

HARBORS HOME HEALTH & HOSPICE



EMPLOYEE MANUAL

General Policies & Procedures

The contents of the Manual are
not to be considered part of any employee
agreement with a specific employee.

Policies & Practices described in The Manual
Are subject to change as deemed advisable
or necessary to maintain a viable business.

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Introduction

Welcome to Harbors Home Health & Hospice. We hope your employment is or will be a source of great personal and professional satisfaction.

We exercise extreme care in the selection of our staff because it is ultimately through their efforts and skills that we fulfill our patient care philosophy. Maturity, stability and dedication, combined with compassion and understanding regarding the problems of the ill and infirm, are qualities which are valued in our employee selection process.

Our selection of you is evidence that we believe you possess these attributes. The capabilities, efforts, and loyalty of our employees have made this facility a very successful operation. Your opinions and suggestions may help us grow and prosper. Therefore, please feel free at any time during your employment to bring them to our attention.

This Employee Handbook should be retained throughout your employment. It has been designed to provide you with a wealth of information about Harbors Home Health & Hospice. It may not, however, answer all your questions. For additional information, talk to your immediate Supervisor, Human Resources or any member of Leadership. This Handbook is not a contract of employment. Harbors Home Health & Hospice may revise this Handbook or its other personnel policies, practices or procedures without prior notice. Staff will be kept advised of any changes through staff meetings or the issuance of new or revised policies. If updates are circulated in written form, you will want to add them to your copy of the handbook. In the event of a conflict between the handbook and the collective bargaining agreement, the bargaining agreement will govern.

It is hoped that our employment relationship will be continuing and rewarding for both sides. Any employee who is not covered by a Collective Bargaining Agreement or the Civil Service Rules can be terminated with or without reason or with or without notice at any time by either the employee or the Agency. No facility representative has authority to enter into any agreement for employment for a specific time or make any agreements contrary to the foregoing.

Equal Employment Opportunity

Harbors Home Health & Hospice is an equal opportunity employer. In accordance with applicable laws, we prohibit discrimination against any applicant or employee, volunteer, Board Member or vendor based on any legally-recognized basis, including, but not limited to: race, color, religion, sex (including pregnancy, lactation, childbirth or related medical

conditions), sexual orientation, gender identity, age (40 and over), national origin or ancestry, citizenship status, physical or mental disability, genetic information (including testing and characteristics), veteran status, uniformed servicemember status, the presence of any physical, mental, or sensory disability or any other basis protected by federal, state or local law. Our commitment as an equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, (including supervisors and co-workers), volunteer, Board Member and vendors.

Non-Discrimination & Complaint Procedure

Any employee who believes they have been harassed, discriminated against or subject to retaliation by a Co-Worker, Supervisor, Board member, volunteer, patient or vendor of Harbors Home Health & Hospice, in violation of the foregoing policies, or who is aware of such harassment, discrimination or retaliation against others, should immediately provide a written or verbal report to their supervisor, any member of Leadership, or to Human Resources to report such incidents. After a report is received, a thorough and objective investigation by Leadership, or an outside investigator, will be undertaken. The investigation will be completed, and a determination made and communicated to the employee as soon as practical. Harbors' expects all employees to fully cooperate with any investigation conducted by the Agency into a complaint of harassment, discrimination or retaliation, or regarding the alleged violation of any other Agency policies, and during the investigation, to keep matters related to the investigation confidential.

If we determine that this policy has been violated, remedial action will be taken, and will commensurate with the severity of the offense. Appropriate action will also be taken to deter any future harassment or discrimination prohibited by this policy. If a complaint of prohibited harassment, discrimination or retaliation is substantiated, appropriate disciplinary action, up to and including termination of employment, will be taken.

Protection Against Retaliation

Retaliation is prohibited against any person by another employee or by a representative of Harbors Home Health & Hospice for using this complaint procedure, reporting proscribed harassment, or for filing, testifying, assisting or participating in any manner in any investigation, proceeding or hearing conducted by a governmental enforcement agency. Prohibited retaliation includes, but is not limited to, termination, demotion, suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working

conditions or otherwise denying any employment benefit.

An employee should report any retaliation prohibited by this policy to their supervisor, any member of Leadership or to Human Resources. Employees can contact Human Resources, Missy Dhooghe at 360-538-8566 (direct line), 360-591-2618 (cell), or email melissad@myhnhh.org, to report such incidents. Any report of retaliatory conduct will be investigated in a thorough and objective manner. If a report of retaliation is substantiated, appropriate disciplinary action, up to and including termination of employment, will be taken.

At-Will Employment

Your employment at Harbors Home Health & Hospice is “at-will.” This means that both you and the Agency have the right to end employment with each other at any time, with or without reason or notice. The agency reserves the right to amend, modify, or discontinue any benefit or policy at its sole discretion with or without prior notice. The provisions of this handbook take precedence over all other oral and written representations, which may have been made by Agency representatives. No representative of the agency has any authority to enter into any agreement contrary to the above.

Harbors Home Health & Hospice

General Policies & Procedures

DEFINITIONS

Introductory Employee

An employee serves as a probationary employee during the first ninety (90) days of employment. After ninety (90) days of continuous successful employment, the employee is considered to have attained regular status unless the Agency extends the probationary period. Probationary employees accrue benefits and are eligible to use them as specified elsewhere in this handbook. Successful completion of the introductory period does not confer any additional rights or change the “at will” employment relationship with the agency for non-union employees.

Full-time Employee

An employee who has completed the introductory period and is normally scheduled on a continuing basis to work at least forty (40) hours per week. Full time employees are eligible for benefits as defined in this Manual.

Part-time Employee

An employee who has completed the introductory period and is normally scheduled to work less than forty (40) hours per week. A part-time employee normally scheduled to work thirty (30) hours or more per week is eligible for benefits as defined in this handbook.

Per Visit Employee

An employee who has completed the introductory period and is reimbursed for services on a per visit basis. Mileage reimbursement is negotiated upon hire.

Per-Diem

An employee who has completed the introductory period and is not regularly scheduled and works on an as needed basis. Per Diem employees are not eligible for benefits unless otherwise required by law and are paid on an hourly basis.

EMPLOYMENT PRACTICES

Job Openings

Harbors Home Health & Hospice will generally post open positions for five (5) working days' in advance of filling them. Any employee interested in a position must apply in writing to Human Resources. The Agency will select the most highly qualified applicant for the position. The term "qualified" includes such factors as the skill, competence and ability to perform all the essential functions of the job, documented attendance and punctuality record, experience and past performance.

Transferring Employees

Employees transferring to a new position will be subject to a six (6) month review period. If, in the Agency's opinion, the employee does not successfully complete the review period or if the employee elects not to continue in that position during this six (6) month period, the employee will be returned to the employee's prior position, **if vacant**. If the position has been filled the employee will be eligible for other available open positions for which the employee is qualified. The employee will be on lay-off status if there are no open positions for which they are qualified.

Health

TB testing and Flu vaccines will be made available to any employee with direct patient contact or possible exposure to blood and body fluids. Hepatitis Vaccines and HIV screening are reimbursable by the Agency.

Performance Evaluations

The Agency conducts employee evaluations on a probationary and annual basis. Employees may request a copy of the completed evaluation.

Personnel Files

Employees shall have access to their personnel file during normal business hours with an appointment with Human Resources. Employees may review and comment on letters of warning and performance evaluations currently in their personnel file.

Notice of Resignation/Termination

All professional employees are asked to give at least thirty (30) calendar days' prior written notice of intended resignation. Other full-time and part-time employees are asked to give not less than fourteen (14) calendar days' prior notice. Failure to give appropriate notice may result in loss of accrued Vacation and Sick Leave. Regular employees generally receive at least fourteen (14) calendar days' prior written notice of termination or pay in lieu thereof **unless discharged for just cause**.

Discipline

Harbors Home Health & Hospice may utilize the following approach to disciplinary action to manage/correct employee performance issues. This approach may or may not be appropriate for issues of employee conduct that deviates from policy.

- **Verbal Warning** – When an employee commits an act of minor misconduct or demonstrates performance deficiencies, the issue should be discussed with the employee with the goal of improving performance not punishing. Written documentation of counseling will reside in the employees personnel file.
- **Written Warning Signed by the Employee** – If an issue persists, the employee may be given a written warning identifying the unacceptable conduct. The written warning should include the steps to improve performance to an acceptable level. The written warning is signed by the employee and direct Supervisor and will reside in the employees' personnel file.
- **Suspension/Administrative Leave** – If performance has not been raised to an acceptable level, the supervisor may opt for a Suspension without pay. Upon returning, the employee will provide a written Plan of correction for Improvement. Both the documentation of the Suspension and the agreed upon Plan of Correction will reside in the employees' personnel file.
- **Termination** – If an employee is not able to follow the Plan of Correction, termination may be instituted. Termination may also be appropriate for instances of misconduct for serious or repeated policy violations.

These steps are only guidelines and Harbors Home Health & Hospice reserves the right to follow any course of disciplinary action it deems appropriate on a case-by-case basis. Nothing stated in this discipline policy shall be interpreted as modifying or changing the employee's at-will status.

HOURS OF WORK & OVERTIME

Workday

A normal workday shall consist of eight (8) hours' work to be completed within eight and a half (8½) consecutive hours, with a thirty (30) minute unpaid meal period; or eight (8) hours' work to be completed within nine (9) consecutive hours, with a 60-minute unpaid meal period. The work schedule and workday for each employee is determined by the supervisor.

Work Week

The normal work week may consist of up to forty (40) hours within a seven (7) day period, Sunday at midnight through Saturday at 11:59pm.

Overtime

Overtime hours are defined as all hours worked more than 40 hours per week (Sunday through Saturday). Time paid for but not worked shall not count as time worked for purposes of computing overtime (vacation, sick time, bereavement, etc). There shall be no pyramiding or duplication of overtime and premium pay for work on a holiday. All overtime must be approved in advance by the Agency.

Meal & Rest Periods

Employees shall receive an unpaid meal period of at least 30 minutes during each eight (8) hours worked which commences no less than two (2) hours nor more than five (5) hours after the beginning of each shift. Employees who cannot be relieved of all duties will be paid at the appropriate rate for their meal period. Meal periods and rest periods shall be administered in accordance with state law.

Work Schedules

The Employer reserves the right to change work schedules to maintain an efficient and orderly operation. An employee's schedule (days on and days off) may be changed on short notice in an emergency and unforeseeable conditions. (For example: staff replacement, case load changes, patient need, and/or changes in patient census.)

Additional Hours

Part-time employees who desire additional regular hours of work should notify their supervisor in writing, including the calendar dates and areas of availability. A copy shall be kept by the employee. To qualify for additional hours, the employee must be current in documentation for regular assignments. Additional hours will be assigned based on skill, competency, and efficiency. These additional hours worked do not change the employee's FTE status.

Low Census

The Agency will attempt to rotate low census days equitably at each job site within a job classification, providing patient care, skill, continuity, and efficiency requirements are met. The employee is not entitled to any compensation if equitable rotation is inadvertently not applied.

Wage Rates

Hourly wage rates are negotiated and agreed upon at time of hire and defined on a Payroll Update form and signed by the employee's direct Supervisor. Wage rates for employees covered by a collective bargaining agreement are set by that agreement.

COMPENSATION

Pay Days

Pay days will be on the tenth (10th) and twenty fifth (25th) of each month. Hours paid on the tenth (10th) are the hours worked from the sixteenth (16) through the end of the previous month. Hours paid on the twenty fifth (25th) are the hours worked from the first (1st) through the fifteenth (15th) of the existing month. All payrolls will be dispensed by electronic transfer. Computer interruptions and inclement weather may have untoward effect on the above schedule. In the event of an emergency the Finance Director, or designee, will communicate the emergency plan for meeting payroll.

Mileage

Providing appropriate documentation is given, the agency shall reimburse employees for use of their private vehicle while on agency business at the rate defined by the Internal Revenue Service. Any change in the mileage rate shall be effective in the month following notification of the publication date of the change, and approval by the Health Care Financing Administration. Reimbursement shall be on a regular schedule each month. Non-visit related mileage requires pre-authorization.

The Agency has provided a select number of employees with Agency vehicles. Employees' requesting to be considered for an Agency vehicle must submit a request in writing to Human Resources. Vehicle requests will be considered annually, with consideration of need and budget.

Travel Reimbursement

Expenses for lodging and meals while attending approved conferences and workshops will be available to all staff members, provided the site of the program is a sufficient distance from the agency to require overnight stay and the employee has received prior approval from their direct Supervisor. Receipts and an Expense Reimbursement Summary Form are required for reimbursement. Meal stipends will be reimbursed up to \$50 per day of the approved program.

HOLIDAYS

Eligibility

After thirty (30) days of employment, eligible, full-time and part-time employees, as defined, shall receive Holiday pay for the following Holidays: Offices will be closed for the following holidays **without disruption of patient care**.

New Year's Day*	Labor Day*	Christmas Eve
Memorial Day*	Thanksgiving Day*	Christmas Day*
Independence Day*	Day after Thanksgiving	

Holidays marked with * are nationally recognized Holidays.

Weekends

Whenever an official holiday falls on Sunday, the following Monday will be considered the observed holiday. Whenever an official holiday falls on Saturday, the prior Friday will be considered the observed holiday.

Staff Not Working

Full-time and part-time staff will receive holiday pay for the recognized holidays identified in Section 7.1. Full-time staff (40 hrs/week) receives eight (8) hours of Holiday pay. Part-time staff will receive the appropriate percentage based on FTE status.

Staff Working

Holiday pay for eligible staff working the Holiday (applies to the recognized Holidays and subject to Section 7.2):

- The Agency may opt to remain open on certain Holidays, and regular, necessary services are provided. Employees are required to participate in coverage on a scheduled basis (office coverage, home visits, on-call coverage) on Holidays as necessary.
- Eligible full-time and part-time non-exempt staff required to work on one of the recognized Holidays and subject to Section 7.2, will receive time and one-half (1 ½) their regular rate of pay for all hours worked in addition to the appropriate percent of Holiday pay.

Required To Work

Staff required to work on the observed holiday that has been moved to a Friday or Monday per Section 7.2 above, will receive their regular rate of pay for all hours worked on the official holiday.

Day after Thanksgiving & Christmas Eve

If a full-time or part-time employee is required to work on a designated holiday, they will be paid at the designated rate (section 7.4b).

Per Diem Staff

Per Diem Staff who work on one of the recognized holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve and Christmas) may, at the discretion of the Agency, be granted premium pay for hours worked on those days. Per Diem staff working on an official holiday as described in Section 7.2 will receive their regular rate of pay, (holiday moved to Monday or Friday)

VACATIONS

Eligibility

To be eligible for vacation pay, part-time employees must be normally scheduled to work at least eighty (80) hours in a month. Vacation hours will accrue on a prorated basis. **At least 50% of accrued vacation must be used per year.** The employee may cash out additional hours up to a max of 50% of the time they are drawing from vacation leave account if cashing out is in conjunction with leave. For example: if taking one week off (40 hrs.), an additional 20 hrs. may be cashed out of the employee's vacation accrual by written request from the employee and authorized by the Supervisor.

Accrual

Vacation accrual shall begin the first day of the month following the first eighty (80) hours worked. Vacation shall accrue for all paid hours, excluding overtime (refer to accrual chart below). Vacation leave may not be utilized (taken) during an employee's probationary period. The maximum accumulation of vacation time shall be one year at the employee's current rate. Any employee exceeding such accumulation shall retain such accumulation, however until the employee's accumulated hour's decreases through usage, no new hours shall be accrued to their account.

Vacation Accrual Schedule				
(accrual rate in hours)				
Year of Service	Accrual rate per Pay Period		Days Year	Hours Year
First	4.67		14	112
Second	5.00		15	120
Third	5.33		16	128
Fourth	5.67		17	136
Fifth	6.00		18	144
Sixth	6.33		19	152
Seventh	6.67		20	160
Eighth	7.00		21	168
Ninth	7.33		22	176
Tenth	7.67		23	184
Eleventh	8.00		24	192

After Eleventh year of service accrual rate remains constant

Vacation Scheduling

The Agency will schedule vacations in such a way that will least interfere with patient care and work-load requirements of the Agency. Patient care needs will take precedence over individual requests. Requests for vacation should be submitted as early as possible to ensure availability, but at least 2 weeks prior. Vacation requests will be granted on a first come, seniority basis, and subject to the Supervisor's final approval.

Vacation accrual will not be advanced beyond actual accrued balance.

Payout At Termination of Employment

At termination of employment, any full-time or eligible part-time employee regularly scheduled to work 80 or more hours per month will be paid for all accrued but unused vacation, providing the employee has given appropriate notice of resignation and the employee has not been discharged for just cause. This shall apply only to regular employees who have successfully completed the probationary period.

Sick Leave

Harbors Home Health & Hospice provides paid sick leave benefits to all employees for periods of temporary absences due to illness, injury or for medical/dental appointments that cannot be scheduled during non-work hours. Employees may access accrued sick leave on the 90th day following the start of employment.

Accrual

Sick leave is accrued at the rate of 4 hours per pay period for full time employees. Part time employees accrue at .0461 hours per hour worked and per diem will accrue at .025 hours per hour worked. When paid, it is calculated on the base pay rate at the time of the absence and pro-rated per the employee's FTE.

- Sick pay accrual for per diem employees can only be accessed for scheduled days of work.
- Sick leave accrual/pay is not advanced beyond actual accrued balance.

Use of Sick Leave

Sick leave may be accessed for the following:

- The illness/injury or medical/dental appointment of the employee
- The illness/injury or medical/dental appointment of an employee's child
- To care for the employee's spouse, parent, parent-in-law, grandparent, grandchild, sibling, or domestic partner with a medical/dental condition.
- To take leave if you are a victim of domestic violence, sexual assault, or stalking; or you have a family member who is a victim of domestic violence, sexual assault or stalking.

- To take leave when the agency is closed by order of a public official or any health-related reason, or to care for a child due to a school or daycare closure for a health related reason.

Call-ins

Employees unable to report to work due to illness or injury, are required to notify the **ON CALL SUPERVISOR** no less than 1.5 hours prior to the scheduled start of their workday, or as soon as practicable for unforeseen situations. Employees must continue to contact the ON CALL SUPERVISOR on each additional day of absence unless you have been granted a period of leave. **Voicemail messages, text messages, or messages left with the on-call services will not be accepted.**

Leave Notification/Requests for Leave

All requests for non-emergency Sick Leave must be submitted in writing to the Supervisor or designee at least two (2) weeks in advance and must receive prior written approval by the Supervisor or designee

Proof of Illness

As a condition to paying Sick Leave, the Employer reserves the right to require reasonable written proof of illness or injury. An employee who is out for more than 3 consecutive days, may be required to obtain a physicians' release to return to work.

Abuse of Sick Leave

An employee is responsible for the appropriate use of Sick Leave. Sick Leave abuse occurs when an employee uses Sick Leave for unauthorized purposes or misrepresents the actual reason for charging an absence to Sick Leave. Abuse may also occur when an employee establishes a pattern of Sick Leave usage over a period of time such as the day before or after a Holiday, on Mondays or Fridays, after paydays, half-day, or a continued pattern of maintaining zero or near zero leave balances. Proven abuse of Sick Leave shall be grounds for disciplinary action up to and including termination.

Payout At Termination of Employment

Upon termination of employment after a minimum of two (2) years of service, an employee shall be entitled to reimbursement of one-half of unused accrued Sick Leave up to a maximum of thirty (30) paid days, providing the employee has given appropriate notice of resignation (Per Section 4.5) and the employee has not been discharged for just cause. Employees hired after June 1, 2015 are not eligible for sick leave payout at termination.

Personal Leave

All leaves are to be requested from the Employee as far in advance as possible, and the

amount of time requested. A written reply to grant or deny the request shall be given by the Supervisor, or designee, within thirty (30) days. For purposes of this handbook, a leave of absence begins on the date of absence from work. Personal leaves are discretionary with the Employer. Prior to being eligible for a personal leave without pay, the employee must use any accrued sick and vacation.

Family & Medical Leave

All employees who have at least twelve (12) months of employment and have worked at least 1,250 hours during the twelve-month period immediately preceding the requested leave start date, provided there are at least 50 employees within 75 miles of the facility at which they are employed, are eligible for Family and Medical Leave. This leave provides a maximum of twelve (12) workweeks of leave during a twelve (12) month period.

Benefits During Family & Medical Leave

Your health insurance benefits will continue at the level and conditions that would have been provided had you remained continuously employed until the leave ends or such time that you inform us that you will not return to work, whichever occurs first. You must exhaust your available Sick Leave accrual and Vacation accrual balance and continue to contribute your portion of the benefit cost. While you are on Leave Without Pay status, you do not accrue any Paid Time Off (e.g., vacation, sick accrual).

Notice to the Employer

If you plan to take Family and Medical Leave, you must give your Supervisor or Human Resources at least thirty (30) days advance notice before the commencement of the leave, preferably in writing. If this is not possible (due to unforeseeable circumstances), then you must give notice as soon as possible.

If the leave is for a planned medical treatment (for yourself or a family member), you must make a reasonable effort to schedule the treatment to minimize disruption of Harbors Home Health & Hospice's business.

Upon notification, you should provide your Supervisor or Human Resources with the reason for requesting Family and Medical Leave and the start and end dates of the leave.

Definitions

- A "child" includes a biological child, adopted or foster child, stepchild, legal ward or a child for whom the employee stands in lieu of parents (e.g., grandparents). A child must be either under 18 years of age, or 18 years of age or older and incapable of self-care because of mental or physical disability at the time that FMLA leave is to commence. The onset of a disability may occur at any age for purposes of the definition of an adult "child" under the FMLA.

- “Domestic partner” means state-registered domestic partnerships, and coverage for leave taken under this policy is recognized only under Washington State laws.
- “Spouse” as defined in the statute, means a husband or wife. For purposes of this definition, husband or wife refers to the other person with whom an individual entered into marriage as defined or recognized under state law for purposes of marriage in the State in which the marriage was entered into or, in the case of a marriage entered into outside of any State, if the marriage is valid in the place where entered into and could have been entered into in at least one State. This definition includes an individual in a same-sex or common law marriage
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- A “parent” means a biological, adoptive, step or foster father or mother, or any other individual who stood *in loco parentis* to the employee when the employee was a child. This term does not include “parents-in-law.”
- A “serious health condition” is an illness, injury, impairment, or physical or mental condition that requires:
 - Inpatient care at a hospital, hospice or residential medical care facility; or
 - Continuing treatment by a health care provider.

Approved time off to care for domestic partners will not count against an employee’s leave entitlement under the federal Family and Medical Leave Act (FMLA), because the FMLA does not include domestic partners in the definition of immediate family members. This form of leave relates only to coverage under State Family Leave Act. Approved time off to care for same-sex spouses will count under the FMLA, because the FMLA includes same-sex spouses in the definition of spouse.

Medical Certification

Harbors Home Health & Hospice may require medical certification from an employee seeking Family and Medical Leave for his or her own or a family member’s serious health condition. The employee’s or the ill family member’s health care provider must fully complete the form provided for Harbors Home Health & Hospice to assess the appropriateness and authorization for the requested leave.

If Harbors Home Health & Hospice questions the completeness, accuracy or vagueness of information contained in the certification concerning a serious health condition, Harbors Home Health & Hospice may require the employee to have the form resubmitted by the health care provider for clarity, or seek clarifying information directly from the health care provider.

If needed, the Employer may require, at Harbors Home Health & Hospice’s expense, the employee to obtain a second certification from another health care provider of the Employer’s choice. If the first and second certifications differ, the Agency may obtain a third certification from a health care provider selected jointly by both the employer and the

employee. The third health care provider certification is final and binding for both parties, and appropriate screening costs will be paid by the Agency.

Employment Restoration

Employees returning to work from an approved Family and Medical Leave will return to the same position or another position with equivalent employment benefits, pay, and other terms and conditions of employment.

There is one exception to the requirement to restore employment: if a highly compensated employee requests family leave, Harbors Home Health & Hospice can deny job reinstatement to prevent “substantial and grievous economic injury” to their operations.

If the highly compensated employee is already on leave when notified, reinstatement can be denied only if the employee fails to return to work after a reasonable period after receiving notice.

Although the Employer can deny employment reinstatement to highly compensated employees whose absence would substantially disrupt Harbors Home Health & Hospice's business, the Employer cannot deny leave or continuation of health benefits.

“Highly compensated employees” means a salaried employee who is among the highest paid 10% of all employees within 75 miles of the employee's work site.

If an Employee Does Not Return to Work After Family & Medical Leave

If an employee elects not to return to work from his/her approved Family and Medical Leave, Harbors Home Health & Hospice is entitled to recover any employer-paid premium for health insurance during the leave period, unless the employee does not return due to a serious health condition of the employee or the employee's spouse/domestic partner, child or parent, or some other reason beyond the employee's control.

The employee should contact Human Resources with any questions or need for more information about this policy.

Service Member Family & Medical Leave

The federal Family and Medical Leave Act (FMLA) now entitles eligible employees to take leave for a covered family member's service in the Armed Forces, National Guard or reserves (“Service Member FMLA”). This policy supplements our FMLA policy and provides general notice of employee rights to such leave. Except as mentioned below, an employee's rights and obligations to Service Member FMLA are governed by our existing FMLA policy.

A. Employee Entitlement to Service Member FMLA

Leave Entitlement

Service Member FMLA provides eligible employees unpaid leave for anyone, or for a combination, of the following reasons:

- **Active Duty Family Leave:** For a “qualifying exigency” arising out of a covered family member’s active duty or call to active duty, which include members of a reserve unit the uniformed services, National Guard or coming from retirement in support of a contingency plan (i.e. the need to fulfill family and child care responsibilities for covered service members called to active duty) ; and
- **Injured Service Member Leave:** To care for a spouse, son, daughter, parent or next of kin (“covered family member”) who has incurred a serious injury or illness in the line of duty while on active duty in Armed Forces provided that such injury or illness may render the family member medically unfit to perform duties of the member’s office, grade, rank or rating; and
- **Injured Veteran Leave:** To care for a covered family member who is a veteran with a serious injury or illness incurred while on active duty and who served with the armed forces within the last five years.

B. Duration of Service Member FMLA

- **When Leave is Due To a “Qualifying Exigency”:** An eligible employee may take up to twelve (12) work weeks of leave during any twelve (12) month period.
- **When Leave is to Care for an Injured or Ill Service Member or Veteran:** An eligible employee may take up to twenty-six (26) workweeks of leave during a single twelve (12) month period to care for the service member or veteran. Leave to care for an injured or ill service member or veteran, when combined with other FMLA-qualifying leave, may not exceed twenty-six (26) weeks in a single twelve (12) month period.
- Service Member/Veteran FMLA runs concurrently with other leave entitlements provided under federal, state and local law.
- Eligible employees are required to take Active Duty Family Leave and/or Injured Service Member Leave concurrently with the Employer’s paid leave, such as vacation, personal or sick leave.

If you have any questions regarding leave under this policy, please contact Human Resources.

Military Family Leave

Employees who are spouses of armed service workers and who work an average of 20 hours or more per week may take up to 15 days of unpaid leave when their spouse is about to be called up to active duty, or are home from deployment during times of military conflict

declared by the President or Congress. Any requests for military family leave must be made within 5 days following your family's receipt of the official military notice.

You may choose to use any of your accrued leave benefits while taking military family leave. Your health insurance benefits will continue at the level and conditions that are provided with continuous employment.

Military Leave

Employees requesting military leave must notify Harbors Home Health & Hospice as soon as possible prior to taking such leave. Employees on a military leave of absence extending beyond 31 days are responsible for paying any applicable health care premiums or other such payments unless otherwise provided by law. Employees may elect to use vacation or other applicable paid leave during their military absence. Health care benefits for eligible employees may be continued under the COBRA program for up to 24 months by self-paying the premiums. Employees are required to report back to work according to the following schedule and may be requested to present Harbors Home Health & Hospice with proper documentation of their military service.

- Military Service of 30 Days or Less - The employee must report to work by the start of the first regularly scheduled workday that occurs eight (8) hours after the person returns home.
- Military Service of 31 Days to 180 Days - The employee must apply for re-employment within fourteen (14) days after completing a period of military service.
- Military Service of 181 Days or More - The employee must apply for re-employment within ninety (90) days after completing the period of military service (per the Washington State Military Family Leave Act (MFLA)).

Health & Maternity Leave

Employees who are eligible for Family and Medical Leave may be granted a leave without pay for up to six (6) months for health disability reasons upon the recommendation of a physician. However, an employee who is disabled due to pregnancy shall, as provided by law, be granted such leave for the term of her disability and upon completion of such disability, shall be entitled to return to the position vacated, unless business necessity required the position to be filled or eliminated, in which case the employee will be returned to the first available position for which the employee is qualified. An employee on a leave of absence for any other health disability reason of 60 calendar days or less shall be entitled to return to the position the employee vacated, unless business necessity required the position to be filled or eliminated, in which case the employee will be returned to the first available position

for which the employee is qualified. Leave for health disability reasons exceeding the time limits set forth above, but not exceeding six (6) calendar months, entitles the employee to the first available position for which the employee is qualified. Harbors Home Health & Hospice may require certification of need for leave, a fitness for duty certification prior to returning to work, and/or other medical re-verifications, where applicable. The employee is required to use all accrued sick leave and vacation while on leave. Once all accrued sick/vacation leave has been exhausted the account accrual ceases until the employee returns to work. The employee remains responsible for their portion of health insurance premiums for themselves and dependents if covered.

Bereavement

Up to 40 hours of leave with pay (pro-rated for part-time employees) for scheduled working days may be granted for a death in the immediate family. Immediate family shall be defined as parent, grandparent, spouse, registered domestic partner, brother, sister, child, grandchild, father-in-law, mother-in-law, current sister-in-law or brother-in-law, or step-person living in the employee's home.

Continuing Education

Subject to budgetary limitations and approval by the Agency of the subject matter to be studied and conference location, an employee may attend conferences and training workshops that are intended to improve or upgrade the employee's skills and professional abilities. Professional employees' may be reimbursed up to \$400 per year for outside education. Non-Professional employees may be reimbursed up to \$200 per year for outside education. **Prior Supervisory approval is required for education reimbursement.**

Jury Duty

All full-time and eligible part-time employees who are required to serve on jury duty, or who are called to be a witness on behalf of the Employer in any judicial proceeding, shall be compensated for the difference between their jury duty/witness fee pay and their regular rate of pay up to two weeks. Employees are expected to call-in/report to work if excused early from jury service.

Leave for Victims of Domestic Violence, Sexual Assault, & Stalking (RCW 29.76)

- Victims of domestic violence, sexual assault, or stalking are allowed to take reasonable leave from work for legal or law-enforcement assistance, medical treatment or counseling work with a domestic violence shelter or rape crisis program, or for safety and relocation issues.

- If you are a victim of actual or threatened domestic violence, sexual assault or stalking, the Agency will provide you with reasonable safety accommodations. You may be asked for written verification that you are a victim of domestic violence, sexual assault, or stalking.
- Family members may also take reasonable leave to help a victim obtain needed treatment or services.
- The employee will be required to use any accrued paid leave.
- An employee must give advance notice, when possible - but in an emergency they must give notice no later than the end of the first day of the leave.

Benefit Plans

The Agency provides the following benefits for employees subject to the terms of the plan descriptions on file in Human Resources. Any conflicts between the descriptions below and the plan descriptions are resolved in favor of the latter.

Medical/Dental/Vision

Employees must work an average of thirty (30) hours per week to be eligible for medical benefits. Employees will pay the designated monthly co-pay which may be periodically adjusted.

Retirement Plan for Regular Employees

Regular employees working more than 960 hours in a year will be eligible for the agency retirement plan.

Cafeteria Plan

The agency sponsors a Cafeteria Plan for employees who work 20 hours or more per week. Employees select and purchase the products of their choice. Employee contribution only.

Long Term Disability

Non-Represented employees are eligible for Long Term/Illness disability benefits..

Short Term Disability Represented full time employees are eligible for the Agency short term disability plan through the union provided benefits.

Open Door Policy

To ensure effective working relations, it is important that any workplace misunderstandings or conflicts are resolved before serious problems develop. Most incidents will resolve themselves naturally; however, if a situation persists that you believe is detrimental to you or to Harbors Home Health & Hospice, free discussion with your

immediate Supervisor, or a member of Leadership is encouraged. These individuals will foster a satisfactory solution to the problem. Any questions, problems, concerns, and suggestions are always welcome. You are welcome to address any concerns, questions, suggestions, or complaints to any member of Leadership.

Harbors Home Health & Hospice has an outside anonymous reporting vendor for those who would prefer to remain anonymous. This may be used for all complaints, concerns or ethical issues needing attention.

Phone # 1-800-772-1319 or online at www.ethcomp.com/harbors

Dress Code

Employees will receive a copy of the Agency Dress Code upon hire.

All employees are to be professional in appearance while at work, as the appearance of employees reflects upon the organization. Professional appearance of visit staff promotes the perception that Harbors' visits are of a professional nature and that employees are not casual visitors. Additionally, Harbors Home Health & Hospice is concerned for staff and patient safety. Employees are expected to wear clothing that is suitable for the work environment, and to perform hygiene measures in order to reduce the risk of injury and/or infection for both the employee and patient. Casual business attire is preferred. Minimal or no perfumes are preferred.

For more clarification, please refer to the Agency Dress Code Policy. HHA-PA-1-020

Accidents

Employees are required to report all injuries to their supervisors or Human Resources within a reasonable time, no matter how slight the injury may appear. This reporting requirement is necessary for the following reasons:

1. All injuries should be treated. Failure to get proper care may worsen a medical condition.
2. The company must comply with federal and state injury recordkeeping requirements.
3. It is imperative that management be made aware of unsafe situations in order to prevent future accidents or injuries.

After seeing the physician, employees are required to report directly back to their Supervisors or Human Resources. If the physician sends you home, you must contact your Supervisor or Human Resources immediately.

If at the time of injury, a physician's visit is not required but you later must see a physician, notify your Supervisor within a reasonable time. If you are unable to contact your Supervisor, notify the on-call Supervisor or any member of Leadership.

Anti-Harassment

It is the policy of Harbors Home Health & Hospice to maintain a work environment free from all forms of harassment based on any status or characteristic protected by law.

Harbors Home Health & Hospice prohibits harassment by employees, volunteers, Board Members, and non-employees such as patients, vendors or contractors. Unacceptable conduct includes offensive verbal comments, use of ethnic slurs or derogatory terms, stalking, intimidation, physical assault or battery relating to a person's race, color, religion, sex, age, marital or military status, sexual orientation, gender identity, genetic information, disability, national origin, status as a domestic violence victim, or on any other basis protected by federal, state, or local law, are prohibited and unacceptable.

Examples of prohibited discriminatory harassment include, but are not limited to:

- Use of ethnic slurs or derogatory terms relating to an individual's gender or sexual orientation.
- Distribution of racially or sexually offensive e-mail or other electronic communications: and/or
- Threatening, intimidating, or hostile acts directed at a sex or religious group or directed at an individual because of their sexual orientation, color or ethnicity.

This policy specifically extends to comments or conduct of a sexual nature, where such behavior is unwelcome or tends to threaten or offend a co-employee. Any behavior toward any employee by a manager, supervisor, or co-employee which constitutes unwelcome sexual advances, requests for sexual favors, or the display of derogatory posters, cartoons, or drawings and other verbal or physical conduct of a sexual nature may be prohibited harassment under this policy when:

1. Submission to such conduct is made a condition of an individual's employment.
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
3. Such conduct has the purpose or effect of interfering with an individual's work performance or creating an unfriendly or offensive work environment.

If you believe that you have been the object of harassment, or have witnessed harassment, report the incident to your Supervisor or to Human Resources. If the Supervisor or Human Resources is the cause of the problem or if he or she seems unwilling to resolve the issue, contact any member of Leadership or make a completely and confidential anonymous report with the **Complaints & Ethics line 1-866-990-2725 or email to ethcomp.com/harbors**.

Every reported incident of employee harassment will be thoroughly and timely investigated by Leadership. Every complaint will be kept confidential to the maximum extent possible. All employees have an obligation to cooperate in investigations of harassment or complaints. The reporting individual(s) and witnesses to an investigation will be afforded

protection from retaliation. The results of any investigation will be communicated to the reporting individual as appropriate. Where charges of harassment are substantiated, appropriate corrective action will be taken. Appropriate action may range from counseling to termination.

Violence In The Workplace

It is the Agency's policy to promote a safe environment for its employees, volunteers, Board Members, patients, vendors and visitors. The Agency is committed to working with its employees to maintain a work environment free from violence, threats of violence, harassment, intimidation, and other disruptive behavior.

The Agency has "zero" tolerance for violence. If you engage in any violence in the workplace or threaten violence in the workplace, your employment may be terminated immediately for cause. No talk of violence or joking about violence will be tolerated. "Violence" includes physically harming another, shoving, pushing, harassing, intimidating, bullying, coercing, brandishing weapons, and threatening or talking of engaging in those activities. It is the intent of this policy to ensure that everyone associated with this agency, never feels threatened by any Agency representative's actions or conduct.

The Agency specifically prohibits the possession of weapons by any employee while on company property. This ban includes keeping or transporting a weapon in a vehicle in a parking area, whether public or private. Employees are also prohibited from carrying a weapon while performing services off the Agency's business premises. Weapons include guns, knives, explosives, and other items with the potential to inflict harm. Appropriate disciplinary action, up to and including termination, will be taken against any employee, volunteer, Board Member or vendor, who violates this policy

Reporting Violence

It is everyone's business to prevent violence in the workplace. You can help by reporting what you see in the workplace that could indicate that a co-worker is in trouble. You are in a better position than management to know what is happening with those you work with.

Orders for Victim Protection

Orders for Victim Protection include the following types of court orders – protection order, no contact order, restraining order and anti-harassment order. If you have obtained an Order for Victim Protection that includes Harbors Home Health & Hospice as your workplace, you must immediately provide a copy of the order to Human Resources.

Improper Payroll Deductions

Harbors Home Health & Hospice is committed to ensuring that all employees are fully paid in accordance with the salary arrangements that have been established between them and Harbors Home Health & Hospice, maintaining full compliance with the requirements established by applicable federal, state, and local law. Harbors Home Health & Hospice does not condone improper deductions from employees' salaries and endeavors to prevent

improper docking of employees' salaries, unauthorized salary deductions, payroll errors, and the like.

If you believe you have been subject to improper salary deductions or have not been fully paid for any payroll period, notify payroll immediately upon discovering such discrepancy in order to resolve the problem. You will not be subject to any form of retaliation for raising such an issue or for filing a formal complaint. If it is determined that a salary deduction was improper or that you did not receive full compensation for any payroll period, you will be reimbursed for any improper deduction or paid any previously unpaid wages the next payroll period following the determination.

Drug & Alcohol Free Workplace

Harbors is dedicated to maintaining a healthy and safe place to work. To ensure that we meet these goals, the use, possession, manufacture, sale, distribution or being under the influence of drugs illegal under state or federal law, or alcohol while on Agency property, while performing Agency business in any location, or in a company vehicle is prohibited. As a federal funding recipient, Harbors is required to comply with federal regulations prohibiting marijuana use by employees, whether medically prescribed or not.

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

If at any time we have reason to believe that you are in violation of this policy, you will be required to submit to immediate drug and/or alcohol testing as we determine. If you are taking prescribed medication which may impair your job performance, you must report this fact to your supervisor, and obtain your supervisor's approval, before reporting to work. If you refuse to take a drug or alcohol test or if you test positive on a drug or alcohol test, you will be subject to corrective action up to and including termination.

If you have questions or concerns about substance dependency or abuse, you are encouraged to discuss these matters with your supervisor or Human Resources to receive assistance or referrals to appropriate resources in the community, before it becomes a problem for you at work.

Under the Drug-Free Workplace Act, all employees must notify Harbors of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Phone Usage

Company-Owned Cell Phones & Accessories

Harbors Home Health & Hospice-owned cell phones and accessories are Agency property. You must comply with Agency requests to make your Agency-owned cell phones available for any reason, including upgrades, replacement, or inspection. If you leave the Agency for any reason, you must return your Agency-owned cell phones and accessories immediately.

Harbors Home Health & Hospice determines the cellular service provider and the phones that are appropriate to use with the Agency's cellular service. The type of phone issued depends on the work that is being performed with the device.

The phone number is assigned at the time the phone is issued and may be changed or re-assigned at any time by Harbors Home Health & Hospice. You may not "transfer" your Harbors Home Health & Hospice-issued phone number to your personal account in the event you leave Harbors Home Health & Hospice

Personal Use of Agency-Owned Cell Phones

Harbors Home Health & Hospice-owned cell phones are to be used for business purposes. A periodic review of the airtime bills will be made to monitor for unauthorized use.

Security of Cell Phones

You are responsible for the security of cell phones and the information stored on them. Confidential Agency or Client information should not be stored on a cell phone. Cell phones should not be left unattended in plain view.

Lost or stolen cell phones should be immediately reported to your Supervisor or the IT Department. You are solely responsible for cellular phone equipment, including theft, loss or damage, whether or not conducting Agency business.

Cell phone transmissions may be intercepted. For this reason, you should not conduct highly sensitive or confidential conversations by cell phone.

Personal Cell Phones at Work

Although Harbors Home Health & Hospice allows employees to bring their personal cell phones to work, we expect employees to keep personal conversations to a minimum. Frequent or lengthy personal calls can affect productivity and disturb others. Personal calls should be made during non-work hours or breaks wherever possible.

Cell phone ringers or audible notifications should be turned off when the noise might distract co-workers or interrupt meetings or other work activity.

Cell Phone Use While Driving

You are prohibited from using cell phones for work-related matters while driving. If it is necessary to take a call while in your car, you should wait to take the call until the vehicle is safely stopped. You may use hands-free equipment to make or answer calls while driving, and when safe to do so, without violating this policy.

Overtime and Cell Phones

Harbors Home Health & Hospice's overtime rules apply to any type of work done after hours, including using a cell phone to make business calls. All overtime work for non-exempt staff members—including such work-related calls — must be pre-authorized by one's manager.

Camera Phones

The presence of camera phones in the workplace presents challenging issues in regards to personal privacy and company security. Therefore, the use of camera phones (or cameras) is prohibited. Capturing the visual image of others without their knowledge or consent is an invasion of privacy and is prohibited. The use of the phone function of a camera phone is appropriate. Nothing in this policy shall be construed as limiting the company's right to use camera surveillance equipment, when appropriate, in the course of conducting workplace investigations.

Computer, E-Mail & Internet Access

Use of Agency Computers, Portable Digital Assistants (PDA) and Cell Phones for Electronic Mail, Text Messages and Internet Access

Harbors Home Health & Hospice wishes to establish its expectations of employees who use its computer and communications systems for e-mails, text messaging or to access the Internet.

- The e-mail system is Agency property intended for business purposes only.
- The Agency reserves the right to access and review e-mail messages, including text messages, at any time, or any other file, document or item on an individual's company computer or smart phone.
- Messages with offensive or improper language, especially those with sexual, racial, or other inappropriate content, are strictly prohibited.
- Electronic messages should be composed with a business tone and manner. Do not assume that your messages are private. They may be read by unintended readers.
- Electronic eavesdropping by employees is prohibited. Employees should not access or read another's e-mail unless it is necessary in the course of business.

- Be careful when attaching documents that are e-mailed from Harbors Home Health & Hospice offices, since such material may include confidential Agency information. E-mailing documents increases the ease of reproduction by others and the likelihood that such material may be distributed to unauthorized or unintended persons or companies. Caution: In order to protect the integrity of our computer system from potential viruses, do not open attachment files e-mailed to you from unknown sources. If you do receive such a file, contact the IT Department for proper protocol.
- Visiting or accessing any website or other Internet address, or downloading any material, which is not for business purposes is prohibited. Such sites may include any address, which contains sexual material or other content that Harbors Home Health & Hospice deems inappropriate for our business environment.
- Accessing social networking websites such as Facebook, Twitter, LinkedIn or other similar sites, including personal websites (whether using Harbors Home Health & Hospice or your own technological equipment) is prohibited during work time, unless such use is specifically authorized by your supervisor for business purposes.

Searches

Harbors Home Health & Hospice wishes to discourage theft or unauthorized possession of company property and/or property of employees, visitors, and clients. To facilitate enforcement of this policy, a company representative may inspect not only desks but also persons entering and/or leaving the premises, personal vehicles if used for company business, and any packages or other belongings on company property. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto company premises.

Employees who refuse to cooperate in an inspection conducted pursuant to this policy, as well as employees who after the inspection and investigation are found to be in possession of stolen property or illegal drugs or otherwise in violation of company policy, will be subject to disciplinary action up to and including discharge.

Social Media Management Guidelines

Harbors Home Health & Hospice recognizes that some of our employees may choose to express themselves by posting personal information on the Internet through personal websites, blogs, forums, news groups or chat rooms, by uploading content, or by making comments at other websites or blogs. We value our employees' creativity and honor their

interest in engaging in these forms of personal expression on their own time, should they choose to do so.

However, problems can arise when a personal posting identifies or appears to be associated with our Agency, or when a personal posting is used in ways that violate the Agency's rights or the rights of other staff members.

No Personal Posting Using Agency Resources

You may not use Agency resources to create or maintain a personal blog or a personal website, or to upload content or make personal postings online, nor may you do so on Agency time.

Posting for Agency Purposes

You may use Agency resources and time to post to sites if it is necessary to do so as part of regular job duties. Content should be reviewed for appropriateness, tone, and content before posting. Anything you write on the Internet in the course of acting for the Agency can be taken as representing the entire Agency. Any questions should be addressed with the Executive Staff.

Guidelines for Online Posting

You are legally responsible for content posted to the Internet, in a blog or otherwise, and can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things.

You may not use personal postings to unlawfully harass or threaten active or prior co-workers, patients, vendors, consultants, board members, or to reveal Agency trade secrets or confidential information.

In matters relating to Agency products or services on a personal post or upload on the Internet, if you identify yourself as employed by Harbors Home Health & Hospice, whether by explicit statement or by implication, you must receive prior approval from an Executive Staff member.

You may not make false or misleading statements about the Agency's philosophy, products, services, opinions, or affiliations with other companies.

Harbors Home Health & Hospice has a legal and ethical duty not to disclose protected health or personal information about its patients', family members, or Agency employees. Employees may not post patient, family members, or Agency employees' information (including photos) on any social media. Revealing this information may lead to disciplinary action up to and including termination

Nothing in this policy is intended to prohibit employees from complying with or exercising their rights under any applicable federal, state or local law.

Receipt of Gifts

Employees, Volunteers, Board Members, and Sub Contractors of Harbors Home Health & Hospice are prohibited from receiving gifts, inheritances, money, gratuities, tips, or any other compensation of value from any Agency patients or family member. Employees are prohibited from any financial transactions with patients with the exception of the finance department due to billing.

Contributions of money or gifts may be made to the Agency or any other organization in honor of an Employee or Volunteer.

Transportation of Patients

Harbors Home Health & Hospice employees must not transport patients for any reason. Assistance of patients in vehicles other than the employees is prohibited.

Confidentiality

Harbors Home Health & Hospice is committed to a culture of security and trust for all employees. Sensitive information of both patients and employees will be protected at all times. All Employees are required to familiarize themselves with the HIPAA guidelines.

- **All workstations are to be secured when unattended.**
- Vehicles will be cleared of any visible data, electronic devices, or medical equipment
- All vehicles will be secured at all times
- Shredding bins will be used for sensitive documents disposal
- **If in doubt, shred it**

Any employee found to have violated this policy may be subject to disciplinary action, up to and including immediate dismissal.

HARBORS HOME HEALTH & HOSPICE

201 7th Street, Hoquiam, Washington 98550

XXIII. EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT

I acknowledge that I have received my copy of Harbors Home Health & Hospice Employee Handbook. I recognize my responsibility to familiarize myself with the information contained therein and to seek clarification from my supervisor if needed.

For Harbors Home Health & Hospice:

Print Name: _____ Date: _____

Title: _____

Signature: _____