

THE HAMLET EMPLOYEE HANDBOOK

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Welcome

Welcome to Hamlet House and Hamlet Cottages. We are collectively referred to as “The Hamlet” and are operated by LOHO (Lopez Housing Options). We are delighted that you have chosen to join our non-profit organization and hope that you will enjoy a long and successful career with us. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to enhance your career and further The Hamlet’s goals.

Mission

We provide safe, convenient housing on Lopez Island for people 55 and over: an adult family home for up to eight individuals needing 24-hour care and 14 garden cottages for rent to independent seniors. Almost half of our cottages are offered at reduced rent for those living on limited incomes.

Vision

We support the wellbeing of all we serve by providing secure, affordable, attractive housing in an inclusive, caring environment.

Values

We act out of a belief that seniors on Lopez Island should not have to leave the community they love as they age; that maintaining connection and relationships benefits everyone through the lifespan.

We believe in a community model where residents’ input is valued and integrated into daily decision-making and management.

We commit to supporting residents’ efforts to extend their autonomy and independence.

We operate a business model based on mutual respect, transparency, fiscal responsibility, and service.

We encourage a culture of economic and social diversity where all our residents feel honored, welcomed, and supported.

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Employment at Will

Employment at The Hamlet is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the chair of the board or their designee.

This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook creates or is intended to create an employment agreement, expressed or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended to and do not create an employment contract for any specific period of time.

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

Equal Opportunity and Commitment to a Harassment Free Workplace

Equal Opportunity

The Hamlet provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, or any other characteristic protected by applicable federal, state, or local laws and ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

The Hamlet expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

The Hamlet will endeavor to make a reasonable accommodation of an otherwise qualified applicant or employee related to an individual's physical or mental disability, sincerely held religious beliefs and practices, and/or any other reason required by applicable law, unless doing so would impose an undue hardship upon The Hamlet's business operations.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of their supervisor. Our organization will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. Employees who feel they have been subjected to any such retaliation should bring it to the attention of their supervisor or any board member.

Retaliation means adverse conduct taken because an individual reported an actual or a perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

- (1) Shunning and avoiding an individual who reports harassment, discrimination, or retaliation;
- (2) Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation; *or*
- (3) Denying employment benefits because an applicant or employee reported harassment, discrimination, or retaliation or participated in the reporting and investigation process.

Other examples of retaliation include firing, demotion, denial of promotion, unjustified negative evaluations, increased surveillance, harassment, and assault.

Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

Harassment and Complaint Procedure

It is The Hamlet's policy to prohibit intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or third party based on actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws. Such conduct will not be tolerated by The Hamlet.

Furthermore, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. The Hamlet will take all reasonable steps necessary to prevent and eliminate unlawful harassment.

Definition of "unlawful harassment." "Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, a hostile, or an offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or another characteristic protected by state or federal law.

Definition of "sexual harassment." While all forms of harassment are prohibited, special attention should be paid to sexual harassment. "Sexual harassment" can include all of the above actions, as well as other unwelcome conduct, and is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature whereby:

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

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets; jokes; written or oral references to sexual conduct; gossip regarding one's sex life; comments about an individual's body; and comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; *and*
- Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual or other harassment and retaliation against individuals for cooperating with an investigation of sexual or other harassment complaints violate The Hamlet's policy.

Complaint procedure. If you believe you have been subject to or have witnessed unlawful discrimination, including sexual or other forms of unlawful harassment, or other inappropriate conduct, you are requested and encouraged to make a complaint. You may complain directly to your immediate supervisor, any other member of management with whom you feel comfortable bringing such a complaint, or any board member. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are requested and encouraged to report this to one of the individuals listed above.

All complaints will be investigated promptly, and confidentiality will be protected to the extent possible. A timely resolution of each complaint should be reached and communicated to the parties involved.

If the investigation confirms conduct that violates this policy has occurred, The Hamlet will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

Conflicts of Interest and Confidentiality

Conflicts of Interest

The Hamlet expects all employees to conduct themselves and company business in a manner that reflects the highest standards of ethical conduct and in accordance with all federal, state, and local laws and regulations. This includes avoiding real and potential conflicts of interests.

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and a legal question. The Hamlet recognizes and respects the individual employee's right to engage in activities outside of employment that are private in nature and do not in any way conflict with or reflect poorly on the company.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises in which there is a potential conflict of interest, the employee should discuss this with a manager for advice and guidance on how to proceed. The list below suggests some of the types of activities that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

1. Simultaneous employment by another organization that is a competitor of or supplier to The Hamlet;
2. Borrowing money from residents or their family members, or organizations, other than recognized loan institutions, from which The Hamlet buys services, materials, equipment, or supplies;
3. Participating in civic or professional organization activities in a manner that divulges confidential company information;
4. Misusing privileged information or revealing confidential data to outsiders;
5. Using one's position in the organization or knowledge of its affairs for personal gains; *and*
6. Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of company business.

Confidential Information

Resident privacy is critical. Confidential information regarding residents, including information about their medical condition, finances, and families, should be discussed only with the Resident Manager or others on a need-to-know basis.

Gifts and Gratuities

Per Washington Administrative Code (WAC) 246-980-150, employees of The Hamlet may not solicit, accept or borrow money, material or property from a client or resident. You may not

accept from a client or resident gifts of value greater than twice the current hourly minimum wage in Washington state. Gifts are limited to customary gift-giving times, such as birthdays or major holidays. You may not accept, borrow, or take alcohol or drugs (prescription or nonprescription), including marijuana, from a client or resident. If a resident, family member or friend insist on providing a gift or tip, please direct them to a member of management who will handle the situation. Acceptance of a gift or gratuity may be considered exploitation of a vulnerable adult which is a felony.

Employment Relationship

Introductory Period

Your first 90 days of employment are considered an introductory period during which time your work performance and suitability for employment are evaluated. The introductory period will end after 90 days of continuous service without a break in service. Time on leave, with or without pay, is not counted towards completion of the introductory period. New employees and rehired employees are all subject to the introductory period.

Employment is not guaranteed for the duration of the introductory period and an employee may be terminated at any time during the introductory period or thereafter without notice. Such termination shall not be subject to The Hamlet's disciplinary procedures.

Upon completion of the introductory period, you will become a regular employee with all applicable benefits. Successful completion of the introductory period does not guarantee continued or permanent employment. Under extenuating circumstances, your manager may extend your introductory period for a specified period of time not to exceed ninety (90) days.

Employee Privacy

It is The Hamlet's goal to respect the individual privacy of its employees and at the same time maintain a safe and secure workplace. When issues of safety and security arise, you may be requested to cooperate with an investigation. The investigation may include the following procedures to safeguard the company and its employees: searches of personal belongings, searches of work areas, searches of private vehicles on company premises, medical examinations, and the like. Failure to cooperate with an investigation is grounds for termination. Providing false information during any investigation may lead to discipline, including termination.

Employees are expected to make use of company facilities only for the business purposes of the company. Accordingly, materials that appear on company hardware or networks are presumed to be for business purposes, and all such materials are subject to review by The Hamlet at any time without notice to the employees. Employees do not have to have any expectation of privacy with respect to any material on company property. The Hamlet regularly monitors its

communications systems and networks as allowed by law. Monitored activity may include voice, e-mail, and text communications, as well as Internet search and browsing history.

The Hamlet reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on company property. In addition, The Hamlet may inspect the contents of lockers, storage areas, file cabinets, desks, and workstations at any time and may remove all company property and other items that are in violation of company rules and policies.

Employment Classification

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, The Hamlet classifies its employees as shown below. The Hamlet may review or change employee classifications at any time.

Exempt. Exempt employees are typically paid on a salary basis and are not eligible to receive overtime pay.

Nonexempt. Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.

Full time. Employees who are not in a temporary status and work a minimum of 72 hours per pay period and maintain continuous employment status. Generally, these employees are eligible for the full-time benefits package and are subject to the terms, conditions, and limitations of each benefits program.

Part time. Employees who are not in a temporary status and who are regularly scheduled to work less than 72 hours per pay period but at least 20 hours weekly and who maintain continuous employment status. Part-time employees are eligible for some of the benefits offered by the company and are subject to the terms, conditions, and limitations of each benefits program.

Workweek and Hours of Work

The standard workweek is from Sunday 12:00 a.m. until Saturday 11:59 p.m. and generally consists of 40 work hours. Night shift is 12:00 a.m. (midnight) to 6:00 a.m.

Meal and Rest Breaks

A break period of ten minutes is provided to non-exempt employees for every four hours worked. A 30-minute unpaid meal period is provided during each shift that is five hours or longer. If an employee is required to remain on site and/or on call during a meal period, the employee will be paid for that meal period. Whenever possible, meals and breaks should be coordinated so that an employee is available to meet the residents' needs.

Time Records

All nonexempt employees are required to complete accurate weekly time reports showing all time actually worked. These records are required by governmental regulations and are used to calculate regular and overtime pay. At the end of each pay period, you and your supervisor must review and approve the time sheet attesting to its correctness before payroll is processed.

Overtime

When required due to the needs of the organization, you may be asked to work overtime. Overtime is actual hours worked in excess of 40 in a single workweek. Nonexempt employees will be paid overtime compensation at the rate of one and one-half their regular rate of pay for all hours over 40 actually worked in a single workweek. Paid leave, such as holiday, and paid time off (PTO) do not apply toward work time. All overtime work must be approved in advance by a supervisor or manager.

Deductions from Pay/Safe Harbor Exempt Employees

The Hamlet does not make improper deductions from the salaries of exempt employees and complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). Employees classified as exempt from the overtime pay requirements of the FLSA will be notified of this classification at the time of hire or change in position.

Permitted deductions. The FLSA limits the types of deductions that may be made from the pay of an exempt employee. Deductions that are permitted include:

- Deductions that are required by law, e.g., income taxes;
- Deductions for employee benefits when authorized by the employee;
- Absence from work for 1 or more full days for personal reasons other than sickness or disability;
- Absence from work for 1 or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness;
- Offset for amounts received as witness or jury fees or for military pay;
- Unpaid disciplinary suspensions of 1 or more full days imposed in good faith for workplace conduct rule infractions; *and*
- Any full workweek in which the employee does not perform any work.

During the week an exempt employee begins work for the company or during the last week of employment, the employee will only be paid for actual hours worked. In addition, an employee may be paid only for hours worked during a period when the employee is using Washington Paid Family and Medical Leave.

Improper deductions. If an employee classified as exempt believes that an improper deduction has been taken from the employee's pay, the employee should immediately report the deduction to their manager. The report will be promptly investigated, and if it is found that an improper

deduction has been made, the company will reimburse the employee for the improper deduction.

Paychecks

The Hamlet's pay period for all employees is biweekly on Friday. If payday falls on a federal holiday, employees will receive their paycheck on the preceding workday. Paychecks are directly deposited into your checking and/or savings accounts.

It is important that you keep personal and tax information up to date on our payroll system. This includes your address, phone number, marital status, and tax withholding information. Paychecks can be viewed at any time on our online payroll system.

Access to Personnel Files

Employee files are maintained by their manager and are considered confidential. Employees may inspect their own personnel files and may copy them but may not remove documents from their file. Inspections by employees must be requested and will be scheduled at a mutually convenient time or as required under state law. Personnel files are to be reviewed on The Hamlet premises. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

Rehire and Reinstatement of Employment

Employees who voluntarily resigned will be eligible for rehire if they had a satisfactory work record while employed by The Hamlet and they provided at least two weeks' notice when they resigned.

Former employees who had a less-than-satisfactory work record will not be considered for rehire. This includes employees with a less-than-satisfactory rating on their most recent performance evaluation and/or employees who terminated employment with an unresolved performance improvement plan.

Employees who were involuntarily terminated by The Hamlet due to less-than-satisfactory work performance may not be considered for rehire.

If a former employee is rehired and had more than a year of service with The Hamlet and was gone for less than one year, their previous years of service will be recognized for benefit accrual purposes.

Separation from Employment

In all cases of voluntary resignation (one initiated by the employee), employees are asked to provide a written notice to their supervisors at least 14 days in advance of the last day of work. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire and PTO cash out.

In most cases, your manager will conduct an exit meeting on or before the last day of employment to collect all company property and to discuss final pay.

Employment References

All requests for references for employment for current or past The Hamlet employees must be directed to a manager. No one else may provide references on behalf of the organization.

Workplace Safety

Drug-Free and Alcohol-Free Workplace

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

The unlawful use, possession, purchase, sale, or distribution of or being under the influence of any illegal drug or controlled substance while on company or client premises or while performing services for the company is strictly prohibited. The Hamlet also prohibits reporting to work or performing services under the influence of alcohol or legal drug or substance or consuming alcohol/using drugs while on duty or during work hours. In addition, The Hamlet prohibits off-premises abuse of alcohol and controlled substances (including medical marijuana), as well as the possession, use, or sale of illegal drugs, when these activities adversely affect job performance, job safety, or the company's reputation in the community.

If you are prescribed a drug that may result in impairment, you must notify your manager who will work with you to determine if you may work or need to take a leave of absence.

To ensure compliance with this policy, substance abuse screening may be conducted in the following situations upon reasonable suspicion that the employee is under the influence of alcohol or drugs that could affect or have adversely affected the employee's job performance

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination. Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable state and local law.

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

Tobacco-Free Workplace

The Hamlet is committed to providing a safe and healthy workplace and to promoting the health and wellbeing of its employees. In compliance with applicable federal, state, and local regulations regarding clean air standards and non-smoking regulations and in keeping with this philosophy, we maintain a tobacco-free workplace. The Hamlet workplace includes all areas of

buildings occupied by Company employees, all Hamlet-sponsored off-site events, and all Hamlet property (e.g., the patio, parking areas, garden). Use of any tobacco products such as cigarettes, cigars, smokeless tobacco products or vaping devices is prohibited. This policy also applies to any visitors, contractors, consultants, and temporary staff.

Workplace Violence Prevention

The Hamlet is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse; attempts to intimidate others; menacing gestures; stalking; or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

All The Hamlet employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their manager. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against the company, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

The Hamlet prohibits the possession of weapons on its property at all times, including our parking lots. Additionally, while on duty, employees may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages or cut string and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense.

Commitment to Safety

Protecting the safety of our employees and visitors is the most important aspect of running our business.

All employees have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when any health or safety issues are present. All employees are encouraged to partner with management to ensure maximum safety for all.

In the event of an emergency, notify the appropriate emergency personnel by dialing 9 for an outside line, then dialing 911 to activate the medical emergency services.

Any workplace injury, accident, or illness must be reported to the employee's manager as soon as possible, regardless of the severity of the injury or accident.

Workplace Guidelines

Attendance

All employees are expected to arrive on time, ready to work, every day they are scheduled to work.

If unable to arrive at work on time, or if an employee will be absent for an entire day, the employee must contact their manager as soon as possible. Excessive absenteeism or tardiness will result in discipline up to and including termination. Failure to show up or call in for a scheduled shift without prior approval also may result in discipline up to and including termination. If an employee fails to report to work or call in to inform their manager of the absence for 2 consecutive days or more, the employee will be considered to have voluntarily resigned employment.

Job Performance

Communication between employees and their manager is very important. Discussions regarding job performance are ongoing and often informal. Employees should initiate conversations with their manager if they feel additional ongoing feedback is needed.

Generally, formal performance reviews are conducted annually. These reviews include a written performance appraisal and discussion between the employee and the manager about job performance and expectations for the coming year.

Dress and Grooming

Neat and clean appearance and dress is a requirement of every employee of The Hamlet. Employees will work in attire that is acceptable and appropriate to their position.

Social Media Acceptable Use

The Hamlet encourages employees to share information with coworkers and with those outside the company for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public, and therefore, the organization has established the following guidelines for employee participation in social media.

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

Off-duty use of social media. Employees may maintain personal websites or weblogs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the company considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas. In addition, employees may not post on a personal blog or webpage or participate on a social networking platform for personal purposes during work time or at any time with The Hamlet equipment or property.

On-duty use of social media. Employees may engage in social media activity during work time provided it is directly related to their work and approved by their manager and does not identify or reference company residents, customers, or vendors without express permission. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity.

Respect. Demonstrate respect for the dignity of the organization, its board, its residents, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, employees should not divulge The Hamlet confidential information such as resident information, client lists, or information restricted from disclosure by law on social media sites. Similarly, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments or engage in other behavior that violates the company’s policies.

Post disclaimers. Employees who identify themselves as employees of The Hamlet or discuss matters related to the organization on a social media site must include a disclaimer on the front page stating that it does not express the views of the company and that the employees are expressing only personal views—for example: “The views expressed on this website/Weblog are mine alone and do not necessarily reflect the views of my employer.” Place the disclaimer in a prominent position, and repeat it for each posting expressing an opinion related to the company or the company’s business. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

Confidentiality. Do not identify or reference residents, their family or friends, contractors, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the confidentiality policy. When in doubt, ask before publishing.

Discipline. Violations of this policy may result in discipline up to and including immediate termination of employment.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the NLRA to

engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits. Employees have the right to engage in or refrain from such activities.

Standards of Conduct

The Hamlet's Standards of Conduct outlines our expectations regarding employees' behavior towards their colleagues, supervisors, and overall organization.

We promote freedom of expression and open communication, and we expect all employees to follow our code of conduct. We expect you to foster a well-organized, respectful, and collaborative environment. The following conduct is prohibited and will not be tolerated by The Hamlet. This list is meant by way of example and is not complete.

1. Neglect or abuse of residents, including leaving a resident alone during work hours or the use of chemical or physical restraints.
2. Use of obscene or abusive language or gesture to any resident, visitor, or employee.
3. Threatening, intimidating, or coercing fellow employees, residents, or visitors.
4. Deliberate destruction or damage to property.
5. Falsification of timesheets or any other official record, or any other form of dishonesty.
6. Excessive unprotected absences or tardiness.
7. Failure to report to work as scheduled without proper notice.
8. Reporting to work under the influence of alcohol or drugs.
9. Possession of alcohol or drugs on premises or at a sponsored event.
10. Theft of property.
11. Failure to follow manager's directions.
12. Immoral or indecent conduct on the premises.
13. Possession of any weapon on the premises.
14. Fighting or other forms of violence on The Hamlet property or during a Hamlet sponsored event.
15. Unlawful harassment, including but not limited to sexual harassment of residents, employees, or visitors.
16. Acceptance of gratuities, tips, or gifts from residents, visitors, or vendors.
17. Breach of confidentiality of information regarding residents or employees.
18. Borrowing money from a resident or family member.
19. Solicitation.
20. Violation of safety or sanitary rules, regulations, policies or WACs.
21. Gambling on the premises.
22. Disregard of one's appearance or personal hygiene.
23. Interfering with the work performance of other employees.
24. Being convicted of a crime that indicates unfitness for the employee's job or raises a threat to the safety or well-being of The Hamlet residents, employees, visitors, or property.

25. Unreasonable making or accepting personal telephone calls during working hours, except in case of an emergency.
26. Working overtime without authorization.
27. Committing a fraudulent act or a breach of trust, including but not limited to disclosure or confidential information to persons not authorized to receive such information.
28. Violation of any of the general employee policies listed in this handbook.

Disciplinary Procedure

The Hamlet expects employees to comply with the The Hamlet's standards of behavior and performance and to correct any noncompliance with these standards.

Under normal circumstances, The Hamlet endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in any manner it sees fit. This policy does not modify the status of employees as employees at will or in any way restrict the company's right to bypass the disciplinary procedures suggested.

The following steps are suggested in the discipline procedure. All steps should be documented in the employee's personnel file.

Step 1: Informal Discussion. When a performance problem is first identified, the nature of the problem and the action necessary to correct it should be thoroughly discussed with the employee.

Step 2: Counseling. If a private informal discussion with the employee has not resulted in corrective action, following a thorough investigation, the supervisor should meet with the employee and (a) review the problem, (b) permit the employee to present information regarding the problem, (c) advise the employee that the problem must be corrected, (d) inform the employee that failure to correct the problem will result in further disciplinary action that may include discharge, and (e) issue a counseling notice to the employee.

Step 3: Reprimand. If satisfactory performance and corrective action are not achieved under Steps 1 and 2, the supervisor and a representative from the HR department should meet with the employee in private and proceed via (a) through (d) above and issue a reprimand notice to the employee.

Step 4: Failure to improve. Failure to improve performance or behavior after the written warning or suspension can result in termination.

The progressive disciplinary procedures described above also may be applied to an employee who is experiencing a series of unrelated problems involving job performance or behavior.

In cases involving serious misconduct, or any time the manager determines it is necessary, such as a major breach of policy or violation of law, the procedures contained above may be disregarded. Typically, the manager will suspend the employee immediately (with or without pay), and an investigation of the incidents leading up to the suspension should be conducted to determine if any further action, such as termination, should be taken.

Whistleblower Policy

The Sarbanes-Oxley Act provides protection for whistleblowers and criminal penalties for actions taken in retaliation against whistleblowers. The Act protects whistleblowers who risk their careers by reporting suspected illegal activities in their organization. It is illegal for a corporate entity (for-profit and nonprofit alike) to punish the whistleblower in any manner.

Of course, LOHO follows this act and therefore wants to give you the opportunity to have your concerns addressed. If you cannot address issues with LOHO's management and you think possible fraudulent or illegal activities may be occurring, we encourage you to contact the Board Chair.

Time Off and Leaves of Absence

Holiday Premium Pay

If an employee works on any of the following holidays, they will receive holiday premium pay for that holiday. Holidays include:

- New Year's Eve (7 pm-12 am) and New Year's Day
- MLK Day
- World Day of Social Justice (February 20th)
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve (7 pm-12 am) and Christmas Day

Due to the nature of the care provided by The Hamlet, employees are not guaranteed time off for holidays. Nonexempt employees who work these holidays will be compensated at 1-1/2 times their regular hourly rate. If an employee does not work the holiday, the employee does not receive pay for the holiday. Previous holiday premium pay received, hours worked over the course of the year, and employee seniority will be taken into account when scheduling employees for holidays.

Paid Time Off (PTO)

PTO begins to accrue six months after hire date. PTO accrual is prorated based on hours worked and will accrue at a rate of:

6 months-2 years after the hire date: 0.01923 per hour worked (40 hours/year for a full-time employee)

2 years-7 years after the hire date: .04615 per hour worked (96 hours/ year for a full-time employee)

7-10 years: .05769 per hour worked (120 hours/year for a full-time employee)

10+ years: .07692 per hour worked (160 hours/year for a full-time employee)

Annual PTO accrual will not exceed the maximum amount of hours that the employee can accrue per year (for example, a full time employee who can accrue 40 hours a year in PTO may not accrue *more* than 40 hours during the course of the year). Over time hours do not count toward PTO accrual. Employees may not take paid vacation until they have actually earned or accrued the vacation time.

With the nature of our work, we encourage you to use PTO throughout the year. PTO hours will stop accruing once the employee has reached their yearly PTO allotment. In other words, an employee that has been working at the Hamlet for 7-10 years may roll over their PTO into the new year, but if their PTO goes over 120 hours at any point, they will stop accruing additional PTO.

Please request PTO at least four weeks in advance; it helps with scheduling. Unused PTO will be cashed out at termination as long as you provide at least two weeks' notice of resignation in writing.

Paid Sick Leave

Paid sick leave will be paid to all employees as defined by Washington State law. Paid sick leave will be provided to all employees at a rate of one hour for every 40 hours worked. If earned paid sick leave has not been used by the end of the year, 40 hours or less may be carried over to the next year. The amount of carryover hours allowed will be capped at 40 hours.

Sick leave accrual will begin at date of hire for an employee.

Employees will not receive any compensation for sick leave not utilized during any calendar year or at termination of employment.

See <https://www.lni.wa.gov/workers-rights/leave/paid-sick-leave/> for more information.

Washington State Paid Family and Medical Leave

When a serious health condition prevents you from working, paid time off may be available to you through Washington State's Paid Family and Medical Leave benefit. For example, you can qualify because of a major surgery, during pregnancy, to receive treatment for a chronic health condition and to receive inpatient treatment for substance abuse or mental health. The amount of paid medical leave you can take is determined by your medical provider (up to 12 weeks a year). You can also take paid time off to care for a family member with a serious health condition, or if you're bonding with a new baby or child in your family. Military family leave allows you to spend time with a family member who is about to be deployed overseas or is returning from overseas deployment.

You may use family leave to care for:

- Spouses and domestic partners
- Children (biological, adopted, foster or stepchild)
- Parents and legal guardians (or spouse's parents)
- Siblings
- Grandchildren
- Grandparents (or spouse's grandparents)
- Son-in-law and daughter-in-law
- Someone who has an expectation to rely on you for care—whether you live together or not.

See <https://paidleave.wa.gov/find-out-how-paid-leave-works/> for more information.

Military Leave

The Hamlet supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify their manager who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify their manager as soon as possible.

Upon return from military leave, employees will retain certain rights with respect to reinstatement, seniority, layoffs, compensation, length of service promotions, and length of service pay increases, as required by applicable federal or state law. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

All employees who enter military service may accumulate a total absence of 5 years and still retain employment rights.

Employee Benefits

The Hamlet recognizes the value of benefits to employees and their families. For more information regarding benefit programs, please refer to the company Summary Plan Descriptions (SPDs). To the extent the information provided here conflicts with the SPD or full plan document, the full plan document will control.

Health Insurance

Full-time employees working 24 hours or more per week are eligible for insurance on the first of the month following a 60-day waiting period. To keep coverage in force, every insured employee must work a minimum of 24 hours per week.

Simple IRA

If you earn \$5,000 or more per calendar year and have been a Hamlet employee for at least 6 months, you are eligible to participate in the Hamlet's Simple IRA. The Hamlet requires a mandatory contribution from each employee that participates. The Hamlet will match your contributing funds up to 3% of your gross earnings. If you do not contribute, the Hamlet does not contribute. You can make changes to your Simple IRA contribution amount annually between November 2nd and December 31st. Information about the Hamlet's Simple IRA benefit will be offered to employees at hire. This benefit is subject to change at management's discretion.

Workers' Compensation

Workers' compensation is a "no-fault" system that provides compensation for medical expenses and wage losses to employees who are injured or who become ill because of employment. The Hamlet pays the entire cost of workers' compensation insurance. The insurance provides coverage for related medical and rehabilitation expenses and a portion of lost wages to employees who sustain an injury on the job.

The Hamlet abides by all applicable state workers' compensation laws and regulations. If you sustain a job-related injury or illness, it is important to notify your manager immediately.

You will not be paid vacation or sick leave for approved absences covered by workers' compensation, except to supplement the workers' compensation benefits such as when the plan only covers a portion of your salary as allowed by state law.

Continuing Education

The Hamlet will compensate employees for the cost of courses required for your position. Please check with your manager prior to enrolling in a course and gain approval for reimbursement of any associated costs.

EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I hereby acknowledge receipt of the employee handbook of The Hamlet. I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. The handbook, company practices, and other communications do not create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I further understand that I am an at-will employee and that neither this document nor any other communication shall bind the company to employ me now or hereafter and that my employment may be terminated by me or the company without reason at any time. I understand that no representative of the company has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment or make any agreement contrary to the foregoing.

I also understand and agree that this agreement may not be modified orally and that only the Chair of the Board may make a commitment for employment. I also understand that if such an agreement is made, it must be in writing and signed by the Chair of the Board.

Employee's Name in Print

Signature of Employee

Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE

EMPLOYEE ACKNOWLEDGMENT AND RECEIPT OF HARASSMENT POLICY

I have read and understand The Hamlet's Harassment Policy. My signature below confirms my knowledge, acceptance, and agreement to comply with the policy.

Employee's Name in Print

Signature of Employee

Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE