



# **GREATER COLUMBIA**

ACCOUNTABLE COMMUNITY OF HEALTH

## **EMPLOYEE HANDBOOK**

GREATER COLUMBIA ACCOUNTABLE COMMUNITY OF HEALTH  
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## **SECTION 1 - Introduction**

Welcome to GCACH! We are delighted that you have chosen to join our organization and hope that you will enjoy a long and successful career with us. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to enhance your career and further GCACH's goals.

You are joining an organization that has outstanding leadership, innovation, and expertise. Our employees use their creativity and talent to invent new solutions, meet new demands, and offer the most effective services allowable. With your active involvement, creativity, and support, GCACH will continue to achieve its goals and objectives. We sincerely hope you will take pride in being an important part of GCACH's success.

Please take time to review the policies contained in this handbook. If you have questions, feel free to contact the human resources personnel.

### **Who is GCACH?**

Greater Columbia Accountable Community of Health is an organization born out of Washington State's decision to transform its healthcare system. ACHs were created and designated to bring partners and community members together to evaluate health needs within their region, take local action on those needs, and where appropriate, advise state agencies. ACHs are regionally situated, self-governing organizations with non-overlapping geographic boundaries that also align with Washington's regional service areas for Medicaid purchasing. They are volunteer associations of independent stakeholders focused on developing and implementing a shared action agenda established by consensus (collective impact) with the goal of improving health within a region.

### **Our Purpose**

GCACH is a 501(c) 3 classified by the Internal Revenue Service as a public charity. The purpose of the organization is to:

- Advance the health of our population by decreasing health disparities
- Improve the efficiency of health care delivery, and
- Empower individuals and communities through engagement, collaboration, and innovation.

### **Purpose of this Handbook**

The purpose of this Employee Handbook is to bring together in a convenient place a summary of some of the policies that affect employees. Employees should read this handbook and become familiar with its content. Employees should be comfortable referring to the handbook whenever a question regarding employment with GCACH arises. However, the handbook will not answer all of the questions employees may have about GCACH policies or benefits. If the handbook does not answer the question, employees should contact their supervisor or the Executive Director for assistance. The handbook revokes and supersedes any prior summaries or statements of employment policies and procedures.

This handbook is an evolving document which GCACH expects to revise and update from time to time. GCACH will keep employees advised of changes in policies and procedures covered in this Employee Handbook through employee meetings and/or circulation of revised pages or a later edition. Changes and additions to the handbook are applicable to existing employees whether or not employees are specifically notified of such changes.

## **SECTION 2 - Equal Opportunity, Diversity and Equity**

### **At-Will Employment**

All employment with GCACH is voluntarily entered into and employees are free to resign at any time. Similarly, GCACH is free to terminate an employment relationship with or without cause and with or without notice at any time. While we hope that our relationship will be long and mutually beneficial, it should be recognized that neither employees nor GCACH has entered into any contract of employment, express or implied. Our relationship is and always will be one of voluntary employment "at will."

Employment at GCACH is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the Executive Director of the company.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act. Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. GCACH employees have the right to engage in or refrain from such activities.

### **Equal Opportunity Employer**

GCACH is an equal employment opportunity employer. GCACH will not engage in or tolerate any discrimination in the workplace prohibited by local, state or federal law. Specifically, no employee will be discriminated against on the basis of their race, sex, religion/creed, pregnancy, age, physical or mental disability, use of service animal, marital status, national origin, genetics/genetic markers, military or veteran status, sexual orientation, gender or any other characteristic protected by applicable federal, state or local law.

### **Diversity and Equity**

GCACH serves a diverse community and seeks applicants who reflect the growing diversity that enriches our communities GCACH intends to recruit, hire, and maintain a diverse workforce. We demonstrate the initiative to learn and enhance skills that promote anti-racism and cultural responsiveness, and an understanding of systems of oppression and their impact on health and to participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural responsiveness.

### **Reasonable Accommodation**

GCACH recognizes that employees with physical or mental disabilities may need reasonable accommodations to enable them to perform their essential job functions. Any employee who believe they need reasonable accommodation should notify their supervisor or the Executive Director. Although the need for accommodations is determined on a case-by-case basis, generally, GCACH and the employee engage in an interactive process with the employee and the employee's healthcare provider(s) to confirm the existence of the condition, its limitations in the workplace and possible reasonable accommodations. The employee has an obligation to cooperate with GCACH in this process, which may include authorizing GCACH to communicate with the employee's healthcare providers concerning the employee's condition, its limitations and possible reasonable accommodations. Please note that employees experiencing limitations related to pregnancy will be accommodated pursuant to this policy and applicable law.

## Policy Against Discrimination, Harassment and Retaliation

GCACH is committed to providing a workplace that is free of verbal, physical and visual forms of discrimination or harassment so that everyone can work in a productive, respectful and professional environment. Discrimination or harassment in employment based on sex, race, national origin, religion, age, marital status, pregnancy, sexual orientation, gender, genetics/genetic markers, disability, or any other basis prohibited by local, state or federal law is strictly prohibited. GCACH does not tolerate discrimination or harassment, based upon any protected status, by anyone in the workplace including — supervisors, co-workers, and/or non-employees. This policy covers conduct in the workplace, at GCACH -sponsored social functions (such as holiday dinners, picnics, sporting events, etc.), and business events (such as conventions, trainings, etc.). Employees who violate this policy are subject to discipline, up to and including possible termination.

### What Is Harassment?

Examples of harassment based on race, national origin, religion, marital status, sexual orientation, age or disability can include, but are not limited to:

- Cartoons or other visual displays of objects, pictures or posters that depict such protected groups in a derogatory way; or
- Verbal conduct, including making or using derogatory comments, epithets, slurs and jokes towards such groups or individuals based on the identified characteristics.
- Sexual harassment is generally defined as unwelcome sexual advances, requests for sexual favors, or other visual, verbal or physical conduct of a sexual nature when:
  - Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
  - Submission to or rejection of such conduct affects employment opportunities; or
  - The conduct interferes with an employee's work or creates an intimidating, hostile or offensive work environment.
- Sexual harassment includes harassment based on another person's gender or harassment based upon pregnancy, childbirth, or related medical conditions. It also includes harassment of another employee of the same gender as the harasser and need not be motivated by sexual desire.
- Examples of sexual harassment include, but are not limited to, the following types of behavior:
  - Unwelcome sexual advances, like requests for dates or propositions for sexual favors;
  - Excessive, one-sided, romantic attention in the form of requests for dates, love letters, telephone calls, e-mails, text messages, social media messages or gifts;
  - Offering or conditioning an employment benefit, like a raise, a promotion or a special job assignment, in exchange for sexual favors;
  - Making or threatening reprisals, or changing performance expectations after an employee has turned down a sexual advance;
  - Visual or physical conduct, like leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, calendars or posters in the workplace;
  - Verbal conduct, like making or using derogatory comments, epithets, slurs, teasing and jokes of a sexual nature;
  - Graphic verbal or written comments (including e-mails, text messages, social media messages or other electronic documents) about an individual's sex life or body;
  - Sexually degrading words used to describe an individual;
  - Suggestive or obscene letters, e-mails, text messages, social media messages, notes or invitations; and
  - Unwelcome physical contact, including pats, hugs, brushes, touches, shoulder rubs, assaults, or impeding or blocking movements.

This policy is also violated if an employee is fired, denied a job, or denied some other employment benefit because the employee refused to grant sexual favors, complained about harassment, or assisted in an investigation of harassment.

GCACH is committed to taking reasonable steps to prevent harassment from occurring and will take immediate and appropriate action when we know that unlawful harassment has occurred. To do this, however, we need the cooperation of all employees at all levels.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated at GCACH.

## **Harassment and Complaint Procedure**

Complaint Procedure. GCACH expects that everyone will act responsibly to establish a pleasant and friendly work environment. However, if an employee feels they have been subjected to any form of harassment and/or discrimination, the employee should report that conduct to their immediate supervisor or member of management. Employees are not required to approach the person who is harassing and/or discriminating against them, and the employee may bypass any offending member of management. The person the harassment or discrimination is reported to will take the necessary steps to initiate an investigation of the discrimination and/or harassment claim.

GCACH will conduct its investigation in as confidential a manner as possible. Interviews, allegations, statements, and identities will be kept confidential to the extent possible and allowed by law. However, GCACH will not allow the goal of confidentiality to be a deterrent to an effective investigation. A timely resolution of each complaint will be reached and communicated to the employee. Appropriate corrective action, up to and including termination, will be taken promptly with any employee engaging in discrimination and/or harassment.

GCACH prohibits retaliation of any kind against employees, who, in good faith, report harassment and/or discrimination or assist in investigating such complaints. If an employee feels they have been subjected to any form of retaliation, the employee should report that conduct to their immediate supervisor, another member of management, or human resources personnel within three calendar days of the offense. Employees are not required to approach the person who is retaliating against them, and they may bypass any offending member of management.

## **Conflict of Interest**

Employees are expected to avoid situations that might lead their personal interests to conflict with or appear to conflict with the interests of GCACH or that might compromise or appear to compromise the GCACH's reputation of integrity. A conflict of interest or the appearance of one occurs when the employee or a member of the employee's household or immediate family uses the employee's position with GCACH for personal benefit or for personal gain. "Immediate family" includes an employee's spouse, domestic partner, siblings, parents and grandparents, children and grandchildren, nieces and nephews, and people living in the same household in a relationship substantially comparable to any of the above.

Employees are discouraged from accepting and holding second jobs, whether self-employment or otherwise. All employees holding or considering second jobs should obtain written permission from their supervisor in order to ensure that the second job will not create a conflict of interest with GCACH or interfere with the employee's performance of their duties at GCACH.

Participation on boards, commissions or committees (paid or unpaid, public or private) may be a conflict of interest if an employee's participation interferes with their ability to perform work for GCACH. Employees must notify their supervisor of any boards, commissions or committees they join during their employment with GCACH.

## **Confidential Information**

Employees may have access to and learn confidential information about GCACH that is not publicly available. This includes but is not limited to information regarding finances, donors, marketing, strategic plans, contracts, fundraising, programs, and business development. Employees are expected to keep such information confidential and not disclose such information, either during or after employment, to any third party without prior written authorization from the employee's supervisor. For purposes of this policy, GCACH does not define Confidential Information to include and, therefore, GCACH does not seek to limit employees' discussion of matters related to their terms and conditions of employment or to prevent employees from participating in any investigation or proceeding where doing so is protected by law.

## **SECTION 3 – Employment Relationship**

### **Recruitment, Selection, and Hiring**

GCACH is committed to providing an effective and lawful recruiting, screening, interviewing, and selection process, and to hiring individuals upon the basis of his/her qualifications and ability to do the job to be filled.

### **Applying for Internal Job Postings**

GCACH encourages employees to apply for internal job postings. GCACH reserves the right to determine whether an opening should not be posted or to determine qualifications for a posted position, to select a candidate of its choosing, or to hire from outside rather than promote from within.

Although GCACH will normally seek volunteers for transfers and promotions, there may be times when organizational needs require GCACH to unilaterally initiate a transfer or promotion.

The decision to post positions internally or externally is at the discretion of the Executive Director's.

In order to be eligible for transfer or promotion, employees must be employed for at least six (6) months and;

- Have no current performance improvement plans or other forms of counseling on file;
- Have received a minimum rating of met requirements on their most recent performance review and other job skills/competency documents;
- Have discussed with their supervisor their intent to apply for a posted position;
- Have completed, signed, and submitted an internal job bid form.

The Executive Director is the official appointing/hiring authority for all employees (except for the Executive Director position). The Executive Director may delegate the selection and hiring duties, and the task of conducting employee performance evaluations, but may not delegate the responsibility for approving dismissals, suspensions, or layoffs.

### **Employment Classification**

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, GCACH classifies its employees as shown below. Every position at GCACH is categorized as either exempt or non-exempt under the wage and hour laws. GCACH may review or change employee classifications at any time.

<b>Classification Categories</b>	
Introductory/Orientation Employee	An employee who is still within a 90-day introductory period of job performance evaluation, either as a new employee or as an existing employee who has assumed a new set of job responsibilities.
Exempt (AKA: Salaried Employees)	Exempt employees are paid on a salaried basis and are not eligible to receive overtime pay. If an employee is an exempt managerial, administrative, professional or outside sales employee, the employee is paid for the general value of their services and are "paid for getting the job done", not based on hours worked. "Exempt" means that a position is not covered by federal and state laws, which require overtime compensation. Primary responsibilities of these positions are defined by federal and state labor regulations, and include duties such as management, supervision, hiring, planning, outside sales, or specialized instruction. Exempt employees receive a fixed salary for all hours worked, and do not receive overtime pay for working beyond the regular 40-hour work week. Exempt employees are responsible for exercising independent judgment in the performance of their job duties
Non-Exempt (AKA: Hourly Employees)	Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked. All positions that do not meet the legal criteria required to qualify as exempt are non- exempt. Employees in non-exempt positions are entitled to compensation for overtime hours. If the employee is a non-exempt employee, they will be paid on an hourly basis and will be paid overtime at the rate of one and one-half times their regular hourly rate for all hours worked beyond 40 hours in any work week.
Regular, Full-Time	Employees who are not in a temporary status and work a minimum of 30 hours weekly and maintain continuous employment status. Generally, these employees are eligible for the full-time benefits package and are subject to the terms, conditions, and limitations of each benefits program.
Regular, Part-Time	Employees who are not in a temporary status and who are regularly scheduled to work fewer than 30 hours weekly, but at least 20 hours weekly, and who maintain continuous employment status. Part-time employees are not eligible for the benefits offered by the company with the exception of PTO & Sick leave.
Temporary, Full-Time	Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.
Temporary, Part-Time	Employees who are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and who are temporarily scheduled to work fewer than 30 hours weekly for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.
Back-up/On-call/Per Diem/Temporary Employees	Variable employees who have no guarantee of hours, hired to work on an as-needed basis, are subject to the minimum wage and overtime provisions of state and federal wage and hour laws.

## **Introductory Period**

The introductory period is intended to give new employees the opportunity to achieve a satisfactory level of knowledge and performance. GCACH uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or GCACH may end the employment relationship at will at any time during or after the introductory period with or without cause or advance notice.

## **Work Week and Hours of Work**

The standard workweek is from Monday 12:00 a.m. until Friday 11:59 p.m. Because of the nature of the business, office hours fluctuate. Normal office hours range from 7:00 A.M. to 5:00 P.M. Emergencies and other customer needs may require variations in work schedules.

## **Change in Schedule**

GCACH develops the work schedule. Staff needs and operational and customer needs are priorities for our consideration. GCACH reserves the right to change the schedule in response to emergencies or other operational or customer needs. At certain times, employees are required to work overtime and should expect changes in the schedule.

Advance notification is required for exemption from mandatory overtime and necessary schedule variations.

## **Attendance and Punctuality**

Regular attendance is an essential job function of every position and critical to the smooth operation of GCACH demonstrating respect for our customers and co-workers who must fill-in for absent employee. As such, dependability, attendance, punctuality, and a commitment to do the job right are essential at all times. Employees are expected to report to work on time and as scheduled on all scheduled work days and work through all scheduled work hours.

If unable to arrive at work on time, or if an employee will be absent for an entire day, the employee must contact their supervisor.

## **Personal Appointments**

The employee is encouraged to schedule all personal appointments during their lunch period or during their regularly scheduled time off. When an appointment must be scheduled during normal business hours, every effort should be made to schedule the appointment on days and times that have the least impact on business operations and co-workers, and in a manner that allows employee to meet job responsibilities, deadlines, attend meetings, trainings, and conferences.

## **Rest and Meal Periods**

All non-exempt employees receive a 10-minute paid rest break for each four hours of working time, unless the nature and circumstances of the non-exempt employee's work allows for the equivalent of 10 minutes rest taken intermittently or prevents GCACH from establishing and maintaining the regularly scheduled rest period. A non-exempt employee may not use break periods to extend a lunch period, to work overtime, or to leave work early.

Non-exempt employees working more than five hours in a day are required to take a meal break two to five hours into their shift. The normal meal break is a 30-minute unpaid period. Any non-exempt employee who works more than 10 hours in a day is required to take a second 30-minute unpaid meal period around the middle of the second five-hour.

Any non-exempt employee who is unable to take their rest or meal period must notify their supervisor promptly so that GCACH can reschedule the break/meal period or otherwise ensure that the employee receives proper compensation.

Exempt Staff: Exempt employees may take a meal break whenever convenient, depending on duties and responsibilities.

## **Time Records**

Employees are responsible to maintain accurate and complete records of all hours worked and all time off. All employees are required to keep the office advised of their departures from and returns to the premises during the workday. Non-exempt employees should normally begin work no earlier than five minutes before their shift starts and end work no later than five minutes after their shift ends. No unauthorized overtime is permitted.

If an employee fails to record their time, or does so incorrectly, they must notify their supervisor immediately in order to correct the mistake. The supervisor must approve any changes to the time record system, and corrections and changes should be noted in the time record system.

No employee may record time worked on another's time report. Record keeping methods / formats will be established by GCACH and are subject to change.

## **Overtime**

The regular fulltime workweek is 40 working hours, but occasionally overtime may be required of non-exempt employees. Working assigned overtime is an important part of each non-exempt employee's job responsibilities. All overtime work must be authorized in writing in advance, unless due to an emergency, by a supervisor. Non-exempt employees must record all overtime worked. The overtime rate is one-and one-half times the regular rate of pay for all hours actually worked over 40 hours in one week. Time that is paid, but not actually worked, like sick leave, vacation, paid time off (PTO), or holidays, does not count as "hours worked" when computing overtime. Although GCACH will pay employees for all hours worked (including unauthorized overtime) in accordance with the requirements of state and federal law, employees may be subject to discipline, up to and including termination of employment, for working unauthorized overtime.

Exempt employees are expected to work whatever hours are necessary to complete their work. They do not receive overtime compensation.

## **Status Changes**

To ensure accurate records and processing it is important to communicate as soon as possible any personal changes which will affect payroll or group benefits in any way. These changes include, but are not limited to the following:

- Name
- Address
- Phone Number
- Emergency Contact
- Benefit Changes

Notify GCACH of the following only if the employee plans on adding or deleting a spouse, registered domestic partner or dependent from the group benefits:

- Marriage (notice must be received no later than 30 days following date of event)
- Divorce, separation, or reconciliation or termination of domestic partnership (only one time each year). The notice must be received no later than 30 days following date of event.
- Birth or adoption of a child (notices must be received no later than 60 days from date of birth or placement).
- Spouse, registered domestic partner or child loses or obtains medical coverage.
- Change in Beneficiaries

## Payroll

All payroll and benefits are administered by GCACH. GCACH will supervise and control an employees' work activities, set wages, salaries, work hours, and paid leave policies.

If an employee has a question regarding their wages or the accuracy of their paycheck, they should contact their supervisor as soon as possible. Changes to the employees' check, overpayment or underpayment (for any reason) are subject to correction on the next pay period. If this is a hardship for the employee, they should notify their supervisor.

## Pay Cycle

The standard workweek is from Sunday 12:00 a.m. until Saturday 11:59 p.m. The pay cycle at GCACH is bi-weekly. Payday is proceeding Friday following the end of the pay period. In the event that the normal payday falls on a recognized banking holiday, payday will be the last preceding workday.

## Payroll Deductions

Applicable laws require the following payroll deductions: FICA (social security), Medicare, federal income tax (effective Jan. 2019, Washington Paid Family and Sick Leave premiums). Other deductions may require an employee's written authorization. Examples of additional deductions may include deductions for an employee's portion of any insurance premiums or retirement plan contributions.

## Paycheck

The goal of GCACH is to ensure that all the information on all paychecks is accurate and reliable. If the employee notices any discrepancies, contact Payroll personnel as soon as possible.

Paychecks are directly deposited into an employees' checking and/or savings accounts. Pay stubs are available online at [www.ViewMyPaycheck.com](http://www.ViewMyPaycheck.com). If an employee needs a printed pay stub, they should make a request known to the Payroll personnel.

## Employment Records and Access to Personnel Files

Employee files are maintained by assigned GCACH personnel and are considered confidential. Personnel file access by current employees and former employees upon request will generally be permitted within 3 days of the request unless otherwise required under state law. Personnel files are to be reviewed in the assigned designee personnel's office or chosen secured location. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information. GCACH is required to comply with the law, subpoenas, court orders and government requests directing us to provide information from an employee's personnel records without specific written authorization from the individual, no personnel information will be provided.

The following chart shows the type of personnel file and the contents filed in each:

<b>Personnel File</b>
<b>New Hire Information</b> <ul style="list-style-type: none"><li>▪ Employment Application, resume</li><li>▪ Job Reference Checks, Recommendation Letters</li><li>▪ Original Job Description</li><li>▪ Orientation Checklist</li><li>▪ Emergency Contact Information</li><li>▪ Trainings/Certifications/Licenses</li><li>▪ Recruitment Records (Writing Samples)</li><li>▪ Acknowledgment of Employee Handbook</li><li>▪ Performance Reviews</li></ul>
<b>Payroll Information</b> <ul style="list-style-type: none"><li>▪ Offer Letter</li><li>▪ Salary Increases/Promotions</li><li>▪ W-4</li><li>▪ Health &amp; Retirement Benefits</li><li>▪ PTO Requests</li><li>▪ Professional Development Requests</li></ul>

Garnishments, I-9s, and background checks will not be filed in employee's personnel files. These documents shall be filed in separate folders in a securely locked area.

## **Employment of Relatives and Domestic Partners**

For the purpose of this policy, immediate family includes: spouse/domestic partner, parent, child, sibling, in-law, aunt, uncle, niece, nephew, grandparent, grandchild or members of household. This policy also applies to romantic relationships.

Employees who are or become immediate family members or establish a romantic relationship with a supervisor or a board member must disclose this to GCACH and may continue employment as long as it does not create a conflict of interest as determined by GCACH. If their continued employment might or does create a conflict of interest or the appearance of favoritism, one of the employees may be transferred to another open position suitable under this policy, or one of the two may be asked to resign or to seek employment outside GCACH.

## **Separation from Employment**

### **Termination of Employment**

Involuntary Termination: Consistent with the "at-will" employment relationship between GCACH and the employee, GCACH may terminate an employee at any time, with or without cause, with or without notice.

Resignation: Employees may also resign their "at-will" employment with GCACH at any time, with or without cause, with or without notice. GCACH requests that an employee who is resigning provide as a courtesy two weeks' written notice of resignation and supervisors and management employees are requested to give at least four weeks. Employees providing the requested written notice will generally be considered eligible for rehire.

Layoff or Reduction in Force: GCACH may find it necessary to lay off employees or implement a reduction in force due to lack of work, lack of money, the elimination of a job or position, changes in technology or other business reasons. GCACH will provide notice prior to layoff, if required by law, or when feasible under its assessment of the circumstances.

### **Final Pay Upon Termination**

Upon termination of employment, the employee's final paycheck shall be provided with the next regularly scheduled pay date after termination of employment.

## **SECTION 4 – Workplace Safety and Health**

### **Safety Policy Statement**

Employee safety depends on the safety consciousness of everyone in the workplace. Always observe the special safety rules applicable in each work area and follow at all times general rules of safety. Employees are expected to comply with the following specific safety rules, including but not limited to:

1. Report immediately any injury, safety hazard, or property needing repair to your supervisor.
2. Do not allow unauthorized people to operate equipment or have access to restricted areas.
3. If you are assigned a job or task requiring protective clothing or equipment, use it.
4. Do not dress in a way that might increase the risk of a job-related injury.
5. Store all materials and equipment in their proper places.
6. Drive safely and courteously when operating a vehicle as part of work.
7. If your job duties include lifting heavy objects, do so with the appropriate equipment and/or assistance.

### **Accidents and Accident Reports**

If an employee is injured or suspects that they have been injured on the job, or an employee is involved in an accident, the employee must notify their supervisor immediately. As soon as practical, but in no case later than 24 hours following an injury or accident, or suspected injury or accident, an employee must complete an accident report form describing the circumstances surrounding the incident. This form may be obtained from \_\_\_\_\_. This report will permit GCACH to assist the employee in obtaining insurance benefits if they otherwise qualify.

### **Emergencies**

A copy of GCACH's fire and disaster evacuation plan is posted on \_\_\_\_\_. Employees are responsible to be familiar with this plan. Questions regarding the fire and disaster evacuation plan should be directed to \_\_\_\_\_. Employees with disabilities that may limit their ability to safely evacuate should discuss their limitations with their supervisor or the Executive Director so that accommodations can be considered.

### **Drug Free Workplace**

It is the policy of GCACH to maintain a drug and alcohol-free work environment that is safe and productive for employees and others having business with the company.

The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and/or the misuse of legal drugs while on company or client premises or while performing services for the company is strictly prohibited. GCACH also prohibits reporting to work or performing services while impaired by consuming alcohol while on duty or during work hours.

To ensure compliance with this policy, substance abuse screening may be conducted in the following situations.

- Pre-employment: As required by the company for all prospective employees who receive a conditional offer of employment.
- For Cause: Upon reasonable suspicion that the employee is under the influence of alcohol or drugs that could affect or has adversely affected the employee's job performance.
- Random: As authorized or required by federal or state law
- Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination. Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable state and local law.

Any employee violating this policy is subject to discipline, up to and including termination, for the first offense.

## Smoking

In adherence with WA State laws, smoking is not allowed in company buildings, vehicles or work areas at any time. "Smoking" includes the use of any tobacco products, electronic smoking devices, and e-cigarettes containing nicotine cartridges. Smoking is only permitted during break times in designated outdoor areas. Employees using these areas are expected to dispose of any smoking debris safely and properly.

## Anti-Violence Policy

GCACH is committed to providing a safe and healthy work place for its employees, clients and volunteers. To this end, threatened or actual violence by employees or anyone on GCACH premises, during work time or while on GCACH business is strictly prohibited.

Prohibited conduct includes, but is not limited to the following actions:

- Inflicting or threatening injury or damage to another's life, health, well-being, family or property;
- Possessing a firearm, explosive, or other dangerous weapon on GCACH premises, during work time or while on GCACH business;
- Abusing or damaging GCACH or employee property; or
- Because of the potential for misunderstanding, joking about any of the above conduct is also prohibited.
- A concealed weapons permit does not permit violation of these rules.

Any employee who violates this policy is subject to immediate discipline, up to and including termination, at the sole discretion of GCACH.

## Emergency Closings

GCACH will always make every attempt to be open for business. In situations in which some employees are concerned about their safety, management may advise supervisors to notify their departments that the office is not officially closed, but anyone may choose to leave the office if they feel uncomfortable.

If the office is officially closed during the course of the day to permit employees to leave early, nonexempt employees who are working on-site as of the time of the closing will be paid for a full day. If an employee leaves earlier than the official closing time, they will be paid only for actual hours worked, or they can take PTO time. Exempt employees will be paid for a normal full day but are expected to complete their work at another time.

## **SECTION 5 – Business Standards and Workplace Guidelines**

### **Communication**

Communication with one another is a daily process that is essential for getting our work done and achieving our mission. The expectation is that all employees will speak with everyone in the workplace respectfully with good intention and positive regard for the other person.

### **Privacy**

GCACH is concerned with employee off-duty behavior only when it affects the employee's ability to perform the job or affects the reputation of GCACH. Only when GCACH's legitimate interests are substantially injured by an employee's off-duty behavior will that behavior result in disciplinary action, up to and including termination. Application of disciplinary action shall be at the discretion of the Executive Direction.

### **Performance Evaluations**

Periodic performance appraisals provide an opportunity to discuss how well the employee is meeting expectations, to clarify job responsibilities, and to explore possibilities for development and advancement. Performance appraisals are also part of the GCACH's personnel records. Employees may be asked to sign each performance appraisal to indicate that it was reviewed; an employee's signature does not signify that the employee agrees with the GCACH's evaluation of the employee's performance. Performance appraisals are usually conducted:

- At the end of the orientation period (90 days)
- Annually after employee's original hire date

Performance appraisals also may be completed at other times at the discretion of GCACH. Casual or temporary employees generally do not receive formal performance appraisals, although their job performance may be monitored and evaluated in other ways.

Wage or salary increases may be tied to an employee's performance and are at GCACH's sole discretion. GCACH may grant increases at any time they are considered appropriate based on merit, increased responsibilities, or changes in budget.

### **Rules of Conduct/Disciplinary Action**

Rules of conduct for GCACH employees are intended to promote the orderly and efficient operations of GCACH, as well as protect the rights of all employees. Violations, therefore, shall be regarded as cause for disciplinary action.

These rules are published for the employees' information and protection. Ignorance of work rules is not an acceptable excuse for violation. It is each employee's responsibility to know the rules and abide by them. These rules are not all-inclusive, and other guidance may exist. Employees are expected to know and abide by these rules as well.

For violation of any of the following rules, an employee shall be subject to penalties ranging from a formal written warning notice up to, and including termination.

- Neglect of duty.
- Insubordination or refusal to comply with employer's instructions, unless such instructions are injurious to the employee's safety and health.
- Immoral or indecent conduct.
- Conviction of a felony.
- Conviction of a misdemeanor involving moral turpitude while an employee of GCACH.
- Violation of local, state, or federal law which causes unfavorable publicity to GCACH, impairs the credibility of the employee to perform the employee's job or is otherwise connected to GCACH employment.
- Intentional falsification of personnel records, payroll reports or other GCACH records.
- Theft, intentional destruction, or defacing of GCACH, employee or co-worker property.
- Deliberate or careless conduct endangering the safety of self or other employees, including the provocation or instigation of violence.
- Consuming alcoholic beverages while on duty, except at approved GCACH functions, or the possession or consumption of illegal drugs.
- Abusive, threatening or coercive treatment of another employee or member of the public.
- Reporting for work in an unsafe condition, which includes but is not limited to, being under the influence of alcoholic beverages or drugs. An employee who so reports shall be sent home with pay pending investigation.
- Knowingly admitting an unauthorized person or persons into any locked or restricted building or area of GCACH.
- For other offenses of equal magnitude to the above.

When an employee engages in conduct in violation of the list above and the conduct is committed off-duty and not on GCACH property, GCACH may discipline the employee up to and including termination, whenever the conduct causes unfavorable publicity to GCACH, impairs the credibility of the employee to perform the employee's job or is otherwise connected to employment at GCACH. Conduct that is off-duty but on GCACH property or that is directed toward GCACH employees, representatives or property is always connected to employment at GCACH. Likewise, conduct that is on duty but off GCACH property is always connected to employment at GCACH.

For the commission of any of the following offenses, an employee shall be subject to disciplinary action up to and including termination. Disciplinary action for the same or different offenses shall progress in the following manner:

1. Verbal warning. Verbal statement to employee that they have violated a rule and/or regulation and that such violation may not continue.
2. Written reprimand. Formal notification in writing to employee that they have violated a rule and/or regulation.
3. Suspension. Loss of work and wages for a specific number of hours or days, but not for more than one work week, depending on the severity of the offense. Notice of suspension is provided to the employee in writing.
4. Termination. The employer/employee relationship is severed.

If an employee receives four warning notices for the same or different offenses within a period of 12 consecutive months, the employee shall, at the time of the issuance of the fourth such notice, be subject to further disciplinary action up to and including termination.

- Excessive absenteeism.
- Excessive tardiness.
- Inattentiveness to work, including but not limited to, failure to start work at the designated time, quitting work before proper time, or leaving assigned work area, building, or project during working hours without authorization from appropriate supervisor.
- Posting unauthorized materials on walls or bulletin boards; defacing or removing authorized material from bulletin boards.
- Violation of a safety rule or safety practice.
- Smoking in prohibited areas.
- Failure to report for work without giving the supervisor notice of absence within two hours after the beginning of the scheduled workday.
- Vending, soliciting or collecting contributions on GCACH's time or premises without prior appropriate authorization from GCACH.
- Gambling, lottery, or any other game of chance on the employer's premises during working hours.
- Any other offense of equal magnitude to the above.

All disciplinary action shall be documented and maintained in the employee's HR file.

## **Grievance Procedure**

Most concerns/problems can be resolved informally in the course of day-to-day communications between the employee and their immediate supervisor. However, in those cases in which the employee is unable to informally resolve their concern, they may utilize the grievance procedure.

Employees are expected to make reasonable attempts to resolve issues informally. Any employee who has a complaint should first discuss the matter with their immediate supervisor. The supervisor will endeavor to satisfactorily resolve the grievance at that time.

If the nature of the grievance is such that the employee does not wish to hold initial discussions with their immediate supervisor, or if the employee and supervisor are unable to reach an acceptable resolution, the employee may obtain the assistance of the Director of Finance and Contracts. The grievance will be investigated within five (5) business days and the confidentiality of all parties will be respected at the extent practical. A recommendation for resolution will be made based upon the results of the investigation.

If the employee is not satisfied with the recommendation, they may request review by the Executive Director.

## **Social Media Acceptable Use**

The company encourages employees to share information with co-workers and with those outside the company for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information.

However, information posted on a website is available to the public and, therefore, the company has established the following guidelines for employee participation in social media.

*Note:* As used in this policy, "social media" refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, and Instagram, among others.

- Off-duty use of social media. Employees may maintain personal websites or web logs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the company considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas.

- On-duty use of social media. Employees may engage in social media activity during work time provided it is directly related to their work, approved by the employees' manager, and does not identify or reference company clients, customers, or vendors without express permission. The company monitors employee uses of company computers and the Internet, including employee blogging and social networking activity.
- Respect. Demonstrate respect for the dignity of the company, its owners, its customers, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, do not use ethnic slurs, personal insults, or obscenity, or use language that may be considered inflammatory. Even if a message is posted anonymously, it may be possible to trace it back to the sender.
- Post disclaimers. If an employee identifies themselves as a company employee or discusses matters related to the company on a social media site, the site must include a disclaimer on the front page stating that it does not express the views of the company and that the employee is expressing only their personal views. For example: "The views expressed on this website/Web log are mine alone and do not necessarily reflect the views of my employer." Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the company or the company's business. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.
- Competition. Employees should not use a social media to criticize the company's competition and should not use it to compete with the company.
- Confidentiality. Do not identify or reference company clients, customers, or vendors without express permission. Employees may write about their job in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the confidentiality policy. When in doubt, ask before publishing.
- New ideas. Please remember that new ideas related to work or the company's business belong to the company. Do not post them on a social media site without the company's permission.
- Links. Employees may provide a link from a social media site to the company's website during employment (subject to discontinuance at the company's sole discretion). Employees should contact the Web design group to obtain the graphic for links to the company's site and to register the site with the company.
- Trademarks and copyrights. Do not use the company's or others' trademarks on a social media site, or reproduce the company's or others' material without first obtaining permission.
- Avoid statements about the company's future. Because the company is publicly held, writing about projected growth, sales and profits, future products or services, marketing plans, or the stock price may violate Securities and Exchange Commission (SEC) rules or other applicable laws.
- Legal. Employees are expected to comply with all applicable laws, including but not limited to, Federal Trade Commission (FTC) guidelines, copyright, trademark, and harassment laws.
- Company restrictions. Because the company is publicly held, it may require that employees temporarily confine social media commentary to topics unrelated to the company or that employees temporarily suspend such activity to ensure compliance with the SEC's regulations or other laws. The company may also require employees to delete references to it on a website or Web log and to stop identifying themselves as an employee of the company.

## Personal Website (Blog)

The Personal Web sites and Web logs (blogs) have become prevalent methods of self-expression in our culture. GCACH respects the right of staff to use these and other social networking mediums during their person time and acknowledges that these emerging mediums have business applicability. Employees are strongly encouraged to talk with their immediate supervisor prior to engaging in work-related blogging or texting activity. The use of personal or GCACH electronic communication systems and equipment to write or participate in blogs and other social networking mediums that injure, disparage and/or defame GCACH, our clients, business partners, competitors, volunteers or other staff members by name, reputation or implication is strictly prohibited. Employees and those who leave GCACH and fail to abide by GCACH's confidentiality and/or privacy, personnel and other compliance policies may face immediate discipline up to and including termination and possible legal actions.

## Relations with the Media

The Executive Director and the Board Chair and/or their designees are the only individuals authorized to make statements to the media.

*Note:* Nothing in this policy is meant to, nor should it be interpreted to, in any way limit an employees' rights under any applicable federal, state, or local laws, including an employees' rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve terms and conditions of employment, such as wages and benefits.

## Bulletin Boards

All required governmental postings are posted within the supply/work room. These boards may also contain general announcements.

Employees are able to submit notices of general interest, such as for-sale notices; recreational- type announcements and/or club functions (e-mail should not be used for the aforementioned); postcards; expressions of gratitude or sympathy; and notices looking for/offering carpools, tickets, roommates, or pets. Please deliver notices to Finance and Contracts Coordinator.

The company reserves the absolute right to refuse permission to post or to take down any announcement. The human resources personnel approve, posts, and takes down all notices. All notices posted by employees will be removed after 2 weeks unless otherwise stipulated.

## Solicitation/Distribution Policy

GCACH's objective is to provide an environment where all employees and volunteers can perform successfully with the least amount of interruptions or disruptions. GCACH does not allow non-employees to solicit or distribute on GCACH property for any reason.

Employees are allowed to distribute approved literature in common areas such as the break room. Employees may seek out other employees during non-work time in non-work areas. GCACH's communication system such as email, text messaging, and instant messaging may not be used for non-GCACH mission focused solicitation at any time for any purpose.

## Community Relations

The success of GCACH depends upon the quality of the relationships between GCACH, our employees, our partners, our contractors, state agencies, and the general public. In a sense, regardless of the employee's position, the employee is GCACH's ambassador. Here are several things an employee can do to help promote a good impression of GCACH:

- Act competently and deal with community members in a courteous and respectful manner.
- Communicate pleasantly and respectfully with other at all times.
- Follow up on questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner. It is perfectly acceptable not to have all of the answers to question. In such situations, employees are encouraged to respectfully defer to someone who would have the correct answer, or agree to research and provide answer at a later mutually agreeable time.
- Take great pride in his/her work and enjoy doing his/her very best.
- Never speak negatively in public about a member of the ACH.
- Treat other as you desire to be treated.

## **Computer, Internet, Email and Other Electronic Resources and Communication**

The company provides a wide variety of communication tools and resources to employees for use in running day-to-day business activities. Whether it is the telephone, voice mail, fax, scanner, Internet, intranet, e-mail, text messaging, or any other company-provided technology, use should be reserved for business-related matters during working hours and not be used for personal reasons. All communication using these tools should be handled in a professional and respectful manner.

Employees should not have any expectation of privacy in their use of company computer, phone, or other communication tools. All communications made using company-provided equipment or services including email and internet activity, are subject to inspection by the company. Employees should keep in mind that even if they delete an email, voicemail or other communication, a copy may be archived on the company's systems.

Employees are reminded to be courteous to other users of the system and always to conduct themselves in a professional manner. Emails and voicemails are sometimes misdirected or forwarded and may be viewed by persons other than the intended recipient. Users should exercise no less care, judgment and responsibility than they would use for letters or internal memoranda written on GCACH letterhead.

E-mails that are not job-related have the potential to drain, rather than enhance, productivity and system performance. The employee should also be aware that information transmitted through e-email is not completely secure, and information transmitted and received could damage the reputation and/or competitiveness of the company.

The company encourages employees to use this tool only to communicate with fellow employees, suppliers, customers, or potential customers regarding company business. Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Employees' should be aware of this possibility when sending e-mails within and outside the company.

Refrain from using e-mail in a manner that violates any of our company guidelines/policies, including but not limited to the Equal Opportunity and Harassment policies, the Conflict of Interest Policy, etc. Delete any e-mail messages prior to opening that are received from unknown senders and advertisers.

GCACH's equal employment opportunity policy and its policies against sexual or other harassment, discrimination, and violence apply fully to the use of the computer communications and voice mail systems. Any violation of those and other policies is grounds for discipline up to and including termination. Employees encountering or receiving this kind of material should immediately report the incident to Human Resources.

It is the company's goal to respect the dignity of employees at all times. Because e-mail, telephone and voice mail, and internet communication equipment are provided for company business purposes and are critical to the company's success, employees' communications may be accessed without further notice by designated Information Technology personnel and/or company management to ensure compliance with this guideline.

The electronic communication systems are not secure and may allow inadvertent disclosure, accidental transmission to third parties, etc. Sensitive information should not be sent via unsecured electronic means.

Office telephones are for business purposes. While the company recognizes that some personal calls are necessary, these should be kept as brief as possible and to a minimum. Personal use of the company's cell phones, long-distance account, or toll-free numbers is strictly prohibited. Abuse of these privileges is subject to corrective action up to and including termination.

The company reserves the right to monitor customer calls to ensure employees abide by company quality guidelines and provide appropriate levels of customer service. Employees working in sales and customer service will be subject to telephone monitoring. Should an employee need to make or receive a personal call during work hours, a telephone designated for that purpose should be used. Should the subject matter of the conversation become personal while monitoring is taking place, monitoring of the call will immediately be discontinued.

It is also against company policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on company computers. Violations of this policy may result in termination for a first offense.

E-mail/internet messages by employees may not necessarily reflect the views of GCACH. Abuse of the e-mail or Internet systems, through excessive personal use, or use in violation of law or GCACH policies may result in disciplinary action, up to and including termination of employment.

Material that is fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful, inappropriate, offensive including offensive material concerning sex, race, color, national origin, religion, age, disability, sexual orientation or other characteristic protected by law, or which violates GCACH's equal employment opportunity policy and its policies against sexual or other harassment may not be created, viewed, distributed, downloaded, displayed or stored in GCACH's computer, communication devices or voicemail systems.

## **Work Product Ownership**

GCACH retains legal ownership of the work product of all employees. No work product created while employed by GCACH can be claimed, construed, or presented as property of the individual, even after employment with GCACH has been terminated or the relevant project completed. This includes written and electronic documents, audio and video recordings, system code, and also any concepts, ideas, or other intellectual property developed for GCACH, regardless of whether the intellectual property is actually used by GCACH. All rights, royalties and resulting income accrue to GCACH.

Information and property obtained in the course of employment with GCACH remains the property of GCACH, including without limitation, documents, files, records, manuals, videos, information stored on a personal computer or on a computer disc, removable USB drive, supplies, and equipment or office supplies. When an employee terminated employment, the employee shall not copy or retain any information and the employee must return to GCACH all GCACH related information and property that the employee has in their possession.

Non-compliance with this policy is a violation of confidentiality and may result in legal action.

## **Use of Company Property**

Equipment refers to any instrument needed for an undertaking or to perform your job at GCACH. Examples of company property/equipment includes motor vehicles, furniture and fittings, computer/laptops, mobile phones, credit cards, any and all electronics, etc.

### **POLICY:**

Employees need to be mindful that all equipment which they use, or has been issued to them to perform their jobs is owned by Greater Columbia ACH. It is the individual responsibility of all employees to care for and safeguard this company property and equipment, keeping it in as close to as new condition as possible.

### **POLICY ELEMENTS:**

*Usage-* All equipment should only be used for business purposes. Engaging in company business using a cell phone, laptop, tablet, or similar device while driving is prohibited. No cell phone usage is allowed without using blue tooth hands free technology when driving.

*GCACH Employee Responsibilities-*

1. No inappropriate use of any company property. Offensive, pornographic, racist or abusive content found on company equipment is considered a violation of company rules and regulations.
2. GCACH equipment or property is supplied with software. These are the only applications licensed for use. Do not install additional software without the permission of the Executive Director.
3. Do not leave company equipment or property unattended, don't allow anyone else to use company equipment or property it is company equipment and provides access to GCACH networks/accounts.
4. Equipment must not be altered or changed, including but not limited to software and hardware changed, without authorization from the Executive Director.
5. At termination of employment, company equipment must be returned to GCACH in good working order or else be considered lost or damaged, wherein the employee may be held responsible for paying the comparable equipment replacement cost.

*Company Requirements under loss/damage/theft-* It is the responsibility of the employee to notify Executive Director of GCACH within 48 hours of loss/damage/theft to the item(s), as to the occurrence and/or explanation thereto. If the item(s) have been stolen, the company also requires the employee to complete an Affidavit at their nearest Police Station within 48 hours from the estimated time of theft and forward the original docket to the company.

*Consequences under gross negligence or employee theft-* GCACH may deduct from the employee, the cost of tools or equipment lost/stolen within a reasonable time, if the employee committed theft or was negligently responsible for the loss. (I.e. leaving your laptop and cell phone in your car in a parking lot or renting a car and forgetting about your items when returning the car).

*Company procedure subsequent to the loss/damage/theft not applicable under gross negligence or employee theft-* It is under the discretion of the Executive Director and HR to permit the replacement of tools or equipment, and also the type or model of replacement.

The guidelines for common replacement of tools or equipment are as follows:

**Mobile Phones:** If the Executive Director deems fit to replace the mobile phone, a second-hand mobile phone will be made available for the employee, provided the mobile phone is in relatively good condition and serves the minimum functionality required for the employee's daily operation.

**Laptop:** If the Executive Director deems fit to replace the laptop, a first or second hand laptop will be made available for the employee, provided the laptop is in relatively good condition and serves the exact same functionality as the initial laptop.

**Other:** All other items will be determined replacement by the Executive Director upon loss/damage/theft on a case by case basis as/if they occur.

*Who to notify of any loss/damage/theft-* The necessary requirements as stated above needs to be followed by notifying both the HR and Director of Finance.

Employee remains obligated to comply with all of Employer's rules, practices, instructions and this Agreement. Employee understands that violation of any of the above may result in preclusion from use of company equipment.

## Teleworking

~~GCACH offers teleworking on a case by case basis, as approved to employees, when requested and approved by their Supervisor, by the Executive Director only.~~

~~Teleworking is not a formal, universal employee benefit. Rather, it is an alternative method of meeting the needs of the company. The company has the right to refuse to make teleworking available to an employee and to terminate a teleworking arrangement at any time. Employees are not required to telework. Employees have the right to refuse to telework if the option is made available~~

~~Teleworking is considered on a case by case basis to Greater Columbia ACH employees by approval from the Executive Director. This policy refers to all employees who work for Greater Columbia ACH and who have obtained proper approval, through the Executive Director. Teleworking requests must be made to the Executive 48 hours in advance and you must provide a legitimate reason for this request. In addition, if approved, you must provide the Executive Director with a list of tasks that you plan to work on for those days that you will be teleworking.~~

~~Scope of Agreement — Employee agrees to perform services for Employer as “teleworker.” Employee agrees that teleworking is voluntary and may be terminated at any time, by either the Employee or Employer, with or without cause.~~

~~Termination of Agreement — Employee’s participation as a teleworker is entirely voluntary. Teleworking is available only to eligible employees, at the Executive Director’s sole discretion. Teleworking is not an employee benefit intended to be available to the entire organization. As such, no employee is entitled to, or guaranteed the opportunity to, telework. Either party may terminate Employee’s participation in the program, with or without cause, upon reasonable notice, in writing, to the other party. Employer will not be held responsible for costs, damages or losses resulting from termination of participation in the teleworking program. This Agreement is not a contract of employment and may not be construed as such.~~

~~Salary, Job Responsibilities, Benefits — Salary, job responsibilities, and benefits will not change because of involvement in the program, e.g., regular reviews will occur as scheduled, and Employee will be entitled to any company wide benefits changes that may be implemented. Employee agrees to comply with all existing job requirements as now are in effect in the office.~~

~~Work hours, Overtime, Vacation — Work hours are not expected to change during the program. The amount of time the employee is expected to work per day or pay period will not change as a result of participation in the teleworking program. If overtime is anticipated, this must be discussed and approved in advance with the supervisor, just as any overtime scheduling would normally have to be approved.~~

~~Work Schedule — The daily work schedule for the days employee when working at home is subject to negotiation with and approval by the Executive Director. The Executive Director may require that Employee work certain “core hours” and is not different than if they were in the office. The employee should be accessible by telephone and email during those hours normal business hours.~~

~~Equipment — Employee may use personal equipment for teleworking purposes or any equipment that currently resides within the Employer’s office. The company will provide for repairs to company equipment assuming Employee has shown no negligence. When the employee uses her/his own equipment, the employee is responsible for maintenance and repair of equipment. The use of equipment, software, data supplies and furniture when provided by the company for use at the remote work location is limited to authorized persons and for purposes relating to company business. If company property is lost, stolen, or damaged, due to negligence, the Employee is responsible for replacement or the costs to fix (whichever is lesser). The Executive Director and/or HR representative is responsible for determining negligence on a case by case basis. If negligent examples are needed, please see your HR representative.~~

~~Office Supplies — Office supplies will be provided by Employer as needed. Employee’s out-of-pocket expenses for other supplies will not be reimbursed unless by prior approval from the Executive Director or Director of Finance.~~

~~Communication—Employees must be available by phone and email during core hours. All client interactions will be conducted on a client or company site. Participants~~ Employees ~~will still~~ also be available for staff meetings, and other meetings deemed necessary ~~by Directors.~~

~~Evaluation—Employee agrees to participate in all studies, inquiries, reports and analyses relating to this program.~~

~~Due to the nature of work and workload Greater Columbia ACH has, all means should be taken to avoid teleworking when possible (i.e. Making appointments after work hours or during lunch, taking annual leave to visit family, etc.). Employee remains obligated to comply with all of Employer's rules, practices, instructions and this Agreement.~~

The employee will make a note on their timecard when they have been approved by their Supervisor to telework.

## Teleworking due to Inclement Weather/Adverse Conditions

The safety of GCACH employees is of the highest concern. In the event of inclement weather or adverse conditions all employees are asked to make every reasonable effort to report to work. ~~Employees who are unable to get to work or who leave work early because of weather or adverse conditions may either charge the time missed against accrued PTO, flex their schedule for the week, or take leave without pay for the time missed.~~ Employees with the ability to complete their work remotely may do so with approval from ~~the Executive Director~~ their Supervisor.

~~Tardiness due to an employee's inability to report for scheduled work because of severe weather conditions may be allowed up to two (2) hours at the beginning of the work day or longer at the discretion of the Executive Director. Tardiness in excess of that allowed by the Executive Director shall be charged against accrued PTO or taken as leave without pay.~~

The decision to close the office for any length of time due to inclement weather or adverse conditions is at the discretions of the Executive Director and will be loosely based on the local school closures. The decision to close the office will be communicated to the employee through email or phone/text message.

If the Executive Director advises employees not to report to work or to leave early due to inclement weather or adverse conditions, employee will be expected to telework. ~~If the employee elects not to work from home the employee will charge the time missed against accrued PTO or take leave without pay for the time missed.~~

If you commute from an area that is experiencing greater inclement weather conditions than the location of the GCACH office, the employee must communicate with the Executive Director or Supervisor to determine adjustments to your schedule. These adjustments would include teleworking or charging the time missed against accrued PTO or taking leave without pay.

~~In all of the instances cited above, the employee is required to submit the Telework Approval form to their Supervisor for approval by close of business on the day they teleworked. The Supervisor will submit the Telework Approval form to the Payroll Manager and it will be placed in the employee's personnel file for auditing purposes.~~

## Use of Company Vehicle

Due to the nature of GCACH's work, it is common to need to travel as part of the job. Use of the company vehicle is the preferred method of use when traveling. To utilize the company vehicle, all employees must read and acknowledge GCACH Policy 2018-002 Company Vehicle Policy to ensure the safety for the company and employee. Any further questions can be referred to human resource personnel.

If an employee uses an GCACH vehicle or the employee's own vehicle for work, employees are expected to comply with the following requirements:

- Employees must have and carry a valid driver's license and evidence of satisfactory insurance (if using the employee's own vehicle) at all times when driving on GCACH business. They may be required to provide GCACH or its insurers with access to their driving records as well. The Employee will be asked to provide a copy of these documents for their personnel file.
- Employees are expected to drive in a safe and lawful manner at all times. Business-related cell phone use while driving is permitted as long as a hands-free device is used and the employee complies with all state laws related to cell phones, and the use does not otherwise interfere with safety.
- If an employee is assigned an GCACH vehicle for the employee's business use on an ongoing basis, the employee is responsible for maintaining the vehicle in good running order.
- Employees are prohibited from operating an GCACH vehicle or a personal vehicle used for work under any influence of alcohol or any drug, or when doing so would be unsafe.
- Employees may not place bumper stickers or other signs or stickers of any kind on the GCACH's vehicles.
- Employees are expected to promptly notify \_\_\_\_\_ of any citations for moving violations or accidents involving an GCACH vehicle or while using a personal vehicle for work.

## Professional Development and Training

GCACH recognizes the value of professional development and personal growth for employees. Therefore, GCACH encourages its employees who are interested in continuing education and job specific training request and receive approval before registering for the seminars or courses. To the extent that these classes and/or training may interfere with an employee's job, the employee must first obtain written approval of their supervisor before enrolling or committing to any such class or training. In order to be eligible for reimbursement or repayment to employees for any such classes or training Any request for professional development is contingent upon available funding, and GCACH will reimburse up to the General Services Administration per-diem rates to employees. This funding should not be utilized to fund professional membership, personal interests/classes, or personal development. One request form should be filled out per training/course. The request form can be found in Appendix A at the end of this document.

## Business Travel

GCACH will reimburse employees for business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in writing, in advance by employee's supervisor.

When approved, employees will be reimbursed up to the GSA rate of per diem for travel, meals, lodging and other expenses directly related to accomplishing business travel objectives may be paid in advance or reimbursed by GCACH. The employee is expected to limit expenses to the best of their ability. GCACH will not reimburse any alcohol expenses and should not be purchased on official business travel. Contact management or HR for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses or any other business travel issues. Rates can be found at: <https://www.gsa.gov/travel/plan-book/per-diem-rates>

The Executive Director may authorize an exemption use of GSA rates on a case by case basis if all options have been exhausted to find travel arrangements within the GSA rates or time is of the essence.

If the employee involved in an accident while traveling on business, they must promptly report the incident to management.

*ALL REIMBURSEMENT FORMS MUST BE SUBMITTED 10 WORKING DAYS AFTER TRAVEL OR EXPENSE TAKES PLACE WITH SUPPORTING DOCUMENTATION. ANY REIMBURSEMENTS THAT FAIL TO MEET THIS POLICY WILL NOT BE REIMBURSED.*

## **Personal Appearance**

Employees with a neat, clean and professional appearance are important to our success. If you have questions concerning what is and is not appropriate, please ask your supervisor.

## **SECTION 6 – Leave Policies**

### **Paid Holidays**

GCACH recognizes the following holidays:

- New Year's Day
- Martin Luther King Jr
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day
- 1 Floating Holiday (resets annually – no roll over)

Employees are eligible for company paid holidays, based on their FTE Status, defined by the 'Employee Leave and Benefit Table' effective their first day of employment. Holiday pay shall be at the employee's regular straight-time rate times eight (8) hours thus, prorated for all part-time employees. Holiday pay eligibility shall further depend upon the employee working a full shift on the workday preceding the holiday and a full work shift on the workday following the holiday. The only exceptions are:

1. The employee is ill and has submitted a doctor's statement,
2. The holiday falls during the employee's approved PTO period, or
3. The employee leaves work on the workday before or after the holiday because of an industrial accident.

If one of these holidays falls on a Sunday, it will be observed on the following Monday. If the holiday falls on a Saturday, the company will select the preceding Friday as a substitute holiday.

### **Sick Leave**

All employees including seasonal, part-time, full-time, non-exempt salaried, and any other non-exempt employees are covered by the Minimum Wage Act at RCW 49.46. Sick leave is earned at the rate of one hour per 40 hours worked. Paid sick leave begins accruing the first day of work and is uncapped. All sick leave is eligible to be carried over each fiscal year. Employees are expected to provide a reasonable notice upon use of any sick leave. Sick leave is authorized for use on the following;

- Absence caused by mental or physical illness, injury, or health condition,
- Diagnoses, care, or treatment for mental or physical illness, injury, or health condition,
- Preventative medical care,
- Care for a family member for the above reasons,

- When the employee’s place of business, or their child’s school, has been closed for health reasons,
- Leave that qualified under the Domestic Violence Act.

For absences exceeding 3 days, GCACH is authorized to request verification that the use of paid sick leave was for an authorized purpose.

**Paid Time Off (PTO)**

GCACH recognizes the importance of time off from work to relax, spend time with family, and enjoy leisure activities. The company provides paid time off to regular full-time employees for this purpose.

Employees are eligible to accrue company paid time off (PTO) based on their FTE Status and years of service, defined by the following ‘Employee Leave and Benefit Table’. Paid leave benefits begin accruing on the date benefit eligibility begins (*after 60 days of satisfactory employment*), and is available for use after the successful completion of the introductory period (*after 90 days of satisfactory employment*).

PTO accrual rates are based on years of consecutive service, and computed by multiplying rate by the total number of compensated hours for a given period.

FTE Status	Weekly Hours Worked	% of Health Care Costs (Employee Only Not Dependents)		PTO Accrual Rate (Based on All Compensated Hours of Consecutive Service)			Paid Holiday Hours
		Employee Coverage	Employee Coverage	0-5 Years	6-10 Years	11+ Years	
100%	Between 38 and 40	100%	0%	Not to Exceed 112 Hours Annually (14 days)	Not to Exceed 152 Hours Annually (19 days)	Not to Exceed 192 Hours Annually (24 days)	8
90%	Less than 38 but at least 34	100%	0%				7.2
80%	Less than 34 but at least 30	100%	0%				6.4
70%	Less than 30 but at least 26	Not Eligible Per Asuris		250 Max Carry Over at Year End	250 Max Carry Over at Year End	250 Max Carry Over at Year End	5.6
60%	Less than 26 but at least 22						4.8
50%	Less than 22 but at least 20						3
49% or less	19 or less						No Accrual

PTO accrual includes personal days, vacation days, employee sick days, dependent sick days, bereavement time, and shall run concurrent with any allowable state and/or federal leave time.

Requests for PTO must be submitted to the employee's immediate supervisor for approval, as early as possible prior to the anticipated leave. PTO is subject to business operations and staffing requirements. Every effort will be made to accommodate the employee's requested leave time. The maximum amount of PTO a full-time employee can take at one time is 10 working days. Requests for additional time off will be evaluated on a case-by-case basis.

All PTO is paid at the employee's base rate and does not include overtime or any special forms of compensation.

For salaried exempt employees, PTO will not be charged for approved absences less than one working day.

Individual employee contracts may supersede the above table.

## **PTO Cash-Out Policy**

Provided the employee has taken a minimum of 80 hours of PTO from January 1 through December 15, and cashing out PTO does not leave the employee with any less than 24 PTO accrued hours, employee may cash out up to 40 hours of unused accrued PTO during the last pay cycle of each calendar year. Employee must make the request in writing, obtain Executive Director's signature approval and submit request to the Chief Financial Officer no later than December 20<sup>th</sup>.

Employees are encouraged to maintain enough PTO time to account for unexpected illnesses, injuries, dependent care, medical appointments, etc., to avoid having to take unpaid time off.

If an employee must take an extended leave of absence, they are required to apply for any and all benefits for which the employee may qualify (disability insurance, worker's comp., etc.). The total of PTO benefits combined with any other such payments cannot exceed the employees' normal earnings for the time period.

If an employee is terminated "for cause", or if the employee voluntarily resigns without giving 2 weeks' notice (30 days' for exempt staff), or if the employee voluntarily fails to complete the 2-week notice period, GCACH reserves the right to determine if unused PTO hours will be paid out upon termination in accordance with relevant laws.

## **Donation of Paid-Time-Off**

GCACH sponsors a paid time off (PTO) and sick leave donation program under which employees may donate some of their accrued but unused PTO to other GCACH employees who need time off to cope with a medical emergency, as outlined in this policy. This program provides a way that GCACH employees can help co-workers who would otherwise suffer a substantial loss of income as a result of taking unpaid leave. It does not entitle employees to take additional leave.

## **Requesting and Using Donated PTO**

GCACH has a direct employee-to-employee transfer policy and does not do a PTO bank. If you feel you eligible for this program and do not wish to solicit details to the organization, please let your Finance and Contracts Coordinator know.

Donations may only be used to compensate the receiving employee for approved time off. Neither the donating nor the receiving employee may request or receive the equivalent monetary value of the time off in lieu of taking paid time off. In addition, donated PTO may not be used for unapproved absences.

Donations are processed on a 1:1-time transfer, no matter the receiving or donating employee's pay rate. For example, if a donor employee donates 4 hours of PTO, the receiving employee obtains 4 hours of PTO at their corresponding pay rate.

Each donor and receiving employee are solely responsible for assessing the impact a donation will have on their taxes and benefits.

#### **ELIGIBILITY:**

##### *Receipt of a donation:*

In order to receive a donation of PTO, the recipient employee must meet the following conditions:

1. The employee or the employee's family member must have a serious health issue or condition.
2. The employee is working in a regular, benefit eligible position at least .50FTE; and
3. The employee is a Regular Status (not introductory status) employee (as defined by the Employee Handbook) and has approved time off by supervisor.
4. The employee has exhausted all their accrued paid leave time, including vacation, sick leave, floating holidays, and/or paid-time off leave hours; and
5. The employee provides appropriate supporting documentation regarding the need for leave (i.e., physician's statement); and
6. The employee does not qualify for benefits involving paid-time loss, including workers' compensation benefits, short-term or long-term disability insurance, coverage under an auto liability policy or other insurance, or other wage subsidy program (not including programs such as food stamps); and
7. The employee must not have declined a modified job offer that meets restrictions approved by their physician when leave is necessitated by personal illness/injury.

Satisfaction of these conditions is determined at the discretion of the Executive Director and payroll personnel. In the event a request is denied, the employee may choose to access the Agency's grievance procedure.

Should the employee become eligible for payments under a short or long-term disability policy or other insurance, unemployment or other wage subsidy program after their request is approved, the employee will be no longer eligible for additional donations under the PTO Program.

#### **To make a donation:**

In order to donate to the Paid Time Off Program, the donor employee must have successfully completed their Introductory Period and have no pending disciplinary action nor any record of disciplinary action within the previous six (6) months.

#### **For donating PTO Hours to the recipient:**

Donation of PTO hours is on a volunteer basis.

Employees who meet eligibility requirements may donate hours by submitting to the payroll personnel a completed Authorization for Donation of Paid Time Off Leave Form. The donor may not donate more than 50% of their total accrued PTO balance, which is calculated at the end of the pay period in which the donation is submitted and approved.

Donated PTO must be in full hour increments. Donation forms are available from the Human Resources Personnel. Once hours have been donated, the decision to donate is irrevocable, meaning that once the time is donated, it will not be returned to the donor employee.

The GCACH payroll personnel is responsible for the administration of GCACH's PTO Donation Policy. If you have any questions regarding this policy or if you have questions about donated PTO that are not addressed in this policy, please contact the payroll personnel.

## **Leave Without Pay (LWOP)**

In the circumstance employees do not have enough PTO or sick leave, or have not been with GCACH long enough to accrue such, an employee may be authorized to take LWOP. LWOP should be approved by utilizing the same steps as PTO.

## **Religious Observances**

Employees who need time off to observe religious practices or holidays not already scheduled by the company should speak with the HR Personnel. Depending upon business needs, the employee may be able to work on a day that is normally observed as a holiday and then take time off for another religious day. Employees may also be able to take PTO or take LWOP. The company will seek to reasonably accommodate individuals' religious observances.

### *Federal and State Family Leave Laws (FMLA)*

GCACH obeys all federal and/or state regulated leave laws pertaining to GCACH.

If the employee has further questions about this law, please contact the designated HR contact for GCACH.

## **Bereavement Leave**

GCACH employees may take up to 3 days of paid bereavement leave upon the death of a member of their immediate family. "Immediate family members" are defined as an employee's spouse, domestic partner, parents, stepparents, siblings, children, stepchildren, grandparent, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild. All regular, full-time employees may take up to one (1) day off with pay to attend the funeral of an extended family member (aunts, uncles, and cousins).

The company may require verification of the need for the leave. The employee's supervisor and designated HR personnel will consider this time off on a case-by-case basis. Time off will be charged to employee's Paid Time Off (PTO) accrued time.

Payment for bereavement leave is computed at the regular hourly rate to a maximum of 8 hours for 1 day. Time off granted in accordance with this policy shall not be credited as time worked for the purpose of computing overtime.

## **Military Leave**

An employee who is a member of the United States Army, Navy, Air Force, Marines, Coast Guard, National Guard, Reserves or Public Health Service will be granted an unpaid leave of absence for military service in accordance with applicable law. Employees on military leave may substitute accrued paid leave for unpaid leave. At the conclusion of the leave, upon the satisfaction of certain conditions, an employee generally has a right to return to the same position they held prior to the leave or to a position similar in status and pay that the employee is qualified to perform.

## **Domestic Violence Leave for Victims and Family Members**

Employees who are victims of domestic violence, sexual assault or stalking may take reasonable unpaid leave from work for legal or law-enforcement assistance, medical treatment, or counseling. Employees may also take reasonable unpaid leave to care for a family member is the victim to obtain needed treatment or services. For the purposes of this type of leave, family members are defined as child(ren), spouse, parent, parent-in-law, grandparent, or person the employee is dating. Employees must give GCACH advance notice when possible.

PTO may be substituted for unpaid leave if available. Each request will be handled on a case-by-case basis. Employees are encouraged to contact the human resources personnel for more information.

## **Jury and Witness Duty**

GCACH supports employees in their civic duty to serve on a jury. Employees must present any summons to jury duty to the Contracts and Financial Manager as soon as possible after receiving the notice to allow advance planning for an employee's absence.

The employee position will be available upon return from this duty. Employees who are summoned for jury duty may request up to one week (40 hours, 5 working days) of paid jury duty leave. During the period of the employees' jury duty leave, they will be regular straight-time rate for their normal shift schedule and the amount that they receive as the daily jury duty allowance. If the employees' normal work week is less than 40 hours, their pay may be pro-rated.

Should an employee be required to serve beyond 1 week, they may use any accrued PTO or request an unpaid leave of absence for the remainder of their term. If this is going to cause financial or personal hardship for the employee, this fact should be brought to the attention of the jury selection officer immediately.

Employees are expected to report for work whenever the court schedule permits, and if the employee is not required to sit for jury duty on a given day.

GCACH encourages employees to fulfill their civic responsibilities when required. However, if in the judgment of GCACH, employees' absence would create serious operational difficulties, GCACH may request that employee be excused from service. It is the responsibility of the employee to bring any circumstances, which may cause operational and/or patient hardship to management's attention.

GCACH will continue to provide health insurance benefits for the full term of the employees' jury duty absence. PTO will continue to accrue during paid jury duty leave.

## **Maternity / Paternity Leave**

GCACH fully supports the joys and excitement of new family members. GCACH offers Maternity and Paternity Leave on a case by case basis. If you are expecting a child, please speak with the Executive Director and Human Resource Personnel to determine your options for this benefit.

## **SECTION 7 – Employee Benefits**

### **Workers' Compensation**

Workers' compensation is a "no-fault" system that provides compensation for medical expenses and wage losses to employees who are injured or who become ill because of employment.

The company abides by all applicable state workers' compensation laws and regulations. Creating a safe place to work free of accidents is everyone's concern. If the employee becomes injured or ill on the job, they are to report immediately to their supervisor, who will complete an injury report.

Human resources personnel will file the claim with WA State Department of Labor and Industries. Workers' compensation benefits (paid or unpaid) will run concurrently with PTO leave, if applicable, where permitted by state and federal law.

## **GCACH Sponsored Benefits**

GCACH sponsors group insurance plans for eligible employees and dependents. Contracts with each service provider specify the limits of coverage under the various plans. Although GCACH will endeavor to provide information and education to eligible employees regarding the coverage of each plan, it is the employee's responsibility to become familiar with the various coverage of each plan and become an informed consumer.

Eligible employees should carefully review open enrollment and other enrollment information to determine which option best meets their needs and the needs of their dependents.

## **Eligibility and Effective Date**

Except where stated otherwise, the benefit-waiting period ends on the first day of the month on or after sixty (60) days from the date of hire, rehire or first entry into an eligible classification, such as regular part-time hourly or regular full-time. Regular full-time and regular part-time employees are eligible for participating in GCACH-sponsored benefits provided they have satisfied the benefit-waiting period and submitted properly completed enrollment forms within the established enrollment period. If you would like to know your exact benefit date, please contact human resources.

## **Medical, Dental, and Vision Insurance**

The cost of Dependents is not covered by GCACH however, employees can purchase dependent coverage through the GCACH plan at the employee's out-of-pocket expense.

GCACH pays 100% of the premium for eligible employees. Employees may provide coverage for any dependents but will be responsible for 100% of the premium. Co-premiums for employee coverage and premiums for dependent coverage will be deducted from the employee's paycheck. Plans offered qualify under Section 125 allowing employees contributions to be made on a pre-tax, pre-FICA basis. The plan will allow the employee's contributions for premium to be paid with pre-tax, pre-FICA dollars.

Designated human resources personnel can provide eligible employees with a Summary of Benefits and Coverage (SBC). The SBC shows employee how they and the plan would share the cost for covered health care services. Also available through the Designated Human Resources Personnel is a Plan Summary representing highlights of the plan.

GCACH health care benefits are administered by Basin Pacific. Questions or information requests should first be funneled through your HR personnel. If your HR personnel are unable to assist you then you may contact Basin Pacific benefits managers for GCACH.

Basin Pacific // 8382 W. Gage Blvd, Suite A, Kennewick, WA 99336 // [BasinPacific.com](http://BasinPacific.com)

Name: Dave Haller Title: Benefits Manager Phone: (509)-735-7506

Fax: (509)-491-3322

Email: [dhaller@basinpacific.com](mailto:dhaller@basinpacific.com)

## Investment

To help provide financial security in retirement, GCACH sponsors a Simple IRA Retirement Plan for eligible employees. GCACH Simple IRA is administered by Marc Spinner of Waypoint Wealth Management. Employees are eligible after ninety (90) days of employment, completion of the introductory period. This plan is invested with the American Funds Group Investments. GCACH matches up to 3% of the employee salary. For more registration and basic information on the Simple IRA plan, please contact your human resources. Once investments have occurred, employees may contact Marc Spinner for investment choices and advice at 100% costs to the employee.

Name: Marc Spinner Title: LPL Financial Advisor Phone: (509)-460-9275

Fax: (509)-783-1933

Email: [marc.spinner@lpl.com](mailto:marc.spinner@lpl.com)

For any questions or concerns that are not answered within this employee handbook, please contact the Finance and Contracts Coordinator.

Name: Rachael Guess

Title: Finance & Contracts Coordinator

Email: [rguess@gcach.org](mailto:rguess@gcach.org)