

## PERSONNEL POLICIES

September 2016



This Personnel Policy Handbook contains general statements of company policy and does not create a contract for continued employment. The terms of this Personnel Policy only govern the conditions of employment and not the term of employment.

## **EMPLOYEE RELATIONS PHILOSOPHY**

We at The Washington Odd Fellows Home are dedicated to continuing what we believe to be an excellent employee relations program. We will do our best to maintain good working conditions, competitive wages and benefits, open communications, and employee involvement. Over the years, the Odd Fellows has earned a fine reputation in Walla Walla and throughout the state. We know that our reputation is a direct result of the loyalty, commitment, and continued efforts of our employees. We will continue to look to our employees for ideas about how to improve all areas of our business – areas like resident services, safety, efficiency, and employee relations. Our facility is a non-union operation. Our non-union status allows us to deal directly with our employees – rather than through some third party – and to treat your concerns individually. We sincerely believe that a crucial part of our success, and of the job security of all of us, is in maintaining cooperative and harmonious relationships between the Home and our employees.

The Odd Fellows Home is an Equal Opportunity Employer and does not discriminate because of age; sex; marital status; race; creed; national origin; color; the presence of a sensory, mental, or physical handicap; disabled and Vietnam era veteran's status; or genetic information. Further, the Odd Fellows Home will not tolerate any form of sexual harassment. The Washington Odd Fellows Home is an employment-at-will employer and reserves the right to terminate persons with or without cause at any time.

Personnel policies will be reviewed annually. The Odd Fellows Home reserves the right to change its policies at any time effective immediately upon adoption. Any changes in policy will be communicated to the employee in writing and will be posted in the work areas.

## **MISSION**

The Washington Odd Fellows Home celebrates the dignity of life at each of its stages with joy, respect, kindness, and love. We provide an atmosphere of caring service and excellence where each resident receives the residential or health services necessary to maintain dignity and worth. We are sincerely committed to setting the standard in aging service. We value each member of our health care team and recognize the importance of each individual job. To this end, we create an environment that fosters the creativity and growth of our employees.

## **PLEDGE**

- To provide a loving, caring home.
- To encourage our residents and help them meet their goals and potential.
- To listen actively to the concerns of others.
- To take responsibility for each situation encountered with an “It’s no problem” attitude until each challenge is promptly met or turned over to someone better able to meet it. “That’s not my job” is not part of our vocabulary.
- To welcome residents, their families and friends and include them as part of the health care team.

- To work as a team with the entire staff to ensure that each resident receives the best care for their needs. We realize that our attitudes and the way we treat others affects the care residents receive.
- To come to work with a cheerful attitude, leaving behind any problems we may be having.
- To at all times treat each resident with dignity, courtesy, and respect. We will speak without harsh tones or profanity. Our manner will be one of kindness and patience.
- To be trustworthy in the handling of our residents' possessions.
- To continue to learn and grow in our field, so that we can help care for our residents using the most current information.

## **ABSENCE**

You are an integral part of your work team. Your absence creates an extra burden on your co-workers, and may impact the service and care we provide to our residents. Absenteeism is unscheduled absence from work for any reason, whether or not the absence is covered by sick leave. For the purposes of this policy, an absence is considered an occurrence of absence, that is, one or more days of consecutive absence due to one cause.

**Employees are expected to notify their supervisor of any expected absence or tardiness as soon as such is known. Notification should be received no later than two hours before the scheduled shift is to begin. Employees must report the absence to their supervisor, or in his/her absence, to the House Supervisor.**

Excessive absenteeism means an absentee rate of four (4) or more occurrences in any three (3) month period. Any situation where any employee leaves work without the consent of their supervisor may be considered job abandonment and will result in immediate termination. A note from a physician does not absolve an employee of the attendance commitment.

*An unscheduled absence from work on the weekend for any reason, whether or not the absence is covered by sick leave, will be considered as two absences for the purpose of tracking excessive absenteeism. The weekend shifts are defined as beginning on Friday and ending at the conclusion of evening shift on Monday. In addition, the days immediately before and after scheduled days off are considered weekend shifts for the purposes of this policy.*

Although occurrences will roll off an employee's record after 90 days, habitual offenders (those who have established a pattern of absences, such as consistently having 4 or more occurrences in any given 90 day period, or routinely calling in on Mondays or Fridays) may trigger disciplinary action even though the 90 day infractions have fallen off, if the employee continues to incur occurrences.

Disciplinary action for excessive absenteeism will be dealt with in the following manner:

1. The first infraction will result in a documented verbal warning.
2. The second infraction will result in a written warning.

3. The third infraction will result in disciplinary action including but not limited to.
  - Suspension from work without pay for a specified number of days.
  - Probation with a commensurate reduction in pay for a specified number of days.
  - Denial of future wage increases until the problem is resolved.
4. The fourth infraction will result in termination of employment.

### “NO CALL/NO SHOW”

It is intolerable when an employee neither calls in nor shows up for their scheduled shift. If an employee is a “no call/no show”, except in circumstances in which we conclude were clearly beyond the control of the employee, the following steps will be taken:

1. The supervisor will call the employee. If the employee comes to work after being reminded of their responsibility, the employee will receive a written reprimand; otherwise, the incident will be recorded as a “No Call/No Show”.
2. After the employee’s second “No Call/No Show,” the employee will be placed on probation for a specified duration.
3. After the employee’s third “No Call/No Show,” the employee will be immediately terminated for misconduct.

The Home reserves the right to discharge any employee with or without cause at any time notwithstanding the normal disciplinary procedures identified above. In addition, it also reserves the right to use its discretion in applying this policy under special or unique circumstances.

### **ANNIVERSARY DATE**

The date on which an employee was most recently employed by the Home will be considered that employee's anniversary date and the date on which benefits are based.

### **BENEFIT ELIGIBILITY & EMPLOYMENT STATUS**

INTRODUCTORY STATUS: The introductory period is normally the first 90 days or 500 compensated hours. Under certain circumstances the Department Manager may extend the introductory period beyond this period, or transfer an employee from regular status to introductory status. The introductory period begins on the date of hire.

FULL TIME EMPLOYEE: An employee who works an average of 66 or more hours per pay period and a total of 1716 hours in 52 consecutive weeks. These employees are entitled to participate in all benefits.

**PART-TIME EMPLOYEE:** An employee who works less than 66 hours per pay period, or less than 1715 but greater than 980 hours per year. These employees can earn prorated vacation and holiday benefits according to policy. Any employee, 21 years of age and older, and who works over 1000 hours per year may participate in the retirement plan.

## **BREAK ROOM**

An Employee Break Room, located away from the work area, is provided for rest and meal breaks. Employees may smoke during their designated break time only in the Mill Creek Gazebo. Employees may use their break time to be customers of The Well, or utilize the exercise equipment in the Wellness Center; however, an atmosphere of respect, conducive to recharging for the workday is expected.

## **CAFETERIA 125 PLAN**

The Cafeteria Plan allows you to take money out of your paycheck before taxes and set it aside in a tax-sheltered account. Money in your Cafeteria Plan is then used to pay for certain expenses - such as health insurance premiums, unreimbursed health care costs and dependent care expenses. This plan qualifies under section 125 of the Internal Revenue Code. There is no cost to the employee to participate in this plan, and it can save you money. If you have any questions regarding the Plan or would like to sign up, details are available at the Human Resources Office.

## **CHANGE OF ADDRESS, NAME, OR TELEPHONE**

Please notify the Human Resources Office and your supervisor of any change in address, name or telephone number.

## **COMPUTERIZED COMMUNICATIONS**

Computers, computer files, the e-mail and voice mail system, and software furnished to employees are property of the Washington Odd Fellows Home and are intended for business use. You may not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer, voice mail and e-mail usage may be monitored.

The Odd Fellows Home strives to maintain a workplace free of harassment and is sensitive to the diversity of its employees. Therefore, the Home prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale. For example, the display or transmission of sexually explicit images and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

The Internet, like the rest of the Home's computer equipment is intended for business use. Employees are expressly forbidden to access Internet sites where potentially offensive material is located.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

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

In order to protect the integrity of our computer system from potential viruses, do not open attachment files e-mailed to you from unknown sources. If you do receive such a file, contact the Administrator for proper protocol immediately. Employees who have access to the internet, either through a web browser or e-mail, are responsible for ensuring that anti-virus software is in operation and up to date.

## **DEATH WITH DIGNITY ACT**

The Washington Odd Fellows Home will not participate in any aspect of physician-assisted suicide including, but not limited to: the provision of information intended to promote physician-assisted suicide; resident assessment for the purpose of eligibility, prescribing, procuring, providing or administering a lethal prescription; or presence when the medication is ingested. Residents who choose to exercise their rights under the Washington Death with Dignity Act will not be excluded from the full range of services provided by the Washington Odd Fellows Home.

## **DINING FACILITIES**

Coffee, soup and sandwich makings are provided by the Home for employees during their lunch break. Guests of employees or visitors are not permitted for meals or coffee, and are not allowed in the break rooms at any time. Employees and their guests may purchase meals in The Well during its hours of operation.

## **DISCIPLINE AND DISCHARGE**

An employee who has poor work performance or unsatisfactory rating will normally be granted a verbal warning, and then written notice to correct the identified deficiencies. Disciplinary actions may include but are not limited to suspension from work without pay for a specified number of workdays. Probationary status can also be used administratively as a disciplinary action along with a commensurate reduction in wages. The Home reserves the right to discharge any employee with or without cause at any time notwithstanding the normal disciplinary procedures identified above.

## **DISCRIMINATION**

If you believe you have experienced discrimination on the basis of a handicap or other protected group status, please contact the Human Resource Office immediately with regard to the nature of the problem and the nature of any accommodation that you are requesting because of the handicap.

## **DRESS CODE**

The general dress code sets the basis for the overall appearance of the Home and its staff. Employees are expected to be neat in appearance, well groomed, and professionally presented. All employees must wear uniforms or be professionally dressed as required for their department. For security reasons, all employees are expected to wear nametags provided by the Home. Check with your Department Manager for specific clothing requirements for your department.

Examples of neat and professional include:

- No blue jeans except on casual days
- No screen printed or logo shirts, *even on* casual days (Official OFH logo gear is OK)
- No leggings or extremely form-fitting clothing, without an appropriate cover-up
- No tank or sleeveless tops, cap sleeves are OK
- Safe placement of jewelry
- No strong perfumes
- No visible offensive tattooing

## **DRUGS & ALCOHOL**

The use of drugs that are illegal under state, federal, or local law and alcohol present a clear and present risk to the health and safety of employees, and may cause impairment of the health and safety of our residents. No employee will report to work with any detectable amount of drugs that are illegal under state, federal, or local law or alcohol in your system. The Washington Odd Fellows Home is a “zero-tolerance” employer. An employee’s violation of any part of this policy will result in disciplinary action against the employee including, but not limited to, termination from employment.

### **Rules**

1. All employees are prohibited from using or being under the influence of alcohol or drugs that are illegal under state, federal, or local law.
2. The use, sale, possession, transfer or purchase of illegal drugs or alcohol on the Home’s property or while performing company business is strictly prohibited. The Washington Odd Fellows Home reserves the right to notify and involve appropriate law enforcement agencies.
3. Prescription drugs may only be brought onto company premises by the employee for whom the prescription drug is prescribed. The use of prescription drugs in a manner that is inconsistent with the prescription may be considered a use of illegal drugs under this policy.

## **Testing**

4. Pre-Employment Screening: Applicants are required to submit to a drug test through our designated collection site after an offer of employment has been made. Applicants will not begin work until a negative test result is received.
5. Reasonable Cause: An employee may be required to undergo drug testing if the Home has reasonable cause to believe that this policy is being violated. The Washington Odd Fellows Home has sole discretion in determining when reasonable cause exists for testing.
6. Random Testing: All employees of the Washington Odd Fellows Home, regardless of position or department will be subject to random drug testing. The Home will not discriminate against anyone participating in a random drug screen and will keep the results of any drug test confidential.
7. Workplace Injury: An employee will undergo drug testing after a workplace injury or accident.
8. Alcohol Testing: The Washington Odd Fellows Home reserves the right to require an employee to undergo an alcohol test or submit to an evaluation for alcohol dependency.

## **Positive Test Results or Refusal to Test**

9. A verified positive test result will be grounds for termination. Refusal to submit to pre-employment testing or a verified positive pre-employment test will be used as a basis for not hiring. Refusal to submit to reasonable cause testing or random testing will be grounds for termination.

## **Medical Marijuana**

10. The Washington Odd Fellows Home prohibits employees from reporting for work with drugs that are illegal under state, federal, or local law, including marijuana, medical or otherwise, in his or her system. The company enforces this policy consistently with respect to all drugs, including medical marijuana. We have a zero-tolerance policy, we will enforce it, and the result of using medical marijuana at work will be termination of employment.

## **ELECTRONIC DEVICES**

The use of cell phones, texting, iPods, and other mp3 devices is prohibited during actual work hours. Electronic devices may be used during breaks and lunch. Cell phones and pagers must be set to silent mode during work hours, but dealt with during the employee's break or meal times.

The Washington Odd Fellows Home specifically prohibits unauthorized photography, audio, or video recording in the workplace.

## **EMERGENCY PREPAREDNESS**

Please refer to the Disaster Plan posted in all working areas of the Home for details on how to respond to various emergency situations. For more details, please contact your Department Manager, the Human Resources Office, or the Administrator.

## **EMPLOYMENT RECORDS**

The Human Resource Office maintains all permanent employment records of staff members of the Home. All requests for references for future employment must be directed to this office. It is mandatory that current employment records be accurate. Please report immediately any changes in address, telephone number, dependents, marital status or name. Administrative staff must adhere to the confidential nature of employee records. The Home does not provide letters of recommendation.

## **ENGLISH SPEAKING ON THE JOB**

Washington Odd Fellows Home recognizes and appreciates the diversity of our workforce including the many different languages that our employees speak. As a result of having employees who speak different languages, we have been able to more easily communicate with the occasional resident who does not speak English. However, Washington Odd Fellows Home has adopted the policy that staff is to speak English when working around residents and other employees while at work. Employees, of course, are welcome to speak in a non-English language during their breaks from work in the employee break room and non-common areas of our property.

## **ETHICS**

CONFIDENTIALITY: The Home has a moral, ethical and legal obligation to keep in strict confidence all information relevant to each resident and employee. All staff members share this obligation. Each resident has the right of privacy about their condition, their diagnosis, and all personal matters. Breach of confidentiality will result in prompt disciplinary action and may include termination. The following are to be avoided in all situations:

- ❑ Discussing your personal problems with a resident;
- ❑ Keeping secrets with the resident other than those appropriate to the staff-resident relationship;
- ❑ Residents and their families have plenty to worry about without staff adding to their burden. Do not discuss employment issues such as staffing, scheduling, compensation, or personal issues with residents or their families.
- ❑ Gossip

CONFLICT OF INTEREST: An employee shall not take advantage of any relationship with residents or their families to further the employee's own personal, religious, political, or business interests. Employees will not enter into relationships with residents which would include being hired

privately for pay, dating or any other relationship in which there is a risk of exploitation or harm to the resident.

CONVERSATION: Seek opportunities to engage in conversation with our residents. Conversation, in the presence of residents, should always respect the confidentiality of residents and staff and may not be derogatory or negative about residents, other staff or the organization. Profanity, vulgar speech, gossip, or inappropriate humor is not acceptable in the workplace. You should not seek validation for your personal views (such as political opinions, religious beliefs or sexual orientation).

COURTESY: Courtesy toward the residents and their families, visitors, physicians, and co-workers helps create a harmonious atmosphere for the Home. All employees are expected to be courteous and polite at all times.

GIFTS & PREMIUMS: From time to time the Home or its employees are the recipients of gifts or premiums from vendors. Since the Home is the customer, it is inappropriate for employees to profit from the property of the Home. All gifts and premiums that are not used by the Home will be made available to all employees on a random basis.

HONESTY: all staff members are expected to conduct themselves with honesty. Any indication of deceit or fraudulent acts should be immediately reported to your supervisor. A deceitful or fraudulent act may be an illegal, unethical, improper, or dishonest act including, but not limited to:

- Embezzlement
- Misappropriation, misapplication, destruction, removal, or concealment of property
- Alteration or falsification of documents
- False claims by employees, vendors, or others associated with the Home
- Theft of any asset including, but not limited to, money, tangible property, or personal information of residents
- Inappropriate use of computers, including hacking and software piracy
- Bribery, rebate, or kickback
- Conflict of interest; or misrepresentation of facts

PERSONAL CONDUCT: All staff members must conduct themselves in a professional manner while on duty. Remember that residents, families, and visitors to the Home judge the quality of the Home by the total demeanor of the staff that works here.

PERSONAL RELATIONSHIPS: Washington Odd Fellows Home recognizes that employment of spouses and other relatives may occur. The Home retains the right to:

1. Refuse to place one spouse or relative under the direct supervision of the other spouse or relative where the potential exists for creating an adverse effect on supervision, safety, security, or morale;
2. Refuse to place both spouses or relatives in the same department or division where the potential exists to create an adverse effect on supervision, safety, security, morale, or involves a potential conflict of interest or creates the reality or appearance of improper influence or favor. When

marriage of employees creates a situation as described above, a change in employee placement is required consistent with this policy.

Relatives other than spouses of Odd Fellows employees may be hired or transferred except where either would:

1. Have authority or practical power to supervise, appoint, remove, or discipline the other;
2. Audit the other's work;
3. Participate significantly in hiring or internal promotion;
4. Be placed in circumstances where the relationship would lead to actual or potential conflict of interest;
5. Create the reality or appearance of improper influence or favor.

The following is expected of all employees:

- Maintain a standard work relationship of respect for all co-workers and residents.
- Ensure there is no adverse effect on the working relationships of each other, and all other employees of the Home.
- Focus upon work responsibilities during work time, and use break times to socialize.
- Respect the business decisions of all departments and their directors and supervisors.
- Maintain confidentiality of information.

PRIDE: All staff members should help maintain the facility in which we work. Any signs of abuse, misuse, or defacing the facility should be immediately reported to supervisor. All employees are empowered to complete maintenance work orders for the repair of broken or damaged equipment.

SAFETY: The confused elderly residents need to be respected as if they were your bankers, but protected as if they were your toddlers, so if you wouldn't give your **sharp items, power tools, chemicals, and other hazardous materials** to your toddler for toys to use unattended DO NOT leave these items unattended around confused residents. This means:

- No unattended sharp items.
- No unattended chemical items (most labels say "Keep Out of the Reach of Children").
- No unattended power cords, lights or other things to trip over.
- No unattended tools.

**“Attended” means you are right with an item and can see if an elderly person picks it up to use it in an unsafe way. “Unattended” means your back is to the item or you are out of the area doing work or taking a break and you CAN NOT see if someone picks up the item to use it unsafely.**

SURPLUS ITEMS: From time to time, the Home disposes of surplus items. This will be done in a fair and equitable manner. At its discretion, the Home may make items available to all staff through a basement sale, lottery, or other means. The Home may also choose to dispose of the items through other public sales such as consignment or advertising. In any event, preferential treatment will not be given to any employee, group of employees, or department. The funds earned from such sales will go to the benefit of the Endowment Fund.

## **EVALUATION**

The Odd Fellows Home utilizes a standard form to document the appraisal of employee job performance. The evaluation is based on core competencies that include Essential Job Functions, Resident Relations, Adaptability & Flexibility, Reliability & Initiative, Organization, Communication & Teamwork, Attendance & Punctuality, and Professionalism. The evaluation is intended to recognize and encourage 1) accomplishments; 2) even higher levels of performance or to solve problems of poor performance, absenteeism or misconduct; and 3) future actions to grow professionally.

Each staff member normally receives an evaluation of performance at the end of his introductory period. Each employee is required to sign the evaluation to indicate that they have seen the evaluation. Signature of the record does not necessarily mean agreement with the evaluation, and the employee will be given the opportunity to respond to or amend the evaluation.

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

Eligible employees who qualify under this state and federal leave act will receive up to 12 weeks time off during the 12 month period measured forward from the date the first FMLA leave begins if a qualifying event occurs. Any prior FMLA designated leave you took for any reason during the 12-month period described above will be considered part of the total 12 weeks. This leave is available if you have been employed with the Odd Fellows Home for at least 12 months, and if you worked at least 1250 hours in the past 12 months.

A qualifying event for which FMLA leave may be granted includes:

- Care for your newborn, adopted, or foster child, or placement in your home of a child for adoption or foster care;
- Care for your child, spouse, state registered domestic partner, or parent or person who stood in place of your parent when you were a child, if a “serious health condition” requires either inpatient care or continuing treatment by a health care provider, and you need to provide physical or psychological care. The child must be your biological, adopted, foster, stepchild, legal ward, or “child” if you stand in place of the parent, providing the child is less than 18 years of age, or older and incapable of self-care due to a mental or physical disability;
- Your incapacity as a result of a “serious health condition” requiring inpatient care or continuing treatment by a health care provider.
- Any qualifying exigency because your spouse, state registered domestic partner, child, or parent is on active duty (or has been notified of an impending call or order to duty) in the Armed Forces.
- Leave to care for a family member who is member of the Armed Forces and who is undergoing medical treatment or recuperating from a Serious Injury or Illness incurred while on active duty.

You may request leave either verbally or in writing. You must provide medical certification of the “serious health condition” and you must provide at least 30 day notice when this leave is “foreseeable”. You must first use your accrued paid vacation and sick time before unpaid FMLA leave.

Both paid leave and unpaid leave will be considered part of the total allowable 12 weeks. Additional leave beyond 12 weeks may be available under certain circumstances as required by state law if you are a female employee on maternity leave who is eligible for FMLA.

You will be allowed to take leave on a part-time or intermittent basis, except in the case of birth, adoption or foster care.

You will continue to be covered under all insured benefit plans while you are on FMLA for a maximum of twelve (12) weeks. You will be expected to continue to contribute your portion as you did while you were on regular status. If you do not return to work from FMLA leave, you will be required to reimburse the company for the insurance premiums we paid on your behalf during unpaid FMLA leave.

Upon return from FMLA leave, you must provide a medical release from your health care provider if FMLA leave was for your own health care needs. You will be placed in the same or an equivalent job with the same pay, benefits, seniority, and other terms and conditions of employment. For further information on FMLA leave, contact the Human Resources Office.

## **FIRE SAFETY**

The Home has an organized program for reporting, evacuating, or securing the residents of the Home in the event of fire. It is the responsibility of each staff member to know where and how to report a fire. There are regularly scheduled fire drills on each shift. Each staff member is expected to take active part in the fire drills and to know the location of alarm boxes and extinguishers. Each staff member must familiarize themselves with the location of all fire exits in their work areas.

## **FUNERAL LEAVE**

Employees who work in excess of 1716 hours per year are entitled to two days paid funeral leave when a death occurs in the immediate family. Part-time employees (1715 – 980 hours/year) are entitled to a prorated funeral benefit. It is intended that funeral leave be used for funeral attendance and related responsibilities only. To qualify for such leave, the staff member must have successfully completed the introductory period. Immediate family is defined as spouse, state registered domestic partner, child, stepchild, grandchild, stepparent, parent, sibling, grandparent, or parent-in-law. Funeral leave for part-time employees is prorated according to same percentages as those for vacation benefits for part-time staff. If funeral leave is not necessary during a particular year, the employee does not accrue vacation time or salary in lieu thereof.

## **GIFTS**

The exchange of gifts, tips, or gratuities is strictly forbidden to ensure quality, to protect residents from unnecessary expenses, and to keep the services provided from being distracted by favoritism. Employees are not to accept or give any gift, tip, or gratuity from any resident, as this may be

considered financial exploitation of a vulnerable adult and is grounds for immediate termination and possible legal action.

If you are presented with a gift or tip, the Human Resources Office can assist you in politely returning it.

## **GRIEVANCE PROCEDURE**

Most problems encountered by employees can, and should, be worked out by discussing the matter with the department manager. An employee can informally discuss a matter with an administrator; however, such a discussion is to be known beforehand by the department manager.

The following procedure sets forth the way of dealing with an employee's dissatisfaction with an employment issue. For the purposes of this grievance procedure, all days made reference to are Monday, Tuesday, Wednesday, Thursday or Friday. And those days only will be known as workdays. For example, if an occurrence that led to a grievance happened on a Saturday, and the policy states that the occurrence will be discussed with the department manager within three days, the matter will be discussed on a Monday, Tuesday or Wednesday.

### Step 1:

Grievances must first be discussed with the department manager within three working days of the occurrence. Most grievances can be resolved in Step 1, between the employee and their department manager through open and honest communication and a willingness to work as a team.

### Step 2:

If the grievance was not settled in Step 1, and the employee wishes to pursue it, then the employee must file a written grievance within seven working days of the Step 1 conference. The Human Resource Director will schedule a hearing within seven working days after receipt of the written grievance from the employee. The employee may be represented by legal counsel at his or her expense. The Human Resource Director will issue a written decision within five working days after the meeting.

### Step 3:

After receiving the written decision in accordance with Step 2, a further written appeal may be made to the Administrator if the employee continues to feel aggrieved. Such written appeal must be presented to the Administrator within five working days after the date of the written decision in Step 2. The Administrator, after reviewing the case, may rule that Step 2 is binding, or may call for a further hearing. The employee may be represented by legal counsel at his or her own expense. If a further hearing is called for, the Administrator will schedule a hearing within five working days of the receipt of the written request initiating Step 3. A written decision by the Administrator will be given within five working days after the hearing,

or within five working days of the review without a hearing. The Administrator's decision will be final and binding, with the only exception being Step 4 below.

#### Step 4:

Staff members may petition the Board of Directors for a hearing if and only if (1) the internal grievance procedure has been exhausted *and* (2) the employee alleges that Board policy has been violated.

## **HEALTH**

Each employee must receive a Mantoux tuberculin skin test on employment at the Home, or show proof of negative Mantoux upon hire and annually thereafter. Employees who react positively to the Mantoux must receive a chest x-ray. All dietary staff must have a health card within 14 days of employment.

Employees with a communicable illness are not to have contact with residents or their food if direct contact will transmit the disease. Employees must notify supervisor of any infection or skin lesions. Employees with infected (red and hot, or purulent) skin lesions are not to be on duty. Employees must cover any area of open skin and employee will be informed of risk factors related to working with an open skin lesion (chemical and infectious hazards). Chronic skin conditions may need to be seen by the physician to determine status and make recommendations.

### Influenza Vaccination

It is the goal of the Odd Fellows Home to keep seasonal influenza out of the facility to the best of our ability. We require all employees to be vaccinated for the flu. Flu shots are available annually at no charge to all employees of the Home.

We all make choices and the Washington Odd Fellows Home respects the choice that some employees may choose to not get vaccinated for the flu. As a compromise for the choice to not be vaccinated, these employees will be **required to wear a mask** so that we can continue to protect our residents from this deadly disease. Any employee who has not been vaccinated for the flu will be **required to wear a mask for the duration of the flu season**, which is generally from November until the end of March. In addition, refusal to get a flu shot, for whatever reason may disqualify an employee from any year end benefits.

## **HEALTH INSURANCE**

Full time employees are eligible for our health insurance plan after successfully completing the introductory period. These employees can enroll on the first of the following month after their three-month eligibility date, not to exceed 90 days. The Home pays a significant portion of the employee's monthly premium. Insurance is available for the spouse, state registered domestic partner, and children of full time employees; however, the employee must pay the additional premium. Continuing health insurance coverage is available for employees or their dependents who lose their

health coverage because of a reduction in hours or are terminated. This continued coverage is under COBRA and the COBRA Administrator will notify eligible employees of their rights and responsibilities. Dental insurance, vision insurance, and supplemental AFLAC policies are available to all eligible employees at their own expense.

## **HOLIDAYS**

The Odd Fellows Home recognizes eight employee paid holidays during each calendar year. They are as follows:

New Year's Day	Thanksgiving Day	Labor Day
Memorial Day	Christmas Day	Independence Day
2 Personal Holidays		

A personal holiday is a day off with pay that may be taken at any time after successful completion of the introductory period. This holiday must always be taken prior to your Anniversary date. Actual holiday for night shift staff is considered to be the shift that begins at 10:30 p.m. on the holiday (i.e., shift beginning 10:30 p.m. on January 1, July 4, December 25, etc.).

## **HOLIDAY PAY**

Holiday pay is automatically paid on the holiday for eligible employees. Holiday pay is prorated for eligible part-time employees. Holidays are not paid during the employee introductory period. If an employee is off work and is receiving Sick Pay when a holiday falls, the employee will receive holiday pay for the day. The day off will not be deducted from accrued Sick Leave.

## **INJURIES**

Each employee must report immediately to his supervisor when any resident or employee is injured. A *Supervisor's Report of Injury* must be filed for each accident and that report should be completed on the same shift the accident occurred. Any employee who has been injured on the job will be subject to a drug test. The employer has the right to require examination by a physician of any employee who has been injured on the job before allowing said employee to return to work.

If you are off work and receiving time loss payments, you will not receive payroll benefits such as holidays, funeral, retirement, insurance, or sick leave pay. Time loss benefits and sick leave are not available concurrently.

## **JURY DUTY**

Employees are paid full salary while serving on jury duty. Reimbursement for serving is to be given to the Home by the employee.

## **KEY & LOCK CONTROL**

Keys to the facility have a value beyond the cost of cutting a new key. The key may unlock a door that protects narcotics. The key may unlock a door that protects resident valuables. The key may unlock a door that secures employee personnel records. All employees who are issued a key must sign for the key. If keys are taken off the premises, the employee assumes responsibility for its use or misuse 24 hours a day. Otherwise, employees are responsible for its use or misuse during their shift until the key is returned to its proper storage area. Any misuse or abuse of a key will result in disciplinary action, including termination. Employees who are assigned a key must agree to the following:

- To report the loss or theft of the key immediately.
- To be responsible for any replacement cost or rekeying expense.
- To not duplicate the key without authorization.
- To not loan the key to any other person.
- To resecure any lock the key operates.
- To return the key at the time of termination of my employment.

## **LEAVE OF ABSENCE**

A leave of absence is a pre-arranged and definite period in which the employee may be absent from work without pay; however, the employee will not suffer a break in continued service. Leaves of absence are generally granted for some personal purpose such as education, illness, military service, or parenting leave upon the birth of a baby. Leave of absence is accorded at the discretion of the administrator. Leaves of absence are not to exceed 90 days. During leave of absence, the employee will not accrue benefits; however benefits already earned will be retained.

The Home will not hold a position open for the employee on L.O.A. The Home will attempt to assign the returning employee to a similar shift, department, and wage in the event his original position is not open. The position offered will be the best suited to the needs of the Home and the education, training, or capability of the employee.

Request for leave of absence must be made in writing and submitted to the supervisor at least 30 days prior to L.O.A. Leave of absences are not granted when unused vacation and/or sick time (if medical leave) exists for the employee. Leaves of absence for anything other than illness, military service, or parenting leave upon the birth of a baby normally are not granted during June, July, August, or December. Failure to return from L.O.A. on the specified date will be considered job abandonment/voluntary quit and will result in immediate termination of employment.

## **LICENSURE**

All employees who are professionally licensed to practice in the State of Washington (RN, LPN, NAC, etc.) are required to present a copy of the current license with the Human Resource Office upon employment and regularly thereafter on or before the renewal date. Failure to maintain current license, or an active OBRA registry, is cause for automatic suspension until the license is received.

## **MARIJUANA**

Marijuana for recreational use is legal in Washington on December 6, 2012, but the new state law gives no protection from our workplace drug policies. **Show up with marijuana in your system and it will cost you your job.**

Marijuana remains illegal under **federal law** today as it was before the election. The Odd Fellows Home is a “zero-tolerance” employer and continues to ban *any detectable amount of drugs that are illegal under federal, state, or local law.*

## **MEAL BREAK**

Each staff member working 5 or more hours is provided an unpaid 30-minute break, which is to be taken in the designated break room. Employees may not substitute omission of lunch break for leaving work 30 minutes early. If an employee wishes to leave the premises during the meal break, they are required to punch “OUT” on the time clock. Upon your return from lunch, punch “IN” on the time clock. Visitors of employees are not permitted in the break areas. Employees may, however, invite guests to The Well.

## **MODIFIED DUTY**

The Home has developed a modified duty program for employees who are temporarily unable to perform their regular duties due to an on-the job injury. Modified duty positions are **temporary**, will be available for up to twelve (12) weeks in duration, and are paid at a 5% reduction in hourly wage.

## **ORIENTATION**

Each new employee of the Odd Fellows Home will receive proper orientation to the position for which the person is hired. The orientation period may vary according to the department and according to the background and experience of the employee. The purpose of the orientation is to make each new employee feel welcome to the facility and to familiarize them with the policies and procedures of the Home.

## **OVERTIME**

AUTHORIZED: Authorized hours of work are the budgeted and allocated hours for each staff position.

STANDARD WORK HOURS: The standard workday is normally considered 8 paid hours within an 8 1/2 hour period.

OVERTIME: Overtime is normally considered work in excess of 80 hours in any pay period or 8 hours in a 24 hour period from midnight to midnight. If an employee works consecutive shifts they will be

paid the overtime rate for anything over 8 hours. Compensatory time is not allowed for regular staff. Overtime is not paid to Department Managers.

FLEXIBLE WORK HOURS: A flexible workweek has been approved for certain employees of the Odd Fellows Home. Under this system, an employee may work up to 40 hours a week before overtime occurs, as long as core hours or days are worked in agreement with the supervisor.

By signing for this Employee handbook the employee agrees and understands that the Washington Odd Fellows Home utilizes the 8/80 test in determining overtime. Overtime is normally considered work in excess of 80 hours in any pay period or 8 hours in a day. Further, the employee expressly agrees that any overtime will be calculated using this method unless my department manager or immediate supervisor has approved a flexible workweek.

## **PARKING**

Employees of the Home are required to park their vehicles in designated locations. The Washington Odd Fellows Home provides parking space at no cost to employees, provided three simple rules are followed:

1. Employee vehicles, parked at the Odd Fellows Home, must be registered with the Human Resources Office.
2. All employees must display a parking permit, provided free of charge, on their vehicle's windshield (lower left corner). If you drive more than one vehicle to work, please obtain additional parking permits from the Human Resources Office.
3. All employees may park in any parking space designated by yellow striping. All other parking spaces are strictly reserved for residents, their guests, and other visitors.

The first infraction of these rules will result in a warning. The second infraction will result in a \$10 fine. The third infraction will result in a \$25 fine and expulsion from the Home's parking lot.

## **PAY ADVANCES**

Staff are limited to one personal salary advance per calendar year to cover an emergency. Employees are eligible for an advance of all hours worked as of the date of the request. The amount of the advance will be deducted in full from the next regular paycheck received. Forms are available from the Human Resources Office and the advance must be approved both by the department manager and the Administrator.

## **PAY PERIODS & PAYCHECKS**

The Home pay periods are two weeks in length. Pay periods begin with the day shift on Sunday and extend through the completion of the night shift on Saturday two weeks from the start of the pay period.

We offer a direct deposit program for those employees who choose to have their checks electronically deposited into their bank account. For those employees who opt not to have Direct Deposit of their paychecks, earnings are deposited into a reloadable pay card, which can be used as a debit card for purchases or at an ATM or bank for withdrawals. Employees may sign up for either program in the Payroll Office.

All inquiries about paychecks should be taken to the Human Resources Office.

## **POLITICAL CAMPAIGNING**

Because it can be disruptive to the workplace and can jeopardize the tax-exempt status of the Home, political signs, buttons, clothing and other campaigning activities are not allowed on the Odd Fellows Home campus.

## **POOLED SICK LEAVE**

In order to assist those employees who are faced with a serious and prolonged illness and who have exhausted their sick leave and vacation benefits, the Home will administer a pool of donated hours from which an eligible employee may draw. Employees may contribute vacation, sick leave and personal holiday hours. To learn more about this program please stop by the Human Resources Office.

## **PROMOTION AND TRANSFER**

Employees of the Home are normally given first consideration when a position of higher responsibility opens, or a position on a more desirable shift. Promotions or transfers will be based on ability and qualifications. It is the responsibility of each employee who desires a promotion or transfer to make their request known to their immediate supervisor.

## **QUALITY ASSURANCE**

The Washington Odd Fellows Home maintains a multi-faceted quality assurance program. All staff members and a variety of committees support the Home's quality improvement efforts. The QA program includes input from:

1. All employees
2. Department Managers & Supervisors
3. Stand-Up Committee
4. Care Conference Committees
5. Safety Committee
6. Team & Shift Reports
7. General Employee Meetings
8. Suggestion Boxes

## 9. QA Rounds

Administration, staff development coordinator, and all department managers and supervisors maintain open door policies. If you have any quality concerns or suggestions for improvement, please make your voice heard to the Quality Assurance Committee through any of the routes listed above.

### **REPORTING RESIDENT ABUSE**

The Washington Odd Fellows Home will investigate all occurrences of suspected resident abuse and does not tolerate any form of abuse, neglect, or exploitation.

**Knowledge of any reasonable suspicion of a crime against a resident must be reported to your supervisor, Administrator, DSHS (1-800-562-6078), or any other appropriate reporting agency (911) immediately. Every employee of the Odd Fellows Home is a mandated reporter of crimes against residents.**

All employees receive training on prevention, identification and reporting of suspected abuse, neglect and exploitation. Staff also receives training on what constitutes abuse, neglect and misappropriation of property, and, training regarding techniques to employ in the face of combative or other difficult situations.

By signing for this Employee Handbook, the employee agrees and understands the importance of preventing resident abuse and agrees to participate in the Washington Odd Fellows Home's abuse prevention program.

### **RESIGNATION**

When an employee decides to voluntarily terminate his employment at the Home he should submit a written notice to his Department Manager. Proper notice is defined as follows:

Hourly Wage Employees	14 days
Key Management Positions	30 days
Salaried Employees	30 days

For notice requirements, key management positions are defined in the job description. The final paycheck will be processed with the next regular pay cycle. No accrued benefits are paid if proper notice is not given. Please keep the Human Resources office informed of any change in address so the W-2 may be mailed to you at the end of the tax year. Vacation may not be taken in lieu of notice. When a person is rehired, they typically start at the beginning of the pay scale.

## **REST BREAKS**

Two 15-minute breaks are provided in each standard workday. Rest periods may be scheduled or may be taken on an intermittent or “mini” break basis. Intermittent includes situations such as: You have a personal phone call(s), eat a snack, have personal conversations with others, or just don’t have anything to do for a few minutes here and there throughout the 4-hour working period. If the “intermittent” breaks total 15 minutes in the 4-hour working period, that is the same as having a scheduled rest break. You are not entitled to both a scheduled and intermittent break, but should have one or the other. Omission of a rest period is not cause to leave work early. If an employee wishes to leave the premises during the rest break for a walk, they must first obtain permission from their supervisor. The 15-minute rest break includes the time spent traveling to and from the break area. In any event, rest breaks must be coordinated according to the needs and policies of your department (i.e. all employees cannot take their breaks simultaneously, thus leaving residents unattended).

## **RETIREMENT PLAN**

The Home has a 401(k) plan for any employee who works more than 1000 hours per year and meets the eligibility requirements. The Home may make a discretionary matching contribution. Employee contributions to the plan are exempt from federal taxation. Employees have the ability to direct how the funds in their account are to be invested. It is the employee’s responsibility to determine the amount of contribution to the plan. Detailed Plan Documents are available in the Accounting Office.

## **SAFETY**

The Home Safety Committee meets once a month to review all matters pertaining to resident, employee or visitors safety. Each employee is expected to perform his work in a safe manner and to report immediately to his supervisor when any hazard is known to him. All employees are empowered to complete maintenance work orders for the repair of broken or damaged equipment.

## **SALARIES AND WAGES**

The Odd Fellows Home intends to establish current compensation and benefits that are viewed as favorable compared with the geographic or professional market value for the skills employed and it intends to comply with the wage requirements of the Fair Labor Standards Act. The Home maintains a standard wage schedule, outlining typical wage scales for employees at hire, completion of introductory period, 1 year, 2 years, 4 years, and 6 years of service. Wage increases, when given, are based on satisfactory performance evaluations.

## **SCHEDULES**

Employee work schedules are posted in individual departments or are available online. Work schedules are the responsibility of the department manager and can only be changed by authorized

employees. Any employee who changes a work schedule when not authorized to do so will receive disciplinary action.

## **SEXUAL & WORKPLACE HARASSMENT**

The Washington Odd Fellows Home is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, we will not tolerate harassment of any kind to our employees by supervisors, co-workers, vendors, clients, or residents of the Washington Odd Fellows Home. All employees are responsible for helping to assure that we avoid harassment. If you feel that you have experienced or witnessed harassment, you are to notify the Home according to the current policy. Incidents of sexual or other illegal workplace harassment may be reported without fear of retaliation.

## **SICK LEAVE**

Sick Leave begins accumulating at the rate of approximately four hours per month (48 hours per year) for the full-time employee and begins at the time of hire, or at the time of attaining full-time status. Accumulated Sick Leave is limited to a maximum of 20 days (160 hours). Part-time employees do not accrue any Sick Leave benefits, but retain any Sick Leave previously accumulated.

Sick Leave may be used to care for a child (under 18 years of age) with a “health condition” requiring treatment or supervision. In addition, sick leave may be used to care for a spouse, state registered domestic partner, parent, parent-in-law, or grandparent with a “serious health condition” or “emergency condition.” Sick Leave will not be paid for preventive care or annual physicals. Sick Leave will not be paid for an episode that is covered by Labor & Industries. Except for maternity leave, Sick Leave is not paid until satisfactory completion of the introductory period. The Home reserves the right to require a physician's certification of illness or fitness to return to work before Sick Leave is paid. Sick leave will only be paid for scheduled shifts. Extra shifts requested by an employee are not eligible for sick leave. Sick Leave is an employee benefit and abuse of such will be dealt with administratively.

Maternity leave will be granted during the actual period of disability. This is the period during which the employee cannot return to work under doctor's orders. Following this period of time, the Home will offer a similar position of at least the same pay to the returning employee. If the employee chooses not to return to work immediately upon the end of the period of actual disability, or chooses to take additional leave, normal leave procedures will apply.

## **SMOKING**

Employees may smoke during their designated break time only in the Mill Creek Gazebo. This policy also applies to the use of e-cigarettes.

## **SOCIAL NETWORKING**

Facebook and other social networking applications have really driven home the real intent of HIPAA: privacy. Everything said on Facebook is available to the general public through “friends” and “friends of friends”. Our Personnel Policies state that we have “... a moral, ethical, and legal obligation to keep in strict confidence all information relevant to each resident and employee”. You cannot post anything on Facebook about your work with residents. Every day, things happen at work that are “funny” or “cute”. Posting information like that is not only disrespectful, it is simply illegal.

Facebook and other social networking applications are extremely popular and provide us with a great way to keep in touch with friends and allow us to make new friends. However employees must use discretion when sharing information. Employees are expected to refrain from talking about residents or placing the Odd Fellows Home in a negative light in any public forum.

## **SOLICITATION POLICY**

The Washington Odd Fellows Home has several policies concerning soliciting and distribution of literature and other materials on its premises.

- A. The Odd Fellows Home does not permit any non-employee to come upon its premises for the purpose of any form of solicitation or distribution of literature. This rule is specifically designed to restrain any third parties and strangers from soliciting or handing out materials. Supervisors and administrative personnel have been instructed to keep such activities from occurring on our premises. If you observe any non-employee soliciting or distributing anything on the Home’s premises, inform your supervisor immediately.
- B. The following policies apply to employee distributions and solicitations:
  - 1. The solicitation by an employee of another employee for the support of any organization is prohibited during the working time of either employee.
  - 2. The distribution of advertising materials, handbills or other literature is prohibited in all working areas at all times.
  - 3. E-mail, facsimile machines and voice mail may not be used to advertise or solicit employees. Similarly, non-employees may not come on the Home’s property at any time to solicit for any cause or distribute material or literature of any kind for any purpose.

## **SWIMMING POOL**

The Home has a swimming pool and hot tub that are available for employee use. The pool is open from 8:00 am until 10:00 pm. Pool rules are posted in the pool area. Posted rules, as well as the following rules must be complied with:

1. Employees can have one adult guest over the age of 18. Children of employees or their guests are not allowed in the pool or the pool area at any time. No one under the age of 18 is allowed in the pool or the pool area.
2. Public displays of affection or sexual contact will not be tolerated.
3. Employees must advise the office prior to using the pool. Employees will be issued a key that will open the exterior pool door. Proper cover-up clothing must be worn over bathing suits in public areas. There are locker rooms in the pool area for changing and for showering. Employees must put the key in the drop at the swimming pool, or return the key to the office after swimming.
4. Employees should remain in the pool and locker area and not wander through the resident areas.
5. Please refrain from using the pool during times that residents are having functions.

The continued availability of the pool will depend on the cooperation and conduct of every employee using it.

## **TARDINESS**

Excessive tardiness will result in disciplinary action including termination.

## **TELEPHONE CALLS**

Personal telephone calls made by the employee are to be placed while the employee is on coffee or lunch break and by using the courtesy phone or the phone in the Break Room. Business telephones must be available for physicians and business calls. Personal calls are not to be made or received by an employee while on duty.

## **TIME CLOCKS**

It is the responsibility of each employee to be certain all hours are recorded by the time clock. Employees are to punch in and out each shift, and each time an employee leaves the Home during work hours he or she must punch in and out.

Employees who choose to leave the campus for lunch are required to punch "OUT" on the time clock. Upon your return from lunch, punch "IN" on the time clock. Misuse of the time clock or falsified entries, constitutes grounds for formal discipline.

## **VACATION**

Vacation accrual occurs each pay period. Your pay statement and Lumina show all the vacation you have in your account. After successful completion of the introductory period, you are eligible to take vacation. Vacations will be granted at the discretion of the department manager and must be made in writing to your supervisor at least 30 days prior to beginning of vacation. Vacation pay will be paid

in the pay period in which the vacation falls. Sick leave benefits will not be paid during vacation. Only hours accrued may be used; "borrowing ahead" is not allowed.

Requests for vacation will be granted as staffing allows and on a "first come, first served" basis. When there is a conflict in vacation requests, the employee who has the longest length of service to the Home will be given first consideration on a rotating basis. Vacation benefits are paid according to the following schedule:

After 1 year of employment	1 week of vacation
2-4 years of employment	2 weeks of vacation
5-9 years of employment	3 weeks of vacation
10 years & longer	4 weeks of vacation

Employees are entitled to payment in lieu of vacation on a limited basis. Employees must maintain a minimum balance of 40 hours to be eligible to cash out accrued vacation time, and the cash-out cannot cause the accrued balance to fall below 40 hours. In addition, vacation time may be cashed out in increments of 8 hours or more and will be paid on the next regularly scheduled payday after the request has been made.

#### **VEHICLE LIABILITY**

Home's vehicles are to be used for transporting residents or for conducting business during work hours. Use of anything other than Home vehicles must be in accordance with current policy.

#### **VISITORS**

Visitors of employees are not allowed during the hours of work. Employees may, however, invite guests to The Well during break or meal times.

#### **VOLUNTEERS**

Volunteers may be scheduled to provide some services to the residents. Such volunteers are expected to conform to the philosophy and policies of the Home and will be oriented. All volunteers will be required to successfully complete a criminal history background check.

#### **WILLS AND LEGAL DOCUMENTS**

Employees are not to witness wills, advance directives, or other legal documents. When a Notary Public is needed, call the accounting office. In order to accommodate residents and their families in completing certain legal forms, social services staff and admissions staff are permitted to witness POA and Advance Directive forms.

## **WORKPLACE VIOLENCE**

The Washington Odd Fellows Home is fully committed to doing everything possible to prevent all forms of workplace violence. This facility has a “zero tolerance” standard for workplace violence. The Home forbids any kind of conduct that could lead to workplace violence, including the banning of all weapons, and harassment of any kind.