*

When leave is taken to care for a covered service member, leave may be taken on an intermittent or reduced leave schedule, rather than in one block of time, when such leave is certified to be medically necessary. Leave due to qualifying exigencies may also be taken on an intermittent basis.

### **Employee Service Member Leave Obligations**

#### *Provide Notice of the Need for Leave*

To trigger service member leave protections, employees must inform the HR/Benefits Specialist or their supervisor of the need for service member leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting service member leave specifically, or by explaining the reasons for leave so as to allow SAILS Washington to determine that the leave is service member leave-qualifying. For example, employees might explain that:

- the leave is due to a qualifying exigency cause by a covered military member being on active duty or called to active duty status; or
- the family member is a covered service member with a serious injury or illness.

If the need for leave arises from a qualifying exigency, employees must give notice as soon as practicable, no matter how far in advance such leave is foreseeable. For employees needing leave to care for a covered service member, notice must be given not less than thirty (30) calendar days in advance of the start of the leave. If not foreseeable, the employee must provide written notice as soon as is practicable under the circumstances and generally must comply with the Company's normal call-in procedure.

#### *Submit Certifications Supporting Need for Service Member Leave*

Upon request, the first time an employee seeks leave due to a qualifying exigency arising out of the active duty, or a call to active duty status, of a covered military member, SAILS Washington may require employees to provide: (1) a copy of the covered military member's active duty orders or other documentation issued by the military indicating the covered military member is on active duty or called to active duty status, and the dates of the covered military member's active duty service; and (2) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested. An employee shall provide a copy of new active duty orders or other documentation issued by the military for a leave that arises out of different qualifying exigency or a different active duty or call to active duty status of the same or a different covered military member.

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When leave is taken to care for a covered service member with a serious injury or illness, SAILS Washington may require the employee to obtain certification completed by an authorized health care provider of the covered service member. In addition, and in accordance with the FMLA regulations, SAILS Washington may request that the certification submitted by the employee set forth additional information provided by the employee and/or the covered service member confirming entitlement to such leave.

### *Cooperate in the Scheduling of Planned Medical Treatment (Including Accepting Transfers to Alternative Positions) and Intermittent Leave or Reduced Leave Schedules*

When planning medical treatment for a covered service member, the employee must consult with SAILS Washington and make a reasonable effort to schedule treatment so as not to unduly disrupt the Company's operations, subject to the approval of the service member's health care provider. An employee must consult with SAILS Washington before scheduling treatment to work out a treatment schedule that best suits the needs of the Company, the employee, and the service member, subject to the approval of the service member's health care provider. If an employee providing notice of the need to take family and medical leave on an intermittent basis for planned medical treatment neglects to fulfill this obligation, SAILS Washington may require the employee to attempt to make such arrangements, subject to the approval of the service member's health care provider.

Except when intermittent leave is taken for a qualifying exigency, SAILS Washington may temporarily transfer the employee, during the period that the intermittent or reduced leave schedule is required, to an alternative position with equivalent pay and benefits for which the employee is qualified and which better accommodate recurring periods of leave.

If you have questions regarding service member leave, please contact the HR/Benefits Specialist.



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### **603 Personal Leave**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Leave of Absence (LOA) is defined as an unpaid, approved absence from work for a specified period of time for personal or civic reasons. If you find that you must be out of work for more than two-weeks, you should contact the Chief Operations Officer to determine if a LOA is necessary.

Eligible employees may request personal leave only after having completed 180 calendar days of service. Employees who wish to take a leave of absence must provide the Human Resources Department with a written request at least 30 days in advance, or as soon as practical, and make a reasonable effort to schedule leave so as not to unduly disrupt the Company's operations. The written request should include:

- Date leave will begin
- Expected date of return from leave
- Reason for leave of absence

Personal leave may be granted for a period of up to 30 calendar days every 2 years. With the supervisor's approval, an employee may take any available sick leave or vacation leave as part of the approved period of leave.

Requests for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

A leave of absence will not be granted to allow an employee time off to seek employment elsewhere, or to work for another employer. Employees who begin work elsewhere while on LOA, except Military Reserve Duty, are considered to have quit voluntarily.

Employees are required to pay the full amount of their own insurance premiums and for dependents while on leave. Failure to maintain premium payments will result in termination of coverage.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is

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qualified. However, SAILS Washington cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, SAILS Washington will assume the employee has resigned.

The Chief Operations Officer will notify employees in writing whether the requested leave will be approved.

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### **604 Educational Leave**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington provides educational leaves of absence without pay to eligible employees who wish to take time off from work duties to pursue educational goals.

Eligible employees who have completed 90 calendar days of service may request educational leave for a period of up to 9 months every year. Requests will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When an educational leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, SAILS Washington cannot guarantee reinstatement in all cases.

If an employee fails to report to work at the end of the approved leave period, SAILS Washington will assume that the employee has resigned.

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### **605 Military Leave**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the HR/Benefits Specialist for more information or questions about military leave.

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**607 Pregnancy-Related Absences**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this handbook and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

Please contact the HR/benefits Specialist with any questions.

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### **615 Court Appearance Leave**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

If an employee is the victim of a crime or a witness to a crime, or a member of a crime victim's family, the employee may request time off to attend court proceedings related to that crime. In this context, a crime includes domestic violence, sexual assault, and stalking, as well as other crimes for which judicial proceedings are called. Family members include the employee's child, parent, or spouse.

The employee requesting court appearance leave must give advance notice whenever possible of the need for leave to the HR/Benefits Specialist, and provide documentation verifying the need for the leave. Acceptable documentation includes:

- a police report indicating that the employee or a member of the employee's family was a victim of a crime;
- a court order protecting or separating the employee from the perpetrator of an act of domestic violence, or other evidence from the court or prosecuting attorney that the employee has appeared in court; or,
- documentation from a medical professional, domestic violence advocate, health care provider, or counselor that the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence, sexual assault, or other crime.

Court appearance leave may be requested to:

- prepare for and attend court proceedings;
- receive medical treatment or attend to medical treatment for a victim who is the employee's daughter, son, parent or spouse; or,
- obtain necessary services to remedy a crisis caused by domestic violence, sexual assault, stalking, or any other crime.

While this leave is unpaid leave, the employee may use accrued leave during the leave period.

SAILS Washington will make every attempt to maintain the confidentiality of any information provided as certification of the need for court appearance leave.

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### **680 Washington Family Care Leave**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Under the Washington Family Care Act, employees may use their available paid leave benefits to care for their child, a spouse, parent, parent-in-law, or grandparent in any of the following situations:

When the employee's child has a "health condition" which includes:

- Any medical condition requiring treatment or medication that the child cannot self-administer;
- Any medical or mental health condition which would endanger the child's safety or recovery without the presence of a parent or guardian; or
- Any condition warranting treatment or preventive health care such as physical, dental, optical or immunization services, when a parent must be present to authorize and when sick leave may otherwise be used for the employee's preventive health care.

When a spouse, parent, parent-in-law, or grandparent:

- Has a serious health condition requiring an overnight stay in a hospital or other medical-care facility;
- Has a serious health condition resulting in a period of incapacity or treatment or recovery following inpatient care;
- Has a serious health condition requiring continuing treatment under the care of a health care services provider that includes any period of incapacity to work or attend to regular daily activities; or
- Has an emergency health condition demanding immediate action.

A "child" is defined by the Washington Family Care Act as the employee's biological, adopted, foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis. The child must be either (a) under 18 years of age; or (b) 18 years of age or older and incapable of self-care because of a mental or physical disability. An adult child is "incapable of self-care" when a mental or physical disability limits one or more activities of daily living.

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Employees may not use their paid leave for family care purposes until the paid leave benefit has accrued, been earned, or is otherwise available for the employee's use. An employee who takes available paid time off for family care reasons must follow the notification procedure in the Company's PTO policy.

Please contact the HR/Benefits Specialist with any questions regarding eligibility for leave under the Washington Family Care Act.

If you need unpaid time off for family or medical leave purposes, you may qualify for leave under other leave policies. Please review those policies and consult with the HR/Benefits Specialist to determine if you qualify.



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### **681 Washington Military Family Leave**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

If your spouse is a member of the U.S. Armed Forces, National Guard, or Reserves, you may take up to 15 days of unpaid leave during a period of military conflict under the following circumstances:

- When your spouse receives official notification that he or she will soon be called to active duty or when he or she is ordered to active duty (leave may be taken before, and up to, the service member's call to active duty).
- When your spouse is on leave from deployment.

You must notify the HR/Benefits Specialist within five business days of receiving official notice that your spouse will soon be called or ordered to active duty, or of a leave from deployment. To be eligible for Spousal Military Leave under state law, you must work an average of twenty or more hours a week.

Please contact the HR/Benefits Specialist with any questions regarding this leave.

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### **701 Employee Conduct and Work Rules**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

We expect you to follow certain work rules and conduct yourself in ways that protect the interests and safety of all employees and SAILS Washington.

While it is impossible to list every action that is unacceptable conduct, the following lists some examples. Employees who break work rules such as these may be subject to disciplinary action, up to and including termination of employment without prior warning:

- Excessive absenteeism, any absence without notice, failure to report to an assigned shift on time or without notice of the delay, or failure to observe agreed upon working hours including overtime.
- Failure to respond to supervisor or office staff in a timely manner.
- Unsatisfactory performance or conduct, including failure to provide required information and documentation to SAILS Washington, to complete and return new or updated forms and timesheets, and to take required training.
- Causing client complaints related to performance, judgment, ethics, or competency.
- Failure to respect the client's own wishes except when required for the protection of the client, others, or property. Refer to DDD Policy 5.15, Use of Restrictive Procedures, and DDD Policy 5.17, Physical intervention Techniques, for more information and requirements.
- Theft or inappropriate removal or possession of property.
- Falsification of timekeeping records or other company records.
- Working under the influence of alcohol or illegal drugs including marijuana.
- Possession, distribution, sale, transfer, or use of alcohol, marijuana or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment.
- Fighting or threatening violence in the workplace.
- Boisterous or disruptive activity in the workplace.
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property.
- Insubordination or other disrespectful conduct, whether physical or verbal, of co-workers, supervisors and/or clients and their families.
- Failure to follow Universal Precautions, safety rules and common sense with regard to safety of yourself and/or the client.
- Smoking in prohibited areas.
- Sexual or other unlawful or unwelcome harassment.
- Sexual conduct, activities or abuse with current or former clients is not allowed.  
Sexual abuse includes any sexual contact between a staff person, who is not also a

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resident or client, of a facility or a staff person of a program authorized under Chapter 71A.12 RCW, and a vulnerable adult living in that facility or receiving service from a program authorized under Chapter 71A.12 RCW, whether or not it is consensual.

- A manager having a personal relationship with an employee whose job is within the manager's reporting structure, which might interfere with either the appearance of impartiality or with the exercise of impartial judgment in decisions at work.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
- Unauthorized absence from work station during the workday.
- Unauthorized use of telephones, computers, mail system, or other employer-owned equipment.
- Unauthorized disclosure of confidential information either about the client's or the company's proprietary information, talking without authorization to outsiders, or holding unauthorized secondary employment.
- Misappropriation or use of company property, other employee's personal property, or the client's property. This includes client's food and beverages.
- Violation of personnel policies.
- Accepting personal gifts, money or gratuities from clients, client's family members, competitors, suppliers or potential suppliers.
- Gambling while on duty with either your own property or that of the clients.
- Failure to adhere to Employee Conduct and Work Rules.

Employees are responsible for the quality and accuracy of their work, using good judgment in spending SAILS Washington funds and safeguarding corporate property. Employees are accountable for reporting illegal or unethical conduct that they know has occurred - or is about to occur - to a member of management.

Since your employment with SAILS Washington is voluntary and "at will", you may terminate your employment at any time you want, with or without cause or advance notice. Likewise, SAILS Washington may terminate your employment at any time, with or without cause or advance notice.

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### **702 Drug and Alcohol Use**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington is committed to being a drug-free, healthful, and safe workplace. You are required to come to work in a mental and physical condition that will allow you to perform your job satisfactorily.

SAILS Washington employees may not use, possess, distribute, sell, or be under the influence of alcohol, marijuana or illegal drugs while on SAILS Washington premises or while conducting any business-related activity away from SAILS Washington premises. Alcohol should not be consumed less than 8 hours prior to a shift. You will be asked to leave the premises if the odor of alcohol is detected. You may use legally prescribed drugs on the job only if they do not impair your ability to perform the essential functions of your job effectively and safely without endangering yourself or others.

All employees taking medication that may adversely affect job safety, work productivity, or the ability to perform essential duties and job functions are required to inform their supervisor about possible impairment or other medical restrictions or limitations. Such employees may be required to submit a medical release and complete a fitness for duty examination.

Prescribed medication must be kept in its original container, which identifies the name of the employee, the drug and dosage requirements, the date of the prescription, and the prescribing physician.

If you violate this policy, it may lead to disciplinary action, up to and including immediate termination of your employment. We may also request that you participate in a substance abuse rehabilitation or treatment program. If you violate this policy, there could also be legal consequences.

If you have questions about this policy or issues related to drug or alcohol use at work, you can raise your concerns with your supervisor or the Human Resources Department without fear of reprisal.

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### **703 Sexual and Other Unlawful Harassment**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

It is our policy that no employee should be subject to unlawful discrimination, harassment, or retaliation. All SAILS Washington employees have a responsibility to keep our work environment free of unlawful harassment. All employees will set clear, appropriate, and culturally sensitive boundaries in working with clients, family members or guardians, or other individuals they work with.

Discrimination includes treating one employee or an applicant differently from another in connection with the terms or conditions of employment such as hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training due to the employee's gender, gender expression or identity, color, race, age, national origin, ancestry, marital status, veteran status, pregnancy or pregnancy-related condition, disability, religion, sexual orientation, political ideology, or other legally protected status. Discrimination can also involve failure to make a reasonable accommodation to an employee with a disability. Unlawful harassment includes any inappropriate behavior or conduct based on an individual's color, race, age, national origin, pregnancy, ancestry, marital status, veteran status, disability, religion, sexual orientation, or other legally protected characteristic.

The policy against harassment also includes sexual harassment. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct or visual forms of a sexual nature constitute sexual harassment when this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance, or creates an intimidating, hostile, or offensive work environment.

If you feel that you have been discriminated against or harassed due to a protected characteristic, you should promptly report the incident to the Human Resources Department or a member of management so that SAILS Washington can take appropriate action.

If these persons are unavailable or if you do not feel comfortable reporting your concerns to these individuals, you should contact any supervisor or other member of management with whom you feel comfortable.

SAILS Washington investigates all claims of unlawful harassment prohibited by this policy. SAILS Washington strives to investigate each report in a prompt, thorough, and fair manner. Should the investigation determine that an individual has violated our policy prohibiting sexual and other forms of unlawful harassment or retaliation, it is SAILS Washington's policy to take immediate and appropriate corrective action to end the harassment. Employees who violate the Company's policies against unlawful discrimination and harassment may be subject to disciplinary action, up to and including termination of employment.

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To avoid situations that may lead to claims of sexual harassment, favoritism, or other forms of discrimination and harassment, SAILS Washington strongly discourages romantic or sexual situations involving clients' family members or between employees, regardless if both parties welcome the relationship. SAILS Washington, therefore, reserves the right to take appropriate action when it believes that such behavior has or will have a negative impact on the work environment. This action may include reassignment, demotion, or termination of employment.

SAILS Washington prohibits romantic or sexual situations between employees and clients, regardless if both parties welcome the relationship. Violation of this policy will be cause for immediate termination of employment and referral to APS.

SAILS Washington prohibits retaliation against any employee who makes a good faith complaint of unlawful discrimination or harassment, opposes an employment practice he or she reasonably believes constitutes unlawful harassment, or who testifies, acts as a witness or otherwise assists in a workplace investigation. Employees found to have engaged in retaliation will be disciplined, up to and including termination of employment.

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### **704** Attendances and Punctuality

Effective Date: 03/01/2014

Revision Date: 07/09/2018

All employees are responsible for good attendance and punctuality. This means reporting to work on each scheduled workday unless illness or other unavoidable circumstances make it impossible to do so, or unless prior permission to be absent has been obtained.

Employees are expected to personally call in to their immediate supervisor or the on-call number (after business hours) regarding any absence or late arrival with at least a four-hour notice or as much time as feasible. **Text messages, voicemails and emails are not adequate notification.**

- Employees, who miss more than three consecutive unscheduled days or three days in a two-week period, may be required to present a doctor's release to the Human Resources department that permits them to return to work.
- PTO taken in excess of the PTO accrued can result in progressive disciplinary action up to and including employment termination. This time will be unpaid. Only a member of management can grant a possible exception to this policy.
- PTO accrued prior to the start of a requested and approved unpaid leave of absence must be used to cover hours missed before the start of the unpaid leave.
- Unscheduled absences, due to illnesses of four hours or more that result in consecutive days absent from work are considered one absence incident in relationship to potential disciplinary action.
- Up to five (5) days un-paid time off may be requested but its' approval is at the discretion of his/her supervisor.

Progressive disciplinary action relative to incidents of absenteeism is administered on a rolling 12-month calendar.

SAILS Washington reserves the right to skip any steps in the disciplinary action process, and will handle each infraction on a case-by-case basis.

In most cases, failure to appear for work without notification will be considered a voluntary resignation after 24 hours. SAILS Washington complies with all Federal, state and local leave laws.

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### **705 Personal Appearance**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image SAILS Washington presents to customers and visitors.

During business hours or when representing SAILS Washington, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Clothing while working with clients may be casual and may include jeans, sweatshirts, T-shirts, or shorts. All casual clothing should be clean, without holes, modest, and not depicting phrases or images of a profane or derogatory nature. Shorts should be of length to mid-thigh or longer. Tank tops and swimwear are not appropriate dress unless an outdoor activity which requires them is taking place.
- All clothing and grooming must allow the employee to perform their job safely. Flowing hair, scarfs, or gowns may present a safety hazard and should be tied back.
- Obvious piercings, jewelry or tattoos may affect an employee's ability to be scheduled. It is a safety consideration as some clients may grab and rip out piercings and clients may have specific expectations of professional attire. Employees are strongly encouraged to cover or remove those items while at work.
- Clothing when away from the site on agency-related business will be appropriate to the specific situation. When representing the agency, staff should strive to present a professional image. Any questions about what is deemed appropriate will be referred to the Human Resources Department.



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- Staff will wear some form of footwear/shoes (no open-toed sandals or flip-flops allowed due to safety concerns on the job site) at all times unless supporting a client when swimming. Staff may also remove shoes at the request or preference of a client or the client's family members.
- Offensive body odor and poor personal hygiene is not professionally accepted.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided all together, as some individuals may be sensitive to strong fragrances.

SAILS Washington recognizes the importance of individually-held religious beliefs to persons within its workforce. SAILS Washington will reasonably accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire may be difficult in light of issues of safety for the particular employee as well as co-workers. Staff members requesting a workplace attire accommodation based on religious beliefs should be referred to the Human Resources department.

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### **706 Return of Property**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Employees are responsible for items issued to them by SAILS Washington or in their possession or control, such as the following:

- Client Lists
- Credit Cards
- Computers
- Phones
- Identification Badges
- Keys

Employees must return all SAILS Washington property immediately upon request or upon termination of employment.

SAILS Washington will take all action deemed appropriate to recover or protect its property.

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### **708 Resignation**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

Resignation is a voluntary act initiated by the employee to terminate employment with SAILS Washington requests at least two weeks' written notice of resignation from nonexempt employees and four weeks' notice from exempt employees.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire.

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### **710 Security Inspections**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington wishes to maintain a work environment that is free of illegal drugs, alcohol, marijuana, firearms, explosives, or other improper materials. To this end, SAILS Washington prohibits the possession, transfer, sale, or use of such materials on its premises. SAILS Washington requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of SAILS Washington. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of SAILS Washington at any time, either with or without prior notice.

SAILS Washington likewise wishes to discourage theft or unauthorized possession of the property of employees, SAILS Washington, visitors, and customers. To facilitate enforcement of this policy, SAILS Washington or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto SAILS Washington's premises.

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### **712 Solicitation**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

We desire to conduct our operations in an orderly and efficient manner. We believe our employees and clients should have the opportunity to work without interference from persons who are pursuing a purpose not related to our normal business. With this in mind, we have established the following rules:

Except for bona fide company purposes, non-employees are prohibited from coming on SAILS Washington premises to solicit, survey, or petition employees or clients or to distribute literature or other materials for any purpose at any time. This policy includes charity solicitors, salespersons, union organizers, and any other person with any other form of solicitation or distribution.

Employees are prohibited from soliciting for any cause or purpose during working time. For this purpose, "working time," means all time when an employee is required or expected to be engaged in their assigned work tasks. Solicitation is permitted during non-working time, such as before or after work or during meal or break periods. Soliciting employees who are on non-working time may not solicit other employees who are on their working time. Furthermore, employees are prohibited from distributing any form of literature or other material for any purpose during working time or in work areas.

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### **716 Progressive Discipline**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

This policy describes the policy for administering fair and consistent discipline for unsatisfactory conduct at SAILS Washington.

We believe it is important to make sure that all employees are treated fairly and that disciplinary actions are prompt, consistent, and impartial. The major purpose of a disciplinary action is to correct the problem, prevent it from happening again, and prepare the employee for satisfactory performance in the future.

Although your employment is based on mutual consent and both you and SAILS Washington have the right to terminate employment at will, with or without cause or advance notice, SAILS Washington may use progressive discipline at its discretion.

Disciplinary action may include any of the following four steps: 1) verbal warning, 2) written warning, 3) suspension without pay, or 4) termination of employment. We will look at how severe the problem is and how often it has happened when deciding which step to take. There may be circumstances when one or more steps are bypassed.

In most cases, progressive discipline means that we will normally take these steps in the following order: 1) a first offense may call for a verbal warning; 2) a next offense may be followed by a written warning; 3) another offense may lead to a suspension; and, 4) still another offense may then lead to termination of employment.

In very serious situations, some types of employee problems may justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

You should also look at the Employee Conduct and Work Rules policy in this handbook. That policy lists examples of unacceptable conduct that might result in immediate suspension or termination of employment. However, some of the examples of unsatisfactory conduct listed may result in the progressive discipline process described above instead of immediate suspension or termination.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and SAILS Washington.

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### **718 Problem Resolution**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from SAILS Washington supervisors and management.

SAILS Washington strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with SAILS Washington in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. The employee presents the problem to their immediate supervisor within 3 calendar days, after the incident occurs. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee may present the problem to the Human Resources Department
2. The supervisor responds to the problem during the discussion or within 3 calendar days, after consulting with appropriate management, when necessary. The supervisor documents discussion.
3. The employee presents the problem to the Human Resources Department within 3 calendar days, if the problem is unresolved.
4. The Human Resources Department counsels and advises the employee, assists in putting the problem in writing, visits with the employee's manager(s), if necessary, and directs the employee to the Chief Executive Officer for review of problem.
5. The employee presents the problem to the Human Resources Department in writing.
6. The Chief Executive Officer reviews and considers the problem. The Chief Executive Officer

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informs the employee of decision within 3 calendar days, and forwards a copy of the written response to the Human Resources Department for the employee's file. The Chief Executive Officer has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.



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### **722 Workplace Etiquette**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

SAILS Washington strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. SAILS Washington encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Human Resources if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can

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hear.

- Clean up after yourself and do not leave behind waste or discarded papers.
- Restroom Etiquette; Limit the spray of disinfectants, leave the fan on, turn off light, close the door.
- Keep the kitchen area clean. Wash and put away your dishes.
- Empty your garbage cans often and those in the bathroom and kitchen area if needed.

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### **880 Fundraising**

Effective Date: 03/01/2014

Revision Date: 07/09/2018

After manager approval, fundraising events may be held to raise money to benefit individual employees. Examples include purchasing retirement gifts or funeral flowers and collecting donations to assist a fellow employee with some family or medical hardship or to support employee recognition awards. Other permissible fundraising activities include individual voluntary efforts such as the annual Girl Scout Cookie sale, sales of candy bars to support a child's school, and various walk-a-thons, swim-a-thons, etc. for organized charities.

If such discretionary charitable activity is permitted, precautionary measures must be taken to assure that all money collected for a stated purpose actually goes to that purpose. Money collected on behalf of an individual state employee (i.e., retirement gift) should be reasonably accounted for and secured in the workplace. Money collected by employees as part of their individual efforts to support a charity (i.e., child's school candy bar sales) should not be left at the workplace. Fundraising activity of this nature must be strictly voluntary and should be conducted during the lunch hour or other break times if the activity will be disruptive to the workplace. Fundraising solicitation from clients and their families or guardians is not permitted.

Gambling or games of chance in any form are not permitted. Examples of games of chance include raffles, door prizes, cake walks, or any other method of obtaining an award or prize by luck or chance. No employee should solicit a vendor, retail store, restaurant, or other such private entity with whom your department does business to donate food or other items to benefit any charitable event.