

Great Rivers Behavioral Health Administrative Services Organization

Policy Title:	Work Schedules, Work Hours and Work Locations	Policy No. 9010.00
Category:	Employment Policy Manual	Date Adopted: 2/12/2020 Date Revised:
Reference:		

Work Hours

1.1 Hours of Operation:

Great Rivers BH-ASO will establish the hours of operation and services within the limits of their authorized funding and applicable legal requirements. Great Rivers BH-ASO's standard hours of operations are Monday through Friday from 8:00 am to 5:00 pm. Due to operational needs and services provided, employees may be required to perform work on days and during hours other than the standard hours of operations.

1.2 Employee Work Schedules:

Employee work schedules will be developed and modified by Great Rivers BH-ASO, including temporary changes, to meet operational needs. Great Rivers BH-ASO will make every possible effort, as operations permit it, to provide advance notice of at least one (1) pay period when the operations require a permanent or temporary change to the employee's established work schedule.

1.3 Meal and Rest Periods:

Meal and rest periods are an important aspect to workplace satisfaction, safety, and adequate performance and productivity. Great Rivers BH-ASO allows for the following meal and rest periods:

- 1.3.1 Employees are permitted to take a 1-hour meal period mid-way through the workday, but no later than five hours after the employee's workday begins. Alternative work schedules may include different meal periods but must not be less than a 30-minute meal period. Meal periods are not considered work time (on employee's own time).
- 1.3.2 Employees are permitted to take 10- to 15-minute rest breaks twice in their 8-hour workday. Rest breaks must not be less than 10 minutes. One rest break will be taken approximately mid-way during the first half of the workday but no later than 3 hours after the workday begins, and another approximately mid-way during the second part of the workday but no later than 3 hours after the conclusion of the meal period. Rest breaks are considered work time (paid Great Rivers BH-ASO time), and although it is the employee's personal rest time, the supervisor may require that the break period(s) take place within Great Rivers BH-ASO premises or building proximity, notwithstanding other pre-approved arrangements. Also, break times may be taken at scheduled times, but subject to flexibility to accommodate operational needs.
- 1.3.3 Meal and rest periods may not be used to account for employee's late arrivals, early departures, or to cover for any other time off work (such as flextime) for other purposes without the pre-approval from the supervisor (up to the minimum meal or

break time amounts). Meal and or rest breaks will not be mixed or merged to have a longer break or meal period.

FAIR LABOR STANDARDS ACT- POSITION DESIGNATION

- 2.1 Non-Exempt Employees: Employees in positions that are designated Non-Exempt are eligible for overtime compensation under the Fair Labor Standards Act (FLSA) for work hours in excess of forty (40) worked hours in a work week.
- 2.2 Exempt Employees: These employees hold positions exempt from the Fair Labor Standards Act (FLSA) and Washington's Minimum Wage Requirements and Labor Standards (MWRLS--formerly Minimum Wage Act) provisions. Their compensation is based on the position's responsibilities and expectations rather than hours worked. Employees who are exempt from the Fair Labor Standards Act and Washington Minimum Wage Requirements and Labor Standards (WA-MWRLS) are not entitled to overtime compensation.
- 2.3 Employees will be informed at the time of hire or of changes to their position's exempt or non-exempt status. Employees with questions regarding the exempt or non-exempt status of their positions should contact their supervisors or Human Resources.

TIMESHEETS AND REPORTING WORK HOURS

Some method of work time reporting (timesheets reporting) requirements is necessary to comply with federal and state law and public accountability expectations. Furthermore, reporting of work time is necessary to adequately distribute work and assignments, grant reporting compliance, reporting to the WA Department of Retirement Systems (DRS), and other accounting and reporting purposes.

3.1 Non-exempt Employees:

Pursuant to FLSA, non-exempt employees must accurately and fully report and account for all worked time, paid leave, compensable time, leave without pay, and flex-hours daily.

3.2 Exempt Employees:

3.2.1 Timesheets for each pay period must show the daily distribution of hours between time worked, paid leave, and leave without pay. Each manager at their discretion may require staff to show actual hours worked and flexible schedule daily.

3.2.2 No leave will need to be used or charged if the total hours worked equals or exceeds the hours scheduled for the pay period.

3.2.3 Flexible time must be taken within 30 days of usage. When flexible scheduling is not possible and the employee needs time off work, partial and full day absences should be charged to accrued paid leave. If paid leave is not available, time off will be reported as unpaid leave.

OVERTIME & COMPENSABLE TIME

Non-Exempt Employees: Overtime provisions of this manual apply only to non-exempt employees.

- 4.1 **Authorization:** No employee shall work hours in excess of their regular workday or work week without the prior approval and direction of their manager/supervisor or designee. The manager/supervisor may designate circumstances when overtime may be worked without prior approval. No manager/supervisor shall authorize or permit overtime unless sufficient funds are available in the budget.
- 4.2 **Work Week for Overtime Calculation:** The work week for overtime calculation shall be the period of seven consecutive 24-hour days beginning with the reporting time following the employee's regularly scheduled days off ("weekend"). At Great Rivers BH-ASO,
 - 4.2.1 The standard operations work week is 12:00 AM Sunday to 11:59 PM the following Saturday.

- 4.3 Compensation for Overtime: Non-exempt employees normally shall be compensated in pay at one and one-half times their regular rate of pay for hours worked in excess of forty (40) worked hours in a work week. Otherwise, all questions regarding the determination of work time shall be in accordance with the FLSA and WA-MWRLS. Overtime will be worked and paid in increments to the nearest one-quarter of an hour (1/4 or .25 of an hour).
- 4.4 Observed Holiday time, paid and unpaid leave and PTO are not counted as time worked for the purposes of overtime compensation for work hours in excess of forty (40) worked hours in a work week. Holiday hours paid for a holiday falling on the employee's regular day off shall be paid at straight time for the hours. Worked hours during an observed holiday will be compensated at regular rate in addition to the observed holiday compensation benefit; any overtime in that work week will be paid at time and a half for work hours in excess of forty (40) worked hours in the work week.
- 4.5 Assignments of Overtime: Overtime assignments shall be based on policies and procedures established at the division or unit level. Great Rivers BH-ASO will attempt to meet its overtime requirements on a voluntary basis. In the event there are insufficient volunteers to meet the operational needs, Great Rivers BH-ASO may require the necessary employees to work.
- 4.6 Exempt Employees: These employees hold positions exempt from FLSA and WA-MWRLS provisions. However, Great Rivers BH-ASO acknowledges that there may be extraordinary times when exempt employees' jobs require excessive work hours in addition to their regular schedules which cannot be addressed through flexible work hours arrangements. For the purpose of this program, "excessive work hours" means 10+ hours per workday or 50+ hours per work week on a regular basis for an extended period of time. The CED may consider and approve, at their sole discretion, to grant either of the following options on an individual basis or across a unit or the organization:
 - 4.6.1 Grant additional lump-sum compensation.
 - 4.6.2 Grant additional Personal Time Off (PTO) hours be added to the employee's PTO bank.
- 4.7 Records: Overtime records shall be maintained by Great Rivers BH-ASO, or its designee, in accordance with the FLSA and MWA, as well as other requirements as the Board of Commissioners may establish.

OTHER WORK HOURS FOR NON-EXEMPT

- 5.1 Holiday Work: Non-exempt employees assigned or authorized to work on a designated holiday shall be paid for the holiday and be paid at the applicable rate of pay (regular rate or at overtime or equivalent compensatory rate when applicable as defined by the overtime policy) for all hours worked. Individual employees who work on both the legal holiday and the day of its observance will receive the holiday pay once on either day but not both and be paid at the applicable rate of pay (regular rate or at overtime or equivalent compensatory rate when applicable as defined by the overtime policy) for all hours worked. Exempt employees who work on a holiday may take an equivalent amount of time off under Great Rivers BH-ASO's flexible scheduling policy.
- 5.2 Non-exempt employees who are contacted during hours outside of the standard workdays or work hours for Great Rivers BH-ASO matters will receive applicable compensation (regular rate, overtime, or flex- time when applicable as defined by the overtime policy) when the required work exceeds a minimum of 6 minutes of time.
- 5.3 Travel Time and other compensable time: Great Rivers BH-ASO will apply FLSA and WA-MWRLS provisions.

ALTERNATIVE WORK SCHEDULES & FLEXIBLE WORK SCHEDULES

An employee may also request or propose a change to their regular work schedule or an alternative work schedule, subject to the following requirements:

- 6.1 Legal Compliance: No work schedule may be established or permitted for non-exempt employees that is in violation of state and/or federal wage and hour laws or that requires the payment of overtime for regularly scheduled work.
- 6.2 Great Rivers BH-ASO Approval: To ensure that work schedules are in compliance with legal and public accountability requirements, Great Rivers BH-ASO management will consult with Human Resources when contemplating certain work schedules including flextime schedules, telecommuting or work-at-other approved locations, job-share arrangements, and others.

Note: This section does not apply to modifications of work schedules as a result of accommodations under FMLA, WFLA, or ADA, which is addressed in a separate policy.

6.3 Modified Work Schedules:

A modified schedule is defined as one wherein the employee works a recurring and predictable schedule that is different from the standard Great Rivers BH-ASO hours of operation for the division, classification, or work unit. Individual employees may propose a variable work schedule. Such requests will be considered primarily in the context of Great Rivers BH-ASO operational needs while considering the request to accommodate the employee's request and needs.

6.4 Flexible scheduling (Flextime)

6.4.1 Non-Exempt Employees (employees in positions that are eligible for overtime compensation under the Fair Labor Standards Act - FLSA).

6.4.1.1 At the employee's request, Flextime may be applied in lieu of overtime eligibility. Flextime is not an employer's imposition but is an employee's voluntary option as approved by the manager/supervisor when it does not affect operations.

6.4.1.2 The FLSA requires that non-exempt employees be compensated at the rate of time and one half the employee's regular rate for all hours worked in excess of 40 hours per work week. Therefore, non-exempt employees may only be permitted to apply Flextime within a single work week. Flextime must be approved in advance by the employee's manager/supervisor.

6.4.2 Exempt Employees (employees in positions that are not eligible for overtime compensation under the Fair Labor Standards).

6.4.2.1 Exempt employees are normally granted flexible scheduling, allowing them to vary their schedules on a day-to-day and week-to-week basis, depending upon the requirements of their jobs and the reporting procedures within their divisions. The scheduled forty-hour (40) work week may be accomplished using daily or weekly variations in hours.

6.4.2.2 Under flexible scheduling, exempt employees may generally flex their time within a single pay period. However, it is recognized that this is not always possible, and with the knowledge and consent of the immediate manager/supervisor, employees may adjust their schedules such that the flexible scheduling may be applied at a time that is accommodating to the operations. Time-off does not have to be charged to a paid leave account if it is offset by additional hours worked at other times during the work week or pay period and reported on timesheets.

6.4.3 Nothing in this section shall be construed to limit Great Rivers BH-ASO's authority to require employees to report absences from their regular work schedule, to

keep their supervisor informed of their whereabouts, or to account for how time is being spent. Great Rivers BH-ASO encourages exempt employees to communicate flex scheduling and keep their work calendar (Outlook) up to date to facilitate planning.

TELEWORK & TELECOMMUTING

- 7.1 Great Rivers BH-ASO will support telework and telecommuting work arrangements where it is reasonable and practical to do so, where operational needs will not be adversely affected, and when the position and the employee are eligible for such a work arrangement. Great Rivers BH-ASO may develop work arrangements, in accordance with managerial and operational interests, whereby it can attract and retain valuable and skilled employees.
- 7.2 Any employee who is permitted at Great Rivers BH-ASO's sole discretion to telework and/or telecommute will sign an agreement prior to beginning that working structure. The employee also understands and agrees that Great Rivers BH-ASO has the sole discretion to modify or discontinue allowing the telecommuting option at any point in time for any reason deemed necessary for the organization.
- 7.3 Not all jobs are suitable for telecommuting work arrangements. Telecommuting arrangements may be subject to budgetary or financial implications. Telecommuting arrangements do not otherwise alter the basic terms and conditions of employment, including compensation, benefits, paid leave, workers compensation, etc.

Definitions

- 7.4 Telework and telecommuting are a cooperative arrangement between Great Rivers BH-ASO and an employee, based upon the needs of the job, work group, and the individual's specific job function and role. For the purpose of this policy:
 - 7.4.1 Telework is defined as an alternative work location arrangement where the employee is regularly scheduled to perform work during part of their work week from any of the other Great Rivers BH-ASO's office locations in the service region or other alternative business location that allows the employee to electronically link (via computer, fax, etc.) to a central office or principal place of employment.
 - 7.4.2 Telecommuting is defined as an alternative work location arrangement where the employee is regularly scheduled to perform work from home when it allows for electronically link (via computer, fax, etc.) to a central office or principal place of employment.
- 7.5 For the purposes of this policy, telework and telecommuting arrangements do not include:
 - 7.5.1 Arrangements whereby an employee occasionally or temporarily is permitted or assigned to work from an alternative location because of a special short-term assignment. Great Rivers BH-ASO's main office is in Chehalis, WA. Great Rivers BH-ASO may establish other "satellite" office locations within its service region. Some positions may require that part of the schedule be regularly at alternative locations, such as at provider's premises or at partner agencies, or other business locations by special assignment. In other circumstances, employees may be regularly or temporarily assigned to work from these "satellite" offices due to operational needs.
 - 7.5.2 Arrangements to temporarily accommodate a personal situation, including accommodations under ADA, FMLA or Washington's Law Against Discrimination, as well as temporary irregular operational needs when it is advantageous to generate a work environment for a specific project that allows for less interruptions.

- 7.6 This policy is not a guarantee of applicability or opportunity for this work option to every position and to every employee. Telework and telecommuting is strictly at the discretion of the Great Rivers BH-ASO executive team and the employee's supervisor.

Eligibility

- 7.7 At its discretion, Great Rivers BH-ASO may set limits to the number of positions within a classification or division that may participate in a regular alternative work location arrangement. Likewise, Great Rivers BH-ASO may limit the number of hours per week or per pay period that will be performed at the alternative work locations.
- 7.8 Employees eligible for consideration for telework and telecommuting arrangements must have:
- 7.8.1 No record of performance problems requiring disciplinary or corrective action within the preceding two (2) year period;
 - 7.8.2 High job knowledge and established ability to perform high quality and quantity of work independently, as well as the ability to successfully manage work;
 - 7.8.3 The ability to be flexible and adaptable; and
 - 7.8.4 Good communication and attendance records (dependable and reliable).
- 7.9 Great Rivers BH-ASO executive management team may extend telework and/or telecommuting options outside of these parameters at its sole discretion and when it is operationally advantageous.
- 7.10 Positions eligible for consideration for telework and/or telecommuting arrangements must be ones that:
- 7.10.1 Include a variety of duties that are best if performed alone or with minimal distractions or interruptions, and can be performed with equipment that can be kept or brought to the alternate work site;
 - 7.10.2 Have clearly defined tasks and objectives with measurable outcomes and expectations that are enhanced with telework and/or telecommuting; and
 - 7.10.3 Do not require substantial regular face-to-face communications or contacts with other staff at Great Rivers BH-ASO's main location of operations.
- 7.11 Employees working in eligible positions approved to participate in regular telework and/or telecommuting work arrangements must sign an agreement of understanding including the conditions of this arrangement.

Job Responsibilities, Work Hours, and Reporting

- 7.12 Employee job duties and responsibilities will not change due to regular telework and telecommuting arrangements. Professionalism, in terms of job responsibilities, work output, and service orientation, will continue to follow the standards set by Great Rivers BH-ASO. The amount of time an employee is expected to work will not change due to regular telework and telecommuting arrangements. Employee work hours, as well as the degree of flexibility, will be mutually agreed upon by the supervisor and the employee. If business conditions require the employee's presence at a central work location or otherwise assigned work location even if such occurs during normally scheduled telework or telecommute, the employee is expected to be flexible and report to the central work location or otherwise assigned work location.
- 7.13 Telework and telecommuting may significantly affect the hours in which the work is performed and how work is performed. Accountability will be maintained by monitoring clearly defined outcomes and work product(s). Telework and telecommuting relies on a high honor system with respect to the hours worked.
- 7.14 In most telecommuting arrangements where the employee works from home, the employee may not be necessarily assigned a set of rigidly scheduled work hours.

Instead, the expectation will be that the employee telecommutes for a specific number of core business hours per day and week, knowing that the work may be spread over the 24 hour- day or a seven (7) day work week.

- 7.15 Employees may be required to submit regular work reports in addition to payroll time sheets indicating the dates and the hours expended by activity, project, or outcome.

Telework & Telecommuting Proposal and Approval Process

- 7.16 Any employee proposing a telecommuting arrangement must prepare a written proposal. The proposal should include and address all pertinent considerations including communication and contact plans.
- 7.17 The review and approval process will be an interactive process including multiple individuals: Manager/supervisor, HR, and IT Manager, as well as input and consideration by unit managers and supervisory staff with vested interests. At any stage of the review and approval process, the proposal may be modified and alternatives developed to accommodate issues and concerns that may arise.
- 7.18 If the manager and employee reach a final proposal that is agreeable to both, the final proposal must be approved by the CED. If approved, an agreement of understanding must be signed by the manager and the employee.
- 7.19 The agreement may be temporarily modified as it is required for the employee to accommodate flexibility for operational needs. The agreement may be permanently modified or terminated at any time that Great Rivers BH-ASO deems necessary for operational or other reasons it deems appropriate as described herein, within the sole discretion of the Great Rivers BH-ASO. If permanently modified, it will be replaced with a new agreement of understanding.

Contact with the Central/Main Work Location

- 7.20 Once a telework or telecommuting arrangements have been approved, the employee is responsible for maintaining regular contact with their supervisor, and other assigned staff. The employee must maintain an up-to-date Outlook calendar with availability and contact information. It is expected that the supervisor and the employee will collaborate to develop a regular communication and reporting plan that is suitable for the type of work, the expected outcomes, and the supervisor's schedule. The telecommuting employee will promptly, or as requested by their supervisor, report job-related and workplace-related information.

Workers' Compensation and Liability and Alternate Work Area Safety

- 7.21 Great Rivers BH-ASO shall provide workers' compensation and liability protection for the employee while the employee is acting in the course of employment within the agreed upon location, as obligated by State of Washington statutes. Great Rivers BH-ASO assumes no responsibility for any activity, damages, or injury not directly associated or resulting from the employee's official job duties, or for which the organization has no ability to exercise control. Great Rivers BH-ASO assumes no responsibility for the employee's personal property. Great Rivers BH-ASO reserves the right to inspect workplaces and otherwise ensure that the safety or interests of the employee are not adversely affected by the telecommuting arrangement. Great Rivers BH-ASO may be liable for the actions of telecommuting employees when they are acting in the course of their employment with Great Rivers BH-ASO. Standard workers' compensation practices apply, and employees are covered by applicable laws for illness or injury contracted while at work.
- 7.22 Telework and telecommuting work sites are alternate worksite and employees are required to follow acceptable safety practices.

- 7.23 The following safety practices must be adhered to:
- 7.23.1 A designated workspace should be maintained by the employee in a clean, professional, and safe condition.
 - 7.23.2 Any change in the approved job assignment, location, or defined work schedule must be reviewed and approved by the supervisor in advance.
 - 7.23.3 As liability may extend to accidents that could occur in the alternative work location, Great Rivers BH-ASO retains the right to make on-site inspections of the work area, at a mutually agreed upon time, to ensure that safe work conditions exist.
 - 7.23.4 Employee tax implications related to telecommuting alternative work location are the responsibility of the employee.
 - 7.23.5 Employee expenses not specifically covered in this policy will be dealt with on a case- by-case basis.
 - 7.23.6 Employees who work at home will manage dependent care and personal responsibilities in a way that allows them to successfully meet job responsibilities.

Equipment and Information Systems

- 7.24 Employees may be expected to provide some equipment, such as Internet, Wi-Fi, phones, modems, software, fax machines, and other equipment necessary to the telecommuting arrangement. Great Rivers BH-ASO may provide some equipment or software on a "loaned" basis. Great Rivers BH-ASO will provide the security software to prevent unauthorized access to the Great Rivers BH-ASO's systems and data.
- 7.25 The employee is primarily responsible for maintenance/repair of hardware not owned by Great Rivers BH-ASO. Great Rivers BH-ASO will provide some maintenance and assistance to ensure that the hardware and software are functioning adequately to support the telework and/or telecommuting arrangement. For this purpose, employees can bring equipment in and/or Great Rivers BH-ASO will provide technical assistance at the telework location, over the phone, or through email. Installations, upgrades, modifications and maintenance that are connected to the telework and/or telecommuting arrangement are the full responsibility of the employee.
- 7.26 Great Rivers BH-ASO Information Systems & Technology Department will define the minimum technical specifications and configurations of IT and IS to be used as well as other telecommuting-related hardware, such as modems, printers, fax machines, external data storage devices, etc. It will be the responsibility of the employee to meet those requirements and to assure compliance with Information Technology Department policies and procedures, especially when an employee's personal equipment and systems are being used.
- 7.27 Employees must follow approved policies and practices with regard to protecting data through the use of anti-viral software and other protective measures. This also applies to both their home and office PCs in the cases of telecommuting. Employees are required to certify that they understand and appropriately use anti-viral software to protect Great Rivers BH-ASO data assets. The Information Technology Department will define any required specialized software, such as for secure remote access and virus checking.
- 7.28 Employees will arrange their own telecommunications services and handle all dealings with the telecommunications provider. Great Rivers BH-ASO will be available for consultation.

- 7.29 Any hardware or software purchased by Great Rivers BH-ASO remains the property of the organization and will be returned to the organization should the alternative work arrangement be terminated or should employment end.
- 7.30 Software owned by Great Rivers BH-ASO may not be duplicated except as formally authorized by policy. Employees using Great Rivers BH-ASO software must adhere to the manufacturer's licensing agreements.
- 7.31 Restricted access materials (such as payroll, personnel files, medical information, or any PHI) may not be taken out of the designated work area or equipment, copied, or otherwise compromised in any way. Employees working at alternate sites will take all precautions necessary to secure sensitive information and prevent unauthorized access to the organization and its records.
- 7.32 Employees are responsible for maintaining the confidentiality and protection of any job-related information, files, or correspondence covered under HIPAA or state or federal privacy laws.
- 7.33 Employees who telework or telecommute must keep in mind that any computer system used for public business for Great Rivers BH-ASO, or for storing Great Rivers BH-ASO records, may be subject to public records requests. Great Rivers BH-ASO equipment located at an alternative work location is subject to the same IT policy specifications as if the equipment was in Great Rivers BH-ASO offices.

POLICY SIGNATURE

DocuSigned by:
Vickie L. Raines
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2/17/2021

Vickie Raines, Chair
Great Rivers BH-ASO Governing Board

Date