
EMPLOYEE HANDBOOK



Revised January 1, 2022

This Employee Handbook summarizes the practices and policies of the eliseo and does not represent an express or implied employment contract of any kind. Employment at eliseo is at-will. We reserve the right to make changes at any time without prior notice.

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WELCOME TO THE TEAM

On behalf of your colleagues, I welcome you to **eliseo** and wish you every success here.

eliseo, organized in 1938 to provide retirement housing and nursing home services for the elderly, is sponsored by the Lutheran congregations of Pierce County. On any given day, we serve approximately 400 individuals. This is accomplished through a variety of programs and services that involve approximately 300 employees, each of whom are special in their own right.

All of our residents depend on you. They lean on you for their physical and emotional well-being, for someone to talk to, and for your smile. You become an important part of their world. You can be proud of what you do. At **eliseo**, we are very much aware that any success we may achieve as an organization depends on our ability to attract and retain competent and caring employees. We have made a commitment to our employees to create and maintain a working environment that makes this vision a reality.

Like any team, our success depends on every team member doing her or his best. We believe that we all have to work together to meet the needs of our residents, their families, supporting professionals, and our coworkers. Even those of us who don't provide direct services to our residents have important roles to play if the team is to succeed. **Every employee is important!**

The purpose of this Employee Handbook is to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. You should familiarize yourself with the contents of the Employee Handbook as soon as possible, for it will answer many questions about employment with **eliseo**.

You've been offered a position at **eliseo** because there is something unique and special about you. We appreciate the fact that you could have found employment elsewhere, but you chose to come here to work. We are grateful for your desire to serve along with us and pledge to do our best to make your experience here meaningful and rewarding.

I hope that you will feel free to ask questions and contribute ideas as to how we can all do a better job of providing the best possible service to our residents. I look forward to working with you and hope you enjoy being part of the **eliseo** family. Again, welcome!

Sincerely,

R. Kevin McFeely

President/CEO

Our Mission

Engaging lives through active living, compassion and dignity.

Our Vision

We strive to advance and enrich the lives of our residents, continuously adapting to a changing world while cultivating a community founded on the principles of selfless service.

Our Core Values

The principles we use as the compass for our actions.

Our service is also our calling.

When we enhance the lives of others, we become closer to the person we were created to be.

Our diversity is our strength.

When we actively engage with all people, we become a more powerful community.

Our fulfillment is found in their fulfillment.

When we anticipate opportunities to positively impact the lives of our residents, we become a more proactive, progressive, pro-resident community.

Our Culture

eliseo has a strong tradition of being responsive to people's needs and expectations. Our history reflects consistent growth in our services and in the number of people we serve. This would not be the case unless we were providing services that were needed by our customers and delivered in a quality manner.

Our residents are the focus of everything we do, the sole reason for our existence as an organization. As we direct our efforts to help people improve the quality of their lives, we must be attuned to the needs and expectations they bring us. Everything we do, from management and supervision to direct services and support, is defined in relation to its impact on the people who come to us for help.

About Your Handbook

This **Employee Handbook** is offered to help acquaint you with the general policies and procedures of **eliseo** as they relate to our employees. Along with your orientation, it should answer many of your questions about what you may expect from the organization and what we expect from you.

This Employee Handbook has been arranged to serve as a quick reference for you at any time, however, it is recommended you read it completely as you begin your employment, so you feel at home with **eliseo** practices right from the start.

You need to understand that this Employee Handbook is not an employment contract. Your employment with eliseo is at-will, meaning both you and eliseo have the right to terminate employment without cause or notice at any time for any circumstance, and for any reason or no reason.

We are a diverse and dynamic organization that must respond to the changing needs of those we serve. **eliseo has the right to change these policies at any time, with or without prior notice.** What someone may tell you does not modify the written contents of this Employee Handbook. The at-will nature of your employment with **eliseo** can only be changed by written agreement signed by both you and the President/CEO. It will be necessary for **eliseo** to interpret and apply the Employee Handbook to changing circumstances and to countless individual situations. Because the organization reserves the right to interpret this Employee Handbook, how the Employee Handbook may have been applied to others will not and cannot be considered a binding precedent. **eliseo** reserves the right to amend or withdraw policies in this Handbook at any time with or without advanced notice.

If you have questions concerning the contents of this guide, ask your supervisor, Department Director or the Employee Relations Department. You will find that we are a friendly and caring group of people and we will try to help you feel welcome, comfortable and successful.

EMPLOYMENT

Employee Relations

We believe that the work conditions, wages, and benefits we offer to our employees are competitive with those offered by other employers in this area and in this industry. If you have concerns about work conditions or compensation, you are strongly encouraged to voice these concerns openly and directly to your supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that we demonstrate our commitment to you by responding effectively to your concerns.

SUPERVISORS & MANAGERS COMMITMENT

I promise the members of my team:

- **To set the right example** for them by my own actions in all things.
- **To be consistent in my temperament** so that they know how to read me and what to expect from me.
- **To be fair, impartial and consistent** in matters relating to work rules, discipline and rewards.
- **To show sincere, personal interest** in them as individuals while maintaining appropriate professional boundaries and without becoming overly “familiar.”
- **To seek their counsel** on matters that affect their jobs, and to be guided as much as possible by their judgment.
- **To make sure they always know in advance what I expect from them** in the way of conduct and performance on the job.
- **To be appreciative of their efforts** and generous in praise of their accomplishments.
- **To use opportunities to teach them** how to do their jobs better, and how to help themselves advance in skill level and responsibility.
- **To show them that I can “do” as well as “manage”** by pitching in to work beside them when my help is needed.

- **To focus my efforts on accomplishing the mission of eliseo** and encourage them to do likewise.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at **eliseo** will be based on merit, qualifications, and abilities. We do not discriminate in employment opportunities or practices on the basis of or perception of race; age; religion; color; creed; sex; pregnancy; sexual orientation; gender expression and gender identity; national origin; citizenship or immigration status; the presence of any physical, sensory or mental disability or the use of a trained guide dog or service animal; marital status; military or veteran status; ancestry; genetic information; or status in other legally protected groups. Race includes traits historically associated or perceived to be associated with race including but not limited to, hair texture and protective styles, including afros, braids, locks, and twists. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

We will make reasonable accommodations for qualified individuals with known disabilities as required by applicable law unless doing so would result in an undue hardship. For more information, see **eliseo's** Disability Accommodation policy in this Employee Handbook.

Any employees with questions or concerns about any type of discrimination in the workplace are required to bring these issues to the attention of their immediate supervisor or the [Employee Relations Department](#). Employees can raise concerns and make reports without fear of unlawful reprisal retaliation. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including immediate termination of employment.

Hiring of Relatives

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships. Relatives of persons currently employed by **eliseo** may be hired only if they will not be working directly for or supervising a relative as determined by **eliseo** in its sole discretion. Current employees cannot be transferred into such a reporting relationship.

If the relative relationship is established after employment, the individuals concerned will decide who is to be transferred, unless business necessity requires **eliseo** to make the decision. If employees have not decided within 30 calendar days of the establishment of the relationship or the discovery of the relationship, **eliseo** will decide. In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment.

Employees are responsible for alerting **eliseo** to potential situations covered by the policy. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Immigration Law Compliance

We are committed to employing only United States citizens and aliens who are authorized to work in the United States. We do not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new, rehired, or reinstated employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Original documents must be presented for inspection within 72 hours of beginning employment.

Employees with questions or seeking additional information about immigration law issues are encouraged to contact the Employee Relations Dept. Employees may raise questions or complaints about immigration law compliance without fear of unlawful reprisal.

Your Introductory Employment Period

The *Introductory Period* is intended to give you the opportunity to demonstrate your ability to achieve a satisfactory level of performance and to determine whether your new position meets your expectations. We use this period to evaluate your capabilities, work habits, and overall performance.

Either *eliseo* or you may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence, as allowed by applicable law, to ensure we have adequate time to evaluate your performance. If we determine that the designated introductory period does not allow sufficient time to thoroughly evaluate your performance, your introductory period may be extended for a specified period. You will be engaged in a discussion of the specific circumstances related to the extension, and receive a written summary of the related circumstances. Upon satisfactory completion of your introductory period, you will enter the appropriate "regular" employment classification. Employees who successfully complete their introductory period remain **at-will** employees, whose employment may be terminated by the employee or **eliseo** at any time with or without cause or notice.

During the Introductory Period, you are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming a *Regular* employee, you may also be eligible for other **eliseo**- provided benefits, subject to the terms and conditions of each benefits program. You should read the information for each specific benefits program for the details on eligibility requirements.

Employment Classifications

It is our intent to clarify the definitions of employment classifications so that you understand your employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both **eliseo** and you.

Each **position** is designated as either **NONEXEMPT** or **EXEMPT** from federal and state wage and hour laws. Nonexempt employees are entitled to overtime pay under the specific provisions of federal and state laws. Exempt employees are excluded from specific provisions of federal and state wage and hour laws. Your exempt or nonexempt classification may be changed only upon written notification by **eliseo** management.

In addition to the above categories, you will belong to one of the following:

REGULAR FULL-TIME employees are those who are not in a Supplementary or Introductory status and who are regularly scheduled to work 30 or more hours a week. Generally, they are eligible for our benefit package, subject to the terms, conditions, and limitations of each benefit program and as allowed by applicable law.

REGULAR PART-TIME employees are those who are not assigned to a Supplementary or Introductory status and who are regularly scheduled to work between 15 and 29 hours a week. Regular part-time employees are eligible for some benefits sponsored by **eliseo**, subject to the terms, conditions, and limitations of each benefit program and as allowed by applicable law.

INTRODUCTORY STATUS applies to all new and rehired employees whose performance is being evaluated to determine whether further employment in a specific position or with **eliseo** is appropriate. Employees who satisfactorily complete the introductory period (typically 90 calendar days) will be notified of their new employment classification.

SUPPLEMENTARY employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project (e.g., on-call, seasonal, etc.). Employment beyond any initially stated period does not in any way imply a change in employment status. Supplementary employees retain that status unless and until notified of a change in writing. While supplementary employees receive all legally mandated benefits (such as workers' compensation insurance, Social Security, and mandated paid sick leave), they are ineligible for most of other benefit programs.

STATUS CHANGES

Employees may make status changes during our benefits 'Open Enrollment' period for benefits effective July 1st each year. If an employee initiates a Status Change request, **eliseo** reserves the right to maintain that employment status for six (6) months. For example, if an employee requests to change status from Full-time to On-call, that employment status will remain On-call for six (6) months.

HOW OUR ORGANIZATION OPERATES

Employee Applications

We rely upon the accuracy of information contained in your application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in our excluding you from further consideration for employment or in termination of your employment. If information on your application has changed, please advise Employee Relations to update your information.

Employment Reference Checks

To ensure that individuals who join **eliseo** are well qualified and have a strong potential to be productive and successful, it is our policy to check employment and personal references of applicants. In addition, professional licenses will be verified, and applicants will be screened for criminal convictions, including child and adult abuse, through DSHS, DOH, and the State Patrol. We will conduct a criminal background check on you generally every two years from the anniversary of your date of hire. Reinstated and rehired employees will have a new background check completed regardless of length of time since last employed by **eliseo**.

We will respond in writing only to those reference check inquiries that are submitted in writing. Responses to such inquiries will be limited to factual information that can be substantiated by our records. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry. Under no circumstances should an employee provide another individual with references regarding current or former **eliseo** employees. If an employee receives a request for reference information, please forward it to the Employee Relations Department.

Reference checks that report an applicant is not eligible for rehire from previous employers must be reviewed by Employee Relations and approved by the President/CEO before hire.

Access to Personnel Files

eliseo maintains a personnel file for each employee. The personnel file includes such information as your job application, resume, records of training, health and safety data, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of **eliseo**, and access to the information they contain is restricted. Generally, only supervisors and management personnel of **eliseo** who have a legitimate reason to review information in a file are allowed to do so. If you wish to review your own file you should contact Employee Relations. With reasonable advance notice, you may review your personnel files and obtain copies of select documents in our offices and in the presence of an individual appointed by **eliseo** to maintain the files.

Personal Data Changes

It is your responsibility to promptly notify us of any changes in personal data. Name changes, personal mailing and email addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, change of beneficiary, military or draft status, exemptions on your W-4 tax form, educational accomplishments, status of applicable licensing and certifications, and other such status reports should be accurate and current at all times. Notify Employee Relations of all changes in your personal information. It is also your responsibility to maintain your license/certificate in good standing and ensure that we are notified as it is renewed.

Paydays

You will be paid on every other Thursday. Each paycheck will include earnings for all work performed through the previous Saturday. Paychecks are delivered via Direct Deposit to your bank account or to a Prepaid Payroll Card and you receive an email with a link to view/print your pay statement. You can also log in to ADP Portal to view/print your pay statements at any time. For instructions on accessing this feature in ADP, please contact Employee Relations. Please see Employee Relations for a printed copy of your paystub, if needed.

During transitional times or under special circumstances you may receive a paper check. Examples include New Hires, changing banks, or changing accounts. Contact Employee Relations for assistance.

In the event that a regularly scheduled payday falls on a holiday, (such as Thanksgiving) you will be paid the day before. If a regular payday falls during your vacation, and you receive a paper paycheck, it will be held until you return or mailed to a designated address at your discretion. You may designate another person to pick up your paper paycheck by providing a signed permission note naming the specific individual you authorize. They may be asked to verify their identity with proper photo ID.

Recording Work Time

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require **eliseo** to keep an accurate record of time worked in order to calculate your pay and benefits. Time worked is all the time actually spent on duty and/or on our behalf or direction.

You should accurately record the time you begin and end your work, as well as the beginning and ending time of each time you are leaving campus. You should also record the beginning and ending time of any split shift or departure from work for personal reasons.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including discharge from employment. Over-reporting and under-reporting your time are equally serious offenses that may result in disciplinary action, up to and including discharge from employment.

It is your responsibility to certify the accuracy of your time worked records. Each department will designate a supervisor to review time records before submitting for payroll processing. In addition, you should review your pay stub for accuracy of hours worked, pay, and accrual and use of paid time off. Contact your designated supervisor and/or Employee Relations for assistance with errors relating to your hours worked, pay, and accrual and use of paid time off.

Exempt employees do not record actual hours worked for overtime purposes but are expected to communicate regularly with their supervisor regarding their schedules, including days designated as PTO, sick, holiday, or adjusted work schedule.

Overtime

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work generally must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state laws. Overtime pay is based on hours actually worked. Overtime is paid to nonexempt employees who work more than 40 hours in a seven-day workweek. **eliseo's** workweek runs from Sunday to Saturday. Check with your Department Director for more specific information. Time off (including paid, unpaid, or any leave of absence) will not be considered hours actually worked when calculating overtime.

All overtime worked by nonexempt employees shall be paid. However, nonexempt employees who work overtime without receiving proper authorization from the supervisor may be subject to disciplinary action, up to and including immediate termination of employment.

Exempt employees do not receive additional pay for working beyond the normal workweek schedule. They may, with supervisor coordination, adjust their work schedule relative to job demands, as discussed further below.

Administrative Pay Corrections

We will take all reasonable steps to ensure you receive the correct amount of pay in each paycheck and that you are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, you should promptly bring the discrepancy to the attention of your Department Director so that corrections can be made as quickly as possible.

Payroll Deductions

Federal and state laws require that certain deductions be withheld from the pay of all employees. Among these are Social Security (FICA), Medicare, Federal Income Tax, and Worker's Compensation Premiums. Mandatory payroll deductions will also be made for the Washington Paid Family Leave program and any other legally required deductions. Other court ordered deductions will be made, as required. Please contact the Employee Relations Department if you have any questions or need further clarification.

eliseo offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover their cost of participation in these programs. For example:

- Medical or Dental insurance; Voluntary Life, Vision, & Disability insurance programs.
- Retirement, Flexible Spending Account (FSA), and/or other direct deposit savings.
- Meal deductions; ORCA Bus passes.
- Emergency Fund contributions and/or loan repayment.
- Charitable contributions to the **eliseo** Foundation, **eliseo** Emergency Fund, **eliseo** Scholarship Fund, etc.

Should your wages be legally garnished, your pay will be reduced as required by law according to court order.

Adjusted Work Schedules – Exempt and Nonexempt Employees

Exempt employees are paid a weekly salary rather than an hourly wage. They are hired and paid to carry defined responsibilities and not paid based on the amount of time they work. They have a typical schedule (e.g., M-F, 8:00 a.m. to 5:00 p.m.) while commonly working at times and total hours beyond the typical schedule without receiving additional compensation. They do not use the time clock or any similar system to record when they arrive or leave work, or total hours worked.

An hourly, nonexempt employee who has an Adjusted Work Schedule by their own request, that of another employee, or **eliseo**, will follow prescribed procedures for communicating changes and then simply clock in and out and be paid for time worked. The Adjusted Work Schedule is not intended to act as compensatory time off in lieu of overtime. An hourly, nonexempt employee will be paid all overtime earned as required by law.

An exempt employee who works an additional day(s) beyond the typical schedule may adjust their Work Schedule by taking off one of the typically scheduled days soon thereafter. For example: “Eddie Exempt” typically works Monday-Friday. One particular week he also works Saturday for a special event. Eddie adjusts his Work Schedule for the following week by working Tuesday-Friday. Any Adjustments must first be communicated and agreed upon with your supervisor in writing prior to doing so.

eliseo will always prefer that exempt employees make Schedule Adjustments within the same pay period. When that is not possible, Adjusted Work Schedule Days may be scheduled within a month, but not longer. It should also be noted that **eliseo** does not have a system where exempt employees may count or track hours actually worked each day and then later exchange accumulated additional hours for days off. We recognize that exempt positions often cannot be accomplished within typical schedules. Adjustments of less than one day may be arranged during discussion with the supervisor (e.g., work regular duties 8:00 a.m. to 5:00 p.m. and then work for an important meeting or special event until 9:00 p.m. Come to work at noon the following day.)

Recording AWS time in ADP Timesheets

Whenever an additional day (beyond the typical schedule) is worked by a nonexempt employee, communicate with your supervisor so they can add the day to your timesheet.

If the AWS day will be taken in the same pay period, the supervisor should add the actual day worked and delete the day taken off by clicking the box in the Select column (far left) for the AWS day taken off and then clicking the ‘Delete’ button at the bottom of the time sheet. They may also add a note to the previously added day indicating which day will be AWS. Add the note by clicking on the note icon in the far-right column.

If the AWS day will be taken in a different pay period, the supervisor should change the Earnings Code of the day off to AWS and then add a note to that day indicating which day it corresponds with from the other pay period.

In-Service Training, Professional License

All employees must maintain competencies in core essential subjects in order to assure safety for residents, co-workers, and themselves plus deliver high quality services. **eliseo** provides multiple opportunities through computer online programs, classroom presentations, videos, and written materials for you to complete required mandatory topics.

Your professional license or certification requirements must be met as required by applicable law and our certification policies, and all required mandatory topics must be completed annually in order to continue working and to qualify for and receive your wage adjustment.

Rest & Meal Periods

Each workday, nonexempt employees are provided with a paid 15-minute rest period for each four hours of working time. To the extent possible, rest periods will be provided in the middle of work periods. This is counted and paid as work time; you must not be absent from your workstation beyond the 15-minute rest period. An appropriate rest break provides relief from duty and may be intermittent or uninterrupted. Intermittent rest breaks should total 15 minutes in the four-hour period. If you do not receive 15 minutes of rest breaks in each four-hour period you work, please notify your supervisor and they will mark that on your timesheet.

Nonexempt employees are provided with one unpaid 30-minute meal period each shift that is five hours or longer. Supervisors will schedule meal periods to accommodate operating requirements. You will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time. Meal breaks should provide relief from duty and be uninterrupted. If your meal break is interrupted or you do not take it, please notify your supervisor so it can be rescheduled or marked on your timesheet.

Employees may not “work through” rest or meal breaks. Breaks cannot be used to make up tardiness, shorten the workday, or be saved up for time off. Employees who work through rest or meal breaks without notifying their supervisor or Employee Relations may be subject to discipline, up to and including immediate termination of employment.

Wage Disclosure Protection

In accordance with Washington law, **eliseo** will not:

- Require, as a condition of employment, that you not disclose the amount of your wages.
- Require you to sign a waiver or other document that prevents you from disclosing the amount of your wages.

Additionally, **eliseo** will not discriminate or in any other manner retaliate against you for:

- Inquiring about, disclosing, comparing, or otherwise discussing your wages or the wages of other staff members;
- Asking the Practice to provide a reason for the amount of your wages or lack of opportunity for advancement; or
- Aiding or encouraging other staff members to exercise their rights under this policy.

Parking

You may park only in areas designated for employees or unmarked spaces. Please refrain from parking in spaces marked for residents, visitors, handicap and any other parking designations. Employee Relations will provide you with a map, guidelines, and a sticker to display on your front or back window. Employee Relations will also request your vehicle(s) description and license plate information upon hire, and you will be required to update this information if you have any changes in vehicle(s) and/or plates. This information is necessary in the event staff need to be notified to move their vehicles due to construction, parking lot maintenance, special events, or other reasons. Evening and night shift employees may park closer to entrances in Visitor designated spaces after 9:00 p.m. We are not responsible for loss of or damage to any vehicle, its accessories, or contents, resulting from employee's negligence, acts of third parties (including theft, vandalism, and collision), and acts of nature, fire, or accident. Campus speed limit is 10 mph. Due to constructions, parking is limited, and availability may be subject to change.

Lockers

A limited number of lockers are provided for employees to store personal items while on-duty. You will be expected to share your locker with one or more employees and may be required to provide your own lock. We reserve the right to inspect your locker at any time and are not responsible for loss of or damage to the contents of your locker. Contact the Employee Relations Department for more information.

Smoking and Tobacco Use

Consistent with our commitment to wellness, and our intent to provide a safe and healthful work environment, employee smoking and tobacco use is **NOT PERMITTED** (including smokeless tobacco, e-cigarettes, and similar) anywhere on campus, including in vehicles parked on **eliseo** property, except in designated areas. Employees must refrain from violating established smoking laws affecting neighboring properties when smoking off campus. Please contact your supervisor or Employee Relations for the location of the designated smoking area. Smoking cessation assistance will be provided to any employee desiring it; contact Employee Relations. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail.

EMPLOYEE BENEFITS

Eligible employees are provided a wide range of benefits. A number of the programs (Social Security, Medicare, Workers' Compensation, COBRA, and Unemployment Insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. The Employee Relations Department can identify the programs for which you are eligible. Some benefit programs require contributions from the employee, while others are fully paid by **eliseo**. Details of many of these programs can be found elsewhere in the Employee Handbook and at our Benefits Web Page. The following benefit programs are available to eligible employees:

Paid Time Off

Paid Time Off (PTO) is provided to regular full-time and regular part-time employees in order to provide opportunities for rest, relaxation, recovery from illness/injury, and personal pursuits. PTO may be used for **vacation, sick time, or personal business**. PTO must be scheduled in advance (except in cases of emergency) and approved by your department Director. Except as required by law, bereavement leave and time off for jury duty are covered by separate policies in this Handbook.

PTO accrues each pay period following your date of hire. Eligible full-time employees paid 40 hours per week (2,080 hours/year) will accrue PTO as follows:

Completed Years of Employment	Maximum Paid Time Off Earned
less than 2	15 days (120) hrs. ~ 4.62 hrs./pay period
3 through 6	20 days (160) hrs. ~ 6.15 hrs./pay period
7 through 9	25 days (200) hrs. ~ 7.70 hrs./pay period
10 or more	30 days (240) hrs. ~ 9.23 hrs./pay period

Eligible employees accrue PTO for all hours paid up to 80 hours per pay period. Exempt employees accrue PTO on an assumed 40-hour workweek. Employees paid less than 40 hours per pay period will earn PTO on a prorated basis.

The total maximum amount of earned PTO you can accumulate is 340 hours. Employees may rollover accrued, unused PTO to the maximum allotment of 340 hours.

USAGE

In addition to using PTO for personal or vacation reasons, PTO may be used for sick leave purposes, including for the following reasons:

- An absence resulting from an employee's (a) mental or physical illness, injury, or health condition; (b) need for medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or (c) need for preventive medical care;
- To allow the employee to provide care for a family member (a) with a mental or physical illness, injury, or health condition; (b) who needs medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or (c) who needs preventive medical care;
- If the **eliseo** has been closed by order of a public official or to care for an employee's child whose school has been closed by order of a public official;
- Bereavement;
- For absences that qualify for leave under the Domestic Violence Leave policy below; and
- As a supplement for any paid Washington Family and Medical Leave, as allowed by applicable law, and discussed further below.

For purposes of this leave, "family member" includes:

- A child, including a biological, adopted, or foster child, stepchild, son-in-law, daughter-in-law, or a child to whom the employee stands in loco parentis, is a legal guardian, or is a de facto parent, regardless of age or dependency status;
- A biological, adoptive, de facto, or foster parent, stepparent, or legal guardian of an employee or the employee's spouse or registered domestic partner, or a person who stood in loco parentis when the employee was a minor child;
- A spouse or registered domestic partner;
- A grandparent;
- A grandchild; or
- A sibling.

PTO for non-exempt employees is used in the same increments as **eliseo** uses to track employees' time for payroll purposes.

An employee wishing to use PTO for sick leave must notify their direct supervisor as soon as practicable, preferably at least two (2) hours prior to your shift (see Attendance & Punctuality Policy). Any individual taking paid sick leave reserve is required to submit the request as soon as reasonably possible. For pre-scheduled appointments that will require an employee to leave work early or arrive late, such as doctor or dentist visits, employees must provide notice to your direct supervisor at least 10 days in advance, or as early as practicable, before the sick leave is used. For absences due to emergencies, **eliseo** asks that the employee provide at least two (2) hours advance notice to their direct supervisor, but in no instance should

the notice be later than the end of the first day the employee takes sick leave. In the event it is not possible for the employee to provide notice of an unforeseeable absence covered by this policy, a person, on the employee's behalf, may provide the notice. If possible, the notice should include the expected length of the absence or tardiness.

Immediately upon hire, new employees begin to accrue and are eligible to use PTO as provided in this Employee Handbook.

PTO requests for any purpose other than sick leave may be sent through the scheduling or payroll systems and communicated to your Department Director, and must be completed, signed and returned to your Director in advance. For non-sick leave PTO requests for three or more days off, employees must give 30 days' notice. For two days or less and partial days, two weeks' (14 calendar days) notice is required. Requests will be reviewed and time off granted based on a number of factors, including business needs and staffing requirements, in **eliseo's** sole discretion.

Due to historical employee preferences and administrative needs, when an employee is absent, accrued, unused PTO will be automatically applied to the absence unless prohibited by applicable law. If the absence is covered by state or local sick leave laws and an employee does not wish to use accrued, unused PTO for the missed time, they should notify Employee Relations as soon as reasonably practicable given the situation.

PTO is paid at your base rate and does not include overtime or any special forms of compensation such as premium pay, incentives, commissions, bonuses, or shift differentials. PTO does not accrue during any unpaid leave of absence.

Employees may not trade shifts and use PTO to be paid in excess of their regularly scheduled workweek. For example, if you trade your eight-hour shift with another employee and work that person's eight-hour shift, you may not use PTO to pay for the eight-hour shift you traded away.

If an employee is having difficulty taking time off and has maxed out their PTO balance at 340 hours, their supervisor and Employee Relations may approve a one (1) time cash out of up to 40 hours, no more than once per calendar year.

PTO AT THE END OF OUR EMPLOYMENT RELATIONSHIP

Unused, earned PTO may be paid to employees in good standing upon resignation, retirement, or layoff from employment under the following conditions:

- Proper written notification (30 days prior for Directors/Managers/Coordinators & 2 weeks prior for all others), and work all scheduled days during final notification period; and
- At least one full year of continuous service = 100% payout

If an employee who worked for **eliseo** for at least 90 calendar days is re-hired within twelve months of a job separation, any accrued, unused PTO that was not paid out and that is attributable to state or city paid

sick leave, if any, will be reinstated. The employee will be immediately eligible to use this PTO, provided they were previously eligible to do so. If there is a separation of more than twelve months, the employee will be considered to have newly commenced employment for the purpose of accrual and eligibility of use of PTO.

Employees will not be retaliated against for exercising in good faith an employee's rights under the state or city paid sick leave laws. Employees have the right to file a charge with the City of Tacoma if the earning, use, or payment of paid leave is denied or if the employee suffers adverse action for requesting or using paid leave. For more information on the Tacoma leave ordinance or the state's paid sick leave law, please see the notice posted in the break room or talk to Employee Relations.

Any leave taken in compliance with state or city sick leave laws will be excused and not counted as an unexcused absence toward the Attendance policy. Such leave that is earned in combination with PTO will be deducted when subject to disciplinary action in accordance with **eliseo's** excessive absenteeism policy.

Washington/Tacoma Paid Sick Leave

Per Diem and on-call staff who are not eligible for PTO will receive sick leave in compliance with the City of Tacoma and Washington State Paid Sick Leave laws.

Per Diem and On-call employees will accrue paid sick leave at a rate of one hour for every 40 hours actually worked, which is paid at the base rate of pay. Employees are entitled to use the leave 90 days after their hire date. Employees will be allowed to carryover up to 40 hours of accrued, unused paid sick leave each year.

USAGE

Eligible employees use paid sick leave in the same increments of time that **eliseo** uses to record your hours worked for payroll purposes. Eligible employees may use accrued, unused paid sick leave for the same reasons identified in the PTO policy above.

Employees wishing to use paid sick leave should follow the same notification requirements for use of sick leave outlined in the PTO policy above.

Due to historical employee preferences and administrative needs, when an employee is absent for a reason covered by this policy, paid sick leave will be automatically applied to the leave unless an employee indicates they do not wish to use accrued, unused sick leave for the missed time. Employees should notify Employee Relations (preferably in writing) that they do not wish to use accrued, unused sick leave when they notify **eliseo** of the need for leave or as soon as reasonably practicable given the situation.

PAID SICK LEAVE AT THE END OF EMPLOYMENT RELATIONSHIP

Unused earned paid sick leave will not be paid upon separation of employment, however the unused balance accrued at the end of the employment relationship will be reinstated if an employee worked at least 90 calendar days with **eliseo** and is rehired within 12 months from original separation date. You will be immediately eligible to use this accrued paid sick leave, provided you were previously eligible to do so.

If there is a separation of more than twelve months, an employee will be considered to have newly commenced employment for the purpose of accrual and eligibility of use of paid sick leave.

Employees will not be retaliated against for exercising in good faith an employee's rights under the paid sick leave laws. Employees have the right to file a charge with the City of Tacoma if the earning, use, or payment of paid leave is denied or if the employee suffers adverse action for requesting or using paid leave. For more information on the Tacoma leave ordinance or the state's paid sick leave law, please see the notice posted in the break room or talk to Employee Relations.

Any leave taken in compliance with this policy will be excused and not counted as an Occurrence toward the Attendance policy.

Exempt Employees' Use of Paid Leave

eliseo will not deduct from PTO or sick leave bank an exempt employee's absence for less than a half day. If an exempt employee is absent for more than a half day for sickness, disability, or other personal reasons, the lost time will be deducted from the appropriate leave time. If no leave time remains and an exempt employee performs no work for a full day or more due to sickness, disability, or personal reasons, **eliseo** will deduct the full day absences from the exempt employee's salary. The Company will not deduct from salary for partial day absences except as allowed by applicable law and for federal Family and Medical Leave Act absences, as discussed below. If an exempt employee performs no work in a particular week, **eliseo** will deduct the entire week from the exempt employee's leave time.

Absences, including partial day absences, covered by FMLA may be deducted from an exempt employee's leave bank, or, if none remain, salary, in the increments used.

An exempt employee must follow **eliseo's** policies for requesting PTO or sick leave as outlined above and must submit a request (preferably in writing) to their supervisor asking them to apply PTO or sick leave, as appropriate, for the time missed. If the circumstances of the absence prevent an exempt employee from submitting a leave request ahead of time, an exempt employee must submit the request as soon as possible upon returning to work.

Holidays

Regular, full-time employees will receive the following six (6) holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

We work hard to give you your time off when you request it. However, we also must consider the staffing needs of our residents and your department. To meet these needs, you will be required to request time off in advance. You may request holidays via ADP Portal. Your Department Director will retain the right to allocate holidays in such a way that adequate staffing is maintained.

Failure to work scheduled shifts immediately before, the day of and day after a holiday may result in loss of holiday pay, except when employees miss those shifts due to the use of legally protected leave. Holiday time, when available, will be paid automatically unless you indicate otherwise.

Regular, nonexempt full-time employees who work on a designated holiday will receive their regular pay for hours worked. They will also have the option of receiving holiday pay equal to one regular shift or a substitute day off at regular pay within 30 days before or after. Regular Part-Time, Per Diem, Introductory, and Supplementary employees are eligible for double pay for hours worked for the 24-hour period of the designated holidays. Exempt employees may have the designated holiday or a substitute day off with pay.

If a recognized holiday falls during your paid absence (such as PTO or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied. Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

Health Insurance

This Handbook only identifies the existence of a formal benefit plan document and does not attempt to cover all of the details contained in the Plan document. The operation of the Plan, including events making you eligible or ineligible for benefits, the amount of benefits to which you (or your beneficiaries) may be entitled, and actions you (or your beneficiaries) must take to request and support a claim for benefits will be governed solely by the terms of the official Plan document. To the extent that any of the information in this Handbook, a summary plan description (“SPD”), or any information you receive orally is inconsistent with the official Plan document, the provisions in the Plan document will govern in all cases. If you wish to review the Plan, please refer to the section of the SPD for this benefit plan entitled “YOUR RIGHTS,” which discusses your ability to review the Plan document.

eliseo’s insurance programs may change and this policy is not a promise or agreement to provide any specific insurance program or benefit. If you have questions about the insurance or benefits programs, please contact Employee Relations or consult your covered materials.

We make medical and dental insurance available to Regular Full-Time employees. You may enroll for coverage within 30 days prior to and following the end of your Introductory Period or during the annual open-enrollment period. If you have worked at least 60 days and are changing status from Per Diem or Supplemental (on-call, temporary, seasonal, etc.) to Regular Full-Time you may enroll for coverage within 30 days following the status change. Coverage begins the first day of the month following enrollment. We will pay a portion of the premiums for Regular Full-Time employees enrolled in company sponsored plans. Cost of medical and dental coverage for dependents is the responsibility of the employee. You may elect to have your share of the cost deducted from your pay through a pre-tax payroll deduction.

eliseo may also offer information to employees regarding alternative sources of health insurance.

Employee Assistance Program

To deliver your best job performance, you need to function at your highest capability. Sometimes personal problems get in the way and your job performance suffers. To help you with these problems, we provide an Employee Assistance Program. **eliseo** Code = **eliseo**. The purpose of the EAP is to provide access to counseling and referral services for employees and their dependents who are having personal problems. Confidential services are provided by a national EAP company with local offices. Contact your supervisor, Department Director or Employee Relations for more information.

Employee Emergency Fund

An emergency fund is available to all employees from the Chaplaincy Program for staff in need. Hundreds of loans and grants are made each year to assist employees through difficult circumstances.

Scholarships for Continuing Education

We are interested in helping employees enhance the care they provide by improving their knowledge and skills through continuing education programs. Our scholarship program is designed to assist you in upgrading your education and skills through Certification, Professional License, Degree, or specialized skill training. Upon completion of six (6) months of employment with **eliseo** you may apply for up to \$500 per Semester/Quarter toward the costs of continuing education programs that will upgrade your skills and ability to function in a higher-level position. Contact Employee Relations for more information.

Retirement Savings

We offer a 403(b) Retirement Savings program which includes a range of investment fund choices to fit your goals and risk tolerance. Your savings contributions are handled via pre-tax and/or post tax (Roth) payroll deductions and direct deposits with online tools for monitoring performance and adjusting both contributions and fund allocations. Enroll through Employee Relations. Employees with one or more years of service and contributing a minimum of two percent (2%) of their gross wages per pay period will receive a match of two percent (2%). For questions on eligibility, please contact Employee Relations. New employees will be auto enrolled after 90 days unless you decline.

Bereavement Leave

All employees except supplementary employees may be absent from work for up to three days of paid bereavement leave time off due to the death of a family member. Coordinate scheduling with your supervisor. You may, with your supervisors' approval, use any available paid leave for additional time off

as necessary, including paid sick leave as outlined in that policy. For purposes of this policy, "family member" as your spouse, parent, sibling; your spouse's parent, child, or sibling; your child's spouse; grandparents or grandchildren. .

Jury Duty

Once you have completed your introductory period, nonexempt employees will receive their regular pay, less your pay as a juror, for each regularly scheduled workday you are on jury duty. Exempt employees will receive their regular pay, less your pay as a juror, from the date of hire. Jury duty leave with pay is granted for up to ten (10) working days. Thereafter, employees may use their PTO for any remaining jury service. If exempt employees do not have sufficient PTO to cover the remaining jury service, their salary will not be reduced unless they perform no work in a workweek.

Employees must submit proof of attendance in order to receive pay for jury duty leave. Employees must immediately return to work after being released from jury duty service. You may be asked to seek a release from jury duty if resident care would be jeopardized by your serving. When jury duty assignments do not conflict with your work schedule, you will be expected to report as scheduled.

Workers' Compensation Insurance

All employees of **eliseo** are covered by Workers' Compensation Insurance through L&I, covering medical expenses and compensation for lost work time due to job-related injuries and illnesses. If you sustain a work-related injury or illness, no matter how minor it may appear, you are required to inform your supervisor and complete an **eliseo** incident report within 24 hours. This will aid in eliminating dangerous working conditions, correcting unsafe practices, accurately preserving key facts, and determining eligibility for coverage as quickly as possible.

Social Security & Medicare

We participate fully in the Federal Social Security (FICA) and Medicare Programs, matching your individual contributions.

Unemployment Insurance

We participate fully in the Washington State Unemployment Insurance program, providing coverage protection for loss of income due to qualifying reasons.

Benefits Continuation (COBRA)

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

Under COBRA, you or your beneficiary pays the full cost of coverage at our group rates plus an administration fee. We will provide each eligible employee/dependent with a written notice describing rights granted under COBRA when you become eligible for coverage under our health insurance plan. The notice contains important information about your rights and obligations.

Employee Recruitment

eliseo offers a recruitment incentive known as *Bring-a-Buddy*. When you refer someone to work in any department you are eligible to receive \$.50 for every hour the recruited employee works. To be eligible to receive this bonus:

- both you and the recruited employee must be actively working;
- the recruited employee must list you on the employment application; and
- you must complete the *Bring-a-Buddy* form to receive the bonus.

Contact Employee Relations for more information and obtain the form.

LEAVES OF ABSENCE

This Section describes various leaves of absence that may be available to eligible employees based on the policies and laws in effect at the time this Employee Handbook is issued. However, the various leaves of absence that may be available can be difficult to navigate and the laws on many of these leaves are constantly evolving. If employees have any questions about the leaves of absence that may be available to them, they are encouraged to contact Employee Relations with questions.

Washington Paid Family & Medical Leave

Employees who have worked at least 820 hours in the past year for any Washington employer(s) are eligible for leave in certain circumstances under the Washington Paid Family and Medical Leave Act (“PFML”). The 820 hours may be worked at one job or combined from multiple jobs. Please see Employee Relations for questions regarding eligibility requirements. PFML provides eligible employees with 12 to 18 weeks of paid time off for serious health conditions of the following individuals:

- You;
- Child, including biological, adopted, or foster child, stepchild, a child’s spouse, or a child to whom you stand in loco parentis, are a legal guardian, or a de facto parent, regardless of age or dependency status;
- Grandchild;
- Grandparent;
- Parent, including biological, adoptive, de facto, or foster parent, stepparent, or legal guardian of you or your spouse, or an individual who stood in loco parentis to you when you were a child;
- Sibling;
- Married spouse or state registered domestic partner;
- Persons who regularly reside in your home, and
- Persons who depend on you for care regardless of whether they live with you.

All parents can receive up to 12 weeks of bonding leave in the first year after the birth or placement of their child (this is referred to in this Employee Handbook as “PFML Bonding Leave”). In addition to PFML Bonding Leave, employees who give birth may be eligible for up to 6 weeks of PFML medical leave (“PFML Medical Leave”). Employees using both medical leave due to their own serious health condition and family leave to care for a family member’s serious health condition in the same calendar year may be eligible for up to eighteen (18) weeks’ of PFML leave.

During PFML leave, **eliseo** will continue paying the employer's portion of any health insurance premiums. The employee must also continue to be responsible for their portion of the insurance premium. All other benefits cease to accrue during the unpaid portion of the leave, including vacation, personal/sick leave, etc. However, upon returning to work, such benefits will generally continue to accrue thereafter.

The PFML leave program is administered by the Employment Security Department ("ESD") and premiums are paid by the Company and deducted from employees' paychecks. Benefits under the PFML leave program are a partial supplement to employees' wages similar to unemployment benefits, and employees must comply with the requirements of that program to be eligible for benefits. Applications for PFML benefits must be directed to ESD, not **eliseo**, approves an employee's application. Employees may, but are not required, to apply other types of accrued, unused paid leave to supplement the benefits paid under this program.

Employees must give **eliseo** at least 30 days' written notice of the intent to use PFML leave where practicable. Where 30 days' notice is not practicable, employees must give notice as soon as reasonably possible.

Employees should review the notice posted in the break room for more information about their rights and obligations under the PFML leave program. Employees using this program will have the same reinstatement rights as employees returning from FMLA leave, as outlined below. Employees returning from PFML leave will be required to provide a health care provider's certification for fitness for duty before returning to work.

Family & Medical Leave Act

Under the federal Family and Medical Leave Act ("FMLA"), **eliseo** provides up to twelve (12) weeks of unpaid leave for eligible employees in certain circumstances. You may also be eligible for additional unpaid leave up to twenty-six (26) weeks during a twelve (12) month period under the FMLA when certain family members serving in the armed forces undergo medical treatment, as explained below.

All leave under the FMLA will run concurrently, along with any other leaves **eliseo** provides, unless prohibited by applicable law. This could mean that your combined total of all types of FMLA leave, including Military Caregiver Leave (discussed below), may not exceed twenty-six (26) weeks in a single twelve (12) month period. However, depending on the timing of an employee's use of PFML, their total leave time may exceed these timelines. Please discuss any questions you may have regarding any of these leaves with Employee Relations.

eliseo determines the "12 week period" in which the FMLA leave entitlement occurs using a "rolling" 12-month period measured backward from the date you use such leave. The following policy outlines the requirements for obtaining leave, the amount of leave that may be taken, and how the leave relates to other time off **eliseo** provides.

ELIGIBILITY

You may be eligible for FMLA leave if you have at least twelve (12) months' service at **eliseo** and have worked at least 1,250 hours in the twelve (12) months before the date the requested leave is to begin. If you do not satisfy these requirements, you will not be eligible for FMLA leave, but may be eligible for other unpaid leave in accordance with **eliseo** policy.

Eligible employees may take FMLA leave in the following circumstances for medical related purposes.

- To care for employee's newborn child (leave must end within 12 months of birth);
- To place/obtain a child through adoption or foster care (leave must conclude within 12 months of placement);
- To care for an employee's spouse, child, parent, or state registered domestic partner who requires such care because of a serious health condition;
- To care for oneself because of a serious health condition which renders the employee unable to perform their job;
- To care for an employee's spouse, child, parent or next of kin when such person is serving in the armed forces and undergoing medical treatment, recuperation, or therapy, or is otherwise in outpatient status, for an illness or injury sustained in the line of duty that renders him or her medically unfit for duty. This is called **Military Caregiver Leave**.

Eligible employees also may take FMLA leave for certain qualifying emergencies arising from the fact that the employee's spouse, state registered domestic partner, parent or child is on active duty, has been notified of an impending call or order to active duty, or has suffered a serious injury or illness incurred in the line of duty. This is called **Active Duty Leave**. Please contact Employee Relations for more information to determine eligibility for Active Duty Leave.

STATE MILITARY FAMILY LEAVE

Please note that, if you are not eligible for Active Duty Leave (for example, a family member does not fall within the group of service members subject to the FMLA or you have not worked for **eliseo** for a sufficient amount of time), you may be eligible for unpaid Military Family Leave under state law. This leave may be used when your spouse is called to active duty before deployment or when a spouse or state registered domestic partner is on leave from deployment. To be eligible, (a) your spouse or state registered domestic partner must fall within the group of service members subject to state Military Family Leave, (b) you must regularly work an average of twenty (20) or more hours per week, and (c) the leave may not extend beyond a total of fifteen (15) days per deployment. Although this leave is unpaid, any accrued unused leave may be applied. You must notify Employee Relations of your intent to take leave within five (5) business days of receiving official notice of an impending call or order to active duty or of a leave from deployment.

AMOUNT OF FMLA LEAVE

Any type of FMLA leave cannot last longer than twelve (12) weeks, unless you are eligible for Military Caregiver Leave. Additional paid or unpaid leave may be available to employees under federal or state laws, such as PFML, as discussed above, or disability laws when such accommodation is reasonable and does not cause undue hardship to **eliseo**. You may choose to exhaust all accrued unused PTO and sick leave during FMLA leave before being placed on unpaid status under the FMLA. No additional PTO or sick

leave will accrue while on FMLA leave. However, upon returning to work, such benefits will resume accruing at the same rate you were otherwise eligible to accrue.

Under some circumstances, MLA leave may be taken intermittently – which means taking leave in blocks of time, or by reducing the normal weekly or daily schedule. If such leave is for the birth and care of a child or placement of a child for adoption or foster care, use of intermittent leave is subject to **eliseo's** approval. FMLA leave may be taken intermittently, however, whenever medically necessary to care for a seriously ill family member, or because an employee is seriously ill and unable to work. If **eliseo** employs both spouses or both persons in a state registered domestic partnership, the total parental leave for a seriously ill parent is twelve (12) weeks. If leave is requested because of the illness of a child or other spouse or state registered domestic partner, each spouse or state registered domestic partner may be entitled to twelve (12) weeks of leave.

Once you exhaust your FMLA and PFML leave for a calendar year, you may submit a single written request for an additional 30 calendar days of unpaid leave pursuant to **eliseo's** policies.

HEALTH BENEFITS AND PAID LEAVE ACCRUAL

During FMLA leave, your health insurance will continue on the same basis as when on active status; thus, you must continue to pay your portion of such insurance premiums, if any. At the beginning of the FMLA leave, you may choose to prepay all insurance premiums. If you voluntarily decide not to return from FMLA leave, **eliseo** is entitled to collect all health premiums paid for the employee during the leave; provided, however, that your failure to return to work is not the result of your serious health condition.

eliseo does not compensate for any medical leave beyond any accrued, unused PTO or sick leave. PTO and sick leave do not continue to accrue during FMLA leave.

NOTICE OF LEAVE

To the extent practicable, you must provide thirty (30) days' written notice that you intend to take FMLA leave. However, if you are requesting (a) Active Duty Leave, you must provide notice within a reasonable time after your spouse, state registered domestic partner, parent, or child receives the military orders for active duty; or (b) Military Family Leave under state law, you must provide notice within five (5) business days of receiving the military orders. If you fail to provide the applicable notice, you must explain why less notice was given and may be denied such leave. Please contact Employee Relations for the forms notifying **eliseo** of the need for leave.

CERTIFICATION OF NEED FOR LEAVE

If you are requesting FMLA leave on account of a medical condition of yours, your spouse, state registered domestic partner, child, parent, or eligible next of kin, you must provide certification from a health care provider. **eliseo** will advise you of the request for certification in writing and give you fifteen (15) calendar days to provide it. FMLA leave may be denied for failure to provide certification in a timely manner. Please contact Employee Relations for the forms regarding health care certification.

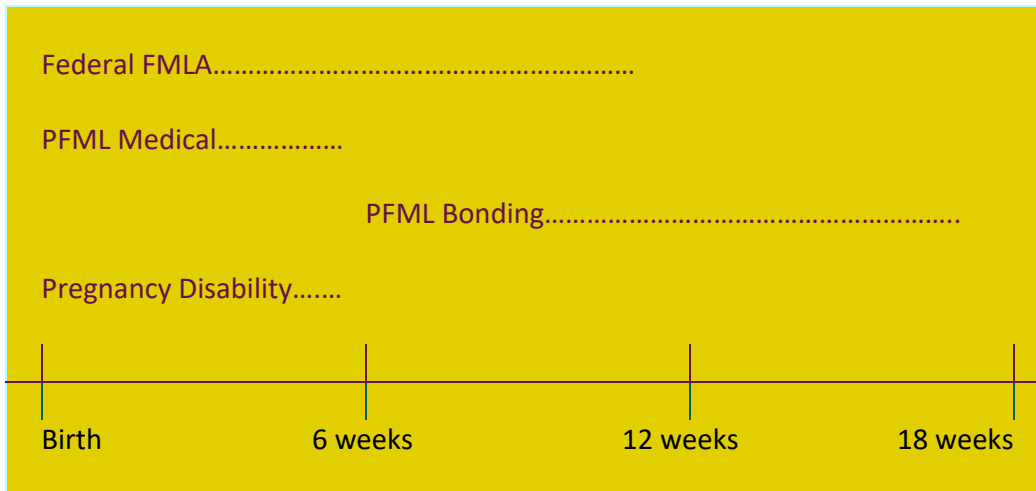
REINSTATEMENT

At the beginning of the FMLA leave, you must inform **eliseo** of your expected return date. We will attempt to return you to the same or substantially similar position you had before the leave, subject to applicable law. Exceptions to this provision may apply if business circumstances have changed (e.g., the job is no longer available due to a job elimination). **eliseo** may require periodic medical reports during the leave period. All employees returning to work after FMLA leave must provide a “fitness-for-duty” certification from their medical provider.

Pregnancy-Related Absences

Employees who are pregnant are granted unpaid pregnancy disability leave for the period they are unable to work due to pregnancy, as determined by their medical care provider. Pregnancy disability can be granted for both pre- and post-natal reasons. Pregnancy disability leave may run concurrently (e.g. at the same time) with the 4 – 6 weeks of PFML Medical Leave and consecutively (e.g. one after the other) to the 12 weeks of PFML Bonding Leave.

Example. An employee works up until their delivery date (no prenatal disability period), has a serious complication during birth, and their doctor recommends six weeks for recovery from childbirth and the serious complication. Their six weeks of pregnancy disability leave runs concurrently with the first six weeks of their FMLA leave *and* concurrently with the six weeks of their PFML Medical Leave. However, their pregnancy disability leave and PFML Medical Leave run *consecutively* to their 12 weeks of PFML Bonding Leave, which could amount to a total of 18 weeks of leave. The following chart illustrates the timelines used in this example:



An employee on pregnancy disability will continue to maintain health and other insurance benefits if they received benefits prior to their disability status. The employee is still responsible for their portion of the insurance premium but may elect to have the contribution withdrawn from a future paycheck(s) rather than pay out of pocket. They will not accrue PTO or sick leave or receive holiday benefits. As with FMLA, employees may apply accrued, unused PTO or sick leave to provide for compensation during the pregnancy disability period and/or to supplement PFML benefits.

Pregnancy disability must be requested and approved in writing by your supervisor and Employee Relations. It is preferable that an employee provides at least 30 days' notice when utilizing time off as pregnancy disability so that management can plan for work coverage. However, **eliseo** understands that medical concerns may be unanticipated – in which case, an employee should notify Employee Relations as soon as possible.

Military Leave

A military leave of absence will be granted to all eligible employees to attend scheduled drills or training or if called to active duty with the U.S. Armed Services.

The leave will be unpaid unless you choose to use any accrued, unused paid time off for the absence. An exempt employee on temporary military leave who performs any work in a workweek will receive their salary for the workweek, less any amounts received by the employee for military pay. If an exempt employee performs no work in a workweek due to military leave, and has chosen not to use their accrued, paid time off or sick leave, or have exhausted all paid leave, the time off will be without pay. Any absence in excess of accrued, unused paid time off for nonexempt employees will be without pay.

Health insurance and similar benefits will continue during the period of military leave for up to 24 months if you opt to continue coverage and cover the employee portion of the premiums. Additional PTO, sick leave, and holiday benefits will not accrue during military leave, as with all other unpaid leaves. Accrual will resume upon your return to active employment pursuant to applicable law.

Employees on two-week active duty training assignments or inactive duty training drills are required to return to work for the first regularly scheduled shift after the end of training, allowing reasonable travel time. **eliseo** will make reasonable efforts to return you to a position you would have had if you had been employed continuously, as required by applicable law.

You will be treated as though you were continuously employed for purposes of determining benefits based on length of service, such as the rate of PTO accrual and job seniority rights.

Washington Family Care Act

The Washington Family Care Act permits you to use accrued paid time off (e.g., PTO leave or sick leave) in the following situations:

- To care for an ill child under the age of 18 who needs supervision or treatment due to a health condition.
- To care for a child over the age of 18 who is incapable of self-care because of mental or physical disabilities.
- To care for a spouse, state registered domestic partner, parent, parent-in-law or grandparent of the employee who has a serious health condition or an emergency situation.

The Washington Family Care Act does not grant you additional leave or time off. It does, however, allow you to use accrued unused PTO for the reasons set forth above.

Shared Leave Program

We desire to support employees during difficult personal situations. This program is intended to permit our employees to donate PTO to a fellow employee who is suffering from or has an immediate family member suffering from an extraordinary or severe illness, injury, impairment, or physical or mental condition that has caused or is likely to cause the employee to take leave without pay or terminate his or

her employment. Contact Employee Relations for a more detailed description of this program, including eligibility requirements and tax information.

Domestic Violence Leave

If an employee or a family member is a victim of domestic violence, sexual assault, or stalking, the employee may take reasonable or intermittent leave from work to take care of legal or law enforcement needs or to get medical treatment, social services assistance, or mental-health counseling. This leave applies to all employees.

A “family member” includes an employee’s spouse, child, parent, parent-in-law, grandparent or person with whom they have had a dating relationship. An employee may, but is not obliged to, apply unused, accrued PTO or sick leave, if applicable, to Domestic Violence Leave, or may take unpaid leave.

eliseo will also provide a reasonable safety accommodation to an individual who is the victim of domestic violence, sexual assault, or stalking, unless doing so would pose an undue hardship. Reasonable accommodations may include transfers, reassignments, modified schedules, changed work telephone numbers or email addresses, changed workstations, changed locks, implemented safety procedures, or other adjustments to job structures, workplace facilities, or work requirements.

eliseo may require verification of the need for Domestic Violence Leave, which may be provided through various means, including, but not limited to, one of the following, in the employee’s sole discretion: police report; court order; documentation from a healthcare provider, advocate, clergy or attorney; or written statement from the employee. The verification should not include details of the underlying facts or why the leave is needed, only the fact that leave is necessary for reasons covered by this policy.

eliseo will not refuse to hire, discharge, threaten to discharge, demote, suspend, or in any way discriminate or retaliate against an individual because they are an actual or perceived victim of domestic violence, sexual assault, or stalking.

Volunteer Firefighters

eliseo will not discipline, fire, or retaliate against volunteer firefighters because of leave taken related to an emergency call. Such absences will not count as an unexcused absence toward **eliseo’s** attendance policy.

Authorized Absence Without Pay

We will attempt to accommodate special circumstances requiring absence without pay for Regular Full-Time, Regular Part-Time, and Per-Diem employees who wish to take time off work duties to fulfill personal obligations. Request a leave in writing from your supervisor as soon as you become aware of the need.

Authorized absence without pay may be granted for a period of up to 14 calendar days per year. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 14 calendar days. The President/CEO may authorize additional unpaid absence.

Requests for authorized absence without pay will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence, in **eliseo's** sole discretion.

Benefit accruals, such as PTO, sick leave, or holiday benefits, will be suspended during unpaid authorized absence and will resume upon return to active employment.

When an authorized absence without pay ends, every reasonable effort will be made to return you to the same position, if it is available, or to a similar available position for which you are qualified. However, we cannot guarantee reinstatement in all cases. If you fail to report to work promptly at the expiration of the authorized absence period, we will assume you have resigned.

LEAVING THE ORGANIZATION

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

Resignation

Resignation is voluntary employment termination initiated by an employee, typically after the employee has given proper written notice of 30 calendar days for Directors/Managers/Coordinators and 14 calendar days for others. (**NOTE:** *failure to give and fulfill proper notice may make employee ineligible for rehire and result in loss of payout of unused PTO.*)

Discharge

Discharge is involuntary employment termination initiated by the organization. Earned and unused time off benefits will NOT be paid out.

Layoff/Recall

Layoff is involuntary employment termination initiated by the organization for non-disciplinary reasons. We will give you as much notice as possible if a layoff (reduction in workforce) is necessary. If we must reduce employment because of adverse economic or other conditions, employees will be selected for layoff based on the following criteria:

- Promotion potential and transferability of skills to other positions.
- Demonstrated current and past performance.
- The needs of the company and specific projects.
- Length of service with the company and department.

During periods of low census, you may be asked to work fewer hours than normally scheduled. Days off without pay or reduced hours schedules will be given on the basis of volunteers first and then by department seniority within job category, based on facility staffing needs. You may choose to use PTO time to replace days or hours without pay due to low census schedule reduction.

Regular full-time & part-time, per-diem, on-call employees can be reinstated without loss of seniority if recalled within six (6) months. Introductory and Supplemental employees will be re-employed rather than reinstated.

Retirement

Retirement is voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Final Paycheck

Your final paycheck will be processed and available according to the regular payday schedule. You may choose to pick up your check or provide an address for mailing. Your benefits will be affected by employment termination in the following manner: Outstanding Emergency Loans will be repaid in full, earned and vested time off benefits that are due and payable at termination will be paid, if you fulfill requirements for proper notice and completing work scheduled. Some health and welfare benefits may be continued at your expense if you choose. You will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

Rehiring of Former Employees

Employees who are eligible for rehire may be reinstated without loss of seniority if reinstatement occurs within six (6) months. Introductory and Supplemental employees will be re-employed rather than reinstated.

TRANSFERS

TRANSFER OPPORTUNITIES WITHIN **eliseo**

Transferring between shifts, units, and departments happen in any workplace. Employees discover new opportunities to serve and new ministries in which they desire to participate. All employees are encouraged to seek advancement opportunities and to obtain promotion and career guidance from their Supervisors, Department Directors, and the Employee Relations Department.

- **eliseo** will first consider current employees with the necessary qualifications and skills to fill vacancies unless outside recruitment is considered to be in **eliseo's** best interests.
- Temporary job transfers may be considered to accommodate an employee who is unable to perform the essential job functions within their primary job based on company needs.
- An employee's basic eligibility for a transfer or promotion will be determined by the requirements of the new job. In addition, s/he must have held the current position for at least six months and have had satisfactory attendance, performance and no adverse disciplinary actions during the same time period.
- Job openings will be posted internally prior to being advertised in newspaper and other help wanted ads.
- Eligible employees who request a transfer or promotion will be considered and processed on the basis of attendance and work records, performance appraisals and job-related qualifications. Seniority will be considered if two or more candidates are equally qualified based on merit, work record, and other qualifications.

Process for handling transfer requests (*The key to an effective transfer process is communication.*):

1. Employee submits an official **eliseo** application form to the department with the job opening.
2. Employee informs current supervisor that s/he is considering transfer to the new job.
3. Hiring supervisor solicits a reference from the current supervisor. They also discuss their perspectives on where the employee is best suited to contribute to the success of **eliseo**.
4. Hiring supervisor will review related documents, including application, references, and personnel file to determine employee eligibility and qualifications for the new job.
5. Hiring supervisor will interview eligible and qualified internal candidates.
6. Hiring supervisor may also interview eligible and qualified external candidates.
7. Hiring supervisor will make the final hiring/transfer decision.
8. Transferred employees will be subject in their new positions to the provisions of the Introductory Period Policy (Employee Handbook, pg. 46).
9. Transferred employees will retain all **eliseo** company-wide seniority benefits (e.g., vacation, holidays, sick/personal time). Department seniority is based on service tenure in each department

and may be used in determining work schedules and priority for vacations, holidays, lay-offs, recalls, etc.

10. Recruitment of staff within **eliseo** may occur. Prior to any contact with the employee, the Department Directors or Supervisors need to discuss their perspectives on where the employee is best suited to contribute to the success of **eliseo**.
11. End and start dates will be negotiated between the employee and both the current supervisor and the new supervisor. There must be a dialogue among all parties involved.

Pay for transferred or temporarily transferred employees will be handled as follows:

- Employees transferred to a job within the same pay range will continue to receive their existing rate of pay; and will receive annual individual pay adjustments on the currently established date.
- Employees transferred at their own request, to a job in a higher pay range will be paid at the higher rate; and will receive annual individual pay adjustments on anniversaries of the start date for the new position.
- Employees transferred, for management's convenience, to a job in a lower pay range will usually be paid at their former rate; and will receive annual individual pay adjustments on the currently established date. At management's discretion employees may be paid at the rate of the new job.
- Employees transferred for any of the reasons listed below to a job in a lower pay range will be paid the lower rate beginning with start of the new job; and will receive annual individual pay adjustments on anniversaries of the start date for the new position.
 - at their own request,
 - for disciplinary reasons,
 - lack of work,
 - budgetary reasons, or
 - corporate reorganization

Employees transferred due to an intermittent or reduced leave schedule while on FMLA or Washington State Medical/Disability leave will be paid at their equivalent pay and benefits.

EMPLOYEE CONDUCT & PERFORMANCE

Residents' Rights

All employees of **eliseo** have an obligation to respect the rights of our residents. Our residents' rights statement is a key aspect of our resident care policy. It assures every resident that we will do everything we can to guarantee the fundamental rights and individual sense of dignity to which every human being is entitled. A copy of our residents' rights statement will be reviewed with you during your orientation period.

The following is a listing of the key elements of our residents' rights that reflects the guidelines we must follow in our day-to-day interactions with residents. Every resident has the right to every consideration of his/her privacy and individuality as it relates to his/her social, religious and psychological well-being. Specifically:

- Every resident has the right to private and unrestricted communications with physicians, attorneys and other persons of her/his choice.
- Every resident has the right to voice grievances to the staff of **eliseo** or any other person, without fear of interference, coercion, discrimination, or reprisal.
- Every resident has the right to receive appropriate medical care, full information on her/his medical condition and proposed treatment, including the right to refuse medical treatment and know the consequences of such action.
- Every resident has the right to privacy and confidentiality in treatment and in storage and use of her/his medical records.
- Every resident has the right to courteous, fair and equal treatment and services.
- Every resident has the right to freedom from mental and physical abuse and chemical and physical restraints except those authorized in writing by a physician for a specified period of time.
- Every resident has the right to an explanation of their responsibilities and to comply with all reasonable regulations set forth by the facility.

Communicating Important Information

To maintain a successful work environment and to provide consistent quality care to our residents, we depend on each other to share important information. Therefore, we expect each employee to become a role model and a good team player by cooperating and sharing information with each other. Please inform your supervisor about changes in residents' needs, family issues, employee concerns and problems and anything else that you feel would affect **eliseo** and its reputation in the community.

Principles & Standards of Conduct

Each one of us represents **eliseo** to our residents and visitors. We all want to show how proud we are to be a part of a high-quality team. Therefore, everyone should speak, look and act in ways that reflect pride in ourselves and our organization. Employees are expected to exercise the highest standard of performance and behavior. You are encouraged to:

1. Be kind, considerate, respectful, and friendly to residents, families, visitors and vendors.
2. Demonstrate professionalism when interacting with co-workers and promote a team atmosphere by being cooperative and giving assistance with a good attitude.
3. Provide residents with quality care and promote excellent customer service.
4. Arrive to work prepared, including wearing appropriate business attire.
5. Use materials and supplies with care and protect company property, equipment, and materials from damage and loss.

This policy is not intended to preclude or dissuade discussions among employees about wages, terms, and/or conditions of employment, or other legally protected or permitted activities. Non-supervisory employees are free to discuss these issues with co-workers or third parties for the purpose of improving working conditions.

Confidentiality

All business information, practices and records, including any that pertain to residents and employees, are confidential. The release of confidential information to unauthorized persons could result in corrective disciplinary action and possible termination from employment. If someone asks you for information and you are unsure whether to give it or not, ask your supervisor first.

All employees shall:

- Ensure the confidentiality, integrity, and availability of all protected health information (“PHI”), electronic or otherwise, that **eliseo** creates, receives, maintains, or transmits; protect against any reasonably anticipated threats or hazards to the security or integrity of PHI; protect against any reasonably anticipated uses or disclosures of PHI that are not permitted by federal or state privacy law; and notify the Compliance Officer immediately of any potential privacy or security breaches involving PHI.
- Protect residents’ rights to privacy and confidentiality of their medical records (including electronic records), in accordance with HIPAA and its regulations, state law, accreditation standards, and **eliseo’s** policies and procedures.
- Refrain from engaging in unauthorized review or disclosure of medical records.
- Refrain from disclosing confidential or proprietary information of **eliseo** (such as resident lists, development plans, marketing strategies, business deals, and financial information), during or after employment.

This policy is not intended to preclude or dissuade discussions among employees about wages, terms, and/or conditions of employment, or other legally protected or permitted activities. Non-supervisory employees are free to discuss these issues with co-workers or third parties for the purpose of improving working conditions.

Rumors & Gossip

The best way to find out if something is true is to ask someone who knows. In other words -- go to the source. If you are sharing sensitive information and/or your opinion about a situation with someone who cannot impact the circumstances or is not directly involved, you are gossiping.

This policy is not intended to preclude or dissuade discussions among employees about wages, terms, and/or conditions of employment, or other legally protected or permitted activities. Non-supervisory employees are free to discuss these issues with co-workers or third parties for the purpose of improving working conditions.

Tips & Gratuities

You are not permitted to ask for or accept tips or gifts from residents, their families, other visitors or vendors for services rendered or promised. Gifts of appreciation and friendship (e.g., holiday treats to share) may be accepted upon approval of your Department Director. Residents, families, visitors, and vendors may be encouraged to contribute financially or materially to the Employee Emergency Fund, Employee Recognition, Helping Hands, or the Employee Scholarship Fund.

Employees shall not accept or provide any benefits that could be viewed as a conflict between personal interests and **eliseo** business interests.

Employees shall not accept gifts or benefits in exchange for referrals; or in exchange for the purchasing, leasing, ordering, arranging, or recommending an item or service. This includes accepting expensive meals, gifts, refreshments, transportation, or entertainment provided or received in connection with **eliseo** business activity. This policy applies to relationships with vendors, physicians, residents and their families, referral sources, and others.

Personal Appearance

You are expected to be neat and well-groomed at all times. A professional appearance inspires the confidence of our residents, visitors and your co-workers. Your supervisor will tell you what is appropriate for your position, and may exercise reasonable discretion to determine appropriateness in employee dress and appearance.

For professional appearance, safety and hygiene reasons, employees involved with resident care should limit jewelry to name tags, service pins, watches, conservative earrings and engagement/wedding rings. Nails should be clean and trimmed. Hair should not hang loose if long and styles should be in good taste. Shoes should be closed over toes and heels. Non-slip shoes should be worn in areas commonly wet. Sleeves should cover shoulders and upper arms. Check with your supervisor for requirements specific to your department and position.

Clothes should be clean and pressed. Skin at waist area must be covered. Fragrances should be limited due to allergies. Logos should be restricted to **eliseo** branded items. Jeans and leggings may be permitted on relaxed days only. Ripped, torn, or frayed clothing is not permitted.

Your name tag should be worn whenever you are on duty, and visible at your waist or above. This identifies you and supports security in the facility. It also helps to promote understanding and goodwill with residents and their family, doctors, visitors, and co-workers. Please remember your name tag serves multiple functions and should be secured at all times. **eliseo** name badges allow for the use of the timekeeping software, provide an option to pay for meals in the Harbor Café, and will be used to gain access to designated doors around the campus. If you lose or forget your name tag, please see your supervisor immediately; and request a replacement name tag from Employee Relations.

Relaxed dress days are scheduled for Fridays where you are given an opportunity to dress more casually while maintaining your personal and professional dignity. Remember -- we still need to present a professional image to residents, visitors and our community.

Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, employees will not be compensated for the time away from work.

Consult your supervisor or department director if you have questions about what is appropriate attire.

Due to the nature of their work, certain departments have specific dress code guidelines. If your department is listed below, please consult the following guidelines in addition to the general requirements listed above.

DINING SERVICES

- Black pants or skirts, no jeans
- White with collar shirt, long or short sleeve, no sleeveless.
- Black or white plain sweater or jacket (no hood) may be worn. **eliseo** logo sweaters are also available.
- Black apron
- Flat, safe, non-skid shoes with closed heel and toe.
- Cook/Chef to wear white or black while serving.
- Hairnets are required for food preparation and all Dining Services department areas.
- Black plain or company logo hats permitted to cover entire head/hair.

HOUSEKEEPING/LAUNDRY

- Scrub style tops or polo style shirts
- Scrub, Chino, Twill pants styles
- Flat, safe, non-skid shoes with closed heel and toe

NURSING

- Scrub tops and bottoms
- Flat, safe, non-skid shoes with closed heel and toe

MAINTENANCE/SECURITY

- **eliseo** issued uniforms
- Non-slip shoes
- **eliseo** logo hats

CLINICAL ADMINISTRATIVE

- Professional dress attire.
- Skirts/dresses should be two inches above knee or longer.
- Flat, safe, non-skid shoes with closed heel and toe

ADMINISTRATION

- Professional dress attire.
- Skirts/dresses should be two inches above knee or longer.
- Dress sandals permitted in non-care areas only, no flip flops.

eliseo department managers may exercise reasonable discretion to determine appropriateness in employee dress and appearance.

Ethical & Legal Conduct

We expect you to conduct business in accordance with the highest ethical and legal standards and to complying with all applicable laws, rules and regulations. The policies and procedures in this Employee Handbook have been developed to meet this objective. While a real effort has been made to cover questions that might arise regarding legal and ethical responsibilities of employees of **eliseo**, no set of policies and procedures can begin to cover every situation that might arise. Legal and ethical questions arise in all aspects of our organization. The key to these policies is personal integrity -- the exercise of honesty and good judgment in all dealings in all matters.

All employees have a personal responsibility to question possible misconduct and resolve doubts or uncertainties relating to legal or ethical questions. To resolve such an issue, you should use the open door policy to alert management. You should also report your observations and/or allegations of misconduct through the **eliseo Corporate & Ethics Compliance Program** by contacting the Employee Relations Director. **eliseo** will not retaliate against employees who act good faith. We expect you to comply with the requirement of the legal and ethical policies in this Employee Handbook as well as the general requirements of honesty and personal integrity in all matters and your licensing standards, if any. Any employee who violates this standard may be subject to disciplinary actions up to and including discharge from employment.

Confidential assistance and information is available in the Employee Relations Department or by calling the Compliance Officer at 253.756.7557.

In order to cultivate an Ethical Culture, all employees shall:

- Perform their duties in good faith and to the best of their ability.
- Refrain from illegal conduct in both personal and business matters. Comply with **eliseo's** records policies and procedures. Employees shall not alter or destroy **eliseo** documents in anticipation of or in response to a request for documents by a government agency or a court of competent jurisdiction.
- Participate in training regarding the Corporate Compliance and Ethics Program and policies and procedures.
- Immediately report all suspected violations of the law, this Code of Conduct, the Corporate Compliance and Ethics Program, or any **eliseo** policy or procedure, to the Compliance Officer or compliance hot line number.
- Follow **eliseo's** policy and procedure regarding mandatory reporting of incidents and events to the proper authorities.
- Immediately notify their supervisor upon receipt of an inquiry, subpoena (other than for medical records or other routine licensing or tax matters) or other government request for information regarding **eliseo**.

Weapons

All employees and residents are prohibited from using, displaying or carrying firearms or any other weapons on any company property (including parking lots) or in any company vehicle. Employees or visitors carrying or possessing any weapons will be denied access to company premises and may be subject to discipline, including immediate termination of employment. Employees must report to Employee Relations any instance in which an employee, visitor, resident, vendor, or other person or party uses, displays, or carries a firearm or other lethal weapon.

Off-Duty Conduct

While **eliseo** will not interfere with an employee's off-duty and personal conduct, certain types of off-duty conduct may interfere with our legitimate business interests. Therefore, employees should conduct their personal affairs in a manner that does not adversely affect **eliseo's** or the employee's own integrity, reputation, or credibility. Illegal or immoral off-duty conduct that adversely affects our legitimate business interests or an employee's ability to perform their job will not be tolerated and may subject such person to discipline, up to and including termination of employment. If an employee is arrested or convicted of a crime, including, without limitation, any gross misdemeanors or felonies related to dishonesty or those that could negatively impact **eliseo's** reputation in the community, such employee must advise their supervisor and Employee Relations immediately. Employees are subject to the DSHS Secretary's list of disqualifying crimes before and during employment.

None of these policies, however, are intended to preclude or dissuade discussions among employees about wages, terms, and/or conditions of employment, or other legally protected or permitted activities. Non-supervisory employees are free to discuss these issues with coworkers or third parties for the purpose of improving working conditions.

Mandatory Reporting

According to Washington State requirements, all employees of nursing homes are considered Mandatory Reporters of suspected or alleged abuse, neglect, abandonment, financial exploitation, and sexual and physical assault of nursing home residents. Any employee who has reason to believe or suspect that any of these have occurred **MUST** call the Complaint Resolution Unit at 1-800-562-6078. You may make a private confidential call from the phone located in the small room off the rear of the Chapel. Contact your supervisor or Nursing Administration for more information and assistance with Mandatory Reporting. Employees who fail to comply with their mandatory reporting duties will be subject to discipline, including immediate termination of employment.

Use of Phone, Computer, & Mail Systems

All electronic and telephone communication systems, and all communications and stored information transmitted, received, or contained in these information systems are property of **eliseo** and are to be used solely for job-related purposes. The company telephones and computers must be kept available for business use and resident care issues. In the event of an emergency, calls will be put through to you via our main switchboard. To ensure effective telephone communications, you should always use the

approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

Unless authorized by administration, **you must turn off and not use cell phones and personal electronic devices while on duty.** You may only use your devices while at lunch or on break and in non-work and non-resident areas (hallways = resident areas). Authorized users will typically be managers with legitimate business reasons for immediate accessibility, and are expected to exercise good judgment in the use of phones during work. Ringers should be set to silent or vibrate and phones should not be used openly.

eliseo will not be liable or responsible for loss or damage of personal cell phones brought into the workplace.

To ensure proper use of communication systems and business equipment, **eliseo** reserves the right, in its sole discretion, to monitor the use of these systems and equipment from time to time to ensure that it is being used for business purposes, to prevent harassment, or other improper use.

E-mail and access to the internet is the property of **eliseo** and should be used for business purposes only. Employees do not have a personal privacy right in any matter created, received, stored in, or sent from e-mail systems or any other method of communication. If you use **eliseo's** equipment or systems, you do so at your own risk. We may access and review employee e-mail messages and internet usage at any time.

Message content, regardless of purpose, is subject to the same acceptability standards that would be used in the business environment, which means any vulgar, threatening, discriminatory, harassing, or obscene language and communication is prohibited. This includes jokes that could be interpreted as objectionable in any of these categories.

Business standards also means that these technologies shouldn't be used to promote another business including personal home businesses; infringe on copyrights, patents and trade secrets; or recruit **eliseo's** employees for positions outside of **eliseo**. You are prohibited from using codes, accessing files, or retrieving any stored communication without prior clearance from an authorized **eliseo** representative.

You should expect some monitoring of communications from time to time by **eliseo**. Monitoring will not necessarily be limited to internal review if external review by law enforcement or others is appropriate. "Snooping" by unauthorized personnel will be subject to discipline, up to and including Immediate termination of employment

Passwords are never to be shared and/or given out. You should keep Confidential Information confidential. Confidential or sensitive information should not be transmitted via cell phone, telephone, or e-mail. Remember, not all communication mediums are secured. When transmitting confidential information, the security of the medium should always be considered.

To protect resident privacy, employees should limit emails to those who 'need to know' and refrain from overly broadcasting.

E-mail may have a long “shelf-life.” Do not transmit information via e-mail that you would not want reproduced at a later time. You are responsible for the content of any message you send.

Employees who violate this policy are subject to disciplinary action, up to and including immediate termination of employment.

Use of Electronic Devices: Cell Phones, Audio Players, Cameras, Etc.

This policy outlines the use of personal cell phones, audio players, cameras, and similar devices at work, including the safe use by employees while driving.

PERSONAL CELLULAR PHONES/ELECTRONIC DEVICES

While at work employees are expected to exercise the same discretion in using personal cellular phones and electronic devices as is expected for the use of **eliseo** phones and devices. Excessive personal calls or messaging during the workday, regardless of the device used, can interfere with employee productivity and be distracting to others. Employees are to make personal calls and messages on non-work time and to ensure that friends and family are aware of **eliseo** policy.

PERSONAL USE OF ELISEO-PROVIDED CELL PHONES

Where job or business needs demand immediate access to an employee, **eliseo** may issue a business cell phone to an employee for work-related communications.

Employees in possession of **eliseo** equipment such as cell phones are expected to protect the equipment from loss, damage, or theft. Upon resignation or Immediate termination of employment, or at any time upon request, the employee may be asked to produce the phone for return or inspection.

SAFETY ISSUES FOR CELL PHONE USE

All employees are expected to follow applicable state or federal laws or regulations regarding the use of cell phones at all times. Employees whose job responsibilities include regular or occasional driving are expected to refrain from using their phone while driving – use of a cell phone while driving is not required by **eliseo**. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are required to pull off to the side of the road and safely stop the vehicle before placing or accepting a call or use hands-free operations, refrain from discussion of complicated or emotional matters and keep their eyes on the road. Special care should be taken in situations where there is traffic, inclement weather or the employee is driving in an unfamiliar area. Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions.

VIDEO OR AUDIO RECORDING DEVICES

The use of camera phones or other audio or video recording capable devices within **eliseo** may constitute both an invasion of personal privacy (including HIPAA) and may breach confidentiality of **eliseo** trade secrets or other protected information. Therefore, the use of camera or other video-capable recording devices within **eliseo** is prohibited without the express prior permission of Administration and of the person(s) present at the time.

VIDEO OR AUDIO PLAYBACK DEVICES

We must keep our attention to work duties and both planned and unexpected needs of Residents. Use of personal video and audio devices, including ear buds, earphones, and other wearable technology is not permitted while on duty and in resident areas.

SPECIAL RESPONSIBILITIES FOR MANAGERIAL STAFF

As with any policy, management staff is expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.

Drug-Free and Alcohol-Free Workplace

It is our desire to have a drug-free and alcohol-free, healthful, and safe workplace. To promote this goal, you are required to report to work in the appropriate condition to perform your job in a satisfactory manner.

eliseo is committed to maintaining a drug-free and alcohol-free workplace to protect its employees, residents, volunteers, and the general public from the serious risks posed by the manufacture, distribution, possession, or use of alcohol or controlled substances. Drug activity threatens and impairs employee health, safety, security, morale, and job performance. We will take all reasonable steps to prevent and eliminate drugs and alcohol from our workplace.

All employees are prohibited from manufacturing, distributing, dispensing, possessing, or using alcohol or any controlled substances (including marijuana) in any company workplace, while conducting company business, or during working hours. (NOTE: Certain exceptions may be made for serving alcohol during an “Official” Resident activity or **eliseo** event. Under no circumstances will an employee be intoxicated or under the influence of drugs or alcohol while providing services to Residents or representing **eliseo**.)

Employees are further prohibited from reporting to work under the influence of controlled substances (including marijuana). If you are taking prescription drugs that may affect your performance, you must discuss your situation with your supervisor and obtain permission before beginning work.

The Drug-Free Workplace Act requires you to notify **eliseo** if you are convicted of a criminal drug statute violation occurring in the workplace no later than five days after such conviction. Within thirty days of such notice, or from the date **eliseo** receives actual notice of the conviction, we will take appropriate disciplinary action.

Disciplinary action, up to and including discharge, will be taken against any employee who violates this policy. We reserve the right to use discretion in dealing with each case, in accordance with our current policies and practices and the specific circumstances involved. This may include requiring an employee to participate satisfactorily in an approved drug/alcohol abuse assistance or rehabilitation program or to submit to random testing as part of a return-to-work agreement.

This policy and its distribution is part of our drug-free awareness program. The purpose of this program is to inform employees about the dangers of drug and alcohol use in the workplace, and to encourage employees who feel they may have developed an addiction or dependency on drugs or alcohol to seek appropriate help and counseling. Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program (EAP). **eliseo** Code is **eliseo**

eliseo will provide further information on this subject from time to time. You are encouraged to contact your Supervisor, Department Director or the Employee Relations Department with your questions or concerns regarding this policy.

DRUG TESTING

Employees will be subject to drug and alcohol testing in the following circumstances:

- Upon hire after receiving a conditional offer of employment (drug screen only)
- periodic (random)
- reasonable suspicion & post-accident/incident
- return to duty (after a positive drug test or return from treatment as a part of a return-to-work agreement)

Tests may be administered at **eliseo** by authorized nursing personnel and/or a designated independent laboratory.

If you test positive for alcohol or illegal drugs, you will be subject to disciplinary action, up to and including discharge. We may require you to participate satisfactorily in an approved drug/alcohol abuse assistance or rehabilitation program or to submit to random testing as part of a return-to-work agreement. In addition, any employee refusing to go to the collection facility, or refusing to provide samples for testing will be presumed to be under the influence of alcohol or illegal drugs and will be considered to have tested positive.

You may be placed on suspension pending test results. Suspension will be unpaid if the test results are positive and paid if the results are negative.

UPON HIRE

All new hires will be required to submit to a drug screen within five (5) business days (8:00 a.m. to 4:30 p.m. Monday through Friday, excluding holidays) of receiving the job offer and before reporting to work. A negative drug test result is a condition of employment. All new hires who test positive will be ineligible to work for **eliseo** and will not be eligible for employment consideration for six months.

PERIODIC (RANDOM)

Random testing of employees may be conducted using a valid selection method that gives each employee covered by this Policy an equal chance of being selected for testing. Random selection will occur at the discretion of **eliseo**.

Random testing will be unannounced, and the employees selected must report to the designated **eliseo** collection location immediately. Alternatively, employees may be directed to established non-**eliseo**

collection site and must report within two (2) hours after receiving notice of their selection or as directed by the Employee Relations Representative, the Department Director, or the Supervisor. Refusal to report to the collection site as directed or submit to the test will be equal to a positive test result and will result in disciplinary action up to and including discharge.

REASONABLE SUSPICION

If a serious accident or serious injury occurs, or if facts, circumstances, evidence, symptoms, or a pattern of performance or behavior cause a supervisor or other **eliseo** official to suspect that you have used or are under the influence of alcohol, drugs, or a controlled substance, they will consult with your Department Director, Manager On Duty, Employee Relations Director, or CEO. The supervisor or other **eliseo** official may conduct an investigation as deemed necessary, including interviewing you and giving you an opportunity to explain your behavior. Based on the investigation, you may be directed to report to the designated collection facility for testing.

RETURN TO DUTY

Before an employee returns to duty after engaging in the prohibited conduct outlined above, they may be asked to undergo an alcohol or controlled substance test with a verified negative result before they will be permitted to return to duty. This test may be contained within a prescribed intervention or rehabilitation program supervised by a substance abuse professional. Further random tests may be conducted for the 12 months following return to duty.

TRAVEL TO TESTING SITE

- In start of employment and return-to-duty instances where an employee is to undergo drug/alcohol testing, they will report directly to the testing location. Testing will be conducted at a designated external site. It shall be the employee's responsibility to report as scheduled.
- In reasonable suspicion and post-accident events, **eliseo** will provide transportation to the testing site.
- In random testing instances, employees are expected to provide their own transportation to and from the testing location. **eliseo** may assist with transportation if the employee is unable to provide it personally.
- Employees will be paid for time spent being tested plus traveling to and from the test location IF they are directed to report for testing while they are at work.

REPORTING TEST RESULTS

CONFIDENTIALITY

All records of tests and test results will be handled in a confidential manner and will be released only on a need-to-know basis. Communication of test results will be conducted from the laboratory to the Medical

Review Officer (MRO) to the employee (if the result is positive) and then to the Employee Relations Director or their designee at **eliseo**. Drug and alcohol tests may be released to **eliseo's** attorneys in case a lawsuit or grievance is filed against **eliseo** by or on behalf of an employee or other employees.

Laboratory and/or initial screening test results will not appear in an employee's personnel folder and will be kept in a separate file. Anyone who violates the confidentiality of this information may be subject to discipline, including Immediate termination of employment.

POSITIVE TEST RESULTS

In the event confirmed positive test results are reported to the MRO by the laboratory, the MRO will contact the employee directly to ascertain if there is a medical explanation for the positive test result. If any test results are confirmed positive and the MRO is not provided with acceptable documentation for its lawfully prescribed use by the employee, the employee will be deemed to be using or under the influence of such drugs or controlled substances on **eliseo** premises and/or **eliseo** time.

At the employee's discretion, they will note on the back of the Donor Copy of the Drug Testing Custody and Control Form or on a separate sheet of paper, the use of any prescription or non-prescription medications being taken around the time of testing, and shall, if required by the MRO, provide evidence that a prescription medication has been lawfully prescribed by a licensed practitioner. The listing of prescription and non-prescription drugs is not required and is only for the use of the employee as a "memory jogger." If an employee is taking a prescription or non-prescription medication in the manner authorized by the prescribed licensed practitioner, and has satisfactorily documented such intake to the MRO, a positive test result may be reported to **eliseo** as negative, if the MRO determines that the positive result is due to the use of prescription or non-prescription drugs. Use of medications prescribed for another individual, not the employee, shall be considered to be illegally used and will subject an employee to disciplinary action up to and including discharge.

DISCIPLINARY ACTION / REFUSAL TO UNDERGO TESTING

An employee or applicant who refuses to take a drug and/or alcohol test, or otherwise refuses to cooperate in any such test, shall be presumed to be under the influence of or using alcohol, illegal drugs and/or controlled substances. Employees engaging in such behavior will be subject to disciplinary action, including a mandatory referral to the Employee Assistance Program (EAP) for assessment and treatment or discharge from employment. Applicants engaging in such behavior shall not be considered eligible for employment.

- A refusal to take an alcohol or controlled substance test means that an employee or applicant;
- Fails to provide adequate breath for alcohol testing without a valid medical explanation;
- Fails to provide an adequate urine, saliva, or hair sample for controlled substances testing, without a genuine inability to provide a specimen as determined by a medical evaluation; or
- Engages in conduct that clearly obstructs the testing process.

SPECIMEN/SAMPLE ALTERATION

Any employee who alters or attempts to alter a saliva, urine, blood, breath, or hair sample by any means, including but not limited to, dilution, tampering, or substituting the sample of another person, will be discharged. An applicant committing such an offense will not be hired.

POSITIVE TEST FOR ALCOHOL/CONTROLLED SUBSTANCE

Any employee who has been reported by the MRO as testing positive for controlled substances and/or alcohol will be subject to the disciplinary action up to and including immediate termination of employment.

CONSENT

New Hires – Any New Hire covered by this Policy shall be deemed to have consented to such testing as required by this Policy as a condition of employment. Successful completion of drug/alcohol testing does not automatically guarantee continued employment with **eliseo**. Employment with **eliseo** is “at-will” which gives the employee, as well as **eliseo**, the right to terminate the employment relationship at any time, for any reason, with or without advanced notice.

Employees – Any employee covered by this Policy shall be deemed to have consented to such testing as is required herein by virtue of continuing in the employ of **eliseo**.

Solicitation

To maintain a proper business environment and prevent interference with work and inconvenience to others, employees may not, during working time or in working areas, distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause. If an employee is not on working time (e.g., lunch hour or breaks), they may not solicit other employees who are on working time for any cause or distribute literature of any kind to them. This policy also prohibits solicitations via **eliseo’s** email, bulletin boards, websites, telephone, and other **eliseo** communication systems during working time. Furthermore, employees may not distribute literature or printed material of any kind in working areas at any time. Internal postings must have an APPROVED stamp by a member of the Executive team prior to postings. All staff emails may be sent only from Employee Relations and Department Directors.

“Working time” includes any time in which either the person doing the solicitation (or distribution) or the person being solicited (or to whom non-business literature is being distributed) is engaged in or required to be performing work tasks. Working time excludes times when employees are properly not engaged in performing work tasks, including break periods and mealtimes.

“Working areas” include areas controlled by **eliseo** where employees are performing work, excluding, for example, cafeterias and break rooms, and **eliseo’s** email system, websites, bulletin boards, and parking lots.

Current and former employees are not permitted to solicit to residents for any reason, at any time. Solicitation of residents may be considered resident abuse, which can lead to potential citations.

This policy is not intended to preclude or dissuade discussions among employees about wages, terms, and/or conditions of employment, or other legally protected or permitted activities. Non-supervisory employees are free to discuss these issues with coworkers or third parties for the purpose of improving working conditions.

Security Inspections

We wish to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, we prohibit the possession, transfer, sale, or use of such materials on our premises. We require the cooperation of all employees in administering this policy.

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

We also wish to discourage theft or unauthorized possession of the property of employees, **eliseo**, visitors, and residents. To facilitate enforcement of this policy, **eliseo** or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any vehicles, packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto **eliseo's** premises, including without limitation **eliseo**-provided parking spaces.

Disability Accommodations

It is **eliseo's** policy to comply with state and federal law regarding reasonable accommodations for disabled persons, *provided* the individual is otherwise able to perform the essential functions of the job, qualified to safely perform the duties and assignments related to the job and such accommodations do not impose an undue hardship on **eliseo**. Upon request, **eliseo** will attempt to reasonably accommodate qualified individuals with disabilities.

If an employee believes they are in need of a workplace accommodation in order to perform the essential functions of their job, they should contact their supervisor or Employee Relations for additional information. **eliseo** will engage in an interactive process with you to identify reasonable accommodation(s) that will allow the employee to continue to perform the essential functions of their job. This interactive process will include a review of your essential job functions as outlined in the employee's job description along with the employee's documented medical restrictions and capabilities. It may be necessary for **eliseo** to obtain the employee's consent to consult with their medical provider(s) as a part of this process. **eliseo** also ensures that its facilities, programs, and services are accessible to individuals with disabilities.

All complaints will be reviewed in accordance with the reporting and investigation procedures outlined in the Sexual & Other Unlawful Harassment policy below.

Pregnancy Accommodations

eliseo prohibits discrimination and retaliation against pregnant employees due to their pregnancy. Consistent with this commitment, the Company will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business. All pregnant employees are entitled to the following accommodations as a matter of course due to their pregnancy upon request:

- More frequent, longer, or flexible restroom breaks;
- Modification to a no food/drink policy;

- Access to seating or more frequent sitting breaks, if your job requires you to stand; and
- Restrictions on lifting 17 pounds or more
- Job restructuring, part-time or modified work schedules, reassignment to a vacant position, or acquiring or modifying equipment, devices, or an employee's workstation.
- Providing for a temporary transfer to a less strenuous or less hazardous position.
- Scheduling flexibility for prenatal visits.

No medical verification or showing of disability is required before these accommodations are available to pregnant employees.

If a pregnant employee requires further accommodation, **eliseo** may require medical verification. **eliseo** will engage in the same interactive process with pregnant employees as under the Disability Accommodations process above.

eliseo will not and forbids unlawful retaliation against any pregnant employee who requests, declines, or uses an accommodation. Pregnant employees shall not be denied employment opportunities open to an otherwise qualified employee due to the need for an accommodation under this policy. Any employee found to violate this policy will be subject to discipline, up to and including Immediate termination of employment.

All complaints will be reviewed in accordance with the reporting and investigation procedures outlined in the Sexual & Other Unlawful Harassment policy below.

Lactation Breaks

eliseo supports breastfeeding parents by accommodating the parent who wishes to express breastmilk during their workday when separated from their newborn child. For up to **two** years after the child's birth, any employee who is breastfeeding their child will be provided reasonable break times to express breastmilk for their newborn. A secure room will be designated for this purpose. Employees may store breastmilk in the refrigerator with a label that contains the date and name of the employee. Any nonconforming products stored in the refrigerator may be disposed of. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration, and tampering. Lactation breaks of more than 20 minutes in length will be unpaid, and the employee should indicate this break period on their time record. Breaks under 20 minutes will be in addition to, not in lieu of, employees' paid rest breaks.

Breastfeeding parents are not required to provide a doctor's note certifying their need for lactation breaks.

Sexual & Other Unlawful Harassment

We prohibit unlawful harassment or discrimination on the basis or perception of a person's race, age, religion, color, creed, sex, pregnancy, sexual orientation, gender expression and gender identity, national origin, the presence of any physical, sensory, or mental disability or the use of a trained guide dog or service animal, marital status, military or veteran status, ancestry, genetic information, citizenship or immigration status, or status in other legally protected groups. We strongly recommend that supervisors do not date subordinates.

Harassment is defined as conduct that is offensive to a reasonable person. Discriminatory harassment involves treating employees differently based on protected characteristics, or other conduct which alters the working environment because of an employee's protected status. Any such conduct will not be tolerated.

Conduct also is considered to be harassment if it causes a hostile work environment, which may include unwelcome verbal or physical sexual advances, where:

- Submission to the advances is a term or condition of employment.
- Submission to or rejection of the advances is used to make employment decisions.
- Such conduct interferes with an individual's work or well-being or creates an intimidating, hostile, or offensive working environment.

Below are examples of other types of harassment. This list is not exhaustive.

- Vulgar or sexual comments, jokes, stories, and innuendoes.
- Asking unwelcome personal questions about an individual's sexual orientation, gender expression or gender identity, transgender status, or sex assigned at birth.
- Graphic or suggestive comments about another person's body or manner of dress.
- Touching or grabbing whether or not of a sexual nature;
- Repeatedly standing too close to or brushing up against a person; Repeatedly asking a person to socialize during off-duty hours when the person has said no or has indicated they are not interested (supervisors in particular should be careful not to pressure their employees to socialize);
- Giving gifts that are unwelcome or when asked to stop, or leaving objects that are sexually suggestive or racially offensive;
- Gossip, comments, or questions about another's sexual conduct, sexual orientation, or gender identity or expression;
- Intentionally causing distress to an individual by disclosing their sexual orientation, gender expression or gender identity, transgender status, or sex assigned at birth against their wishes;
- Vulgarity, leering, inappropriate touching, and obscene or suggestive gestures;
- Using offensive names, slurs, jokes, or terminology regarding an individual's race, sexual orientation, gender expression, or gender identity;

- The deliberate misuse of an individual's preferred name, form of address, or gender-related pronoun (except on legally mandated documentation if the individual has not officially obtained a name change);
- Display in the workplace of sexually suggestive, sexist, racist, homophobic, or transphobic photographs, cartoons, graffiti, and the like;
- Displaying racist or other offensive symbols, such as swastikas, nooses, and racist flags;
- Subtle or unsubtle pressure for sexual activity, including unwelcome sexual advances;
- Solicitation or coercion of sexual activity or dates by the implied or express promise of rewards, preferential treatment or express threat of punishment;
- Unwelcome physical contact or inappropriate touching;
- Intimidating, hostile, or derogatory remarks that are directed at a person because of that person's sex, whether or not the remarks themselves are sexual in nature, where the remarks cause discomfort or humiliation and interfere with an employee's performance of their duties;
- Retaliation against an employee for refusing sexual or social overtures, for complaining about discrimination or sexual harassment, or for cooperating with the investigation of a complaint;
- Harassing, threatening, discriminatory, or otherwise derogatory statements posted on the Internet or social media, even if made during the employee's personal time; Harassing, threatening, or unwelcome off-duty conduct that affects the work environment;
- Harassing surveillance or stalking (including following or watching someone) in any manner, including whether in person or electronically.

A person of any gender, sexual orientation, or gender identity can be sexually harassed. The harassed person can be the same gender as the harasser. The harasser can be a supervisor, coworker, or a nonemployee who has a business relationship with **eliseo**. Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy.

Discriminatory harassment may involve the use of slurs, names or the telling of jokes, treating employees differently based on protected characteristics or other conduct which alters the working environment because of an employee's protected status. Any such conduct will not be tolerated. Harassment against residents, their family, coworkers, vendors, or others is also in violation of this policy. Comments or actions that inappropriately refer to a person's participation or affiliation with a particular group or protected class may also constitute discrimination or unlawful harassment and create a hostile work environment.

Below are examples of such harassment. This list is not exhaustive.

- Displaying visual objects or individuals that depict protected groups in a derogatory way.
- Using demeaning terms to refer to an individual or protected group.
- Making rude, disrespectful, or inappropriate comments regarding another's culture or manner of dress.

Any employee is subject to or aware of an incident of sexual or other unlawful harassment or discrimination at work by or against anyone -- including residents, co-workers, visitors, or other members of the public -- shall promptly report the matter to their supervisor. If the supervisor is unavailable or the employee is uncomfortable speaking to their supervisor, or if that person is the source of the problem, condones the problem, or ignores the problem, the employee should immediately contact Employee Relations or any other member of management with whom the employee feels comfortable speaking. Employees can raise concerns and make reports without fear of unlawful reprisal. Complaints should be made in good faith and based on an honest belief that harassment or discrimination has occurred.

eliseo will keep all complaints confidential to the extent reasonably possible and will disclose information only if necessary, to allow **eliseo** and/or its attorneys to investigate and respond to the complaint. **eliseo** has a compelling interest in protecting the integrity of its investigations. In every investigation, **eliseo** has a strong desire to protect witnesses from harassment, intimidation, and retaliation; to keep evidence from being destroyed; to ensure that testimony is not fabricated; and to prevent a cover-up. **eliseo** may decide in some circumstances that to achieve these objectives, we must maintain the investigation and our role in it in strict confidence. If we reasonably impose a confidentiality requirement and you do not maintain such confidentiality, you may be subject to disciplinary action up to and including immediate termination of employment.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment or discrimination must promptly advise their Department Director and the Employee Relations Department who will handle the matter in a timely and confidential manner.

We all must act with sensitivity to our own behavior toward others. Each of us is responsible for assuring that our workplace is free from harassment and intimidation. Keep in mind that what one person considers appropriate behavior may be considered offensive and out-of-line by another.

Violations of this policy will be considered serious misconduct and will be handled under our **Performance Improvement Policy**; and will result in disciplinary action, up to and including immediate termination of employment.

Anti-Retaliation

We strictly prohibit any form of unlawful retaliation against an employee who in good faith makes a complaint, raises a concern, provides information, or otherwise assists in an investigation or proceeding regarding any conduct that they reasonably believe to be in violation of **eliseo's** Standards of Conduct policy, Sexual & Other Unlawful Harassment, Pregnancy Accommodation, Disability Accommodation polices, Corporate Compliance & Ethics Program, or any applicable laws, rules, or regulations.

This policy is designed to ensure that all employees feel comfortable speaking up when they see or suspect illegal or unethical conduct without fear of retaliation. It is also intended to encourage all employees to cooperate with **eliseo** in the internal investigation of any matter by providing honest, truthful, and complete information without fear of retaliation.

No employee should be discharged, demoted, suspended, threatened, harassed, intimidated, coerced, or retaliated against in any other manner as a result of their making a good faith complaint or assisting in the handling or investigation of a good faith complaint that an **eliseo** policy; the Standards of Conduct policy; or an applicable law, rule, or regulation has been violated. Employees who in good faith make a complaint or participate in an investigation or proceeding under this policy, however, remain subject to the same performance standards and conduct as other employees.

eliseo prohibits employees from being retaliated against even if their complaints are proven unfounded by an investigation, unless the employee knowingly made a false allegation, provided false or misleading information in the course of an investigation, or otherwise acted in bad faith. Employees have an obligation to participate in good faith in any internal investigation of retaliation.

Whistleblower Policy

eliseo requires directors, officers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of **eliseo**, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations. If any employee reasonably believes that some policy, practice, or activity of **eliseo** is in violation of law, a written complaint may be filed by that employee with the Employee Relations Director. If the employee's complaint pertains to the Employee Relations Director, they should inform the President/CEO. If an employee is reporting an Ethics violation regarding the President/CEO, they may contact the Employee Relations Director or the Board of Governors. In all instances, if an employee is

unable to contact the CEO or Employee Relations Director, they may contact the Chair of the Board of Governors at bogchair@tacomalutheran.org and/or the Vice Chair at bogvicechair@tacomalutheran.org.

It is **eliseo's** intent to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation if the employee brings the alleged unlawful activity, policy, or practice to the attention of the Employee Relations Director, and provides the Employee Relations Director with a reasonable opportunity to investigate and correct the alleged unlawful activity. In the event that the complaint involves the Employee Relations Director, the employee should report the alleged unlawful activity, policy, or practice to the President/CEO. The protection described below is available to employees that comply with this requirement.

eliseo will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of **eliseo**, or of another individual or entity with whom **eliseo** has had a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

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

The Employee Relations Director shall immediately notify the appropriate department [of any concerns or complaints regarding corporate accounting practices, internal controls, or auditing, and work with the committee until the matter is resolved.

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious offense and will be subject to discipline up to and including immediate termination of employment.

Violence in the Workplace

eliseo has a zero-tolerance policy for threats of violence or violent acts against our employees, applicants, residents or their families, vendors, or third parties. Any employee who is subjected to or threatened with violence by a coworker, resident or their family, vendor, or third party, or is aware of another individual who has been subjected to or threatened with violence by such person is to report this information to your supervisor as soon as possible. If you do not feel comfortable reporting the incident to your supervisor, you may report the incident to Employee Relations or any other supervisor with whom you feel comfortable reporting.

Acts or threats of violence include conduct that is sufficiently severe, offensive, or intimidating to alter the employment conditions at **eliseo**, or to create a hostile, abusive, or intimidating work environment for one or several employees.

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to:

- Hitting or shoving an individual.
- Threatening an individual, their family, friends, associates, or property with harm.
- Intentionally destroying or threatening to destroy **eliseo**, resident, or coworkers' property.
- Making harassing or threatening phone calls or sending harassing or threatening text messages.
- Harassing surveillance or stalking (including following or watching someone) in any manner, including whether in person or electronically.
- Harassing or threatening statements posted on the Internet or social media, even if made during the employee's personal time.
- Possessing or using unauthorized or inappropriate firearms or weapons.

eliseo's prohibition against threats and acts of violence applies to all persons involved in **eliseo's** operation, including, but not limited to, employees, vendors, residents and their family, and anyone else on **eliseo** property or involved in **eliseo** business or activities.

Please do not assume that any threat is not serious. Please report all threats or acts of physical violence to a supervisor or Employee Relations immediately so that we can address them appropriately. Such reports will be investigated under the same guidelines found in the section of Sexual and other Harassment policy above.

Violations of this policy by any employee on the **eliseo's** property, functions, or business-related sites, may lead to disciplinary action, including immediate termination of employment and/or legal action as appropriate. If an act or altercation constitutes an emergency, call 9-1-1 immediately.

Social Media

eliseo recognizes that blogging and other forms of social media such as Facebook, Twitter, Instagram, blogs, and wikis may play a role in employees' personal lives. **eliseo** also recognizes the power of the Internet and its ability to shape public thinking about **eliseo** and our current and potential services, residents, vendors, and personnel. Employees' social media use can pose risks to **eliseo's** confidential and proprietary information, reputation, and brand; can expose **eliseo** to discrimination, harassment, and retaliation claims; and can jeopardize **eliseo's** compliance with other applicable laws. Inappropriate communications, even if made on the employee's own time using the employee's own resources, may be grounds for discipline up to and including immediate termination. We encourage employees to use good judgment when communicating via blogs, online chat forums, networking internet sites, social internet sites, and other electronic and non-electronic forums (collectively "social media").

These guidelines protect the privacy, confidentiality, and interests of **eliseo**, and our residents, personnel, vendors, and others.

Supervisors should refrain from trying to connect with their subordinates through the use of personal social media (for example, making friend requests on Facebook). Neither supervisors nor subordinates should feel pressured to accept or respond to any personal social media requests from anyone in **eliseo**.

The following is a general and non-exhaustive list of guidelines employees should keep in mind:

1. Consistent with **eliseo's** Confidentiality policy and state and federal laws, employees should never mention any of our prospective, current, or former residents in a social media forum.
2. Make it clear that the views expressed in social media are the employees alone. Unless given permission, do not purport to represent the views of the company in any fashion.
3. Do not disclose confidential or proprietary information regarding the company, coworkers, or **eliseo's** current or former residents, vendors, and suppliers. Use of copyrighted or trademarked company information, trade secrets, or other sensitive information may subject employees to legal action. If employees have any doubt about whether it is proper to disclose information, please discuss it with Employee Relations.
4. Do not use **eliseo's** logos, trademarks, web addresses, email addresses, or other symbols in social media. Employees may not use **eliseo** name or other identifying information to endorse, promote, denigrate, or otherwise comment on any product, opinion, cause, or person.
5. If employees utilize a website (i.e., LinkedIn) that mentions **eliseo** and/or our current services, personnel, or vendors, as a courtesy to **eliseo**, please inform Employee Relations. If employees maintain a website, blog, Facebook account, Twitter account, Instagram account, LinkedIn page, or similar social media account for or on behalf of **eliseo**, such social media account and all information contained therein, and content created for such account, remain the exclusive property of **eliseo** both during and after employee's employment.
6. Be respectful of the privacy and dignity of co-workers. Do not use or post photos of coworkers without their express consent.
7. Harassing or discriminatory comments, particularly if made on the basis of gender, race, religion, age, national origin, sexual orientation, gender identity, or another protected characteristic, may be deemed inappropriate even if **eliseo** is not mentioned.

8. Ensure that engaging in social media does not interfere with work commitments.
9. Social media and similar communications have the potential to reflect on both the employee and **eliseo**. We hope that employees will show respect for each other, residents, their families, vendors, and competitors.
10. Social media should never be used in a way that violates any other **eliseo** policies or employee obligations. If employees' social media activity would violate any **eliseo** policies in another forum, it will also violate them in an online forum. For example, employees are prohibited from using social media to:
 - Violate **eliseo's** Confidentiality policy.
 - Violate **eliseo's** Standards of Conduct or Violence in the Workplace policies.
 - Violate **eliseo's** Off-Duty Conduct policy.
 - Violate **eliseo's** Sexual & Other Unlawful Harassment or Retaliation policies.
 - Violate any other laws or ethical standards (for example, never use social media for illegal purposes or in a false or misleading way, such as by claiming to be someone other than yourself or by creating an artificial "buzz" around our business or services).

Employees who violate **eliseo's** policies may be subject to discipline, up to and including termination of employment.

These social media guidelines, however, are not intended to preclude or dissuade discussions among employees about wages, terms, and/or conditions of employment, or other legally protected or permitted activities. Non-supervisory employees are free to discuss these issues with coworkers or third parties for the purpose of improving working conditions.

Return of Property

You are responsible for all property, materials, or written information issued to you or in your possession or control. All **eliseo** property must be returned on or before your last day of work. These items include your employee name badge, keys to the facility, any company issued computer equipment, radios or cell phones and any company issued clothing.

Safety & Health

Your safety and health are important. We are committed to a safe and healthy work environment. We believe in full compliance with the safety and health standards contained in the Washington Industrial Safety and Health Act (WISHA), and all federal/state/local health and safety regulations.

Maintaining a safe work environment is everyone's responsibility and it is required by law. To ensure your own safety and that of our residents, you will receive information and instructions on safe work procedures and health issues through meetings, bulletin board postings, memos and regular in-service training. Details about specific procedures are available for your review and can be found in these and other safety-related manuals:

- Risk Management
- Infection Control
- Exposure Control
- Fire Safety
- Disaster Preparedness
- Hazard Communication

Our organization has a **Safety Committee** with members that represent all departments. Some of the best safety improvement ideas come from our own employees. If you have an idea, concern or suggestion for improved safety in the workplace, share it with your supervisor or a member of the safety committee.

You are expected to:

1. **Learn the safe way to do your job** and to exercise caution in all work activities.
2. **Follow all established safety rules** and procedures.
3. **Report all hazards** in the workplace to your supervisor or safety committee representative immediately.
4. **Participate** in the safety committee activities and recommendations.
5. **Use and maintain all equipment and chemicals as instructed.**
6. **Wear and utilize personal protective equipment** and devices as required.
7. **Help** in keeping the facility clean, orderly and sanitary.
8. **Notify** your supervisor immediately (**within 24 hours**) of an accident -- regardless of the outcome.
9. **Cooperate in an accident investigation and complete an Incident Report Form** for any incident or accident in which you were involved or for which you may be able to provide information.
10. **Have and maintain appropriate health certifications** as required by your position (e.g., Food Handlers Permit, TB test/x-ray, etc.)
11. **Refrain from reporting to work with any symptoms of infectious or communicable disease** without proper clearance and approval from a physician or the infection control nurse.
12. **Provide a written report** from your doctor regarding your health status and limitations to regular duties for any illness or injury that causes you to be absent from work for three days or longer.

Transitional Work Assignments (L&I)

All employees are expected to report for work able to perform all regular duties. When physical limitations resulting from **work-related** injury, illness or exposure prevent you from assuming your regular duties, we

will assign alternative transitional duties that match the particular limitations specified by your attending health care provider (HCP). Our goal in this is to provide you an opportunity to continue working while rehabilitating until you can return to full employment without restrictions.

Transitional work assignments will only be made after receiving a report of restrictions from your HCP. You are responsible for providing all current and updated information from your HCP. You must be available for the transitional duty assigned and must not exceed the stated restrictions. You must also comply with all **eliseo** policies and procedures. Failure to accept or report for assigned transitional duty may result in loss of Worker's Compensation benefits as well as result in disciplinary action up to and including discharge.

Transitional work assignments are not available for non-work-related injuries, illnesses or exposures unless required by other applicable law. Specific employment benefits and accommodations may be available under ADA, FMLA, etc. depending on your specific situation. Contact Employee Relations for more information and assistance.

Major Illnesses in the Workplace

Employees with major illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. We support these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, we will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with major illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. We will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including Immediate termination of employment.

Employees with questions or concerns about major illnesses are encouraged to contact Employee Relations or the Employee Assistance Program for information and referral to appropriate services and resources.

Use of Equipment & Vehicles

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, you are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Notify your supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Your supervisor can answer any questions about your responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including discharge from employment.

Employees and volunteers who use privately owned vehicles for **eliseo** business are responsible for personal insurance related to operation of the vehicle, with recommended minimum policy limits of automobile liability insurance of \$100,000/\$300,000 bodily injury and \$100,000 property damage (or \$300,000 combined single limit). In no event shall the automobile liability policy limits be less than those required by the laws of the State of Washington.

Business Travel Expenses

We will reimburse you for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by your Department Director. Once your travel plans have been approved you are responsible for making your own arrangements. When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by **eliseo**. You are expected to limit expenses to reasonable amounts.

If you are involved in an accident while traveling on business you must promptly report the incident to your immediate supervisor. Vehicles owned, leased, or rented by **eliseo** may not be used for personal use without prior approval of your Department Director.

When travel is completed, you should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses. You should contact the Accounting Department for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.

Visitors in the Workplace

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

All visitors must check in at the Main Reception Area. Employees are responsible for the conduct and safety of their visitors and should interact with them away from patient care areas, Echo Glen and employee break areas. Visitors should not be present while employees are attending to work duties. If an unauthorized individual is observed on **eliseo's** premises, employees should immediately ask if they may assist them and escort or direct the individual to the appropriate department or Main Office.

You will be asked to sign in and out with the Reception desk at the main entrance when visiting the facility at any time other than when on-duty, attending staff meetings or staff in-services.

Conflicts of Interest

We expect you to conduct business within guidelines that prohibit actual or potential conflicts of interest. The purpose of these guidelines is to provide general direction. Contact Employee Relations for more information or questions about specific situations regarding conflicts of interest.

An actual or potential conflict of interest occurs when you are in a position to influence a decision that may result in a personal gain for yourself or for a relative as a result of **eliseo's** business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if you have any influence on transactions involving purchases, contracts, or leases, it is imperative that you disclose to an officer of **eliseo** as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result in cases where you or your relative have a significant ownership in a firm with which **eliseo** does business, and also when you or your relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving **eliseo**.

No employee or Board member may enter into any joint venture, partnership, or other risk sharing arrangement with a potential or actual referral source unless the arrangement has been reviewed and approved by **eliseo's** legal counsel.

All employees, Board members and contractors should avoid any activity that conflicts with the interests of **eliseo** or its residents. This includes involvement in outside commercial activities with potential customers, competitors, or contractors, or placing business with any entity in which there is a family relationship, ownership interest, or financial interest. All such interests or relationships must be immediately disclosed to the Compliance Officer.

All employees and Board members who are in positions to influence business decisions must submit an annual Conflicts of Interest Disclosure Statement, disclosing all business and familial interests that compete with or are associated with **eliseo**.

Outside Employment

You may hold outside jobs as long as doing so does not create an impermissible conflict of interest, breach your duty of loyalty to **eliseo**, raise issues of safety, or interfere with **eliseo's** reasonable and normal scheduling expectations. All employees will be judged by the same performance standards and will be subject to **eliseo's** scheduling demands, regardless of any existing outside work requirements. All employees must notify their supervisor and Employee Relations upon starting outside employment so that **eliseo** can determine if there is a conflict of interest or other concern.

If we determine that your outside work interferes with performance or the ability to meet the requirements of **eliseo** as they are modified from time to time, you may be asked to terminate the outside employment if you wish to remain with us.

Outside employment that constitutes a conflict of interest is prohibited. You may not receive any income or material gain from individuals outside **eliseo** for materials produced or services rendered while performing your job for **eliseo**.

Employee Involvement

You are encouraged to become involved in making **eliseo** a better place to work and live. Suggestions may be submitted to any Department Director, Administrator, or the President/CEO. The Safety Committee meets monthly to consider relevant issues and options. Committee members are chosen representatives from various departments -- your input and participation is valued and welcome. On a periodic basis, we will conduct confidential customer and employee opinion surveys, asking you for ideas and opinions in order to learn how to improve **eliseo**. We may also employ the services of a "Secret Shopper" organization to observe/assess employee effectiveness. These surveys help us to:

1. Develop new policies and procedures.
2. Identify your concerns.
3. Ensure that we are following laws and company policies.
4. Determine your training and developmental needs.
5. Identify strengths and weaknesses as an organization.

Performance Evaluation

You are strongly encouraged to discuss job performance and goals with your supervisor on an informal, day-to-day basis. Performance evaluations may be conducted to provide you and your supervisor the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled approximately every 12 months, generally around the time of the anniversary of original date of hire. Your supervisor or department director may decide to conduct performance evaluations more regularly or less regularly depending on individual circumstances. A good evaluation does not entitle you to increased compensation, benefits, promotion, or continuation of employment. Employees have the right to make written comments relating to the evaluation and will be asked to sign the evaluation to acknowledge discussion of the evaluation.

Service Awards

Our quality reputation and customer satisfaction are a direct reflection of the commitment and dedication of our staff. We value and recognize the length of service that allows us to be regarded as a leading provider of Short-term medical Care, Rehabilitation & Therapy Services, Long-term Skilled Nursing Care, Dementia & Hospice Care, Assisted Living and Senior Independent Living services.

We present service awards after one, five, ten, fifteen, twenty, twenty-five, thirty, thirty-five, and forty, etc. years of completed service. Employees reaching these milestones typically receive a certificate of appreciation and an appropriate gift. Employees with ten or more years of service are invited to an annual banquet honoring them for their long-term dedication. We are proud to note that approximately one out of every four employees has ten or more years of service with **eliseo**.

Each month we will typically select one employee from the Nursing Department and one employee from the rest of the organization as **Employees of the Month**. Nominations may be made in writing by Residents, Families, Co-Workers, Supervisors, or Department Directors. Criteria used to determine worthy award winners will focus on how much s/he **CARES - taking pride in always giving residents the best possible service**.

Consistent Always Learning Responsive Extra Effort Solver

Each January, all employees vote for their choice of **Employee of the Year**. All Employees of the Month from the previous year who are still **eliseo** employees are eligible. Employees of the Month and Year receive a certificate of achievement, special designation name tag, cash gift, and specially designated parking space.

Employees who go *“above and beyond”* their normal duties in a particular situation may be recognized with an **All-Star award**. This award is commonly given to many deserving employees each month.

Attendance & Punctuality

Attendance is an essential job duty of every employee. You are an integral part of your department and 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 unauthorized absence from work for any reason unless it falls within the paid sick leave policy.** This policy does not apply to leaves of absence covered by **eliseo’s** paid

sick leave program, FMLA, PFML, Domestic Violence Leave, or other legally protected leaves. For information about the accrual, use, and notifications related to those leave programs, see the appropriate policies above. Unpaid sick leave that occurs after exhausting all available paid sick leave may be covered by this policy as allowed by applicable law.

In the rare instances when you cannot avoid being late to work or are unable to work as scheduled, you must:

1. Promptly and properly inform your supervisor of the reason for and expected length of the absence.
2. Personally notify your supervisor at least two hours prior to the start of your shift.

(NOTE: Some departments may establish alternative reporting requirements and/or require longer advance notice.)

HOW THE POLICY WORKS

Repeated, unexcused episodes of tardiness, early departure, or absenteeism will result in disciplinary action, up to and including termination of employment. All **unauthorized absences** will be counted and recorded on your personal attendance record. In some cases, with Supervisor approval, finding your own replacement while not causing overtime will release you from your attendance commitment. Consult with your Supervisor, Department Director, or Employee Relations for clarification.

EXCESSIVE ABSENTEEISM

An **absence** is considered each shift you do not attend work as scheduled. **Excessive absenteeism** is defined as four (4) unauthorized absences in a 90-day period; or nine (9) unauthorized absences in a 12-month period; or a pattern of absence (e.g., routinely on Monday, Friday, before/after Holiday).

(NOTE: 90-day and 12-month periods “look back” from the most recent absence.)

TARDY/ EARLY DEPARTURE

Tardy is the failure to report to the assigned work duty station at the assigned time, usually start of shift. This includes the return from breaks and lunch. **Early Departure** is the failure to remain on the job through the assigned completion time, usually end of shift. Any tardy or leave early which consists of one-half or more of your scheduled shift will be considered a full absence.

AUTHORIZED ABSENCES

Authorized absences include planned Personal/Vacation Time, Holiday, paid sick leave, FMLA, PFML, Domestic Violence leave, ADA, L&I, Military/Jury/Bereavement Leaves, and other legally protected leaves.

Absences due to weather or other unusual conditions that affect a large percentage of employees, as well as extreme and extenuating personal circumstances may be approved at the discretion of the CEO or designee.

eliseo reserves the right to discharge any employee with or without cause at any time notwithstanding the normal disciplinary procedures identified in this Employee Handbook. In addition, it also reserves the right to use its

discretion in applying this policy under special or unique circumstances, including during the Introductory Period at the beginning of employment.

PERFORMANCE IMPROVEMENT

Normal standards of good conduct and acceptable job performance apply to all employees. We are intent on having a positive, supportive, and harmonious work environment where all employees can perform to their greatest ability. You will be provided with tools, supplies, training, feedback and coaching to help you be successful on your job.

Upon accepting employment with **eliseo** you accept personal responsibility for maintaining your performance and conduct at or above established acceptable standards. Our performance improvement system aims to provide **discipline without punishment** as it reminds you of your original commitment to meet or exceed all conduct and performance standards of your position. Our goal is to first recognize and reinforce work well done and, if needed, to provide tools that will assist you in changing unacceptable work behavior, and to motivate and encourage you to become more productive

ADMINISTRATIVE REVIEW

Your Department Director, Administrator, and Employee Relations will review your overall employment record, including reasons for failure to meet established employment standards. Based on the findings of the review, Administration may, in its discretion, discharge you from employment or draft an action plan for improvement. Discipline may come in the form of the following actions, which **eliseo** may take in any order, up to and including immediate termination from employment:

-
- Written Reminder
 - Second Written Reminder**
 - Last Chance
-
- Termination of Employment
-

INVESTIGATIVE SUSPENSION

An *investigative suspension* generally will be used to determine and assess facts and circumstances relating to an allegation related to resident care or other critical event as determined in **eliseo's** sole discretion. You will not be paid for suspended time should the investigation result in your discharge from employment as allowed by applicable law.

Certain types of conduct adversely affect **eliseo's** operations or interpersonal relations with other employees. Employees found to be engaging in the following impermissible conduct may be subject to discipline, up to and including immediate termination. This list is not exhaustive; thus, there may be other instances not identified below that may result in immediate termination of employment.

Notwithstanding these lists, all employees remain at-will subject to termination of employment at any time, with or without cause or notice. Inappropriate employee conduct includes, but is not limited to:

- Attending to personal affairs on company time, including unauthorized use of cell phone, computer, or similar device
- Reporting for work with an inappropriate, unprofessional appearance, including not wearing proper uniform or name tag
- Working unauthorized overtime
- Damaging property or equipment belonging to **eliseo** or others
- Engaging in conduct detrimental to company operations that results in negative public relations or customer service
- Creating or contributing to unsanitary conditions
- Engaging in horseplay (boisterous non-work related activity)Neglecting or negligent treatment of a resident, including failure to follow the Plan of Care.
- Gambling on company premises
- Refusing to work without lawful excuse (e.g., legally protected leave; engaging in concerted, protected activity; etc.) when needed due to emergency call-ins, weather, disaster, resident emergency, etc. Engaging in unprofessional conduct, including leaving a duty station without authorization
- Using the problem resolution procedure in an untruthful or inappropriate manner
- Violating safety standards
- Committing an act of unlawful harassment (including sexual) having the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment
- Arguing with a coworker, supervisor, resident, family member, doctor, or visitor
- Failing to consistently meet the established acceptable standards of the job
- Undertaking business endeavors for yourself or others, including accepting tips or gifts
- Failing to complete an incident report for on-the-job accidents within twenty-four (24) hours of the occurrence
- Interfering with the job performance of another employee
- Using offensive, foul, or abusive language
- Eating food intended for residents
- Breaching confidentiality or professional ethics
- Posting, altering, or removing any material on company bulletin boards without authorization
- Failing to use the time reporting system in the prescribed manner
- Unauthorized altering or adjusting your time records or those of another employee or recording another employee's time Failing to fulfill mandatory reporting duties
- Stealing (regardless of the amount) or dishonesty (regardless of the severity)
- Failing to properly record work time, which includes both under-reporting and over-reporting your time

- Threatening, intimidating, or coercing others
- Sleeping on the job
- Possessing firearms or other lethal weapons on company premises
- Willfully damaging or misusing resident or company property or equipment
- Assaulting another person anywhere on company premises or events
- Omitting or falsifying information on the employment application or any other company record
- Using, selling, transferring, possessing, consuming, or being under the influence of illegal drugs (including marijuana) or alcohol on the premises, or in company vehicles
- Engaging in verbal, physical or sexual abuse of a resident which includes personally insulting a resident or using profanity in the presence of a resident
- Willfully refusing to accept a reasonable and proper assignment from an authorized supervisor (insubordination)
- Being convicted of or pleading guilty to a crime which impairs your ability or suitability to work for **eliseo**
- Fighting or other acts of aggression
- Engaging in an act of sexual harassment including unwelcome sexual advancement, requests for sexual favors, and other verbal or physical conduct of a sexual nature
- Soliciting or distributing on company time or on company property in violation of **eliseo's** No Solicitation policy
- Engaging in gross misconduct

This Performance Improvement policy is not intended to preclude or dissuade discussions among employees about wages, terms, and/or conditions of employment, or other legally protected or permitted activities. Non-supervisory employees are free to discuss these issues with coworkers or third parties for the purpose of improving working conditions.

PROBLEM RESOLUTION

We are committed to positive working conditions for all employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion or question receives a timely response from supervisors and management.

We strive to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. You are encouraged to offer positive and constructive criticism.

If you disagree with established rules of conduct, policies, or practices, you can express your concern through the problem resolution procedure. You will not be penalized, formally or informally, for voicing a complaint with **eliseo** in a reasonable, business-like manner, or for using the problem resolution procedure.

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

Problem Resolution Steps

1. Contact Employee Relations for assistance in presenting your problem or complaint to your immediate supervisor, either orally or in writing, within five calendar days after incident occurs.
2. If the matter is not settled to your satisfaction during step one, you may present the matter to your Department Director within five calendar days.
3. If unresolved at step two, you may submit a written summary of your issue to the Administrator within five calendar days for review.
4. If unresolved at step three, you may submit a written summary of your issue or concern to the President within five calendar days for review.

At any step in the process, you may seek the advice and assistance of Employee Relations in exploring options and preparing written materials. You are encouraged to always submit your concerns in writing. Supervisors and managers will routinely review pertinent documents (including personnel files, reports, charts, etc.) and interview personnel as appropriate.

Every attempt will be made to resolve your complaint or problem as quickly as possible.

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

EMPLOYMENT-AT-WILL

This Employee Handbook does not represent an expressed or implied employment contract for any duration between the **eliseo** and our employees. This Employee Handbook is a brief general description of the most common employment practices and policies of **eliseo**. **eliseo** can make changes at any time without prior notice. You may retain one copy of this Employee Handbook for your own reference and this Employee Handbook is available for your review, upon request. The employment relationship is one that is at-will. Because this Employee Handbook is not contractually binding, you retain your normal right to terminate your employment relationship at any time, and **eliseo** retains the same right.

RECEIPT AND ACKNOWLEDGMENT OF EMPLOYMENT POLICIES HANDBOOK

I understand that the information in this Employee Handbook (“Handbook”) represents guidelines only and that **eliseo** reserves the right to modify it or amend or terminate any policies, procedures, or employee benefit programs whether or not described in this Handbook at any time, or to require and/or increase contributions toward these benefit programs.

I understand I am responsible for reading this Handbook, familiarizing myself with its contents, and adhering to all policies and procedures of **eliseo**, whether set forth in this Handbook or elsewhere.

I understand that this Handbook is not a contract of employment, express or implied, between **eliseo** and me and that I should not view it as such or as a guarantee of employment for any specific duration. My employment with **eliseo** is **at-will** and, therefore, either party may terminate the employment relationship with or without cause and/or notice. I also agree that **eliseo** may deduct from my final paycheck any outstanding amounts owed by me to **eliseo** for unreturned **eliseo** property or advances of any unearned paid leave, or advances or loans to me during the course of my employment.

I further understand that no manager or representative of **eliseo**, other than the President/CEO has any authority to enter into any agreement guaranteeing employment for any specified period of time. I also understand that any such agreement, if made, shall not be enforceable unless it is in a formal written agreement signed by both **eliseo** and me.

I understand and agree that this Handbook supersedes all prior versions that may have been issued by **eliseo** and any prior offer letters, and that this Handbook will be effective as of January 1, 2022.

When I leave the employ of **eliseo** for any reason, I further agree to:

1. Return the Employee Handbook and all copies.
2. Permit **eliseo** to deduct from my final paycheck any monies which might be owed by me to **eliseo**, such as unearned leave time advanced to me, the reasonable replacement value of any unreturned or damaged equipment (cell phones, laptops, employee identification badge, uniforms, etc.), and any other indebtedness I owe to **eliseo**.
3. Maintain at all times the confidentiality of customer information and other information proprietary to **eliseo**.
4. Return any of **eliseo’s** property, including keys, in my possession or control.

My signature below indicates that I have received, read and understand the Handbook, and that **eliseo** has answered any questions I may have had regarding the Handbook.

Name of Employee (Please Print)

Employee Signature

Date

Supervisor’s Signature

Date

EMPLOYEE EMAIL, CELL PHONE AND COMPUTER ACKNOWLEDGMENT FORM

I understand that all electronic communication systems and all information transmitted by, received from, or stored in these systems are the property of **eliseo**. I understand that these systems, including the Internet, are to be used primarily for job-related purposes and not for personal purposes. I understand that cell phone(s) and/or computers(s) provided to me by **eliseo**, and all information transmitted by, received from, or stored in these devices are the property of **eliseo**. I understand that these devices, including the Internet, are to be used solely for job-related purposes and not for personal purposes. I have no expectation of privacy in connection with the use of **eliseo's** devices or with the transmissions, receipts, or storage of information in these devices.

I agree not to use a code, access a file, or retrieve any stored communication unless authorized. I acknowledge and consent to **eliseo** monitoring my use of these devices at any time at its discretion. Such monitoring may include printing and reading all e-mail, text messages, voice mail messages, and/or browser history entering, leaving, or stored in these systems. I further agree not to use any communications to unlawfully harass, discriminate, and/or retaliate unlawfully against another employee, resident or their family, vendor, or third-party.

I further agree that I must keep all **eliseo** devices in a safe place at all times, and advise a supervisor immediately if such equipment is lost, stolen, or damaged. I understand that if **eliseo** cell phone(s) and/or computers(s) are lost or stolen, such action could result in the improper disclosure of confidential information.

I acknowledge that I will use cell phones and computers in a safe and reasonable manner. I shall comply with any federal, state, and local laws and regulations regarding driving while using a cell phone or sending, reading, or writing a text message, whether it is an **eliseo**-provided cell phone, a personal cell phone, or the cell phone of another party while on **eliseo** business. I acknowledge that it is of the utmost importance to exercise care and safety while traveling on the roads and highways. I understand that if I fail to comply with this policy, I may be subject to discipline, up to and including immediate termination of employment.

I will return all **eliseo** equipment immediately upon termination of employment or at any other time as requested by **eliseo**. I also understand that misusing any **eliseo** equipment may result in disciplinary action, up to and including immediate termination of employment.

Name of Employee (Please Print)

Employee Signature

Date

Supervisor's Signature

Date

ACKNOWLEDGMENT OF DISCRIMINATION, HARASSMENT AND ANTI-RETALIATION POLICY

I understand that **eliseo** will not tolerate unlawful discrimination, harassment, or retaliation in the workplace. I also understand that retaliation against parties or witnesses to a complaint for discrimination, harassment, or retaliation is a violation of **eliseo's** policies. I agree to report immediately any discrimination, harassment, or retaliation under the procedures set forth in this Handbook. I further understand that **eliseo** will fulfill its legal obligations to investigate the complaint and take corrective action, if necessary, which may include warning, suspension, transfer, recommended counseling or immediate termination of employment, as determined by **eliseo** in its sole discretion. I also understand that knowingly false allegations of discrimination, harassment, or retaliation may result in discipline, up to and including termination of employment. However, I also understand that I may make, in good faith, anonymous complaints, voice concerns or ask questions of management by documenting my complaints, concerns, or questions.

I acknowledge receipt and understanding of **eliseo's** harassment, discrimination, and anti-retaliation policy with my signature below.

Name of Employee (Please Print)

Employee Signature

Date

Supervisor's Signature

Date