



# **Greater Columbia Behavioral Health**

## **GCBH Employee Handbook**

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# GCBH Personnel Policies

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# Greater Columbia Behavioral Health GCBH Employee Handbook

## 010 Welcome

Effective Date: 7/1/00

Revision Date: 12/11/03

Welcome new employee!

On behalf of your colleagues, welcome to Greater Columbia Behavioral Health (GCBH).

We believe that each employee contributes directly to GCBH's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with GCBH.

We hope that your experience here will be challenging, enjoyable, and rewarding.

# Greater Columbia Behavioral Health GCBH Employee Handbook

## 020 Introductory Statement

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

This handbook is designed to acquaint you with GCBH and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee, and outlines the programs developed by GCBH to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As GCBH continues to grow, the need may arise, and GCBH reserves the right, to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion.

**Your employment with GCBH is at-will, which means that either you or GCBH may terminate your employment at any time, for any reason or no reason at all, with or without notice and with or without cause. No one at GCBH, except the Director, and then only in writing, has the authority to alter the at-will status of your employment with GCBH.**

After reviewing the Employee Handbook, please sign the Statement of At-Will Employment and Acknowledgement of Receipt of Handbook form included at the end of this handbook confirming that you have received read and understand the contents of GCBH's Employee Handbook.

# Greater Columbia Behavioral Health GCBH Employee Handbook

## 030 Organization Description

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

### I. Nature of Business

GCBH administers the delivery of Mental Health Services through a fifteen (15) agency provider network, in accordance with state contract terms, throughout an eleven (11) county region. Participating Member Governments and Service Providers provide the following services:

24-hour Emergency/Crisis Care  
Family Counseling  
Medication Management  
Intake Evaluation

Individual or Group Therapy  
Case Management  
Rehabilitation/Support Services  
Residential Services

### II. The History of GCBH

GCBH is the Regional Support Network and Prepaid Health Plan serving Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Skamania, Walla Walla, Whitman, and Yakima Counties and the Yakama Nation. Regional Support Networks (RSN) were first created in 1989 through Senate Bill 5400. In 1994, the RSN funding distribution methodology changed from fee-for-service to a capitated rate. Effective October 1, 1999, GCBH was awarded the Integrated Services Contract to manage both community outpatient and inpatient services.

### III. Organizational Structure

GCBH is governed by a twelve (12) member governing board. The GCBH Board of Directors is comprised of the eleven (11) counties and the Yakama Nation, as listed above. The GCBH Regional Office executes the policies and standards as adopted by the GCBH Board of Directors. GCBH is under contract with the Department of Social and Health Services, Mental Health Division, for the provision of mental health services.

### IV. Vision & Mission

#### A. Vision:

GCBH is committed to the development, implementation, and maintenance of a model mental health system that incorporates principles and practices of managed care and maintains the public trust.

#### B. Mission:

It is the mission of GCBH to ensure:

- Recipients of care have timely access to the correct level of care regardless of their location within the GCBH region.

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- Best practices are the goal of all service provision; GCBH strives to be a model public managed care organization.
- GCBH strives to ensure that the recipients, his or her family members, and other stake holders' voices are genuinely reflected in policy decisions and provision of services.
- Efficient and effective provision of care is provided and based on quality assurance and continuous quality improvement practices.

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### 102 Equal Employment Opportunity

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

GCBH is an equal opportunity employer.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at GCBH will be based on merit, qualifications, abilities and the needs of the organization. GCBH does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by applicable law.

GCBH will make reasonable accommodations for qualified individuals with known disabilities in accordance with applicable law. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor and/or the GCBH Director. All employees are expected to make their supervisor or the GCBH Director aware of concerns before seeking the Chair of the Personnel Committee. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

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### 103 Non Discrimination and Anti-Harassment Policy

Effective Date: 12/11/03

Revision Date: 03/01/07

GCBH is proud of its professional and congenial work environment, and will take necessary steps to ensure that the work environment remains pleasant for employees who work here. Employees should treat each other with courtesy, consideration and professionalism. GCBH does not accept unprofessional treatment of any employee by any other employee or supervisor for any reason, and if an employee is found to have engaged in such behavior, that employee may be subject to disciplinary action, up to and including immediate termination.

In addition, GCBH prohibits any form of unlawful harassment or discrimination in the workplace. Harassment or discrimination based on an individual's sex, race, color, national origin, religion, age, veteran's status, physical or mental disability or any other characteristic protected by state or federal law is unacceptable and will not be tolerated. Conduct that demonstrates mutual respect is expected of all employees in the workplace. Retaliation against any person who complains of harassment or discrimination or participates in an investigation is also prohibited.

Sexual Harassment is one form of unlawful harassment. Sexual harassment can be, but does not have to be, "sexual" in nature. Rather sexual harassment is harassment that would not occur but for the *gender* of the person at whom it is directed. Sexual harassment may include requiring a person's submission to, or rejection of, sexual advances or any decision regarding that person's terms or conditions of employment. Sexual harassment also includes a sexually abusive, intimidating, hostile or offensive working environment. Such an environment can be created by unwelcome sexual advances, requests for sexual favors, gender harassment (even if the conduct is not sexual in nature), the display of sexually suggestive objects or pictures or e-mails, or any other verbal or physical conduct that would not exist but for the gender of the person at whom it is directed and which has the effect of unreasonably interfering with an employee's work performance. This list is only explanatory and is not intended to include all examples of conduct which can be considered sexual harassment or other types of harassment or discrimination.

#### Reporting Harassment of Any Type

- A. Any employee who believes that he or she has been subjected to objectionable conduct prohibited by this policy is encouraged to let the offending person know immediately and firmly that the behavior is offensive.
- B. Any employee who believes that he or she has been subjected to objectionable conduct prohibited by this policy must report it immediately to the Director, or the Personnel Committee Chair.
- C. Each reported incident will be investigated. Although we cannot guarantee confidentiality, reasonable efforts will be made to disclose information only as needed to investigate and resolve a complaint. If it is determined that a complaint is valid, appropriate remedial action will be taken. The employee bringing the complaint will be informed if remedial action is taken, but may not be told information deemed confidential by GCBH in its sole discretion.

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- D. Individuals reporting complaints or providing information in good faith in connection with an investigation will not be retaliated against for their participation in this procedure. Supervisors must report any incidents of harassment or discrimination to the Director, or the Personnel Committee Chair. Employees found to have engaged in prohibited harassment or any other kind of objectionable conduct in violation of this policy or retaliation shall be subject to disciplinary action, up to and including termination of employment.

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## 104 Business Ethics and Conduct

Effective Date: 7/1/00

Revision Date: 1/26/06; 03/01/07; 07/02/09

The successful business operation and reputation of GCBH is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of GCBH is dependent upon maintaining the public trust, and we are dedicated to preserving that trust. Employees owe a duty to GCBH and GCBH stakeholders to act in a way that will merit the continued trust and confidence of the public.

GCBH will comply with all applicable laws and regulations and expects its officers and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the GCBH Director for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every GCBH employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

The following **GCBH Code of Conduct** applies to all GCBH employees. All new employees will read and review the Code of Conduct prior to assuming employment with GCBH:

### I. Scope:

The GCBH Code of Conduct applies to all GCBH Regional Office staff.

### II. Purpose:

The GCBH Code of Conduct will support and reflect the core values of the GCBH and is designed to provide new employees with clear expectations related to professional conduct. The Code of Conduct provides all GCBH employees with a definitive description of ethical, professional, appropriate, and inappropriate behavior.

The GCBH Code of Conduct is designed to enhance morale, respect, and community perception of the GCBH Regional Office; to assist in the clarification and resolution of issues; and to identify the structure, roles, and responsibilities of the GCBH administrative staff.

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### III. Structure, Roles, Responsibilities:

- A. The GCBH Director is responsible for ensuring that current GCBH employees understand and acknowledge the GCBH Code of Conduct. The Director is also responsible for ensuring that all future GCBH employees are aware of and acknowledge the Code of Conduct. The Director will adhere to the Code.
- B. All GCBH employees are responsible for adhering to the Code of Conduct. Employees will implement the Code by addressing perceived violations of the Code in a timely manner. Addressing violations of the code provides a means for employees to respond and utilize the Code in an informed, educational, and instructive manner. All GCBH employees, by abiding by the Code, will strive to clarify and resolve perceived issues at the lowest level possible.

### IV. The GCBH Code: All GCBH employees agree to:

- A. Treat fellow staff, recipients of mental health care, public visitors, GCBH Board members, GCBH subcontractors, and allied system providers with unconditional respect. This means, but is not limited to:
  - 1. Always being courteous on the telephone.
  - 2. Maintaining identified confidentiality (respecting privacy of others).
  - 3. Not using inappropriate or vulgar language, yelling, or volume not appropriate to distance from person(s) engaged.
  - 4. Maintaining appropriate proximity to others, i.e. knocking before entering an office, maintaining a comfortable distance when engaged in conversation.
- B. Be professional. This means, but is not limited to:
  - 1. Always treating others with unconditional respect.
  - 2. Acting and conducting business which is in the best interest of recipients of mental health care, the GCBH provider network, and GCBH Board of Directors.
  - 3. Adhere to all applicable Professional and or discipline specific standards and ethical guidelines.
  - 4. Uphold the mission and standards of GCBH.
  - 5. Acting in a responsible manner by accepting the consequences for personal action.
  - 6. Assisting in the creation and maintenance of a “safe” working environment for all GCBH staff. This includes, but is not limited to, not blocking doorways or locking doors during business hours, cleaning up individual work areas, replacing used kitchen items, turning off coffee pots at the end of a business day, not engaging in demeaning gossip of others, etc.

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- C. Harassment (sexual, racial, or discrimination or harassment on the basis of any protected class) is not acceptable behavior within the GCBH environment. (Refer to the Anti-Harassment Policy.)
- D. Conflicts of Interest. It may not always be feasible or reasonable for GCBH staff to avoid social or other nonprofessional contacts with persons such as consumers, family members, patients, students or research participants.
  - 1. GCBH staff must always be sensitive to the potential harmful effects of other contacts of those with whom they deal. GCBH staff will not engage in any nonprofessional contact if it appears likely that such contact or relationship might impair the GCBH staff person's objectivity, limit his or her ability to function as GCBH staff, or might harm or exploit the other party.
  - 2. In the event a GCBH staff, due to unforeseen factors, has engaged in a potentially harmful relationship, the GCBH staff shall attempt, in consultation with their supervisor, to resolve the situation with due regard and in the best interest of the affected person.
  - 3. In the event a GCBH staff member applies for the Director position, the staff member must refrain from any contact with Board members concerning the selection process.

### V. Expected "Process" Outcomes:

- A. Consistent and timely resolution of inter-office issues at the most direct and lowest possible level.
- B. Development of a working environment that is safe and supportive of all GCBH employees.

### VI. Integration with GCBH Personnel Policies:

This Code of Conduct does not negate the GCBH Personnel Policies, but is designed to compliment the Personnel Policies & Procedures.

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## GCBH Employee Handbook

### 105 Hiring of Relatives

Effective Date: 7/1/00

Revision Date: 12/11/03

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. GCBH also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or other personnel action will be taken. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

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## 201 Employment Categories

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

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

Each employee is designated as either NONEXEMPT or EXEMPT. NONEXEMPT employees are entitled to overtime pay in accordance with all applicable laws.

EXEMPT employees are salaried employees who are not eligible for paid overtime. Those positions are typically of a managerial, supervisory, or administrative nature.

NON-EXEMPT employees are those who are paid on an hourly basis and are eligible to receive overtime pay.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work GCBH's full-time schedule. Generally, they are eligible for GCBH's benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than the full-time work schedule, but at least 90 hours per month. Regular part-time employees are eligible for some benefits sponsored by GCBH, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 90 hours per month. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of GCBH's other benefit programs.

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## GCBH Employee Handbook

### 202 Access to Personnel Files

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

GCBH maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resumé, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of GCBH, and access to the information they contain is restricted. Generally, only supervisors and management personnel of GCBH who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the employee in charge of the personnel files. With reasonable advance notice, employees may review their own personnel files in GCBH's offices and in the presence of an individual appointed by GCBH.

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### 203 Employment Reference Checks

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

GCBH (currently the office manager) will respond in writing only to those reference check inquiries that are submitted via e-mail, fax, or in writing. Responses to such inquiries, at all times, will confirm only dates of employment and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

# Greater Columbia Behavioral Health GCBH Employee Handbook

## 205 Employment Applications

Effective Date: 7/1/00

Revision Date: 12/11/03

GCBH relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

# Greater Columbia Behavioral Health GCBH Employee Handbook

## 206 Performance Evaluation

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Generally, a written performance evaluation will be performed at the completion of six (6) months of employment for all new and returning employees, and every twelve (12) months thereafter. A written performance evaluation shall be performed six (6) months after a promotion and every twelve (12) months thereafter to the extent feasible. GCBH will strive to generally meet these performance evaluation timeframes, but does not guarantee that an evaluation will occur promptly at the conclusion of six (6) months or twelve (12) months of service, as set forth above. Performance evaluations must be on file in order for an employee to be eligible for step increases. (See 402, Salary Schedule & Administration.)

GCBH reserves the right to evaluate an employee's performance at any time, depending on the employee's performance and the needs of the organization.

A signed copy of all performance evaluations will be maintained in the employee's personnel file.

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### 301 Employee Benefits

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

Eligible employees at GCBH are provided a wide range of benefits. A number of the programs (such as Social Security, Worker's Compensation, State Disability, and Unemployment Insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

- A. The monthly GCBH employer paid insurance benefit contribution for full-time employees shall be set annually by the Board of Directors. This amount is usually sufficient to cover medical, dental, vision, and basic life insurance for the employee. Employees are required to enroll in these GCBH benefits. The balance of this amount, if any, may be used toward other benefits or be contributed to a medical savings account contracted with by GCBH.
- B. The GCBH employee salary schedule shall be reviewed and set annually by the GCBH Board of Directors.
- C. In the event that the Board of Directors amends the salary schedule or benefits, the employees of GCBH at the time of determination, shall upon GCBH Board approval, receive appropriate increases or decreases, per the policy.
- D. Nothing in this policy shall be interpreted as an implied or actual promise that, following the Personnel Committee review, that salary schedule(s) or GCBH benefits contributions compensation will be increased.
- E. Currently, each November is open enrollment. Covered employees have the option at that time to change insurance companies or add dependents, effective January 1 of the following year. Employees may drop dependents any month.
- F. Under the current program, if an employee's circumstances change, e.g., marriage, new baby, spouse loses job (and therefore his/her insurance coverage), a change may be made to the employee's insurance coverage.
- G. Part-Time Employee: GCBH Benefit Contribution

Part-time employees must be regularly scheduled to work at least 90 hours per month in order to be eligible for employee benefits. Monthly GCBH benefit contributions for part-time employees shall be equal to the amount contributed toward full-time employee benefits.

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### H. Retirement

All full-time GCBH employees are to be enrolled in the State of Washington Public Employee Retirement System (PERS). A position eligible for enrollment in PERS is any full or part-time position, which normally requires at least 5 months each year in which regular compensation is earned for at least 70 hours per month. Both the employee and GCBH contribute on a monthly basis an amount to the PERS based on the effective member and employer monthly contribution rates. When you have five years of service credit, you have a “vested” right to retirement benefits when you meet the plan’s age requirements. “Vesting” means you have earned the right to a future benefit, even if your covered employment ends. If you withdraw your contributions, you give up your right to retirement benefits. Employee contributions are refundable upon termination, based on PERS policy. PERS will send each employee an annual statement showing the amount in the account.

### I. Optional Employee Insurance Coverage

All GCBH eligible employees can voluntarily enroll in a variety of benefit programs. These benefits include the following:

- Dependent Medical Insurance
- Dependent Dental Insurance
- Dependent Vision Insurance
- Voluntary Term Life Insurance
- Accidental Death and Dismemberment Insurance
- Disability Insurance

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## 302 Vacation Benefits

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

Vacation leave with pay is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Vacation leave with pay is earned at the following rates, for full-time employees, depending on the employee's length of service with GCBH:

<u>Years of Service</u>	<u>Hours Per Month</u>
1-5	10
6-10	12
11-19	15
20 and Over	18

Use of vacation leave shall be pre-approved by the employee's supervisor.

Part-time employees must be regularly scheduled to work at least 90 hours per month to be eligible for vacation leave accrual. A part-time employee shall earn a monthly pro-rated vacation leave accrual upon meeting the 90 hours worked requirement.

Vacation leave credit may be accumulated during the first six (6) months of service with GCBH; however, vacation leave credit may not be used unless a request to the supervisor is submitted and approved. During the seventh (7th) month, or any subsequent month, vacation leave may be allowed up to the limits of the amount earned.

Only full-time employees who have completed six (6) months of service or regular part-time employees who have completed six (6) months of service shall, upon separation from GCBH for any reason, receive compensation for accrued, unused vacation leave.

Accumulation of vacation leave shall not exceed two hundred forty (240) hours. Upon separation, compensation for accumulated vacation leave shall not exceed two hundred forty (240) hours. Monthly accrual of vacation and sick leave shall commence at the completion of a major portion of a month of continuous service.

Full-time employees are entitled to one (1) floating holiday per calendar year, after six (6) months of employment. Floating holidays shall be used by the end of the year or be forfeited.

After the use of eighty (80) hours of vacation leave in a calendar year, an employee may elect to have GCBH buy-out a block of forty (40) hours of accrued vacation leave to be paid in the December payroll.

In the event that available vacation leave is not used by the end of the benefit year, employees may carry unused time forward to the next benefit year.

Upon termination of employment, employees will be paid for vacation leave that has accrued through their last day of work.

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### 303 Holidays

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

GCBH shall grant the following paid holiday time off to all full-time employees based on Board policy:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Veterans' Day (November 11)
- Thanksgiving (2 days)
- Christmas (2 days)

In addition to the recognized holidays previously listed, full-time employees having served six (6) months of employment will receive one (1) floating holiday per calendar year. The holiday must be scheduled with the prior approval of the employee's supervisor. Floating holidays do not carry over to the next year.

Part-time employees scheduled to work at least ninety (90) hours per month will be eligible for paid holiday time off on a pro-rated basis.

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

If a recognized holiday falls during an eligible employees paid leave, holiday pay will be provided instead of the paid time off benefit that would otherwise apply. If an eligible employee works on a recognized holiday, that employee will receive holiday plus wages at time-and-one-half the normal rate. Employees who have alternative schedules, e.g. four 10-hour days, will receive eight hours of holiday time for each holiday.

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### 304 Sick Leave Benefits

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

GCBH provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. An employee may elect to take accrued sick leave time to care for (1) a child of the employee with a health condition that requires treatment or supervision, or (2) a spouse, parent, parent-in-law, or grandparent of the employee with a serious health condition or an emergency condition. Full-time employees of GCBH shall earn credit at the rate of eight (8) hours sick leave per month accumulated to a maximum of one thousand forty (1040) work hours for employees hired prior to 07/01/00, and four hundred eighty (480) for employees hired after 07/01/00. Sick leave may be used due to illness or medical appointment for employee, spouse and/or children.

Part-time employees must be regularly scheduled to work at least 90 hours per month to be eligible for sick leave time accrual. A part-time employee shall earn a monthly pro-rated sick leave accrual upon meeting the ninety (90) hours work requirement.

Employees currently employed prior to February 1, 1993, will be paid for fifty (50%) of unused sick leave at voluntary termination or retirement, or to their estate upon death at the rate of pay in effect at the time separation occurs. Employees hired on/or after February 1, 1993, who regularly retire under the GCBH retirement program, shall receive payment for twenty-five percent (25%) of their unused sick leave. Such payment shall be limited to employees with five (5) or more years of service and shall not exceed two thousand dollars (\$2,000.00).

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday if possible. The direct supervisor must also be contacted on each additional day of absence. If an employee is absent for three or more consecutive days due to illness or injury, a physician's statement may be requested verifying the disability and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition to receiving sick leave benefits. Before returning to work from a sick leave absence of 12 calendar days or more, an employee may be requested to provide a physician's verification that he or she may safely return to work.

Sick leave benefits will be calculated based on the employee's base pay. Unused sick leave benefits will not be paid to employees while they are employed or upon termination of employment.

If all accrued sick leave hours are used, any additional sick leave absences will be charged against vacation time, and then as leave without pay.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### 305 Bereavement Leave

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Leave for bereavement will normally be granted unless there are unusual business needs or staffing requirements.

Pay for a maximum of five (5) days leave, to be taken from accrued sick leave, shall be granted by the employee's supervisor for death in the employee's immediate family. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

GCBH defines "immediate family" as the employee's child, spouse, parent, parent-in-law, grandparent, grandchildren, siblings, spouse's children, spouse's grandchildren, spouse's siblings, spouse's grandparents, and significant other or life partner.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### 306 Jury Duty

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

GCBH encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees who have completed six months of employment may request paid jury duty leave. Otherwise, if an employee has been at GCBH less than six (6) months when they are called for jury duty, their jury duty leave will not be paid by GCBH.”

The employee shall voluntarily furnish the necessary records of payment for jury duty.

Any employee who is called for jury duty or is subpoenaed as a witness in a case to which she/he is not a party, shall be paid during their absence on account of the jury duty or witness service, their salary less the amount of jury or witness fees (exclusive of mileage) the employee is paid or to which the employee is entitled.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either GCBH or the employee may request an excuse from jury duty if, in GCBH's judgment, the employee's absence would create serious operational difficulties.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### 307 Benefits of Continuation

Effective Date: 7/1/00

Revision Date: 12/11/03

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

Under COBRA, the employee or beneficiary pays the full cost of coverage at GCBH's group rates plus an administration fee. GCBH provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under GCBH's health insurance plan. The notice contains important information about the employee's rights and obligations.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### 308 Employee Assistance Program

Effective Date: 7/1/00

Revision Date: 12/11/03

GCBH cares about the health and well-being of its employees and recognizes that a variety of personal problems can disrupt their personal and work lives. While many employees solve their problems either on their own or with the help of family and friends, sometimes employees need professional assistance and advice.

Through the Employee Assistance Program (EAP), GCBH provides confidential access to professional counseling services for help in confronting such personal problems as alcohol and other substance abuse, marital and family difficulties, financial or legal troubles, and emotional distress. The EAP is available to all employees and their immediate family members offering problem assessment, short-term counseling, and referral to appropriate community and private services.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### 401 Timekeeping

Effective Date: 7/1/00

Revision Date: 12/11/03

Accurately recording time worked is the responsibility of every employee. Federal and state laws require GCBH to keep an accurate record of time worked.

Non-exempt employees must always have overtime work pre-authorized by the employee's supervisor before the work is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and then initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### 402 Salary Schedule & Administration

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

#### I. Salary Schedule

The GCBH Salary Schedule is established by the GCBH Board of Directors. The Salary Schedule is reviewed annually and any changes to the Salary Schedule are approved by the GCBH Board of Directors by Resolution.

#### II. Salary Administration and Procedures

Any change to the salary schedule will occur only at the direction of the GCBH Board of Directors

##### A. Regular Salary Schedule Procedure:

1. The basic salary range shall consist of nine (9) steps known as "A" through "I". Pay steps are provided on the first day of the month following successful completion of performance review periods and evidenced by a written performance evaluation showing merit. Step increases may be deferred at the discretion of the employee's supervisor based on an unsatisfactory performance evaluation.
2. Employees receiving a promotion shall not be assigned to a step "A" at any level.
3. A promotion is defined as any change in salary which involves an increase to a higher grade. The current grades on the salary schedule are from "1" to "30".
4. Generally, a written performance evaluation will be performed at the completion of six (6) months of employment for all new and returning employees, and every twelve (12) months thereafter. A written performance evaluation shall be performed six (6) months after a promotion and every twelve (12) months thereafter to the extent feasible. GCBH will strive to generally meet these performance evaluation timeframes, but does not guarantee that an evaluation will occur promptly at the conclusion of six (6) months or twelve (12) months of service, as set forth above. Performance evaluations must be on file in order for an employee to be eligible for step increases.
5. An employee denied advancement by reason of unsatisfactory performance will be given a written statement giving the reason for denial of the step increase. The employee will not be eligible for further consideration for a period of at least twelve (12) months from denial.
6. Based on budgetary considerations, the needs of the organization, and other factors, the Board of Directors may, in its discretion, freeze movement on a salary schedule or make other revisions and adjustments to this policy.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### B. Job Classifications and Grades

<u>Position Title</u>	<u>Grade</u>
Director	27
Chief Clinical Officer	24
Chief Financial Officer	23
Director of Information Systems	23
Quality Manager	22
Office Manager	19
Clinical Review Specialist II	17
Accountant/Auditor	16
Care Coordinator/Grievance & Appeals	16
Contract Coordinator II	15
MH Cust Serv/Community Affairs Coordinator	14
Database Maintenance Specialist	13
Contracts Coordinator	12
Administrative Assistant	12 or 14
Accountant	10 or 13
PC Technician	11
Customer Services Assistant	9
Office Assistant IV	9
Office Assistant III	6
Office Assistant II	4
Quality Review Team	Hourly

### C. Payday

1. Payday is no later than the fifth (5th) day of the following month. If the fifth (5th) falls on a weekend, pay day will be the previous Friday.
2. All employees are entitled to draw pay. Draw pay amounts can be up to 20% of the employee's monthly base salary. Draw paychecks are issued the fifteenth (15th) day of the month. If the fifteenth (15th) falls on a weekend, the checks are issued on the following Monday.
3. The GCBH Board of Directors may amend the salary schedule and classifications as indicated.
4. Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to GCBH. Employees will receive an itemized statement of wages when GCBH makes direct deposits.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### 403 Employment Termination

Effective Date: 7/1/00

Revision Date: 12/11/03

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

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

GCBH will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding obligations to GCBH, or return of GCBH-owned property.

**Since employment with GCBH is based on mutual consent, both the employee and GCBH have the right to terminate employment at will, with or without cause, at any time.** Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

GCBH request at least two (2) weeks' written resignation notice from all employees. If an employee does not provide advance notice as requested, the employee will be considered ineligible for rehire.

# Greater Columbia Behavioral Health GCBH Employee Handbook

## 404 Compensatory Time & Overtime

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

Nonexempt employees are entitled to overtime pay for hours worked in excess of forty (40) hours in a week. Nonexempt employees may elect to take compensatory time in lieu of overtime pay, provided that compensatory time taken must be scheduled to meet the staffing needs of the organization. An employee's election of compensatory time must be in writing.

### I. Compensatory Time

Compensatory time shall be accrued at the rate of one-and-a-half (1.5) hours for every hour worked in excess of forty (40) hours per week. Time not counted as hours worked includes absences taken as sick leave, vacation leave, compensatory leave, holidays, and all other hours which may need not be counted as hours of work under the Fair Labor Standards Act. The maximum allowable accrual of compensatory time shall be forty (40) hours.

Hours worked in excess of forty (40) hours per week must be pre-approved by the employee's supervisor. Exempt supervisors may recognize extra time worked and will be allowed time off with the Director's approval.

### II. Overtime

Employees shall be paid at the rate of one-and-a-half (1.5) hours for every hour worked over forty (40) hours per week. Exempt employees are not eligible for overtime.

# Greater Columbia Behavioral Health GCBH Employee Handbook

## Greater Columbia Behavioral Health GCBH Employee Handbook

### 405 Interim Position Pay Policy

Effective Date: 9/29/05

Revision Date: 06/04/09

#### Interim Staff Positions

When a GCBH employee assumes temporary duties of a vacant position and the salary grade is greater than the salary grade at which the employee is currently employed, the GCBH Director will authorize an interim salary increase based upon a recommendation from the Personnel Committee. Any interim increase in salary shall be agreed to and authorized by the GCBH Director, in writing, prior to the assumption of any interim duties. Only GCBH budgeted staff positions are subject to interim salary increases.

Interim salary increases shall cease when:

1. The interim position duties assumed are filled by a regular employee;
2. The Director re-assigns the interim duties assumed during the interim period;
3. The employee assuming the interim duties elects to return to his/her original position; or
4. The employee assuming the interim duties voluntarily or involuntarily leaves the employ of GCBH.

No GCBH employee may assume interim duties longer than six months without written approval of the Director.

#### Interim Director Position

In the event of a vacancy of the Director position, the GCBH Board of Directors shall appoint a person to the position of Director, who in the Board's opinion has the ability to perform the duties of the position and the Board of Directors shall authorize a salary increase, in its sole discretion.

Interim salary increases shall cease when:

1. The interim position duties assumed are filled by a regular employee;
2. The GCBH Board of Directors re-assigns the interim duties;
3. The person assuming the interim duties elects to return to his/her original position; or
4. The person assuming the interim duties voluntarily or involuntarily leaves the employ of GCBH.

No person may assume interim Director duties for more than six months without written approval of the Board of Directors.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### 501 Work Schedules

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

The normal work schedule for all employees is 8 hours a day, 5 days a week. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. All work times will be determined by the immediate supervisor and the GCBH Director.

# Greater Columbia Behavioral Health GCBH Employee Handbook

## 502 Smoking

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

In accordance with RCW 70.160.030, no person may smoke in a public place or place of employment. In keeping with GCBH's intent to provide a safe and healthful work environment, smoking or the use of tobacco-related products is prohibited in all GCBH enclosed work and common areas, whether in enclosed individual or shared office spaces, including all GCBH vehicles.

This smoking policy shall apply to all persons who visit enclosed work and common areas, including all officers, employees, contractors or visitors during all hours and all days of the year.

In accordance with RCW 70.160.175, smoking is prohibited within twenty-five feet of entrances, exits, windows that open, and ventilation intakes that serve an enclosed area where smoking is prohibited.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### 503 Use of Equipment and Vehicles

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

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

GCBH personal computers and supporting computer equipment may be assigned to individual employees for conducting GCBH related work while away from the office. The GCBH Director will approve assignment of GCBH equipment to employees for use outside the workplace. The employee shall be responsible for returning the equipment in working condition.

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

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

# Greater Columbia Behavioral Health GCBH Employee Handbook

## 504 Cell Phone Use

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

The GCBH Director will approve the use of any GCBH-owned cellular phone. In his or her absence, the Chief Financial Officer may approve.

### I. Cellular Phone Acquisition, Use and Services

#### A. GCBH Owned Cellular Phones

GCBH owned cellular phones shall be approved by the GCBH Director or Chief Financial Officer in his/her absence. Cellular phones are assigned based on the individual employee's job requirements. Employees assigned cellular phones shall use them exclusively for the conduct of business. The general use of cellular phones shall not be in lieu of more cost effective, practical and available means of communication.

Employees assigned a cellular phone must exercise discretion as to who has access to the cellular phone number in an effort to minimize phone usage costs while maintaining service capabilities. Cellular transmissions are not secure. Therefore, employees must use discretion in relaying confidential information, and reasonable precautions must be made to prevent equipment theft or vandalism. The phone is the responsibility of the employee to whom it is assigned. Any damage, loss, or repair costs that occur may be the responsibility of the employee to replace, repair or reimburse GCBH for such expenses.

GCBH recognizes that work-related situations, such as the necessity to travel outside of normally scheduled work hours or family emergencies, may require the use of a telephone or cellular telephone by an employee for personal business. Employees should keep such personal calls brief and to the point.

However, if an employee does need to make or receive a personal call that is not work related on a GCBH owned cellular phone, then the employee is required to inform and pay GCBH the full cost of such calls. Employees in such circumstances are required to assist the Finance Department differentiating between business related and personal calls, and to reimburse the full amount owed for personal calls within 30 days of the first notification by the department.

GCBH reserves the right to revoke such cellular phones from any employee at any time for any reason.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### 505 Business Travel Expenses

Effective Date: 7/1/00

Revision Date: 12/11/03, 5/27/04, 8/31/06, 03/01/07

The purpose of this policy is to establish guidelines and procedures for business travel and for reporting reimbursable business expenses. GCBH will reimburse employees, official designees, and individuals representing GCBH for reasonable business travel expenses incurred by them in connection with their officially assigned duties either inside or outside of the Region, provided the appropriate authorization of the travel and expenses has been received. All GCBH employee business travel must be approved in advance by your supervisor.

It is the policy of GCBH that authorized travel and expenses be restricted to those activities that are necessary and clearly in the best interest of GCBH. All employees need to remain sensitive to the potential for negative public perceptions regarding the propriety of such expenses incurred by government employees and use prudence and good judgment when traveling at GCBH expense.

Employees whose travel plans have been approved should make all travel arrangements through GCBH's travel department.

Reimbursement for travel outside the Tri-Cities and for business expenses within the immediate area are limited to actual, necessary and reasonable expenses.

A. Expenses that generally will be reimbursed include the following:

1. Transportation: Travel is to be by the most economical mode available. This may include use of:
  - GCBH vehicles
  - Personal vehicles
  - Airfare or train fare for travel in coach or economy class or the lowest available fare.
  - Car rental fees, only for compact or mid-sized cars.
  - Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel.
  - Taxi fares, only when there is no less expensive alternative.
2. Mileage: Mileage costs for use of personal cars, only when less expensive transportation is not available. Employees using privately owned automobiles on GCBH business will be reimbursed at the rate set by the State of Washington, Office of Financial Management. Mileage paid shall be based on the portal-to-portal distance, or actual miles driven, whichever is the lesser.
3. Lodging: Cost of standard accommodations should be at the lowest available government, corporate or conference rate.
4. Meals: Meal reimbursements are limited to established rates. Meals included in conference registration fees are not reimbursable.
  - Tips are expected to be reasonable (15% of the total cost of a meal).

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

5. Telephone Expenses: Reimbursement shall be only for business telephone calls, telegrams, fax and other telegraphic transmissions. Employees out of town overnight for official business shall be allowed one (1) personal long distance telephone call, not to exceed ten (10) minutes for each night away from home.
6. Miscellaneous Expenses: Necessary miscellaneous business expenses such as taxi and bus fares, tolls, parking fees, educational materials, faxes and copies are reimbursable.

### B. Non-Reimbursable Expenses

1. Expenses of a personal nature that do not benefit GCBH that might have been incurred even if the traveler was not on official GCBH business are not reimbursable. Examples include, but are not limited to: dependent expenses, entertainment, traffic fines, loss or damage to personal property, purchase of personal articles, personal telephone calls outside of what is allowed in section A (5), valet service and alcoholic beverages.

- C. Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by GCBH may not be used for personal use without prior approval.

### D. Request for Reimbursement

1. Reimbursable expenses, as outlined in this policy, shall be set forth on the appropriate reimbursement voucher and submitted to the GCBH Chief Financial Officer. Vouchers shall indicate purpose or reason for business travel. A separate reimbursement voucher shall be submitted for each employee requesting expense reimbursement. Each reimbursement voucher shall be certified by the employee who incurred the expense reported thereon and shall be approved by signature of the appropriate supervisor.
2. Meals within GCBH may be authorized when such meal is concurrent with a scheduled meeting and directly related to work assignments. Reimbursement for meals within GCBH will be at the per diem rates established by the State of Washington Office of Financial Management. Reimbursement for meals outside of GCBH will be for actual costs not to exceed the total meal rates established by the State of Washington & Office of Financial Management. See the Chief Financial Officer for most current rates.
  - a. Reimbursement for meals when an employee is not required to stay overnight is considered taxable compensation under Federal Tax Law. In order for GCBH to account for same day meals, all meals purchased during same day travel must be paid in advance by the employee, and then reimbursed using the steps described in this section.
  - b. When GCBH Credit Cards are used to pay for employee meals when an employee is not required to spend the night, employees are required to submit original receipts and an approved meal notification form to the GCBH accountant upon return of the GCBH credit card.
3. Receipts must be submitted for the following expenses: meals, lodging, public transportation, telephone and all other miscellaneous expenses including taxi and bus fares, tolls, parking fees and educational materials.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

4. If, in the course of their officially assigned duties, officials and employees of GCBH find it necessary to travel to areas where expenses may exceed allowable limits as established above, reimbursement shall be permitted provided additional documentation supporting the unusual expense is submitted.

### E. Travel Modes

1. Commercial Air Travel: Reservations for commercial transportation must be made through a travel agent. Travelers are not permitted to fly on an aircraft incapable of carrying twenty or more passengers. Due to potential liability considerations, no GCBH business travel is to take place on privately owned, rented or leased aircraft.
2. GCBH Vehicles: A GCBH vehicle may be used for business travel by a GCBH employee who has a valid driver's license. Proof of a valid driver's license is maintained in the employee's personnel file. Family members shall not be allowed as passengers in GCBH vehicles under any circumstances. GCBH contractors, consumers or others affiliated with GCBH business may ride as passengers in GCBH vehicles on an occasional basis and only when involved with RSN business. On occasions where contractors, consumers or others are passengers, the immediate supervisor of the staff member driving the vehicle should approve, in advance, who the passengers are to be. Each vehicle will have a vehicle log that includes the following: employee name, leave and return date, destination and purpose of travel, beginning and ending odometer reading, date and amount of fuel.
3. Personal Vehicles: Use of a personal vehicle may be authorized by the GCBH Director. An employee using a personal vehicle on GCBH business must have a valid driver's license and proof of insurance coverage. Proof of a valid driver's license and insurance coverage are maintained in the employee's personnel file.
4. Mileage Reimbursement: The effective mileage rate shall be the rate established by the State of Washington, Office of Financial Management.
5. Rental Cars: Due to an increased number of staff and increased travel, the use of rental cars for travel to audits and training is required if a GCBH vehicle is not available. Travelers using a rental car must have a valid driver's license. Proof of current license must be maintained in the employee's personnel file. Family members and/or persons not affiliated with GCBH business shall not be allowed as passengers in the rental car. Reservations can be made by informing the front office 24 hours in advance. Reservations will be made through Enterprise Rent-A-Car and a compact, economy or mid-size model will be requested. Travelers may book a class of service above a compact, economy or mid-size vehicle:
  - When cars in the authorized categories are not available.
  - When additional space is required for transporting materials.
  - For pre-approved medical reasons.
  - When the traveler can be upgraded at no extra cost to the RSN.

At the time of rental, the car should be inspected with the rental agent and any damage found should be noted on the contract before the vehicle is accepted.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

Reimbursable (paid by GCBH) costs include the daily rental fee, mileage fee, gasoline charges, tolls, and authorized insurance charges.

Non-reimbursable costs include, but are not limited to, car repairs, tickets, fines, and traffic violations.

### F. Multiple Travelers

1. Travelers to the same event, when practical, will travel together in the same vehicle.
2. When travel is completed, employees should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses.
3. Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, expense reports, reimbursement for specific expenses, or any other business travel issues.
4. Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

### 506 Computer, E-Mail, and Internet Usage

Effective Date: 12/11/03

Revision Date: 03/01/07

The purpose of this policy is to establish guidelines and procedures for computer, e-mail and Internet usage. The following guidelines are provided to employees to ensure responsible and productive use of electronic resources.

#### DEFINITIONS

- E-Mail (Electronic Mail) - The transmission of information or reproductions from one computer terminal or workstation to another using surface transmission lines or satellite stations.
  - Internet - A worldwide network of computer networks that provides access to electronic mail, remote login, file transfer, and other services.
  - Hardware – GCBH computers and other electronic components and equipment used in support of GCBH information system operations including printers and copy machines.
- A. Computers, computer files, hardware, software, the e-mail system, Internet system hardware, printers and copy machines are GCBH property and intended for business use only.
  - B. Employees may only use software on local area networks or on multiple machines according to the software license agreement. GCBH prohibits the illegal duplication of software and its related documentation.
  - C. All messages or files composed, sent, or received on GCBH computers, Internet and e-mail system are, and remain, the property of GCBH. They are not the private property of any employee. All E-mail messages and downloaded Internet files are considered to be GCBH records and are not "private" or considered "confidential" to the employee in any way.
  - D. It is possible for deleted documents, messages, and other correspondence to be retrieved from a variety of points in the network. Employees should assume that electronic evidence discovery may recover deleted or unsaved data.
  - E. All computers, printers, copy machines, electronic mail, and Internet usage must be in compliance with all applicable laws and policies-for example, all Federal, State and local laws, and GCBH policy. All of the GCBH Personnel Policies, with regard to Sexual Harassment, apply to computer, printer, copy machine, Internet, and E-mail usage.
  - F. Use of GCBH hardware, Internet, and E-mail system requires appropriate, efficient, ethical, and legal utilization of network resources. The information systems, including Internet, E-mail, hardware, copiers, and printers of GCBH are not to be used in a way that may be disruptive, offensive to others, harmful to morale, or potentially damaging to GCBH or its employees.

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

G. The GCBH Internet and E-mail systems are to be used primarily for GCBH job related and business activities. GCBH policy allows for incidental and occasional personal use of GCBH Internet access unrelated to work assignments. Limited personal use may be permitted according to the following principles:

1. Use involves no additional expense to GCBH;
2. Use is incidental, occasional and of short duration;
3. Use is not for personal gain, conducting private business, political campaigning, or any fraudulent, harassing, obscene or illegal uses;
4. Use does not infringe on any other GCBH policies or guidelines; and
5. Use does not violate the "Prohibited Uses" outlined in this policy.

H. Prohibited Uses of Computers, Hardware, Internet and E-mail:

1. Use for personal gain or personal business use.
2. Use to solicit other employees for ventures.
3. For commercial activities, religious causes, political causes, charitable solicitations, support for outside organizations or other personal causes or activities not related to GCBH business.
4. Use for any illegal purpose.
5. For access to web sites, chat channels, newsgroups, messaging, etc. of an adult nature (i.e. sexual or pornographic) including online dating services.
6. Expression of ill will or bias against employees, individuals, or groups.
7. Development, transmission, copying, or printing of offensive or sexually explicit material.
8. Use of aliases or anonymous messages or misrepresentations of position or authority.
9. Intentional intercepting, reading, copying, or otherwise compromising of information to a non-authorized person or entity.
10. Developing, transmitting, accessing, copying, or printing material which may be considered obscene, sexually suggestive, offensive, demeaning, insulting or disparaging of others. Such as files/messages/websites that contain sexual implications, pornography, racial slurs, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability.
11. Downloading files is restricted to GCBH business only. Users must not download any files unrelated to GCBH business from the Internet without prior approval from the MIS Manager.
12. Downloading and/or installation of any software application onto a GCBH computer is not allowed without prior written permission from the IS Manager.
13. Sending, receiving, posting, reproducing, or distributing copyrighted materials or confidential information without prior authorization.
14. Use of aliases while using the Internet is prohibited. Anonymous messages are not to be sent. Also, the misrepresentation of an employee's job title, job description, or position is prohibited.
15. Passing off personal views as representing those of GCBH.

I. There is a wide variety of information on the Internet. When accessing the Internet, some individuals may unintentionally find some information on the Internet that he or she finds offensive or otherwise objectionable. Individual users should be aware that GCBH has no control over and, therefore, cannot be responsible for the content of information available on the Internet.

J. Users must not give out their individual E-mail password, and passwords should be changed on a regular basis. Users are responsible for messages sent via their account. Users should not tamper with

# Greater Columbia Behavioral Health

## GCBH Employee Handbook

someone else's account without their knowledge and consent. Unauthorized use of an E-mail account is in violation of policy.

- K. Notwithstanding GCBH's right to retrieve and read any E-mail messages and monitor Internet usage, E-mail should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any E-mail that is not sent to them. Any exception to this policy must receive prior approval from the IS Manager and the employee's department head.
- L. Computer, E-mail and Internet usage are subject to monitoring by Information Services staff. Security features, such as passwords, will not prevent monitoring of files and usage.
- M. E-mail files, downloaded Internet files, and Internet history, like any other file on a hard drive, are potentially retrievable and may be subject to public disclosure. Deleting an E-mail message or a file does not necessarily erase it from the system, and it could be retrieved later.
- N. GCBH retains the right to monitor computer, Internet and e-mail usage. Information gathered includes time spent on the Internet, sites visited, and e-mail content.
- O. Employees are subject to disciplinary action for charging GCBH for unauthorized personal expenses made on the Internet.
- P. All employees with access to E-mail and the Internet must sign the *Computer, Internet and Electronic Mail Policy Acknowledgement form* prior to receiving access to the Internet.
- Q. Any employee who discovers a violation of this policy should notify their Manager, IS Manager, or GCBH Director. Any employee who violates the terms of the contract or the policies set forth here may be subject to disciplinary action up to and including termination of employment.

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## Computer, Internet and Electronic Mail Policy Acknowledgement

I acknowledge that I have read and understand the policy on GCBH Computer, Internet, and Electronic Mail usage, and agree to comply with all stated policies. I hereby consent that GCBH, or its authorized representative(s), may monitor, review, and/or copy any information from GCBH information system including the Internet and E-mail system, whether stored or in transit, at any time, and may, without further notice, disclose such information to any third party or parties, including law enforcement agencies. I am aware that violations of this policy may subject me to disciplinary action or termination from employment. I am also aware that GCBH reserves the right to change its policies with regard to Computer, Internet, and E-Mail usage.

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Employee Name (Please Print)

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Employee Signature/Date

**Original to Employee Personal File.**

# Greater Columbia Behavioral Health GCBH Employee Handbook

## 508 Remote Operations

Effective Date: 7/1/00

Revision Date: 12/11/03

The region comprising GCBH includes eleven (11) counties and the Yakama Nation. Execution of GCBH responsibilities across this vast geographic region necessitates remote operations of some of GCBH's administrative responsibilities.

All GCBH employees working in remote offices other than the main office located in Kennewick, shall comply with all GCBH Standards, policies and procedures. The following policy provides additional guidance for remote operations.

It may be necessary for certain GCBH staff to reside and work in areas not located near the GCBH Regional Office. This type of arrangement facilitates efficiency to outlying areas of GCBH. Employees may need to operate out of a home office or share a county office.

Regardless of office location, the Personnel Policies and Code of Conduct of GCBH are in effect for these employees.

**Communication:** Weekly staff meetings are required of all staff and approved conference call may be used in case of inclement weather or scheduling difficulties. Cell phone, telephone, fax and e-mail may be used for regular communication. Laptop computers may be issued for communication with the Regional Office remotely either by dial-up or by Internet connection. This enables supervision and communication through Internet-based communication such as email.

**Reimbursement of Expenses:** Employees with a home base outside of the Regional Office area are reimbursed for expenses incurred for travel and expenses outside of the employee's home-base of operations. This may include accommodations, meals, and travel expenses. As attendance at the Regional Office requires these employees to be away from their normal offices, they are reimbursed for travel and meals. When stress of weather requires them to stay overnight, they may be reimbursed for accommodations. All reimbursement for expenses are contingent upon supervisory approval.

**Recordkeeping:** It is the responsibility of the employee to ensure the confidentiality and security of all files stored off site.

Files are to be kept in a secure location, i.e., locking file cabinet. A key to each remote operations locking file cabinet shall be maintained in the master key file at the GCBH Regional Office.

Should it be necessary for an employee to remove a confidential file from the Regional Office, a copy of the file should be made. The original file is to remain at the Regional Office. Copies should be treated with the same secure and confidential record keeping practices.

At no time should files be left on top of the desk or in an unlocked file when the employee is not on site.

Only authorized employees of GCBH have access to locked files.

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## GCBH Employee Handbook

### 601 Family & Medical Leave

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

The following is a summary of Greater Columbia Behavioral Health Family and Medical Leave Policy. Further information regarding the Family and Medical Leave Act of 1993 (FMLA), and state and local leave laws, may be obtained from the Office Manager.

The FMLA establishes rules for certain categories of unpaid leaves of absence. Eligible (or “qualified”) employees may take up to a total of twelve (12) weeks unpaid leave in a twelve month period in connection with the birth, adoption or foster care placement of a child, or the serious health condition of the employee or an immediate family member (immediate family members include children, spouse or parents). “New child leave,” must be taken in consecutive weeks, while leave due to an employee’s or family member’s serious health condition may be taken in consecutive weeks, intermittently, or on a reduced work/leave schedule, if supported by the appropriate medical certification.

Employees eligible for FMLA leave are those who have been employed for at least 12 months and have worked at least 1,250 hours of employment for Greater Columbia Behavioral Health. Employees must provide at least 30 days notice of a foreseeable leave to the Office Manager. If the leave is not foreseeable 30 days in advance, then the employee must give as much notice as practicable under the circumstances. FMLA entitlement is calculated beginning when the employee first takes FMLA leave at Greater Columbia Behavioral Health.

When an employee gives notice of a requested FMLA leave for purposes of a serious health condition, the employee will be required to provide medical certification that the requested leave is medically necessary. Greater Columbia Behavioral Health reserves the right to require periodic certifications (at least every 30 days) for extended leaves under FMLA. Employees are also required to periodically inform Greater Columbia Behavioral Health of his/her condition and return-to-work status.

Greater Columbia Behavioral Health will require that accrued but unused vacation, paid sick leave, or any other accrued paid leave be used as part of the leave period. Except for accrued vacation, paid sick time, or other accrued paid leave, family and medical leave will be leave without pay. Health benefits will continue during such leave, although you may be required to reimburse Greater Columbia Behavioral Health for the benefits in the event you do not return to work at the conclusion of the leave. Other flexible benefit options may be continued, which are in effect prior to the leave, if the employee chooses to pay the full cost for the selected options. However, when an employee is out on FMLA leave, s/he does not continue to accrue vacation pay, sick leave or any other accrued benefits.

Employees returning from an FMLA leave will generally be re-employed in either the same job or one of equivalent status and pay, depending on the conditions which exist when the employee is ready to return to work. Exceptions may exist for “key” employees. Returning employees may also be required to provide medical certification that they are able to return to work.

This policy merely outlines your benefits under the FMLA. Some additional leave may be available under state or local laws. Where allowed by state or federal law, all leaves will run concurrently. Where the law allows, all approved leave, whether paid or unpaid, will be counted against an employee’s annual

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family and medical leave entitlement under this policy and the law. This means that workers' compensation leave, leave for a non-industrial injury or illness, leave as a reasonable accommodation for a qualified individual with a disability, federal family medical leave, and/or state family leave may all run concurrently where allowed by law and be counted against the employee's annual family leave entitlement. If you believe you may need to avail yourself of this policy, you are encouraged to contact the Office Manager for more specific information.

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### 603 Personal Leave Without Pay

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

GCBH provides leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations. Employees in the following employment classification(s) are eligible to request personal leave as described in this policy:

- Regular full-time employees
- Regular part-time employees

Eligible employees may request personal leave without pay only after having completed six (6) months of service. As soon as eligible employees become aware of the need for a personal leave of absence, they should request a leave from their supervisor.

Personal leave without pay may be granted when other forms of leave (i.e., sick leave, vacation leave, etc.) have been exhausted, for a period of up to fifteen (15) consecutive calendar days every year. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than fifteen (15) additional calendar days. With the supervisor's approval, an employee shall exhaust any available sick leave or vacation leave as part of the approved period of leave extension.

Requests for personal leave without pay will be evaluated based on a number of factors, including, but not limited to, anticipated work load requirements, staffing considerations, and the business needs of the organization during the proposed period of absence.

Subject to the terms, conditions, and limitations of the applicable plans, GCBH will continue to provide health insurance benefits for the full period of the approved personal leave.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, GCBH cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, GCBH at its discretion, may assume that the employee has abandoned the job.

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## 604 Military Leave

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

It is the policy of GCBH to comply with the Washington State and federal laws regarding leave for military service, including reinstatement as required by those laws. If you have any questions about your rights under Washington State and federal law for military leave, please see the personnel coordinator.

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## GCBH Employee Handbook

### 605 Maternity Leave Policy

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

A leave of absence will be granted to an employee for the period of time that she is actually ill or disabled due to pregnancy or childbirth. An employee taking leave under this policy may be required to furnish medical certification of the disability.

An employee taking a leave of absence for the period of disability related to pregnancy and childbirth has the right to return upon expiration of such leave to the same position, or a similar position of comparable pay and benefits, unless business necessity prevents the company from returning the employee to such position. If an employee extends her pregnancy-related leave beyond the period of actual disability, the employee has no right to return to the same or similar position upon expiration of such leave, unless she has other rights under some other leave policy such as the Family and Medical Leave Policy.

Maternity leave is unpaid but an employee may elect to use all accrued sick leave and vacation time during maternity leave. GCBH encourages an employee planning to take leave under this policy to contact the Director as soon as practical in order to discuss this policy and have any questions answered. When allowed by law, this leave will run concurrently with other leaves of absence.

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## GCBH Employee Handbook

### 700 Fraud & Abuse Reporting

Effective Date: 12/11/03

Revision Date: N/A

All GCBH employees are responsible for reporting incidents of abuse and fraudulent activities to the GCBH Corporate Compliance Officer (CCO).

#### I. Definitions:

**Fraud:** An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. It includes any act that constitutes fraud under applicable Federal or State law.

**Abuse:** Provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid program, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards for health care.

#### II. Fraud and Abuse can include but not be limited to:

- Billing For Services Not Performed
  - Double Billing
  - Unnecessary Services
  - Kickbacks
  - Upcoding
  - Unbundling
  - Falsification of Health Care Provider Credentials
  - Falsification of Provider Financial Solvency
  - Intentional improper billing
  - Related Party Contracting
  - Incentives that limit services or referral
  - Embezzlement and theft
  - Billing Medicaid enrollees for GCBH covered services.
  - Failure to follow all applicable professional standards, practices or ethical guidelines.
- A. Any threat of reprisal against a person who makes a good faith report under the Plan is against GCBH policy. Reprisal, if found to be substantiated, is subject to appropriate discipline, up to and including termination.
- B. Any attempt to harm or slander another through false accusations, malicious rumors or other irresponsible actions are a violation of GCBH policy. Such attempts, if found to be substantiated, shall be subject to discipline, up to and including termination.
- C. GCBH, at the request of a reporting person, shall provide such anonymity to the reporting person as is possible under the circumstances in the judgment of the CCO, consistent with GCBH obligation to investigate concerns and take necessary corrective action.

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- D. If the identity of the complainant is known, the CCO provides a written report to the reporting individual that an investigation has been completed and, if appropriate, the corrective action that has been taken.

### III. Employee Discipline

- A. GCBH will initiate appropriate disciplinary action up to and including termination of employment against the person(s) whose conduct appears to have been intentional, willfully indifferent or with reckless disregard of state and federal laws. Employees may also be disciplined for failure to participate in required training associated with Compliance and Fraud/Abuse prevention.

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## GCBH Employee Handbook

### 701 Employee Conduct and Work Rules

Effective Date: 7/1/00

Revision Date: 12/11/03

To ensure orderly operations and provide the best possible work environment, GCBH expects employees to conduct themselves in a professional manner, to exercise good judgment, and to conduct themselves in a manner that will protect the interests and safety of all employees and the organization.

**Nothing in this policy alters the at-will status of employment at GCBH or requires GCBH to have cause to terminate an employee. Employment with GCBH is at the mutual consent of GCBH and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.**

GCBH has the sole discretion to determine whether disciplinary action or termination will be imposed, and if so, what level of disciplinary action or termination will be imposed. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples, not a complete list, of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

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### 702 Drug and Alcohol Use

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

#### I. Purpose

It is the policy of GCBH to maintain a safe, healthful, and productive work environment for all employees. This policy provides guidelines for the detection and deterrence of alcohol and drug abuse at GCBH. It also outlines the responsibilities of management and employees. GCBH will act to eliminate any substance abuse, alcohol, illegal drugs, prescription drugs, or any other substance which could impair an employee's ability to safely and effectively perform the functions of their particular job which increases the potential for accidents, absenteeism, substandard performance, poor employee morale, or damage to the GCBH reputation or property. All persons employed by GCBH are covered by this policy and are hereby made aware that violations of this policy may result in discipline, up to and including discharge. Misuse of alcohol and drugs will not be tolerated by GCBH.

GCBH has a strong commitment to its employees to provide a safe work environment and to promote high standards of employee health. Consistent with the spirit and intent of this commitment, GCBH has established this policy regarding alcohol and drug abuse.

In recognition of the serious duty entrusted to the employees of GCBH, with knowledge that alcohol and drugs do hinder a person's ability to perform duties safely and effectively, the following policy against alcohol and drug abuse is hereby adopted.

#### II. Objectives

- A. Increase employee awareness of the dangers of alcohol and drug use and/or abuse.
- B. Eliminate the use, abuse and/or possession of alcohol and unauthorized drugs on GCBH premises.
- C. Recognize the changes in employee's work, safety, attendance, and/or behavior which may identify potentially affected employees.
- D. Encourage and motivate affected employees to seek appropriate assistance. Confidentiality will be maintained as much as possible.

#### III. Application

This policy applies to GCBH. This policy applies to alcohol and to all substances, drugs, or medications, legal or illegal, which could impair an employee's ability to effectively and safely perform the functions of their job.

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### IV. Employee Responsibilities

GCBH employees shall:

1. Not report to work or be subject to duty while his/her ability to perform job duties is impaired due to alcohol and/or drug use (including prescription drugs), on or off duty;
2. Not possess, manufacture, or use alcohol and/or drugs (illegal drugs and legal drugs without a prescription) during working hours;
3. Not sell or provide alcohol and/or drugs to any person or to any other employee while either employee or both employees are on duty;
4. Notify his/her supervisor, before beginning work, when taking any medications, prescription or non-prescription, which may interfere with the safe and effective performance of duties or operation of GCBH equipment;
5. Notify GCBH within five (5) days of any criminal alcohol or drug statute conviction for a violation occurring in the work place.

### V. Procedures

1. No GCBH employee shall be permitted to report to work or continue to perform work while in possession of, or under the influence of, alcohol or other drug substances which in any way affects safe and efficient physical performance and/or mental judgment. Any employee found in such an apparent condition, will be removed from the work site and is subject to disciplinary action up to and including discharge.
2. Employees found to be manufacturing, selling, or providing alcohol and/or drug substances to anyone either on GCBH premises, or during their work time are subject to disciplinary action up to and including termination.
3. Employees found to be using alcohol and/or other drug substances, while on GCBH premises or during work, hours are subject to discipline up to and including discharge.
4. Recognizing that employee performance will be affected by alcohol and/or drug abuse, incidents of unacceptable employee performance will be discussed with the employee and documented in writing as well as placed in the employee's personnel file. Unacceptable employee performance may subject an employee to discipline, up to and including termination.
5. Information and educational materials will be provided to familiarize all employees with the danger of alcohol and/or drug abuse.

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VI. Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify GCBH of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the GCBH Director without fear of reprisal.

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### **704 Attendance and Punctuality**

Effective Date: 7/1/00

Revision Date: 12/11/03

To maintain a safe and productive work environment, GCBH expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on GCBH. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

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### 705 Personal Appearance

Effective Date: 7/1/00

Revision Date: 12/11/03

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image GCBH presents to the public and visitors.

During business hours or when representing GCBH, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with Member Governments, allied systems of care, service providers, consumers, family members, or any system stakeholder.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

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## **706 Return of Property**

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

Employees are responsible for all GCBH property, materials, or written information issued to them or in their possession or control. All GCBH property must be returned by employees on or before their last day of work.

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### 709 Problem Resolution

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

GCBH is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from GCBH supervisors and management.

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

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with GCBH in a reasonable, business-like manner, or for using the problem resolution procedure.

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

- A. Employee presents problem to immediate supervisor within five (5) calendar days after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to GCBH Director.
- B. Supervisor responds to problem during discussion or within five (5) calendar days, after consulting with appropriate management, when necessary. Supervisor documents discussion.
- C. Employee presents problem to GCBH Director within five (5) calendar days, if problem is unresolved.
- D. GCBH Director counsels and advises employee, assists in putting problem in writing, visits with employee's manager(s), if necessary, and directs employee to Personnel Committee for review of problem.
- E. Employee presents problem to Personnel Committee in writing.
- F. Personnel Committee reviews and considers problem. Personnel Committee informs employee of decision within three (5) calendar days, and forwards copy of written response to GCBH Director for employee's file. The Personnel Committee has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security. If an employee believes that he or she has been subject to conduct proscribed by the Non-Discrimination and Anti-Harassment Policy, the employee must comply with that policy, which can be found on page 8 of the Employee Handbook.

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### 711 Whistleblower Policy

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

#### **POLICY ON REPORTING GOVERNMENT MISCONDUCT**

This policy sets forth the procedures employees shall follow for reporting alleged improper governmental action.

#### Definition of “Improper Governmental Action”

“Improper governmental action” means any action by a local government officer or employee (1) that is undertaken in the performance of the officer’s or employee’s official duties, whether or not the action is within that person’s employment and (2) that is in violation of any federal, state, or local law or rule, is an abuse of authority, is of substantial and specific danger to the public health or safety, or is a gross waste of public funds.

“Improper governmental action” does not include personnel actions such as:

- employee grievances
- complaints
- appointments
- promotions
- transfers
- assignments or reassignments
- reinstatements, restorations, or reemployments
- performance evaluations
- reductions in pay
- dismissals
- suspensions
- demotions
- violations of the local government collective bargaining and civil service laws
- alleged labor agreement violations
- reprimands

#### Reporting Alleged Improper Governmental Action

Every employee has the right to report to the appropriate person or persons information concerning alleged improper governmental action. The identity of the employee reporting such alleged improper governmental action shall be kept confidential to the extent possible, unless the employee authorizes the disclosure of his or her name in writing.

An employee who wishes to report alleged improper governmental action shall submit a written report to the Executive Director, the Board Chair, or Risk Management Officer stating in detail the basis

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for the employee's belief that an improper governmental action has occurred. The employee may also submit the written report to the county prosecuting attorney.

Except in the case of emergency, before an employee provides information regarding alleged improper governmental action to a person or an entity who is not a public official or a person listed in the preceding paragraph of this policy, the employee shall submit a written report, stating in detail the basis for his or her belief that an improper governmental action has occurred, to the agency. For purposes of this paragraph, an "emergency" means a circumstance that if not immediately changed may cause damage to persons or property.

### Protection Against Retaliatory Action

Employees are protected from retaliation for good faith reporting of improper governmental action.

In order to seek relief against retaliation for good faith reporting of improper governmental action, an employee shall provide written notice of the charge of retaliation to the governing body of the agency. The notice shall (1) specify the alleged retaliatory action and (2) specify the relief requested.

The notice of the charge of retaliation shall be delivered to the agency no later than 30 days after the occurrence of the alleged retaliatory action. The agency then has 30 days to respond to the charge and request for relief.

When the charging employee receives the agency's response, or after the last day on which the agency could respond, the charging employee may request a hearing to establish that a retaliatory action occurred and to obtain appropriate relief provided by law. The request for a hearing shall be delivered to the agency within 15 days of delivery of the agency's response or within 15 days of the last day on which the agency could respond.

Within five working days of receipt of the employee's request for a hearing, the agency shall apply to the State Office of Administrative Hearings for an adjudicative proceeding before an administrative law judge. At the hearing, the employee must prove his or her claim by a preponderance of the evidence.

Employees who fail to make a good faith attempt to follow this policy and procedure in reporting improper governmental action shall not be eligible for the protections outlined against retaliation.

**For employee complaints about harassment or discrimination, the employee should follow the Anti-Harassment and Non-Discrimination Policy found in Section 103 of the Employee Handbook.**

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## 712 Statement of At-Will Employment and Acknowledgment of Receipt of Handbook

Effective Date: 7/1/00

Revision Date: 12/11/03, 03/01/07

The Employee Handbook, including the Code of Conduct, describes important information about GCBH, and I understand that I should consult the GCBH Director regarding any questions not answered in the handbook. **I have entered into my employment relationship with GCBH voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or GCBH can terminate the relationship at will, with or without cause, at any time, No one at GCBH, except the Director, with Board consent, and then only in writing, has the authority to alter the at-will status of your employment with GCBH.**

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to GCBH's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the GCBH Board of Directors has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read, comprehend, and comply with the policies contained in this handbook and any revisions made to it. I acknowledge that this Employee Handbook is effective as of the date below and replaces and supercedes all previous handbooks.

I acknowledge that I have received GCBH's Employee Handbook and that I have read and understand its contents.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_