

# ***EMPLOYEE HANDBOOK***

**eliminating racism  
empowering women**

**ywca**

**Seattle | King | Snohomish**

# YWCA IS ON A MISSION

## OUR VISION

An inclusive society where all people can thrive and all communities are valued, respected, and self-directed.

## OUR MISSION

YWCA Seattle | King | Snohomish is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.

## OUR WORK

YWCA works where we're needed most to create real change every day through services and advocacy. We aim to eliminate disparities for women, girls, and marginalized communities with programs that:

- Build stable homes and promote economic advancement
- Improve health and end violence against women
- Increase racial equity and social justice for all people
- We are on a mission to eliminate racism, empower women, stand up for social justice, help families, and strengthen communities.

## WE BELIEVE THAT...

- When we dismantle systems of oppression, equity will increase, and our whole community will benefit.
- We must break down the barriers of institutional racism that have historically excluded women and communities of color, and put their voices at the center of our work to create real change.
- When people are confident in their inherent strength and communities are self-directed, they are empowered.
- This work will take our courage, compassion, and commitment. We must cross lines of race, gender, class, sexual orientation, and religion, and stand together to transform our community.

## OUR VALUES

Because we are **mission-driven and client-centered**, we:

- keep the well-being of clients our highest priority
- expect cultural competency and respect for diversity
- use best practices
- develop innovative programs

Because we strive to be an **excellent employer**, we:

- offer competitive salaries and benefits
- promote work/life balance
- provide opportunities for professional development
- invite staff comments and suggestions in policy decisions

Because we strive to be a **committed community partner**, we are:

- responsive to community needs
- accountable for the quality of our services
- good stewards of community gifts and involvement
- reliable partners in coalitions

## OUR PERFORMANCE STANDARDS

### Race & Social Justice

Collectively and individually, we work to eliminate the effects of racism, sexism, homophobia, ageism, and other oppressions and help our clients achieve equitable outcomes—outcomes that prioritize those with multiple barriers—in the areas we serve.

### Teamwork

We value individual excellence in the achievement of organizational goals and work effectively as a team for the benefit of the YWCA and our stakeholders. We acknowledge that cultural competence is required when evaluating effective work and teamwork and that the voice of our staff of color, immigrant and refugee staff, LGBTQ staff and other marginalized staff comes through as positive, effective and relational in a variety of ways, and that internalized superiority or inferiority can play a role in how a staff member interacts on teams. We work to understand barriers that staff may be facing and support staff that are facing multiple barriers.

### Integrity

We are ethical and trustworthy in our business practices and interactions with each other.

### Customer Service

We treat our customers with culturally competent courtesy and respect, and react with urgency and sensitivity to their important concerns.

### Communication

We communicate openly, honestly and accurately with our internal and external stakeholders. We listen respectfully, solicit feedback and are open to the suggestions and solutions of others. We understand that internalized oppressions play a role in how and what we communicate and what we gatekeep. We work to be accountable gatekeepers, acknowledge our superiority and inferiority while communicating and create a flat structure where power is not front and center in the communication that we engage in.

### Accountability

We are accountable to each other and our communities, and we seek to continuously improve the quality of our services. We are transparent in sharing information with stakeholders and the public.

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**SECTION A: INTRODUCTION****WELCOME**

Welcome to YWCA Seattle | King | Snohomish! We are happy to have you as a member of our staff. We hope you will find your experience at YWCA interesting, challenging and rewarding.

The YWCA is proud to have served the Greater Seattle community for more than 120 years, meeting the critical needs of women, children and families. Our agency is highly regarded for its ability to deliver services efficiently and effectively.

As a staff person, you are the most important element of our success. Each staff person's knowledge, skill, commitment and effort have a direct impact on the quality of our services. In turn, we strive to provide all staff with a positive, productive work environment and opportunities for personal satisfaction and growth.

YWCA seeks to maintain personnel policies and practices that are current, complete, well-designed, fairly administered and thoroughly understandable to you and your supervisor. To aid you in understanding our personnel benefits, privileges and policies, we have provided you with this handbook. The handbook was designed as a guide. We encourage you to review this handbook and ask questions of your supervisor and of our Human Resources Department in order to learn more about YWCA and your association with us. Additionally, if you have opinions or suggestions, please feel free to bring them to our attention. Your input is important and helpful.

Once again, we are glad to have you as part of our organization.

Sincerely,

Executive Leadership

YWCA Seattle | King | Snohomish

**OUR MISSION AND HISTORY**

The mission of YWCA Seattle | King | Snohomish is to eliminate racism, empower women, stand up for social justice, help families, and strengthen communities. In support of this mission, YWCA provides services to meet critical needs promote self-sufficiency and achieve equal opportunities for all people.

For more than 120 years, YWCA has created and adapted programs and services to meet the evolving needs of women and families. In 1894, a group of 28 women headed by Mrs. Rees P. Daniels became aware that young women, often new to Seattle, needed safe, community-oriented meeting space and low-cost meals. With these needs in mind, YWCA was incorporated in 1904 and began offering a wide variety of social, educational and recreational programs and classes. In its early years, YWCA provided vocational education and public meeting areas for Seattle's African-American community, and offered shelter to San Francisco earthquake refugees. Around-the-clock recreational activities, a city-wide room registry, child care and additional services for families soon followed. More recently, YWCA's services have grown to include expanded housing and shelter programs, domestic violence advocacy, employment services, child care programs and youth services.

Currently, YWCA provides ongoing services to nearly 20,000 people annually, providing a diverse array of effective programs at close to 30 locations throughout King and Snohomish counties. Our continuum of programs is designed to comprehensively meet the emerging needs of our community and effectively support today's women, children and families.

Safe and Stable Housing to meet the basic survival needs of homeless women, children and families, and to provide a foundation that helps people break the cycle of homelessness and poverty

Economic Empowerment to help all adults gain independence through employment and life skills training

Success in Life to promote the healthy development of youth and children, to encourage young women's leadership and pre-employment skills

Live in Dignity to promote sound physical and mental health and provide women and families with access to necessary medical services; and, to prevent domestic violence through education, outreach and advocacy and help victims of domestic violence recover and rebuild their lives; and, to create public education programs that encourage every individual to take action toward a more socially just and equitable society

We welcome the skills and experience you bring to your employment with YWCA. And, we look forward to productively building our shared history together!

**PURPOSE OF HANDBOOK**

We hope you will find this handbook useful in answering some of the questions you may have regarding your employment with YWCA.

This handbook has been prepared as a reference to explain our various policies, programs, practices and philosophies. The information contained in this booklet provides all YWCA of Seattle | King | Snohomish staff members, both new-hires and current, with the policies, rules, compensation and benefits that apply while they are employed with YWCA.

It is important to recognize that no handbook can cover all information and situations. The information contained in the handbook serves only to outline our major employment policies. It is not intended to be all-inclusive.

This handbook is not intended as an employment contract. It does not provide contractual rights and does not convey a guarantee of continued employment, or any term, privilege or condition of employment.

YWCA reserves the right to change, make exceptions to and interpret the information contained in this handbook as necessary at any time, with or without notice. From time to time, employees will receive new pages and policies to file in this manual.

This employee handbook is the property of YWCA. If you leave employment with us, we ask that you return this handbook to your supervisor or the Human Resources Department.

Please read this handbook carefully and keep it handy for future reference. If you have any questions about the material, ask your supervisor or contact the Human Resources Department.

## **SECTION B: COMMITMENT TO DIVERSITY**

YWCA has a long and proud history of commitment to diversity in the communities we serve and the staff we employ. We believe that a diverse work force adds greatly to the strength and effectiveness of our organization.

### **EQUAL EMPLOYMENT OPPORTUNITY**

YWCA is an equal opportunity employer and is pledged to carry out the spirit and letter of applicable federal, state and local laws and regulations prohibiting unlawful discrimination in employment on the basis of age, ancestry, color, creed, gender, marital status, national origin, political ideology, race, religion, sexual orientation, veteran status or the presence of a physical, mental or sensory disability. Further, it is the intent of YWCA to insure that the principle of equal opportunity will be carried out in all employment practices, including, but not limited to: recruitment, selection and placement, compensation, promotion and transfer, disciplinary measures, demotions, layoffs and terminations, training, daily working conditions, awards and benefits and all other terms and conditions of employment.

### **NONDISCRIMINATION ON BASIS OF DISABILITIES**

YWCA will fully comply with all requirements of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act and all other applicable laws and regulations prohibiting discriminatory practices against individuals with disabilities. No qualified individual will be discriminated against because of a physical or mental disability in connection with recruitment, selection and placement, compensation, promotion and transfer, disciplinary measures, demotions, layoffs and terminations, training, daily working conditions, awards and benefits, any other term or condition of employment or any other aspect of employment.

YWCA will make reasonable accommodations for the known physical and mental disabilities of qualified applicants or staff persons to enable them to perform essential job duties, unless such accommodation would impose an undue hardship. Staff persons with a disability who are requesting an accommodation to perform the essential functions of their job need to contact the Human Resources Department. Upon receipt of a request for an accommodation, the Human Resources Department will meet with the staff person to identify the precise limitations resulting from the disability and potential accommodations that YWCA might make to overcome those limitations. The staff person may be required to provide written verification of the disability and resulting limitations from an appropriate licensed treatment provider.

YWCA will remove architectural and structural barriers to a staff person's workplace accessibility and usability where such removal is a reasonable accommodation of a disability and will not result in undue hardship.

The agency will comply with all applicable laws and regulations on maintaining the confidentiality of information regarding the medical condition or history of individuals.

### **AFFIRMATIVE ACTION**

YWCA has an Affirmative Action Program to track our progress and achievements in providing an equal employment workplace. Responsibility for implementation of this process is a basic and integral part of the management process. The Human Resource Director is YWCA Equal Employment Opportunity Coordinator and is responsible for maintaining the necessary programs, records and reports to comply with all government relations, including the maintenance of monitoring procedures for our policy reviews.

### **RELIGIOUS OBSERVANCE**

YWCA makes every reasonable effort to accommodate a staff person's religious practices, when such accommodations do not cause undue hardship on the conduct of agency work. If you wish to request an accommodation, please do so in time for alternatives to be arranged.

### **DIGNITY IN THE WORKPLACE/SEXUAL HARASSMENT**

At YWCA we firmly believe that staff has the right to work in an atmosphere free from harassment and intimidation by other staff, clients, vendors or any other third parties. We want to provide a pleasant, productive place to work, where people treat each other with consideration and respect. In particular, harassment, or abusing the dignity of anyone on the basis of their age, ancestry, color, creed, gender, marital status, national origin, political ideology, race, religion, sexual orientation, veteran status or the presence of a physical, mental or sensory disability through verbal slurs or other derogatory or objectionable conduct, is cause for disciplinary action.

Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute a form of sex discrimination known as sexual harassment when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating a hostile or offensive work environment.
- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions.

Sexual harassment can include verbal behaviors such as unwanted sexual comments, suggestions, jokes, pressure for sexual favors or foul or crude language; non-verbal behavior such as suggestive looks or leering or the display of sexually oriented or explicit materials; and physical behavior such as pats or squeezes, obscene gestures or brushing against someone's body.

Any staff person who is aware of any instances of harassment should report the alleged act immediately to their supervisor, a Human Resources representative, or to any other YWCA manager you feel comfortable talking to. Any supervisors who get a complaint need to bring the matter immediately to the Human Resources Department or Chief Human Resources Officer. No staff person will suffer retaliation for reporting instances of harassment. All complaints will be investigated as confidentially as possible, and the appropriate parties will be notified of the findings. Any staff person who has been found to have harassed another staff person will be subject to disciplinary action, up to and including termination.

## **SERVING TRANSGENDER CLIENTS/RESIDENTS**

### **Purpose**

The purpose of this policy is to assist staff in providing services, building cultures, and holding spaces for transgender and gender non-conforming individuals in our gender-specific facilities in a manner consistent with the YWCA's Race and Social Justice Initiative, and which supports intersectional racial and gender equity and access. As part of the YWCA's mission of empowering women and strengthening communities, it is essential that we center and protect transgender and gender non-conforming individuals, particularly Black trans womxn and other trans womxn of color. It is the YWCA's intent to treat all persons with dignity and respect. This includes respecting the gender of each person as they self-identify it.

### **Guidelines**

#### ***Intake/Application:***

All incoming clients/residents are to be told that:

1. All program participants have the right to define how they would like to be addressed and referred to. Please tell us your pronouns: \_\_\_\_\_. The staff are expected to respect the pronouns and names of the incoming clients/residents.
2. Private information, such as medical information and information pertaining to an individual's gender identity, gender assignment at birth, or physical anatomy, is kept confidential unless the client/resident wishes otherwise. The client directs determination of what information is deemed private; this information must be documented in their file.
3. No harassment of clients/residents is allowed. Harassment is defined as any physical, visual or verbal antagonizing of an individual, through either direct or indirect action. This includes but is not limited to:

- a. Verbal aggression, disparaging or negative comments, unwelcome nicknames, pet or code names, jokes, innuendoes, comments about attire, body, bragging, etc.
- b. Long-term and/or deliberate misuse of a client/resident's pronouns and/or name (also known as misgendering)
- c. Electronic posting or forwarding by email, text or instant messages, social media or other electronic means of gender- based, racial or ethnic slurs or stereotypes or any other inappropriate communication
- d. Physical attacks or threats , invasion of personal space, blocking, patting, pinching, grabbing, groping, obscene gestures or other unwelcome conduct directed toward an individual
- e. Other examples of harassment as defined in YWCA Human Resources policies, including Threshold and non-discrimination policies.

***Working With Transgender Clients:***

At the time of intake or application to a YWCA gender-specific facility, the gender identity of a client/applicant must be determined either through conversation or as the client/applicant self-discloses on their intake sheet/application. The intake conversations must include the following:

1. That toiletries (i.e. razors, lotions, etc.) are available for the client/applicant's comfort.
2. Housing placement and sleeping arrangements, including the availability of beds located where clients/residents feel most safe.
3. Shower and bathroom placement, including the availability of private showers and bathrooms that the resident may use if they prefer.
4. Other needs or requests identified by the client/resident.

Should a resident reveal they are transgender or gender non-conforming at any point post-intake/application, staff must support the resident through the aforementioned practices.

***Housing, Shelter, Bathrooms, And Showers:***

This policy reinforces agency-wide policies which hold that people who self identify and/or present as women and who are program participants of the YWCA are granted access to programs and services for women, including: use of YWCA's women-specific and general services, programming, and activities; women-specific or general facilities and spaces (private or shared); and use of the women's showers and bathrooms. Showers and bathrooms in the facility that allow for privacy, such as single-user showers and bathrooms, must be made available where possible.

***Harassment:***

Harassment of all kinds is prohibited. Neither staff, board members, agents/representatives of the YWCA, nor other clients/residents will be permitted to participate in harassment or otherwise violent or hostile

behavior. Harassment is defined as any physical or verbal antagonizing of an individual, through either direct or indirect action. This includes but is not limited to:

- Verbal aggression, disparaging or negative comments, unwelcome nicknames, pet or code names, jokes, innuendoes, comments about attire, body, bragging, etc.
- Long-term and/or deliberate misuse of a client/resident's pronouns and/or name(also known as misgendering)
- Electronic posting or forwarding by email, text or instant messages, social media or other electronic means of gender- based, racial or ethnic slurs or stereotypes or any other inappropriate communication
- Physical attacks or threats, invasion of personal space, blocking, patting, pinching, grabbing, groping, obscene gestures or other unwelcome conduct directed toward an individual
- Other examples of harassment as defined in YWCA Human Resources' Threshold and non-discrimination policies.

Harassing a client/resident, regardless of gender identity or expression, may result in disciplinary action including termination of employment or of services.

### **DOMESTIC VIOLENCE POLICY**

Domestic violence is abusive behavior that is physical, sexual and/or psychological, intended to establish and maintain control over a partner. Domestic violence is a serious problem that affects people from all walks of life. It can adversely affect the well-being and productivity of staff persons who are victimized by domestic violence, as well as their co-workers.

YWCA will provide appropriate support and assistance to staff persons who are victimized by domestic violence. This includes: confidential means for coming forward for help, resource and referral information, work schedule adjustments or leave as needed to obtain assistance and workplace relocation as feasible. Other appropriate assistance will be provided based on individual need.

YWCA is committed to working with staff persons who are victimized by domestic violence to prevent abuse and harassment from occurring at the workplace. No staff person will be penalized or disciplined solely for being a victimized by domestic violence.

Staff persons who are perpetrators of domestic violence will be also encouraged to seek assistance. YWCA will provide information regarding counseling and certified treatment resources, and make work schedule arrangements to receive such assistance.

YWCA will not tolerate domestic violence including harassment of any staff person or client while in YWCA offices, facilities, work sites, vehicles or while conducting YWCA business. This includes the display of any violent or threatening behavior (verbal or physical) that may result in physical or emotional injury or otherwise places one's safety and productivity at risk. Any staff person who threatens, harass or abuses someone at the workplace or from the workplace using any YWCA resources such as work time, workplace phones, FAX machines, mail, email or other means may be subject to disciplinary action up to and including termination. Corrective or disciplinary action may also be taken on a case by case basis against staff persons who are arrested, convicted or have demonstrated history of perpetrating domestic violence when such action has a direct connection to the staff person's duties as YWCA staff.

Any staff person who is aware of any instances of violence or display of any violent threatening behavior should report the alleged act immediately to either their supervisor, the Chief Executive Officer, the Human Resources Director or to any YWCA supervisor. Any supervisor who receives a complaint must bring the matter immediately to the Human Resources Director or Chief Executive Officer. No staff person of YWCA will suffer retaliation for reporting these situations. All complaints will be investigated as confidentially as possible, and the appropriate parties will be notified of the findings as soon as possible after the completion of the investigation.

## **WORKPLACE VIOLENCE POLICY**

### **Objective**

YWCA SEATTLE|KING|SNOHOMISH provides a safe workplace for all employees. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy.

### **Prohibited Conduct**

YWCA SEATTLE|KING|SNOHOMISH does not tolerate any type of workplace violence committed by or against employees/volunteers on employees or YWCA constituents. Employees are prohibited from making threats or engaging in violent activities. Intentionally damaging employee, volunteer or YWCA constituent property. This list of behaviors provides examples of conduct that is prohibited for employees/volunteers:

- Causing physical injury to another person.
- Making threatening remarks.
- Racial assault, commenting derogatorily on a person's race/ethnic heritage
- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Nonverbal threats, including written/electronic with the intent to threaten/scare
- Intentionally damaging employer property or property of another employee.

- Possessing a weapon while on company property or while on company business.
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

### **Reporting Procedures**

Any potentially dangerous situations must be immediately reported to a supervisor or the human resource (HR) department. Call police if there is an immediate threat. Reports can be made anonymously, and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled, and the results of investigations will be discussed with them. YWCA SEATTLE|KING|SNOHOMISH will actively intervene at any indication of a possibly hostile or violent situation.

To view the full Workplace Violence Policy, [click here](#).

## **WEAPON-FREE WORKPLACE POLICY**

### **Purpose**

To ensure that YWCA SEATTLE|KING|SNOHOMISH maintains a workplace safe and free of violence for all employees, the company prohibits the possession or use of dangerous weapons on company property.

### **Persons Covered**

All YWCA SEATTLE|KING|SNOHOMISH workers are subject to this provision, including contract workers and temporary employees as well as visitors and customers on company property. A license to carry the weapon on company property does not supersede company policy. Any employee in violation of this policy will be subject to disciplinary action, up to and including termination.

To view the full Weapon-Free Workplace Policy please [click here](#).

## **WHISTLEBLOWER PROTECTION**

YWCA Seattle|King|Snohomish is committed to the highest possible standards of ethical, moral and legal business conduct. In line with this commitment and YWCA's commitment to open communication, this policy aims to provide an avenue for staff and employees to raise concerns and to have reassurance that they will be protected from reprisals or victimization for "whistle-blowing" in good faith.

YWCA has engaged Lighthouse Services, Inc. to provide all YWCA employees with access to an anonymous ethics and compliance hotline for reporting possible ethics violations. The purpose of this service is to ensure that any employee wishing to submit a report can do so anonymously and without fear of retribution.

Regular business matters or human resource related questions and issues that do not require anonymity should be directed to the employee's supervisor or Human Resources. They should not be submitted using this service. Employees are encouraged to use Lighthouse Services' hotline in cases where their anonymity is desired.

Reasons for contacting Lighthouse Services include but are not limited to the following topics:

- Bribery and Kickbacks
- Conflict of Interest
- Ethical violations
- Falsification of Contract, Reports or Records
- Fraud
- Internal Controls
- Misuse of Company Property
- Theft and Embezzlement
- Violation of the Law

Please note that the information provided by you may be the basis of an internal and/or external investigation into the issue you are reporting and your anonymity will be protected to the extent possible by law by Lighthouse. However, your identity may become known during the course of the investigation because of the information you have provided. Reports are submitted by Lighthouse to two YWCA designees for investigation according to our organizations policies. A second tier of reporting is in place if a report is filed about YWCA designees.

For your convenience, Lighthouse Services provides a toll-free number along with several other reporting methods, all of which are available 24 hours a day, seven days a week for use by employees and staff.

Telephone:

English speaking: (877) 472-2110

Spanish speaking: (800) 216-1288

E-mail:

reports@lighthouse-services.com

Identify YWCA Seattle|King|Snohomish as your organization in your report.

Website:

Lighthouse Homepage: <http://www.lighthouse-services.com> (select *Submit a Report*)

Direct: <http://www.lighthouse-services.com/incident/incident.php>

username: *ywcaseattle*

password: *seattle*

Users can request a unique URL to bypass the login requirement.

Fax:

(215) 689-3885

Identify YWCA Seattle|King|Snohomish as your organization in your report.

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## **SECTION C: EMPLOYMENT**

### **EMPLOYEE CODE OF CONDUCT**

YWCA is dedicated to providing the highest quality services to our community. The agency is committed to creating an environment that advances the quality of life for women of all ages, races, and faiths and their families. In alignment with YWCA's vision and mission, this code of conduct outlines expectations for interactions between YWCA staff, clients, co-workers and members of the community.

#### **Personal Conduct**

Staff will treat clients, staff and members of the community with respect, and work to create an atmosphere free from harassment and intimidation by other staff, clients, vendors or third parties. Staff members are expected to read and follow YWCA policies and procedures, and act in a manner that reflects positively on YWCA in the greater community.

#### **Work Performance**

Staff are expected to perform work duties with the highest standards of integrity and professionalism, including:

- Using work time efficiently and productively and accurately recording time worked.
- Protecting the privacy of clients, donors, residents and co-workers. All personal information must be handled discretely at all times, and on a need-to-know basis.
- Being responsible for agency computer systems, equipment, facilities, furniture and vehicles and respectful of property belonging to fellow employees.
- Representing YWCA in a professional and positive manner in the community and distributing only agency-approved literature and other materials.
- Handling all accounting, donations, and financial and reporting transactions with honesty and integrity.

#### **Attendance**

Staff will report on time for scheduled work shifts. Good attendance and punctuality are an essential part of YWCA's ability to operate successful programs.

#### **Safety**

Staff will perform their work in a responsible and safe manner, in compliance with YWCA Employee Handbook and YWCA Safety Guide. We all share in the responsibility of making our organization a safe place to work.

YWCA expects all staff to meet or exceed the standards of this code of conduct. Failure to do so may result in disciplinary action, up to and including immediate termination.

### **CRIMINAL BACKGROUND CHECK**

YWCA Seattle|King|Snohomish requires a criminal background check for all employees upon hire after a conditional offer of employment has been extended by the hiring manager. Although a disqualification is possible, in accordance with federal, state and local laws, a previous conviction does not automatically disqualify an applicant from consideration for employment with YWCA Seattle|King|Snohomish. No applicant or employee shall be disqualified from employment with YWCA Seattle|King|Snohomish solely or in part because of prior conviction (or release from prison) that occurred within the past seven (7) years unless there is a legitimate business reason to do so (for example, the crime or crimes will have a negative impact on the applicant's ability to perform the position sought or will harm or cause injury to people, property, or business reputation). Depending on a variety of factors (for example, the nature of the position, the nature of the conviction, age of the applicant or employee when the illegal activity occurred), the applicant or employee may still be eligible for employment with YWCA Seattle|King|Snohomish. Before taking any tangible adverse employment action solely based on an applicant's or employee's criminal conviction record, YWCA Seattle|King|Snohomish will give the applicant or employee a reasonable opportunity to explain or correct that information.

However, if an applicant or employee attempts to withhold information or falsify information pertaining to previous convictions, the applicant or employee may be disqualified from further employment consideration in any position with the company due to falsification of an application. A conditional offer of employment may be extended to an applicant prior to the completion of the criminal background check. However, the applicant's first day of work in the position must not be prior to the satisfactory completion of the criminal background check.

\*Note that a hiring decision due to criminal background check issue may go through a Summary and Recommendation phase. In the Summary and Recommendation phase, if there is not a consensus among the Sr. Program Director, Regional Manager (if applicable), and immediate Supervisor, the Sr. Program Director's decision will prevail. In the Recommendation phase, if the Human Resources Director and the Sr. Program Director do not agree on a decision, the Chief Executive Officer will be brought into the decision. The decision of the Chief Executive Officer will prevail.

### **POSITION CLASSIFICATIONS**

Your position with YWCA is classified in the following ways:

#### **Regular, Temporary or On-Call**

##### ***Regular Staff***

You are considered a *regular* staff person if you were hired for an indefinite period of time to perform a continuing assignment. This includes positions where funding is dependent on grants or other outside sources that have specific renewal dates.

***Temporary Staff***

If you are hired to work for a limited, pre-arranged period of time (typically six months or less), you are classified as a *temporary* staff person. Temporary staff are not eligible for YWCA staff benefits (except retirement plans and Employee Assistance Program).

***On-Call Staff***

If you are hired to work on an intermittent or as-needed basis, you are considered an *on-call* staff person. On-call staff are not eligible for YWCA employee benefits (except retirement plans and Employee Assistance Program).

**Full-Time Or Part-Time*****Full-Time Staff***

Your position is considered *full-time* if you are normally scheduled to work at least 35 hours per week.

***Part-Time Staff***

If you are regularly scheduled to work fewer than 35 hours per week, your position is considered *part-time*. Most YWCA staff benefits are pro-rated for part-time staff working from between 20 and 34 hours per week, however part-time staff working fewer than 30 hours per week are not eligible for Healthcare and Voluntary Insurances. Part-time staff working less than 20 hours per week are not eligible for YWCA staff benefits (except retirement plans and Employee Assistance Program).

**Exempt or Non-Exempt**

An *exempt* or *non-exempt* classification is determined by guidelines set forth in the Fair Labor Standards Act and the Washington Minimum Wage Act based on the duties and responsibilities of your position.

***Non-Exempt Staff***

Non-exempt staff persons are paid for their hours worked and receive overtime pay for time worked in excess of 40 hours per week. They are paid on an hourly basis.

***Exempt Staff***

Exempt staff persons are compensated based on their responsibilities, not on the specific number of hours worked, and are not eligible for overtime pay. They are paid on a semi-monthly salary basis.

**Changing From One Classification To Another**

If you move from a position with benefits to a non-benefit-eligible position within YWCA, any accrued vacation balance you have will be paid out at the time of your transition. Any sick leave balance will be forfeited as of your last day in the benefit-eligible position.

If you move from a non-benefit-eligible position to one that receives benefits, your eligibility for benefits begins when you transfer to your benefit-eligible position.

If you return to employment with YWCA after a break of service of six months or less, you may retain some benefits as a returning staff person. Please see the Human Resources Department for details.

All hours of service count toward eligibility and participation in YWCA Retirement Fund.

**INTRODUCTORY PERIOD**

The initial introductory period for employees in regular positions at YWCA Seattle|King|Snohomish is 90 days. This period gives administrators and supervisors an opportunity to assess job performance of introductory employees.

During this introductory period employees may resign without notice.

The employee may be terminated **without cause and without notice** at any time during the initial introductory period. Any employee so terminated shall receive written notification of the termination.

At the discretion of the Division Director and approval of the Chief Executive Officer, or designee, the initial introductory period may be extended up to an additional 90 days. An employee whose introductory period is extended will receive a written notice indicating the performance requirements which must be met by the end of the extension to satisfy the introductory.

Regular employees have a written job performance appraisal from the supervisor at the conclusion of the initial or extended introductory period, at the end of a third month's employment and annually thereafter. Performance appraisals are made at the conclusion of introductory for transfers or promotions or at any time deemed necessary by the Chief Executive Officer or designees. Performance appraisal will be based on the employee's job description. The content of the appraisal shall be discussed with the employee. The employee receives a copy. The employee will be requested to sign the performance appraisal, indicating receipt of the information. In the event an employee does not agree with the evaluation, the employee will have an opportunity to state the reasons for disagreement in writing. The performance appraisal is considered valid and in effect whether or not the employee signs it.

**EMPLOYMENT OF RELATIVES**

It is the policy of YWCA not to employ relatives, including spouses, domestic partners and in-laws:

- When one staff person will report to the other either directly or indirectly, or
- When (in most situations) one staff person has access to confidential payroll, accounting or Human Resources information
- Also, to comply with audit requirements, no two people who are related as described above may be employed in the Business Office.

*On-call staff persons* who have a relative working for YWCA may be employed as long as they are not hired by, and do not report to, that relative.

### **NEW EMPLOYEE ORIENTATION**

All new staff are required to attend a New Hire Orientation put on by the Human Resources Department to acquaint them with the history, programs, policies, benefits and procedures of YWCA. Supervisors are expected to contact Human Resources to schedule their new staff for the soonest New Hire Orientation after they've accepted the position. All new staff will begin their first day of employment at the New Hire Orientation.

### **JOB POSTING OPPORTUNITIES**

YWCA generally recruits applicants for our open positions from both within the agency and the community at large. Job announcements are posted on YWCA website. To apply for a position, submit a written response outlining your qualifications and interest, as directed in the job announcement.

### **WORK SCHEDULE**

In order to meet the needs of clients in the programs that we provide, certain YWCA positions may require work schedules that include early morning, evening or weekend hours. Also, sometimes specific work schedules may need to be changed to accommodate client needs or department workload. Your supervisor will arrange your specific work schedule with you, including provisions for meal and rest periods.

### **MEAL AND REST PERIODS**

Washington State law states that staff persons working five consecutive hours or less are not entitled to a meal period. Staff persons working over five hours shall be allowed an unpaid meal period of a minimum of 30 minutes between the second and fifth working hour. Staff persons can waive their meal period requirement if both they and their employer agree.

Staff persons shall also be allowed a paid rest period of ten minutes or more for each four hours of working time. The rest period must be scheduled as near as possible to the midpoint of the four hours of working time. This rest period is mandatory and may not be waived.

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## **SECTION D: YOUR PAY**

### **TIMESHEETS**

All YWCA staff record their work time on timesheets. Separate timesheet forms are available for non-exempt staff and exempt staff. Time is paid to the nearest quarter hour for non-exempt staff. Each staff person is responsible for assuring that their timesheet is completed accurately, legibly and in a timely manner. To meet agency federal funding requirements all time work must be recorded after the fact, based on actual time worked.

### **MANDATORY DIRECT DEPOSIT**

All YWCA staff are required to sign-up and maintain participation in direct deposit for payroll checks. Detailed information and an enrollment form will be presented at hire. Please note that requests for nonparticipation are to be directed to the Human Resources Director for review.

### **PAY PERIODS**

The workweek runs Monday morning through Sunday night. YWCA has semi-monthly pay periods. This means that we have two pay periods each month. The first pay period runs from the 1<sup>st</sup> to the 15<sup>th</sup> of the month and the second pay period runs from the 16<sup>th</sup> to the last day of the month. Pay day falls eight business days after the last day of each pay period.

### **OVERTIME POLICY FOR NON-EXEMPT STAFF**

Non-exempt staff persons (see Section C for definition of non-exempt staff) are paid for each hour of work time. On occasion, it may be necessary for non-exempt staff to work beyond their regular work schedule. **You *must* obtain approval from your supervisor *in advance* of working extra hours.** You will be paid one and one-half times your hourly rate for all hours *worked* over forty hours per week, paid to the nearest quarter hour. Because vacation, sick and holiday time are not hours *worked*, they do not count toward calculating overtime.

### **LEAVE FOR EXEMPT STAFF**

Exempt staff (see Section C for definition of exempt staff) are paid a semi-monthly salary for the job that they do, rather than an hourly rate for the specific hours they keep. As a result, exempt staff members are not compensated for hours worked beyond their regular schedule. As a reflection of the value YWCA places on a balanced work and home life for our staff members, and in recognition of the extra work that most exempt-level positions require, YWCA exempt staff receive exempt leave time at the rate of 40 hours

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per year, deposited in full on the first paycheck of the year. This leave must be used annually by the end of the last full pay period in the calendar year or it is forfeited and is not paid out at termination of employment. Staff hired mid-year will be prorated on their first full payroll period. Other specifics include: The accrual rate will be prorated for exempt staff starting mid-year (hire date in the 1st quarter- 40 hrs, 2nd quarter- 32 hrs, 3rd quarter 24 hrs, or 4th quarter- 16 hrs).

### **PAY-RELATED QUESTIONS**

If you have questions regarding your pay or your paycheck, please contact your supervisor. If they are unable to answer your questions, you should refer to our Payroll or Human Resources staff.

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**SECTION E: YWCA STAFF PERSON BENEFITS****QUALIFIED DOMESTIC PARTNER BENEFITS**

YWCA allows staff to use accrued sick leave and bereavement leave for a qualified domestic partner in the same manner as for a spouse. Our current medical insurance carrier also allows staff to elect coverage for their domestic partner. If you wish to be eligible for sick leave, bereavement leave, or for medical insurance for your *spouse or domestic partner*, you must complete an Affidavit of Marriage/Domestic Partnership prior to obtaining the benefit. Please contact Human Resources for an affidavit or if you have any questions.

**GOVERNMENT-RELATED BENEFIT PROGRAMS**

YWCA makes payments on your behalf to a host of state and federal government benefit programs. These include Social Security, Medicare, Unemployment Compensation, Workers' Compensation and State Paid Family and Medical Leave. Staff persons contribute a percentage of the costs of some of these programs through semi-monthly payroll deductions, as required by law. If you wish further information on these benefits, please contact our Human Resources Department or the appropriate government office.

**HOLIDAYS**

YWCA observes the following days as paid holidays:

New Year's Day	Independence Day
Martin Luther King Jr. Day	Labor Day
President's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving Day
Juneteenth	Christmas Day

When Christmas Day, New Year's Day, Juneteenth or Independence Day falls on a Saturday, that holiday will be observed on the preceding Friday; when one of these holidays falls on a Sunday, that holiday will be observed on the following Monday.

Staff persons are eligible for holiday pay upon employment. However, to be paid for an observed holiday, the preceding and following work days must be ones that are compensated by regular pay, vacation, sick leave or other paid leave.

Full-Time Staff Persons who work 35 or more hours per week will be paid regular holiday pay for the hours they are scheduled to work in a day. If the holiday falls on a day you are not normally scheduled to

work and you do not work that day, you will arrange with your supervisor to schedule a different day off as a paid holiday. Staff persons who work on the holiday will be paid double their normal hourly rate.

Part-Time Staff persons who work 20 or more hours per week will be paid pro-rated holiday pay for the hours they are scheduled to work in a day. Staff persons who work on the holiday will be paid double their normal hourly rate.

### **Discretionary Paid Holiday**

YWCA recognizes that staff may experience personal business, religious observance or other personal needs that require time away from work. Thus, in addition to the above staff holidays, YWCA offers regular staff who work at least 20 hours per week one discretionary paid holiday each calendar year. The discretionary holiday can be taken after the completion of 90 days of employment, and must be scheduled, with supervisory approval, at least two weeks in advance. Additionally, it must be used annually by the end of the last full pay period in the calendar year or it is forfeited. The discretionary holiday is pro-rated for part-time staff.

## **VACATION**

As a regular YWCA staff person, who works over 20 hours per week, you are eligible to receive vacation benefits at the rate of 3 weeks per year (max.120hrs). The vacation accrual rate starts at .0577 per hour and accrues on the last day of each pay period. You can begin using your vacation time after 90 days of continuous employment. An additional day per year is earned for each additional year of employment completed, up to a maximum total of 4 weeks per year (max. 160hrs). Regular part-time staff working 20 or more hours per week accrue vacation at a pro-rated rate.

We encourage all staff to take vacation time each year. However, you may choose to accumulate your vacation time to a maximum total accrual of five weeks (max. 200hrs). Your vacation balance is listed on your YWCA timesheet and paystubs each pay period.

If your desired vacation dates cannot be accommodated, you will need to choose an alternate vacation schedule. Vacations of a week or more must be scheduled, with supervisory approval, at least two weeks in advance.

If your YWCA employment ends after at least 90 days of service in a benefit-eligible position, you will be paid out for any accrued but unused vacation balance, up to a maximum of five weeks (max. 200hrs). If you leave prior to meeting this requirement, no vacation will be paid out. Please note: Vacation is accrued semi-monthly on the last day of the pay period. Therefore, if your employment ends before the last day of the pay period, you will not accrue vacation time for that pay period.

Staff persons in positions funded by certain grants may have special provisions regarding using their vacation time prior to the end of their grant contract period.

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## **PAID SICK AND SAFE TIME**

All employees are eligible for paid sick and safe time (PSST).

### **Accrual and Carryover**

Beginning on their first day of employment with YWCA, employees will accrue PSST as follows:

- Regular employees who work 20 hours or more per week will accrue 0.0462 hours for every hour worked (1.386 hours for every 30 hours worked).
- Regular employees who work *less* than 20 hours per week, temporary employees, and on-call employees will accrue 1 hour of PSST for every 30 hours worked.

Regular employees who work 20 hours or more per week may carryover up to 960 hours (120 days), and there is no limit on the amount of PSST an employee may accrue in a calendar year.

Regular employees who work *less* than 20 hours per week, temporary employees, and on-call employees may carryover up to 72 hours (9 days) each year and there is no limit on the amount of PSST an employee may accrue in a calendar year.

The calendar year for accrual purposes is the consecutive 12-month period beginning on January 1 and ending on December 31.

Employees may review their PSL accrual, usage, and balance within SAGE Time & Attendance by opening the Employee Maintenance tab and selecting Employee Information.

### **Usage**

PSST may be used as soon as it is accrued. There is no limit on the amount of PSST that an employee may use during a calendar year, as long as the employee has accrued, unused PSST available. PSST may be used in minimum 15-minute increments.

PSST may be used for the following reasons:

- An absence resulting from an employee's mental or physical illness, injury, or health condition; to accommodate the employee's need for medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or an employee's need for preventive medical care;
- To allow the employee to provide care of a family member with a mental or physical illness, injury, or health condition; care of a family member who needs medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or care of a family member who needs preventive medical care;
- When the employee's place of business has been closed by order of a public official for any health-related reason or when the employee's family member's school or place of care has been closed; and
- For any of the following reasons related to domestic violence, sexual assault, or stalking:
  - To enable the employee to seek legal or law enforcement assistance or remedies to ensure the health and safety of the employee or the employee's family or household members, including but not

limited to preparing for, or participating in, any civil or criminal legal proceeding related to or derived from domestic violence, sexual assault, or stalking;

- To enable the employee to seek treatment by a health care provider for physical or mental injuries caused by domestic violence, sexual assault, or stalking or to attend to health care treatment for a victim who is the employee's family or household member;
- To enable the employee to obtain, or assist a family or household member in obtaining, services from a domestic violence shelter, rape crisis center, or other social services program for relief from domestic violence, sexual assault, or stalking;
- To enable the employee to obtain, or assist a family or household member in obtaining, mental health counseling related to an incident of domestic violence, sexual assault, or stalking, in which the employee or the employee's family or household member was a victim of domestic violence, sexual assault, or stalking; or
- To enable the employee to participate in safety planning, temporarily or permanently relocate, or take other actions to increase the safety of the employee or employee's family or household members from future domestic violence, sexual assault, or stalking.

"Family member" is defined as an employee's child, parent, spouse, registered domestic partner, grandparent, grandchild, or sibling.

"Child" includes an employee's biological child, adopted child, foster child, stepchild, a registered domestic partner's child, legal ward, and a child of a person standing *in loco parentis* or serving as a de facto parent, regardless of the child's age or dependency status.

"Household member" includes current and former spouses and domestic partners, persons who have a child in common, adult persons related by blood or marriage, adult persons who have resided or are residing together (including roommates), and persons 16 years of age or older who are or were residing together and who are or were in a dating relationship.

"Parent" includes a person who stood *in loco parentis* when the employee was a minor child and a person who is a biological, adoptive or foster parent, stepparent, or guardian of the employee's spouse or registered domestic partner.

### **Notice**

Employees are required to notify their supervisor of their need to use PSST. When possible, the notice should include the expected duration of the absence. Employees are not required to specifically ask for "paid sick and safe time" by name or disclose the nature of any illness or medical condition or the specific reason related to a critical safety issue, but they must give their manager enough information to allow them to understand that the absence is for a PSST-qualifying reason. YWCA will maintain the confidentiality of any information provided by employees related to their request to use PSST.

If the need to use PSST is foreseeable, such as for a doctor's appointment or scheduled surgery, employees are requested to notify their supervisor as early as possible, but no less than 14 calendar days before the start of the absence. If the need to use PSST is unforeseeable, such as for an unexpected illness or medical or family emergency, employees should provide notice as soon as possible before the

start of the employee's normal work day, unless it is not practicable to do so. In all cases, notice should be provided as soon as it is practicable to do so if the employee is absent for a PSST-qualifying reason.

### **Documentation**

YWCA may request documentation from employees related to use of PSST in the following situations:

- When an employee uses PSST for more than three consecutive days, or
- When there has been a clear instance or pattern of abuse, such as when an employee repeatedly uses PSST without advance notice on the business day following weekends, holidays, or vacations.

For verification of sick leave, the employee may provide a signed statement by a health care provider indicating that sick time is necessary. For employees who are not eligible for YWCA's health insurance plan, YWCA will pay 50% of the cost of the required documentation.

For verification of closure of a family member's school or place of care, the employee may provide the notice of closure that the employee received. For verification of safe time, the employee may provide a police report, court order, statement by an attorney, or other documentation showing that the employee or the employee's family or household member is experiencing domestic violence, sexual assault, or stalking, including a written statement by the employee. YWCA will maintain the confidentiality of any information provided by employees related to their use of PSST.

If the requested documentation will result in an unreasonable burden on or expense to an employee, the employee may submit to their manager for consideration a written justification explaining why they cannot comply with the request for documentation.

Absent an unreasonable burden or expense, failure to provide requested documentation within 10 days of the employee's return to work may result in disciplinary action, up to and including termination.

A physician's return to work statement may be required following an illness or injury, to verify that you are able to resume your duties, with or without restrictions.

### **Payment**

PSST will be paid based on an employee's regular rate of pay in effect at the time the leave begins, excluding overtime, commissions, and bonus or incentive pay for which the employee may be eligible. Use of PSST is not considered hours worked for purposes of calculating overtime. Employees will be paid for PSST on the next regular pay date for the pay period during which leave was taken.

### **No Payout at Separation**

Employees will not be compensated for any accrued, unused PSST upon separation from employment.

If an employee leaves their employment with YWCA and is rehired within 12 months of separation, any accrued, unused PSST will be reinstated to the employee's PSST balance and will be immediately available for use.

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**WASHINGTON PAID FAMILY AND MEDICAL LEAVE**

Eligible employees may receive paid family and medical leave (PFML) benefits under Washington's Paid Family and Medical Leave Act and regulations. PFML is a mandatory statewide insurance program that provides eligible employees in Washington with paid time off to give or receive care for qualifying events.

The PFML program, administered by the Employment Security Department (ESD), is funded by premiums paid by both employees and employers which began on January 1, 2019.

**Eligibility**

Washington employees who work 820 hours or more (about 16 hours per week) in a "Qualifying Period" are eligible to apply for PFML if they experience a "Qualifying Event":

- Welcome a child into their family (through birth, adoption, or foster placement);
- Recovery or treatment for their own serious health condition or injury, including recovery from childbirth;
- Need to care for a seriously ill or injured family member; or
- Need time to prepare for a family member's pre- and post-deployment activities, as well as time for childcare issues related to a family member's military deployment.

"Qualifying Period" is defined as the first four of the last five completed calendar quarters or the last four completed calendar quarters immediately preceding the application for leave, whichever brings the employee to the 820-hour threshold. All hours worked for YWCA and for other employers during the Qualifying Period count toward the 820 hours, including full-time, part-time, seasonal, and temporary work.

"Serious health condition" may include an illness, injury, impairment, or physical or mental condition that requires inpatient care in a hospital, hospice, or other residential medical care facility; continuing healthcare treatment; incapacity due to pregnancy or a related condition, or; incapacity due to other chronic health conditions. The qualification of a serious health condition is at the discretion of a healthcare provider. Employees may check the PFML website at [paidleave.wa.gov/healthcare-providers](http://paidleave.wa.gov/healthcare-providers) for more information.

"Family member" is defined as a child (including step and foster), spouse, domestic partner, parent (including in-law and *in loco parentis*), sibling (including half-siblings, step-siblings, or siblings related through adoption), grandchild, grandparent, and any individual who regularly resides in the employee's home or where the relationship creates an expectation that the employee care for the person and that individual depends on the employee for care. "Family member" does not include an individual who regular resides in the employee's home but for whom there is no expectation that the employee care for the individual.

All parents, including non-birth parents and guardians, are eligible for paid family leave to bond with a child coming into their home through birth, adoption, or foster placement within the first year after birth or placement. Each parent is entitled to 12 weeks of bonding leave, even if they work for the same

employer. Parents and guardians do not have to take leave at the same time, and leave may be taken intermittently. For example, a non-birth parent may choose to take four weeks of PFML right after the birth of the child, and then use the remaining eight (8) weeks once the birth parent returns to work. Bonding leave for adoptive or foster parents only applies to adoption or placement of any children under the age of 18.

### **Retroactive Eligibility**

Employees applying for PFML benefits may backdate their claim for a “good cause” reason, meaning that they were unable to apply for PFML immediately after their qualifying event due to a serious health condition, a period of incapacity, or because of a natural disaster. Employees submitting a backdated claim may need to provide additional medical certification. Claims cannot be backdated prior to January 1, 2020, when the PFML law went into effect.

### ***Leave Benefit***

Employees who experience a Qualifying Event may be eligible for up to 12 weeks of medical or family leave under PFML during their claim year. The claim year begins the Sunday of the week the employee submitted their initial application, and expires 52 weeks later. An employee’s claim year will start even if their initial application is denied.

Eligible employees may be able to receive up to 16 weeks of combined medical and family leave if they face multiple qualifying events covered by both types of leave in a year. If an employee has multiple qualifying events in their claim year, they must contact PFML’s Customer Care Team to “reopen” their claim. Employees may need to provide additional information to be approved for another claim, such as medical certification if it is a new serious health condition. Eligible employees may also be eligible for up to 18 weeks if they experience a complication in pregnancy that results in incapacity, such as a serious health condition that requires bedrest.

An employee’s duration of leave is determined based on their “typical workweek hours”, which is the average number of hours worked per week since the first day of the qualifying period. Salaried, full-time employees are calculated at 40 hours per week. The State multiplies an employee’s typical workweek hours by the maximum number of weeks allowable for the qualifying event, usually 12 weeks, to create a bank of hours from which the employee draws while on PFML leave.

### ***Usage***

Leave may be taken intermittently, as long as the employee is on leave for a **minimum of eight consecutive hours** during each week of leave time. For example, an employee could take two days off per week for their own chemotherapy treatments, or one day off each week to care for a parent with Alzheimer’s disease. Consecutive hours may encompass hours from two shifts, such as the last four hours of a Monday shift and the first four hours of the following Tuesday shift.

### ***Wage Replacement Benefit***

While on approved PFML, employees will be entitled to partial wage replacement, which is a portion of their average weekly pay. The benefit is generally up to 90% of an employee’s weekly wage, depending

on their income, with a minimum of \$100 per week and a maximum of \$1,000 per week, paid by the State of Washington.

The State will determine an employee's weekly benefit amount based on the hours worked and the wages earned reported by their employer(s). If an employee has more than one job, all hours reported for the employee from all employers are added together. Using the two highest wage-earning quarters, the State will total all wages and divide them by 26 to determine the employee's average weekly wage. The number is then compared to the state average weekly wage to determine the employee's weekly benefit amount. A calculator to estimate employee benefit payments is available at [paidleave.wa.gov/estimate-your-weekly-pay](https://paidleave.wa.gov/estimate-your-weekly-pay).

Weekly benefit payments will generally not change from week to week, unless the employee does not claim the full week. If an employee has worked or reported employer paid time off, for example, their benefit payment for that week will be reduced. Employees who take accrued, paid time off while on PFML will not have their benefit payment for that week reduced.

Employees may not receive PFML benefits and disability benefits for a permanent total disability or a temporary total disability concurrently. An employee who is eligible for both disability benefits and PFML during the same period of 52 consecutive calendar weeks will not receive more than 26 total weeks of disability and PFML benefits during that period. Expectant mothers who are eligible for total disability pay may not receive both disability benefits and PFML at the same time, but may choose to receive disability benefits followed by PFML.

### ***Payment of Premiums***

The amount of the premium for PFML is 0.4% of employee gross wages, which includes salary or hourly wages, sick leave, vacation time, holiday pay, bereavement leave, and paid time off, bonuses, stocks, and the cash value of meals and lodging when paid as compensation.

Employees are responsible for paying 63% of the total premium, which is deducted from their paychecks. For an employee earning \$50,000 per year, for example, the premium deduction is \$2.44 per week.

### ***Notice***

Employees who know they will be applying for PFML must provide written notice to YWCA at least 30 days in advance of the date they expect their leave to begin. If the need for leave was not foreseeable, for example, if the employee gets into an accident or goes into early labor, they must notify YWCA as soon as possible.

Employees will not be asked to provide details about why they need to take PFML, but should include in their notice the dates they expect to be on leave and the date notice of the leave was provided.

### ***Job Protections***

YWCA will not discriminate or retaliate against employees for requesting or taking paid leave, and will restore employees who take PFML to the same or an equivalent position when they return from leave if the employee has been employed with YWCA for at least 12 months, and has worked 1,250 hours in the 12 months before taking leave. For employees who have been employed by YWCA for less than 12

months or who have not worked 1,250 hours in the preceding 12 months before taking PFML, YWCA will make every effort to restore employees to the same or equivalent positions when they return. These employees may have job protections under other local, state, or federal laws.

***Continuation of Health Insurance***

YWCA will continue to provide health insurance to employees while on PFML on the same terms as if they had continued to work. Employees who contribute to the cost of their health insurance plans must continue to pay their portion of the premium cost while on PFML.

***Coordination with Other Leave/Supplemental Benefits***

Use of PFML is entirely up to the employee. Employees who have accrued other paid leave benefits, such as vacation or sick leave, may choose whether to also use those benefits to supplement their PFML benefits. YWCA has designated sick leave, vacation, and paid parental leave as Supplemental Benefits. Using these Supplemental Benefits anytime during PFML, including during any PFML waiting period, will not reduce employees' PFML pay benefits.

If an employee chooses to take PFML for a reason that also qualifies as FMLA Leave (described below), such leave will run concurrently with FMLA Leave. In that case, an employee may choose, but will not be required, to take other accrued paid leave benefits concurrently.

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

Employees may be entitled to unpaid family and medical leave (FMLA Leave) in accordance with the federal Family and Medical Leave Act (FMLA) and applicable state laws.

***Eligibility***

Employee who have been employed by YWCA for at least 12 months, work at a location where at least 50 employees are employed by YWCA within 75 miles, and have worked at least 1,250 hours in the 12 months immediately preceding leave under this policy are eligible for FMLA Leave.

***Leave Entitlement***

Eligible employees may take up to 12 weeks of unpaid leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a new child (within one year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform their job; or
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin also may take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember who has a serious injury or illness.

Employees are not required to use FMLA leave in one continuous block of time. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced work schedule.

### ***Requesting FMLA Leave***

Generally, employees must give 30 days' advance notice of the need for FMLA leave by submitting a request for leave and a Certificate of Health Care Provider for Employee's or Family Member's Serious Health Condition form to Human Resources. If it is not possible to give 30 days' notice, an employee must notify Human Resources as soon as possible and, generally, follow the usual procedures for requesting paid sick leave as set forth in this handbook.

Employees are not required to disclose a medical diagnosis in order to request FMLA leave, but employees must provide enough information to YWCA so it will be able to determine if the leave qualifies under the FMLA. Employees also must provide YWCA with adequate certification or periodic recertification to support the need for leave. If YWCA determines that the certification is incomplete, it will provide the employee written notice indicating what additional information is required. Employees must inform YWCA if the need for leave is for a reason for which FMLA Leave was previously taken or certified.

Once YWCA becomes aware that an employee's need for leave is an FMLA-qualifying reason, YWCA will notify the employee if they are eligible for FMLA Leave and, if so, will provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, YWCA will provide the reason for ineligibility.

YWCA will notify employees if leave will be designated as FMLA Leave, and if so, how much leave will be designated as FMLA leave.

More information regarding employee rights and employer responsibilities under the FMLA may be obtained from the Human Resources Department and is also available at the U.S. Department of Labor, Wage and Hour Division website, located at: [www.dol.gov/agencies/whd](http://www.dol.gov/agencies/whd).

### ***Continuation of Health Insurance***

YWCA will continue to provide health insurance to employees while on FMLA Leave on the same terms as if they had continued to work. Employees who contribute to the cost of their health insurance plans must continue to pay their portion of the premium cost while on FMLA Leave.

### ***Coordination with Other Leave***

FMLA Leave will run concurrently with vacation, sick leave, and paid parental leave unless YWCA expressly authorizes an employee to exhaust these leave benefits prior to taking FMLA Leave. However, if an employee chooses to take PFML Leave at the same time as FMLA Leave, the

employee may, but is not required to take other accrued leave benefits as Supplemental Benefits (see WA PFML section, above).

***Job Protections***

YWCA will restore employees returning from leave to either the same position or an equivalent position with the same pay, seniority, and benefits.

***No Retaliation Policy***

YWCA prohibits any form of retaliation, discrimination, or adverse action against any employee for exercising or attempting to exercise any right provided in this policy in good faith, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA. Employees who have questions regarding this policy or who believe they have been retaliated or discriminated against should contact the Human Resources Department.

**PAID PARENTAL LEAVE**

Regular employees who work an average of 20 hours or more per week and who have been employed by YWCA for at least 12 continuous months and worked an average of 20 hours or more per week during those 12 continuous months, may be eligible for paid parental leave under this policy. Temporary and on-call employees, as well as surrogate mothers and sperm donors, are not eligible for paid parental leave under this policy.

***Benefit***

Eligible employees may be entitled to up to 160 hours (4 weeks) of paid parental leave after the birth of an employee's child, after the placement with an employee of a child for adoption or foster care, or before an adoption when necessary to facilitate the adoption. Employees who regularly work 40 hours or more per week will be entitled to up to 160 hours of paid parental leave. Employees who regularly work fewer than 40 hours per week will be entitled to a prorated amount of leave.

Leave will be paid at 100% of an employee's regular rate of pay in effect at the time the leave begins.

***Usage***

Parental leave must be taken within 12 months after the birth of an employee's child or the placement with an employee of a child for adoption or foster care. If an employee takes leave before an adoption because it was necessary to fulfill the legal requirements of an adoption, the leave must be taken within 12 months of the date the employee first took leave.

Leave may be taken on a continuous, intermittent, or reduced schedule (reduces number of work hours per day or per week) basis. However, intermittent and reduced schedule leave requires supervisory approval. An eligible employee must consult with their supervisor and make a reasonable effort to schedule intermittent or reduced schedule leave so as not to unduly disrupt YWCA's operations. Intermittent or reduced schedule leave may not be taken in increments of less than one hour.

Any unused time after the expiration of the 12-month limit will be forfeited and may not be used at a later date or combined with any other paid leave benefits.

### **Notice**

Employees must provide at least 30 days' advance notice of their desire to take parental leave to Human Resources. If the need for leave was not foreseeable (for example, if the baby is born earlier than expected), the employee must notify YWCA as soon as practicable. Employees shall provide notice in writing on an appropriate YWCA leave request form. If the eligible employee is requesting intermittent or reduced schedule paid parental leave, the employee's supervisor must approve the request.

### **Documentation**

An eligible employee will be required to provide appropriate medical documentation for the birth of a child. YWCA will follow the medical certification requirements for sick leave and FMLA Leave as described in this handbook. The medical documentation must be completed and signed by the individual's health care provider.

An eligible employee will be required to furnish appropriate adoption or foster care documentation, such as a letter from an adoption agency, or from their attorney in cases of private adoptions or documentation from the courts.

### **Coordination with Other Leave**

Paid parental leave may be used in conjunction with other paid and unpaid leave, such as sick leave, vacation, and PFML. An employee should consult with the Human Resources Department and/or with their supervisor when in need of assistance in planning their paid parental leave.

Paid parental leave will run concurrently with FMLA Leave. Any leave taken under this policy that also qualifies as FMLA Leave will be counted toward the 12 weeks of available, unpaid FMLA leave in the applicable 12-month period.

### **Continuation of Health Insurance**

YWCA will continue to pay its share of the cost of an eligible employee's group health insurance during paid parental leave. The employee's share of the premium will be deducted from the employee's pay in accordance with normal practice.

### ***Confidentiality***

YWCA will keep all medical information relating to paid parental leave, whether received verbally or in writing, confidential. All medical documents and information will be maintained within the Human Resources Department in confidential, secure files separate from personnel files.

## **PREGNANCY DISABILITY LEAVE**

Employees who are sick or temporarily disabled because of pregnancy or childbirth are eligible to take unpaid leave during the actual period of disability. Any employees wishing to request leave due to a

pregnancy-related disability must supply appropriate medical certification. YWCA will maintain the confidentiality of any information provided by employees related to their pregnancy-related disability.

During pregnancy disability leave, employees may use any available paid time off benefits to cover some or all of the time off. If an employee does not have any available accrued paid time off, the leave will be unpaid. Health insurance and other benefits will be handled in the same manner as for any other similar pregnancy- or non-pregnancy-related absence.

Employees who take pregnancy leave only for the actual period of disability, as certified by their health care provider, ordinarily will be allowed to return to the same job held when the leave began, or to a similar job of at least the same pay. Exceptions to this general rule will be made only if the YWCA has a business necessity to do otherwise.

Pregnancy leave under this policy will run concurrently with PFML and FMLA Leave.

Employees with questions regarding this policy should contact the Human Resources Department at [HRStaff@ywcaworks.org](mailto:HRStaff@ywcaworks.org).

### **PERSONAL LEAVE**

Regular staff who work 20 or more hours per week may request personal leave when compelling personal reasons (other than those covered by medical/family leave) require an absence beyond accrued vacation. This leave is unpaid.

To apply for a personal leave of absence, submit a request for leave form to your supervisor outlining the reason and length of time you will be absent from work. Requests for personal leave should be submitted at least two weeks in advance of the beginning of the requested leave, unless circumstances make it impossible to do so. Approval of personal leave is at the discretion of your supervisor. Personal leaves of 10 days or more require the approval of the Chief Executive Officer. Factors taken into account include (but are not limited to) adequate advance notice, past job performance and attendance record, impact on the needs of the department, nature of the leave, and length of service with YWCA.

Vacation and sick leave do not accrue during unpaid personal leave. Staff persons are responsible for payment of health insurance premiums for personal leaves of one month or longer. If you do not return to work as scheduled from a personal leave, you will be considered to have voluntarily resigned your employment.

### **BEREAVEMENT LEAVE**

In the event of the death of an immediate family member (spouse or domestic partner, child, parent, or sibling), three days of paid bereavement leave will be available (see Qualified Domestic Partner Benefits at the beginning of this section for information regarding a spouse or domestic partner). One day of paid leave is available in the event of the death of a grandparent or grandchild. If it is necessary for your

absence to extend beyond the days covered by bereavement leave, or in the event of a death of a family member not specified above, you may use vacation time (or if accrued vacation time is unavailable, unpaid leave), upon approval of your supervisor.

## **MILITARY LEAVE**

### **Employee Military Leave**

An employee who is called to active duty or enlists in the National Guard or the U.S. Army, Navy, Air Force, Coast Guard, or Marine Corps, or of any organized reserve of the United States, will be granted unpaid military leave.

Provided the absence does not exceed applicable statutory limitations, employees will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws.

Employees are required to give advance notice of their service obligations to YWCA unless military necessity makes this impossible or unreasonable. Employees must notify their supervisor of their intent to return to employment based on requirements of applicable law. Employee benefits may continue to accrue during the period of leave in accordance with state and federal law.

### **Military Family Leave**

An employee who works at least 20 hours per week for YWCA and whose spouse is a uniformed service member will be permitted to take up to 15 days of unpaid military family leave when their spouse is notified of a call to active duty or when the spouse is on leave from an active duty deployment during a period of military conflict.

Employees who wish to take military family leave must provide YWCA with as much advance notice as possible in order to minimize disruption to YWCA's operations.

## **JURY DUTY**

If you are called to serve on jury duty during your regularly scheduled working hours, you must promptly notify your supervisor. In situations where your absence may cause an undue hardship on the agency, YWCA may request that you be excused from jury duty at that time. If you do serve on a jury, YWCA will continue your regular rate of pay for a maximum of two weeks. You must report to work on each day or portion of a day when your presence is not required on the jury panel.

## **YOUR BENEFITS DURING ABSENCE**

While you are on a leave of absence, you will continue to accrue sick leave and vacation as long as your absence is paid. You will receive holiday pay if you are compensated for the work day immediately preceding and following the holiday. YWCA will continue to pay the employer portion of our health care insurance premiums for you during vacation leave, sick leave and for the first month of an approved medical absence. If your leave is covered by the provisions of the Family Medical Leave Act or Washington Paid Family and Medical Leave (see posting), YWCA will continue to pay the employer portion of your health care premiums for the duration of your leave. However, you may be required to repay these premiums if you do not return from leave.

### **EMPLOYEE ASSISTANCE PROGRAM**

The EAP services are available to all staff, their dependents, and their household members at no cost. The EAP provides counseling services for a wide range of issues, such as: abuse, aging, alcohol/drugs, depression, elder care, family, finances, grief, legal, marriage, parenting, relationships, stress/anxiety, or workplace issues. APS Healthcare will be able to refer you to resources within your YWCA benefits. If you have any questions, contact the Human Resources Department.

For appointments, please call during regular business hours, Monday through Friday: (800) 999-1077

Crisis services are available 24 hours a day, seven days a week: (800) 833-3031

### **EMPLOYEE EMERGENCY LOAN PROGRAM**

Regular staff have access to interest-free loans in cases of emergency from YWCA's Employee Emergency Fund, which they can pay back via payroll deduction. Employee Emergency Loans are available to regular staff after 90 days of eligible employment for emergencies that impact the employee's ability to be at work, be productive at work, or for emergencies such as a death in the family or a medical emergency. Eligible employees can borrow from the Fund no more than twice per calendar year. Employees can borrow up to \$500 at a time, to be repaid within 12 pay periods. The Loan Program is first-come, first served and funds will be distributed as they become available. If there are no funds available at the time of request, the employee will be put on a wait list until funds become available. If you have questions or would like to request an Employee Emergency Loan, please contact Human Resources.

### **HEALTH CARE (MEDICAL) AND VOLUNTARY INSURANCES**

If you are a regular staff person working 30 or more hours per week you may take advantage of YWCA's group medical and voluntary insurance plans. You may join the plans on the first day of the month following completion of your first month of eligible employment. The following is a summary of coverage for our medical and voluntary insurance plans. This summary presents general information about the

plans and is not a contract. A more detailed summary including premium rates and an outline of coverage is available from our Human Resources Department. If you join the plans, you will receive certificates of coverage from the carriers that details your specific coverage. In order to maximize your personal health and financial benefits from these plans, please take time to familiarize yourself with the programs. YWCA reserves the right to modify these plans at any time for both current and former staff persons. If you have any questions, contact the Human Resources Department.

All staff person-paid medical and voluntary insurance premium payments are made via semi-monthly payroll deduction, and are charged a month in advance of the coverage effective date. As a savings to staff persons, eligible premium deductions are made on a pre-tax basis and thus are not subject to Federal Income Tax or Social Security Tax.

### **Medical Insurance**

YWCA offers a choice between three medical plans. You can choose one of two Group Health Cooperative plans, which require you to use only Group Health Contracted providers, or the Group Health Options High Buy-Up plan, which allows you to see any licensed provider at the out-of-network level. Please see Human Resources for current plan details.

All enrolled regular staff working 30 hours or more contribute a premium share toward the cost of medical insurance. All eligible staff persons may choose to cover their qualified spouse, domestic partner and/or children by paying the additional dependent costs (see General Benefits Information at the beginning of this section for information regarding spouse and domestic partner coverage). Staff person payments are made via pre-tax payroll deduction.

### **Voluntary Insurances**

#### ***Dental Insurance***

YWCA currently offers a dental insurance plan for staff persons and their qualified dependents. Please see Human Resources for current plan details. Continued availability beyond the current year is dependent upon enrollment.

#### ***Vision Insurance***

YWCA currently offers a vision insurance plan for staff persons and their qualified dependents. Please see Human Resources for current plan details. Continued availability beyond the current year is dependent upon enrollment.

#### ***Long-term Disability Insurance***

YWCA currently offers a long-term disability insurance plan for staff persons. Please see Human Resources for current plan details.

### **Continuation of Benefits - COBRA**

***For Staff***

If you become ineligible for YWCA health benefits due to a change in employment status, such as termination or reduction in hours, you may be eligible to continue the coverage for a set period of time by paying the required monthly premiums. Details and application forms will be provided near the time of such a change in status.

***For Covered Dependents***

If your child was covered on your health plan(s) and becomes ineligible due to age, or if you become legally separated or divorced from your spouse who is covered as a dependent on the plan(s), they can elect to continue their health care coverage for a set period of time. It is your responsibility to notify the Human Resources Department within 60 days if any of these situations arise, so that proper benefit continuation information can be sent to the dependents.

**FLEXIBLE SPENDING ACCOUNTS**

YWCA provides flexible spending accounts that can offer tax savings to staff who have dependent care, medical, mass transit or parking expenses. These accounts allow staff to set up reimbursement accounts to pay for qualifying expenses via pre-tax payroll deduction. Regular staff persons working 30 or more hours per week are eligible to participate in this program. If you would like more information, please contact the Human Resources Department.

**RETIREMENT PLANS**

To reaffirm YWCA's commitment to the long-term self-sufficiency of our staff, YWCA Seattle|King|Snohomish offers two different retirement plans to eligible staff: a 403(b) plan through Fidelity Investments, and YWCA Retirement Fund.

**YWCA Retirement Fund**

YWCA Retirement Fund is a national plan that has been providing retirement benefits since 1924. Features of the plan include 100 percent vesting at the point of participation and regular monthly income in the form of an annuity upon retirement. Staff who have completed at least 1,000 hours of service each year in two consecutive 12-month periods are eligible and required to enroll in the plan. Employees who have worked in a YWCA agency previously and had qualified for YWCA Retirement Fund will be re-enrolled upon employment.

Staff who become eligible for YWCA Retirement Fund on or after January 1, 2015, will start to receive an employer contribution from YWCA Seattle|King|Snohomish into YWCA Retirement Fund upon enrollment, a portion of which will be matched by the National YWCA. The amount of the contributions is determined annually. YWCA pays all administrative costs of the plan. Employees who become eligible for the

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National YWCA Retirement Fund will be given more information about the Fund shortly before they are enrolled.

**Fidelity 403(b) Retirement Savings Plan**

As of January 1, 2015, the Fidelity 403(b) retirement plan is available to all staff upon employment and is voluntary. If you choose to participate in the Fidelity 403(b) plan, your contributions into the plan will be made via a payroll deduction. Contributions to the Fidelity 403(b) plan are not matched by YWCA Seattle|King|Snohomish. You may enroll in the Fidelity 403b Plan even if you are not eligible to participate in YWCA Retirement Fund. You are not eligible to participate in the Fidelity 403(b) Plan if you are:

- a) a non-resident alien
- b) a student employee
- c) you participate in another governmental 457(b) plan, 401(k) plan or 403(b) plan of the Employer.

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**SECTION F: GENERAL POLICIES****APPROPRIATE ATTIRE**

Staff are expected to dress in a manner that is appropriate to their job requirements, considers safety factors and projects a professional image. Check with your supervisor for specific guidelines within your department.

**ATTENDANCE/TARDINESS**

Your good attendance record and punctuality are an essential part of YWCA's ability to operate successful programs.

Unreported absences, excessive absenteeism and/or recurring tardiness causes an excessive burden on other staff members and reduces the quality of service to our clients. This conduct will result in disciplinary action up to and including termination of employment. This is true even if an absence seemed unavoidable and/or if you have sick leave available.

**Reporting Absences**

When you cannot report to work as scheduled, please contact your supervisor as early as possible. Be sure to report your absence directly to your supervisor, rather than to a co-worker. If your absence continues for more than one day, you need to contact your supervisor each day, unless prior arrangements have been made. Ask your supervisor for the specific reporting and coverage procedures for your department.

**Absence Without Notice/Job Abandonment**

If you are absent from work for two full consecutive scheduled working days without calling in to explain your absence, we will assume that you have voluntarily resigned your position and terminated your employment.

**CONFLICT OF INTEREST**

YWCA staff should avoid involvement in situations that could be a conflict of interest, either real or apparent, with their position with YWCA. For this reason,

- Staff are not to accept gifts or services from current or potential suppliers or clients unless those gifts are inconsequential in value.
- Whenever possible, staff should refer anyone with whom they have a close relationship, e.g. family or friends, to another service agency. Providing YWCA program services to eligible

people who also happen to be friends, family members or staff within your own division requires approval from a senior director in a different YWCA division.

Also, please be aware of the following activities from which a conflict of interest could arise:

- Use of privileged information or confidential data
- Purchase of goods or services, or awarding of contracts
- Employment you may have in addition to your position with YWCA

If you have any question as to whether an activity or relationship you are involved in could be a real or apparent conflict of interest with your position with YWCA, please discuss the situation with your supervisor, Regional or Senior Director or the Chief Financial Officer.

### **DONATED ITEMS**

YWCA regularly receives donations of items and services from the community. Please remember that these donations are exclusively for the use of bonafide clients of YWCA. Staff may not take donations for their personal use, or give donations to anyone who is not a YWCA client.

### **DRUG AND ALCOHOL USE**

YWCA is committed to Drug Free Workplace Act of 1988. YWCA prohibits staff to use, be under the influence of, possess, distribute, manufacture or to dispense illegal or unauthorized controlled substances, marijuana, or alcoholic beverages while on duty, at YWCA worksites or representing YWCA. The only exception is for those few occasions where YWCA permits reasonable consumption of alcohol at YWCA-sponsored parties or similar events.

If YWCA has reasonable cause to believe a staff person is violating agency policy, the staff person may be required to submit to a test for alcohol, illegal drugs and unauthorized controlled substances. Failure to submit to such testing or a violation of this policy may result in disciplinary action, up to and including immediate termination.

YWCA also reserves the right to inspect and/or search all YWCA property as well as any staff person's personal property on YWCA premises for alcohol, controlled substances, illegal drugs or related paraphernalia.

Staff who violate this policy and who are not immediately terminated will be referred to counseling and assistance services. Staff may be required to successfully complete a substance abuse assistance or rehabilitation program at their expense and agree in writing to special conditions for continued employment. To comply with the Federal Drug Free Workplace Act of 1988, staff must notify their supervisor of any criminal drug statute conviction for a violation occurring in the workplace, no later than 5 days after such conviction.

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**ID BADGE POLICY****YWCA Employees**

As a vital part of our security procedures, a YWCA identification badge with your name, photo and department will be issued to you. Everyone is required to wear an ID badge in plain view while at any YWCA location. It is also recommended, though not required, to wear your ID badge while conducting YWCA business off-site as well.

If your identification badge is lost or stolen, you must obtain a replacement. A fee of five dollars (\$5) will be charged to the individual for replacement badges. Lost or stolen badges should be reported to Human Resources, as soon as possible. Damaged ID badges and badges rendered invalid due to change of name, program, or gender pronoun/expression will be reissued at no charge. Managers are welcome to request replacement badges for their teams and have the option to charge the fees to their program (with Director approval).

Upon termination, employees will be required to turn in ID badges to their supervisors along with any other YWCA property they may possess (i.e. keys, mobile phone, laptop).

**Volunteers, Interns and Temporary Staff**

Temporary staff with assignments of 4 or more weeks will be issued a photo ID badge. Temporary staff persons with an assignment shorter than four weeks, as well as all volunteers and interns will be issued a YWCA ID badge without a photo. The ID badge is **required** to wear in plain view while at any YWCA location.

Temporary staff persons, volunteers and interns are required to return ID badges to Human Resources on the last day of their assignment.

**Visitors**

All visitors must check in at the front desk to sign in and note who they will be visiting. They will be issued a “Visitor Badge” and when finished with their visit, must sign out and return the badge to the front desk.

**NO SMOKING**

In order to provide our staff a healthy, pleasant and safe working environment, smoking is not allowed in any YWCA worksites. If you wish to smoke, you may do so in designated outside areas on your lunch or break times.

**ON-THE-JOB SAFETY**

YWCA is committed to staff safety. We all share in the responsibility of making our organization a safe place to work. You can help ensure your own safety and that of your fellow staff members by:

- Becoming aware of the hazards associated with your type of work, and making sure you know how to work safely
- Learning and following the safety protocols specific to your program
- Reporting potentially unsafe acts or conditions to your supervisor immediately
- Working in accordance with safe practices and habits
- Driving safely when operating vehicles as part of your job duties
- Practicing safe lifting techniques, even when your lifting duties seem light or are routine
- Wearing protective clothing or devices when required

Should any accident or injury occur on the job, notify your supervisor immediately.

As soon as practically possible, but in no case later than 24 hours following a work-related accident or injury, you must complete an incident report (available from your supervisor), documenting the circumstances surrounding the incident.

### **A Clean and Uncluttered Workplace**

A clean work environment reduces accidents, eliminates the cause of most fires, improves health conditions and enhances our job satisfaction and effectiveness. It is appreciated that you do your part to keep your area and other areas used by clients and staff tidy.

### **Workplace Hazards**

As part of our commitment to your safety and wellbeing, YWCA has developed a program designed to fully inform you about any hazardous chemicals present in your work area. If you work in an area in which hazardous chemicals are used, you will be given further information. Similarly, if you work in a position where you come into contact with human bodily fluids, you will be given information regarding performing your job safely.

### **Lifting Instructions**

The State Department of Labor and Industries has furnished the following:

- Size up the load first. Do not attempt to lift it alone if there is any doubt in your mind about your ability to do so.
- Make sure that your footing is secure. Get a good balance. This means keep your feet fairly well apart, about 8 to 12 inches.
- Place your feet close to the base of the object to be lifted. This is important, because it prevents your back muscles from taking all of the load.
- Bend your knees and squat. Don't stoop. Keep your back straight and as nearly vertical as possible. If necessary, spread your knees or lower one knee to get closer to the object.

- Now start pushing up with your legs, thereby using your strongest set of muscles. Keep the load close to your body as you come up.
- Lift the object to the carrying position. If it is necessary to change direction when you are in the upright position, be careful not to twist your body. Turn your body with changes in your foot position.
- If you deposit the load on a bench or table, place the load on the edge, making the table take part of the load. Then push forward with the arms, or if necessary with part of the body, in a forward motion.

When putting the load down to the floor surface from a waist-high carrying position, bend your knees and, with a straight back and with the load close to your body, lower the load with your arm and leg muscles.

### **KEPT ON SALARY POLICY**

In the event an employee is injured on the job, and the attending physician determines that the employee is restricted from work, YWCA Seattle | King | Snohomish will pay the employees full wages and benefits from the time the employee is unable to work for a maximum of 30 calendar days immediately following the date of injury. The employee will be paid their regular rate of pay for normally scheduled hours. If hours/wages are irregular, the wages will be averaged. The employee will continue to receive all benefits received or qualified for prior to the injury.

During this time, the employee agrees to communicate with Human Resources on a weekly basis as to their progress during recovery from their injury. The employee is required to take all necessary forms to the attending physician at each check-up or evaluation during the course of treatment. The employee is to inform Human Resources the name, address, and phone number of their treating physician and any referring doctors they see during the course of recovery.

YWCA Seattle | King | Snohomish has a Return to Work Plan. Once light duty is approved by the physician and can be accommodated by the agency, we will offer light duty to the employee. If the employee refuses to return to light duty work as approved by the physician, KOS benefits will terminate the date the employee was to return to work. The Department of Labor and Industries will be notified. L&I does not pay time loss benefits when an employee declines an approved light duty job that has been communicated to the employee.

Once the employee is released to his job of injury, KOS benefits will cease and the employee will receive their regular wage for days worked as usual.

Should the employee be unable to return to any type of employment after the KOS period (30 days), the employee will then be eligible to receive Time Loss benefits from the Department of Labor and

Industries. They will be informed as to the date that KOS benefits ended so that the employee may pursue time loss benefits. They will be able to use any accrued leave time at this point as well.

### **OPEN DOOR POLICY**

At YWCA, we want our agency to be a good place for every individual to work. To help accomplish this, our open door policy is designed to help resolve problems or differences of opinion over work matters that may arise.

Generally, the first person to approach about solving any problem is your supervisor. If discussion with your immediate supervisor fails to resolve the problem, you may wish to talk with a higher level manager in your department, including a Regional Director, Associate Director or Senior Director. The Human Resources department is another good resource for work issues you may have. If the situation remains unresolved, you may discuss the matter with the Chief Human Resources Officer.

### **PERFORMANCE REVIEW**

We encourage regular communication and feedback between you and your supervisor. This includes regularly scheduled opportunities to have your job performance formally evaluated, and for you to express your thoughts regarding your job. Performance reviews are generally conducted once per year, coinciding with your anniversary in your position. These sessions are an opportunity for you and your supervisor to discuss how well you are meeting job objectives, to clarify your job responsibilities, and to establish goals for future performance and/or advancement.

You will also normally be given a performance review after your first three months in a new position (generally six months or longer for management positions).

### **RECORDS**

Your personnel file is maintained in the Human Resources Department. It is the official record of your employment at YWCA. This file contains position, salary and benefits information, information collected at hiring, and documentation related to performance. Your personnel records are generally confidential and available only for review by you and appropriate supervisors or managers in the Human Resources Department. Any time you wish to review your personnel file, contact the Human Resources Department to schedule a time to do so.

For your privacy, any information we may have concerning your medical history or condition is kept separate from personnel records. Supervisors and managers may be informed of restrictions on the work or duties of individuals with disabilities and of necessary accommodation. They will also be informed if the condition might require emergency treatment. Government officials investigating compliance with

laws prohibiting discrimination based on disability will be provided with relevant information upon request.

To ensure that your benefits, payroll and other personnel records are kept up to date and for emergency reference purposes, please be sure to notify the Human Resources Department of any changes of your name, address, telephone number, marital/domestic partner status, number of dependents or emergency contact information.

### **REIMBURSEMENT FOR JOB-RELATED EXPENSES**

Any necessary expenses you may incur while performing your job with YWCA will be recognized and reimbursed, subject to supervisory approval. Such expenses may include mileage, at the rate established annually, and parking. Expense reports and check requests, with receipts attached, must be signed by the employee and supervisor.

Reimbursement of employee paid expenses must be made on a quarterly basis, at a minimum. More frequent reimbursement is preferred. Senior Directors can require more frequent reimbursement if needed for government contract purposes.

Properly approved reimbursement check requests, with all necessary back-up, should be submitted as soon as possible after the expenditure and **no later than** 60 days after the end the quarter in which the expenditure occurred. The cut-off date at yearend is less than 60 days and is sent out via email to all staff each year.

If a reimbursement is received after this cut-off date it will require Senior Director and CFO approval to be paid. This approval of exceptions will only be allowed if there have been extreme extenuating circumstances, such as extended medical leave.

The only other exception will be for small reimbursement amounts. If a reimbursement request totals \$25 or less for the quarter, requests may be held and submitted the following quarter. However, this exception does not apply at year-end.

For information about Reimbursement policies and deadlines, please contact the Accounting Office.

### **REPRESENTATION**

YWCA Board of Directors and its designees are responsible for presenting our organization's views to the community. It is contrary to YWCA policy for staff to give the impression that their personal views are those of YWCA or their co-workers. If you have any questions about this policy, please contact the Communications and Marketing Director or your supervisor.

### **CONTACT WITH THE NEWS MEDIA**

Representing YWCA to the news media is the job of the Communications and Marketing department, and all inquiries from television, radio, newspapers, etc. should be directed to their attention. Under no circumstances should staff personally respond to any media inquiries, nor should staff contact the media on their own. The Communications and Marketing Director will work with the appropriate staff members to ensure that we provide accurate, timely information, and that we develop opportunities to communicate through the press about our agency as a whole. Any media calls should be referred directly to the Communications and Marketing Director or a member of the Executive Team. In the event of an emergency situation, it is especially important that the Communications and Marketing Director be the only person speaking with members of the news media. In their absence, please refer all inquiries to the Chief Executive Officer.

### **SOLICITATIONS**

It is our objective to provide a comfortable work environment which allows staff to perform their work with the least amount of interruption/disruption. Therefore, it is the policy of YWCA not to allow any non-employee to come onto our premises for the purpose of any form of solicitation, or distribution of literature. As a YWCA staff person, you may not use work time to distribute any form of literature or other materials in your work area or solicit other staff for purposes other than those that have been approved by a Senior Director.

#### **United Way Annual Campaign**

An example of an approved solicitation is YWCA's participation in the United Way annual campaign. United Way provides critical support to human services throughout our community, and YWCA also receives substantial funding from it. Staff are invited but not required to participate in this fund drive.

### **SEVERE WEATHER/EMERGENCY CLOSURE**

Many people depend on YWCA's services. Therefore, it is YWCA policy to open facilities and provide essential services even in the event of severe weather conditions and other emergencies. At the same time, YWCA is committed to staff safety. YWCA expects staff to come to work when it is safe for them to do so.

Each operating division within the YWCA maintains emergency plans for operation of essential services within its regions and programs. Senior Directors, in consultation with the Chief Executive Officer, decide when conditions warrant closure of non-essential services within their divisions. **Please check with your supervisor for information regarding procedures specific to your work site.**

#### **Pay Policies Related to Emergency Closures**

If your work site has not been officially closed, you are expected to make a concerted effort to safely come to work as scheduled. If you are unable to do so, contact your supervisor as early in the day as possible. You may use accrued vacation or your discretionary holiday for time missed. If you have no accrued vacation/discretionary leave or if you are not yet eligible to use it your supervisor may make an exception to this policy and authorize paid time for the missed work hours with Senior Director approval.

If your work site is officially closed after you have arrived at work, you will be paid for the hours you would have normally worked that day.

If your work site is officially closed before the start of the working day, you will be paid for the hours you would have normally worked that day.

Non-exempt staff **required** to work when non-essential programs are closed will be paid double-time.

Essential Services staff include 24-hour programs such as Angeline's, Front Desk of Seattle Downtown Housing, as well as other staff members designated by Senior Directors as needed.

### **STAFF-CLIENT RELATIONSHIPS**

It is inappropriate for employees to establish a personal friendship or business relationship with a client or resident of YWCA, or to accept or encourage social contact outside YWCA work context. If you have a question about the appropriateness of a relationship, talk with your supervisor about it. Whenever possible, staff should refer anyone with whom they have a close relationship, e.g. family or friends, to another service agency. Providing YWCA program services to eligible people who also happen to be friends, family members or staff within your own division requires approval from a senior director in a different YWCA division. Please see your supervisor for the form and procedure for documenting that approval.

### **TRANSPORTING PROGRAM PARTICIPANTS**

For insurance, liability and safety reasons, staff are ***not*** to transport YWCA program participants in their own vehicles. Please talk with your supervisor about appropriate transportation alternatives for situations you may encounter in your program.

### **CLIENT CONFIDENTIALITY**

YWCA staff are responsible for protecting the privacy of our clients. Because of the nature of our work, we are sometimes asked to provide client information by police, attorneys, courts, or non-custodial parents.

If you receive a request for client information, ***notify your supervisor immediately***. If your supervisor is not available, ***notify your Senior Director immediately***. She will evaluate the request for information and secure legal advice when necessary.

Do not release any client information to any party without the specific authorization of your supervisor.

### **WORKPLACE PRIVACY**

Staff are reminded that YWCA communication systems are owned by the agency and are designated for its use. All phones, computer systems, and physical workspaces may be accessed by the agency, even though individuals may have their own security codes, keys and passwords. No assumption of privacy should be made.

Many YWCA facilities are open to the public. Please use extra care with any personal belongings you bring to work, such as purses and wallets. Please do not bring valuables to work. YWCA cannot be responsible for damage to or theft of personal belongings.

### **TELEPHONE**

Using YWCA telephone services for necessary personal calls is allowed as a convenience to our employees. Employees should exercise professionalism and good judgment when using their work telephones for personal use.

Long distance calls made on YWCA phones must be reported to your supervisor and you will be billed for these charges. Failure to report or to pay for personal calls is grounds for disciplinary action.

### **INTERNET/EMAIL USAGE**

YWCA may access and monitor Internet and e-mail usage. E-mail communications and Internet use on agency equipment or in connection with agency business are not confidential or private. A record of Internet sites that are accessed is kept and may be reviewed at any time. E-mail communication and site access records can also be subpoenaed in any litigation by coworkers, clients, or others. Such communications can often be retrieved even after the user deletes them from the system.

#### **Internet/E-mail usage**

Use of the Internet or e-mail during work hours is permitted as a research and communication tool to help the user conduct job-related business. Employees may participate in newsgroups and e-mail discussion groups provided these sessions have a direct relationship to the user's job duties.

Using YWCA Internet/e-mail service for necessary and limited personal communication is allowed as a convenience to our employees. Employees are expected to exercise professionalism and good judgment in using the Internet/e-mail systems for personal use.

Employees cannot use the Internet/e-mail system:

- To create any offensive or disruptive messages. This includes but is not limited to: messages that contain obscene language, sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability or which is otherwise threatening, insulting or unprofessional or any action or message deemed detrimental to YWCA.
- To view or disseminate obscene materials and/or websites that may harass or offend coworkers, clients, or others.
- To engage in any unlawful activities or any other activities that could in any way bring discredit to YWCA or create civil or criminal liability.
- To engage in any fund raising activity not approved by YWCA, endorse any product or service, participate in any lobbying activity, engage in any political activity, have media contacts, or provide information to the media unless there is prior approval from the Community Affairs Manager, Senior Director or Chief Executive Officer.
- To download and install games, instant messaging programs, screen savers, or any other types of programs on YWCA computers without prior approval from the I.S. Dept.
- To download or distribute music and graphic files for personal use, which includes the downloading of streaming audio.
- To participate in chain mail, forwarding junk mail, and "spamming" other users. If it is necessary to provide your YWCA e-mail address to a company for the purpose of notification and verification they should be instructed not to send advertisements or unsolicited e-mails "SPAM".

Failure to comply with this policy will result in disciplinary action up to and including immediate termination.

### **YWCA INTERNET AND SOCIAL MEDIA POLICY**

This policy governs the publication of and commentary on the Internet or in social media by employees and volunteers of YWCA Seattle|King|Snohomish ("YWCA"). For the purposes of this policy, "social media" means any online site, publication or place for commentary, including blogs, wikis or social networking sites such as Facebook, MySpace, LinkedIn, Twitter, Flickr, and YouTube. This policy is in addition to the policies in YWCA Employee Handbook and complements any existing or future policies regarding the use of technology, computers, e-mail and the Internet.

This policy applies to all employee or volunteer uses of social media which have any connection with YWCA. This includes personal usage during both work and non-work times. YWCA employees and volunteers can view, publish or comment via social media in accordance with this policy.

General access to social media at YWCA facilities is permitted after the policy is reviewed and a signed copy of the policy is given to your manager. You may not access or use social media if it interferes with your productivity and/or job responsibilities. Please refer to YWCA Employee Handbook policy regarding appropriate Internet/Email usage during work time.

Your social media access privileges must not be abused. You should also have no expectation of privacy with respect to your use of social media at YWCA or via YWCA-provided access. Human Resources have the ability to track employee's internet usage on its network and reserve the right to do so at any time without notice

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary. Your use of social media must comply with policies outlined in YWCA Employee Handbook, including but not limited to policies regarding confidentiality, discrimination, technology, computers, e-mail and the Internet.

If social media outreach becomes an integral part of your job, you should work with your manager to ensure those responsibilities and time allocation are included in your job description and that level of outreach would require adherence to YWCA Social Media Committee guidelines included in a separate document.

Employees and volunteers who use social media in a manner that violates YWCA policies or reflects negatively upon YWCA, its employees, volunteers, programs or clients may be subject to discipline, up to and including termination. As social media frequently involves communication accessible to your coworkers and/or YWCA community, ***personal use of social media via personal access outside of the workplace is not excluded from the reach of this policy.***

### **Social media identities**

Social media identities, logon addresses and user names may not use YWCA's name or YWCA program names without prior approval from the Director of Community Affairs.

### **Confidentiality**

The use of or dissemination of confidential information including but not limited to unpublished or unapproved information about our clients, funders, staff, volunteers, Board of Directors, events, fundraising strategies, facility operations, financial information, donor information, human resource issues, technology infrastructure or new program development is strictly forbidden.

What you publish will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details.

**Copyright laws**

It is critical to show proper respect for the laws governing copyright and fair use of copyrighted material owned by others, including YWCA logos and brands. It is an acceptable practice to quote short excerpts of someone else's work with attribution to the original author/source. It is good general practice to link to others' work rather than reproduce it. Unauthorized download or sharing of copyrighted material (e.g. music, photos, and software) is prohibited.

**Respect**

YWCA's staff, clients and residents reflect a diverse set of customs, values and points of view. Postings should not conflict with YWCA website, social media outreach or policies contained in YWCA Employee Handbook. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics such as politics and religion.

**Client, resident and staff**

Guidelines related to client, resident and client interactions outlined in YWCA Employee Handbook apply to social media. You may not “friend/follow” or accept a “friend/follow” request from a current YWCA client or resident. YWCA strongly recommends that you refrain from “friend/follow” relationships with former clients or residents. Managers should not “friend/follow” their staff or request that they “friend/follow” them. This is out of individual respect, professional courtesy and personal privacy.

**Controversy**

If you see inaccurate information about YWCA in the media or on a social media site, contact Community Affairs immediately.

**Mistakes**

If an error is made, be up front about the mistake and correct it quickly. If someone accuses you of posting something improper (such as their copyrighted material or a defamatory comment about them), notify your supervisor immediately.

**Enforcement**

Policy violations will be subject to disciplinary action, up to and including termination, and to legal action where appropriate.

**SECTION G: SEPARATION OF EMPLOYMENT**

Our employment relationship is designed to be mutually beneficial. At any time, you may voluntarily resign or YWCA may terminate your employment, for any or no reason.

**NOTICE REQUIREMENTS**

You are asked to submit a written notice of resignation to your supervisor if you decide to voluntarily resign your position. A minimum of 2 weeks advance notice is customary and appreciated, but not mandatory.

**EXIT PROCESS**

An exit process will generally take place with the Human Resources Department near your last day of employment. You will receive information about your YWCA employee benefits. This includes information regarding your right to elect COBRA continuation of health insurance benefits at your own expense. You will also have the opportunity to provide feedback about your experience working for YWCA.

**RETURN OF YWCA PROPERTY**

All agency property: including keys, records, files and employee handbook must be returned upon termination of employment.

**FINAL PAYCHECK**

Your final paycheck will include pay for all hours worked through your termination date and for your accrued vacation balance (for staff members who have completed 90 days of service in a position eligible to receive vacation benefits). Your final paycheck will be direct deposited into your bank account or onto your pay card, per the information kept on file in the Payroll Department, on or before the next scheduled payday, which is the last working day of the pay period.

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**SECTION H: CORONAVIRUS RELATED POLICIES****YWCA HIGH-RISK EMPLOYEES POLICY***Accommodations for Employees at Increased Risk for Complications Due to COVID-19 Exposure*

Based on the Centers for Disease Control's (CDC) recommendations, the State of Washington has determined that the following employees are considered "High-Risk Employees" and must have access to accommodations to prevent greater risk of contracting COVID-19:

- Employees who are 65 years of age or older;
- Employees who are "at increased risk" of severe illness from COVID-19 due to certain underlying medical conditions listed by the CDC; or
- Employees whose underlying medical conditions "might [put them] at increased risk" of severe illness from COVID-19, but only if, based on their medical circumstances and workplace conditions, the employee is in fact at increased risk.

Please reference the complete list of medical conditions on the CDC's website, which may be accessed at <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>.

YWCA will make reasonable accommodations for "High-Risk Employees", unless doing so would impose an undue hardship upon YWCA's business operations. Such accommodations may include but are not limited to:

- Alternative work arrangements, including social distancing measures (additional or enhanced personal protective equipment or changes to the work environment), the ability to telework or work from an alternate remote work location, and job reassignment or restructuring;
- Where alternative work arrangements are not feasible, allowing High-Risk Employees to use available, accrued paid leave and/or unemployment insurance in any sequence of the employee's choice; and
- Where accrued paid leave is exhausted, maintaining health insurance coverage for High-Risk Employees until they are deemed eligible to return to work.

High-Risk Employees who have a need for a reasonable accommodation under this policy should make a request verbally or in writing to the Human Resources Department. An employee who requests an accommodation on the basis that they "might be at risk" of severe illness due to COVID-19 may be required to provide medical documentation that their medical circumstances and workplace conditions in fact put them at increased risk.

YWCA will not require an employee who is age 65 years or older or who requests an accommodation on the basis that they are "at increased risk" to provide medical documentation of their underlying health condition.

YWCA will not take adverse employment action against any High-Risk Employee for exercising their rights under this policy that would result in loss of the employee's position by permanent replacement,

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although YWCA may hire temporary employees so long as doing so will not negatively impact the High-Risk Employee's right to return to their position without any negative ramifications to their employment status. This policy does not prohibit YWCA from taking employment action when no work reasonably exists, such as in the circumstance of a reduction in force, for High-Risk Employees.

High-Risk Employees will be required to give YWCA five days' notice of their intent to report to work or return to work under this policy.

### **FACIAL COVERINGS/FACE MASKS**

As required by Proclamation 20-25.4 by the Governor of Washington and at the recommendation of state and local health officials, YWCA requires all employees to wear a cloth facial covering, such as a cloth mask, bandana, or other cloth covering, that fully covers their nose and mouth at all times unless they are working alone in an enclosed office or vehicle, or are not interacting with another person. YWCA will provide facial coverings to employees. Employees may choose to wear their own facial coverings at work, provided it meets the minimum requirements of fully covering the nose and mouth.

Employees who have a medical condition or breathing difficulty that makes wearing a face mask impossible or difficult should contact the Human Resources Department as soon as possible to find alternative ways of providing an equal level of protection. Employees may be required to provide YWCA with an accommodation statement from their medical professional specifying that a face covering or mask should not be worn due to their present health condition.

An employee working alone in an enclosed office is not required to wear a face mask unless they are joined by another individual in their office or leave their office, in which case they must wear a face mask.

Employees should not touch their face and mask with unwashed or un-sanitized hands. Employees should clean their hands with soap and water or hand sanitizer before putting on a mask, before touching their face, and after removing a mask. When wearing a mask, employees should avoid touching the mask and face. When putting on a mask or removing it, employees should handle the mask only by the ear loops or ties. Cloth masks should be routinely washed. Disposable masks should be replaced frequently.

**Please remember that face mask use does not replace the need to practice physical distancing, frequent hand washing, and sanitizing procedures.**

This policy shall remain in effect until state and local health officials direct that there is no longer a need for face coverings due to COVID-19.