

Great Rivers Behavioral Health Administrative Services Organization

Policy Title:	General Employment Standards	Policy No. 9013.00
Category:	Employment Policy Manual	Date Adopted: 04/09/2021 Date Revised:
Reference:		

Purpose & Scope:

- 1.1. Great Rivers Behavioral Health Administrative Services Organization (Great Rivers BH-ASO) is committed to conducting business in an ethical and professional manner that promotes quality, efficiency, integrity, respect, and full compliance with applicable laws, regulations, and guidelines. This series of policies establishes standards and expectations for maintaining a high level of professional conduct and work performance. These policies apply to all Great Rivers BH-ASO employees, temporary employees, contract employees, volunteers, and those representing Great Rivers BH-ASO unless prohibited by law. The General Employment Standards are not all-inclusive and are subject to enhancement, clarification or change by Great Rivers BH-ASO to ensure effective operations and as required by law.

Ethical Conduct:

- 2.1. The success of Great Rivers BH-ASO is dependent upon our providing the public with the highest possible level of service. The continued success of Great Rivers BH-ASO to maintain this effort is dependent upon all employees working effectively and productively together.
- 2.2. Great Rivers BH-ASO's Governing Board and management believe an important element of this organization's character is its commitment to integrity and ethical behavior. The way in which employees perform affects their personal success, the performance and success of their fellow employees, and ultimately, the success of Great Rivers BH-ASO. It is essential that each employee understands and upholds certain principles and values that reflect Great Rivers BH-ASO's commitment to excellence.
- 2.3. Great Rivers BH-ASO expects the highest standards of integrity, honesty, and ethical conduct of its employees. This policy sets forth standards and guidelines to assist managers, employees, and the public in understanding the meaning and importance of ethical conduct in all aspects of Great Rivers BH-ASO's operations.
- 2.4. Great Rivers BH-ASO ethical standards are necessarily general and designed to put forth overall principles. What is or is not ethical may also be determined in the context of the specific circumstances of the case.

Definitions to Assist in Understanding the Goals of This Policy:

- 3.1. **Ethics and Ethical:** Ethics generally refers to a conflict between personal interests and job requirements. Unethical behaviors are those in which the professional role is used to pursue a personal interest.
- 3.2. **Integrity:** Integrity is the firm adherence to a set of moral values or standards. It emphasizes consistency in following your beliefs, values, and Great Rivers BH-ASO's policies and rules even when the outcome is unpleasant.
- 3.3. **Honesty:** Honesty means being free from fraud and deception. Being honest means telling the truth but also not withholding information to deceive or protect personal interests. It means being forthright.

Policy:

- 4.1. Great Rivers BH-ASO's commitment to excellence goes far beyond observing the letter and the spirit of the law. Even if no laws, rules, or regulations exist for a given situation, each employee has a responsibility to act in a prudent manner. All Great Rivers BH-ASO employees are expected to conduct their business activities with honesty, integrity, and the highest ethical values.
- 4.2. Employees are expected to be committed to ethical behavior, integrity, honesty, and reliability in every aspect of their work. Great Rivers BH-ASO employees are expected to demonstrate sensitivity to the needs and expectations of our consumers, providers, vendors, regulators, community, and fellow employees.
- 4.3. **Great Rivers BH-ASO employees will:**
 - 4.3.1. Seek no favor:
 - 4.3.1.1. Refrain from activities that are real conflicts between private interests and public duties, as well as avoid potential or perceived conflict, remembering that the public's interest must be their primary concern, and understand the appearance of conflict can be just as damaging as real conflict.
 - 4.3.1.2. Keep confidential all information acquired through their position, which may be used for personal or financial gain for themselves or others.
 - 4.3.1.3. Refrain from soliciting, securing, or accepting any benefit, special privileges or advantages, profit or exemptions, directly or indirectly, for themselves, their relatives, and other persons, for any reason, that are not available to all citizens.
 - 4.3.1.4. Avoid exercising influence for personal interests or being influenced by others by receiving, soliciting, or otherwise obtaining anything of value from any person intending to influence the performance of official duties so they may secure special privileges or exemptions.
 - 4.3.1.5. Disclose to the appropriate authority the nature and extent of any financial or personal interest in a County contract or other official business when participating in discussions of or giving an opinion on the matter.
 - 4.3.1.6. Seek no favor and confer no favor in the performance of official duties and abide by the principle that personal profit by misuse of public time is dishonest.
 - 4.3.2. Have Integrity:
 - 4.3.2.1. Employees shall become familiar with, support, and comply with Great Rivers BH-ASO rules, policies, practices, and procedures, and will do so even when the outcome is unfavorable to the employee's professional or personal interests.
 - 4.3.3. Be Honest:
 - 4.3.3.1. Employees shall be honest and forthright in any dealings with others, while respecting and adhering to necessary principles of tact, diplomacy, and confidentiality.
 - 4.3.4. Follow Professional Standards:
 - 4.3.4.1. Employees shall support, promote, and abide by the generally accepted standards or code of conduct of their profession, and will do so even when the outcome is unfavorable to the employee's professional or personal interests.
 - 4.3.5. Agree to their Duty of Disclosure:
 - 4.3.5.1. Employees agree to disclose to their supervisor(s), the Great Rivers BH-ASO HR Representative, or the Great Rivers BH-ASO Chief Executive Director (CED), any situation in which there is the fact, appearance, or possibility of a conflict of

interest between the employee's personal interests and those of the organization. Employees will disclose or refuse to conceal acts of wrongdoing.

4.4. Exceptions: “de minimis” Situations:

- 4.4.1. This policy is not intended to ban customary and usual business practices or substitute for reasonable judgment. For example:
 - 4.4.1.1. Attending a hosted hospitality activity at a professional conference or allowing a person who has a continuing business relationship with Great Rivers BH-ASO to “pick up the tab,” may be permitted, so long as the situations cannot be construed as an attempt to buy favor or influence, and the hosting is infrequent.
 - 4.4.1.2. Great Rivers BH-ASO authorized programs that are available to all or to specific groups of employees are acceptable, such as travel discounts, memberships, etc.
 - 4.4.1.3. Additionally, the standards shall not be construed to apply to “de minimis” (too trivial or minor to merit consideration, especially in law) situations in which an employee receives a product or consideration of minimal or inconsequential value or influence. For example, Great Rivers BH-ASO does not expect employees to disclose receipt of or return unsolicited items of no significant material value such as office trinkets, calendars, food gifts, note pads and the like.

4.5. General Guidelines for Employee Conduct:

- 4.5.1. Employees are expected to use good judgment in performing their jobs and in representing Great Rivers BH-ASO. Following are some general expectations of employee conduct:
 - 4.5.1.1. Ensure that our interactions and communications with each other, consumers, community partners, and the public present a professional and caring image.
 - 4.5.1.2. Demonstrate mutual respect toward co-workers, colleagues, community partners, consumers, and the public.
 - 4.5.1.3. Recognize that each work assignment is important and worthy of our best efforts.
 - 4.5.1.4. Accomplish work in a timely, accurate, and professional manner.
 - 4.5.1.5. Present a neat, professional, business-like appearance always.
 - 4.5.1.6. Report immediately to your supervisor about problems with a consumer, community partner, colleague, or member of the public.
 - 4.5.1.7. Abide by all confidentiality standards when handling consumer information.
 - 4.5.1.8. Exercise good judgment by limiting personal activities to non-working hours and, when unavoidable, limiting personal activities during work time to a “de minimis” amount of time.
 - 4.5.1.9. Abide by employment and operational policies and procedures, safety rules, and practices.
 - 4.5.1.10. Comply with directions from supervisors and executive management.
 - 4.5.1.11. Preserve, protect, and use as intended Great Rivers BH-ASO's equipment, facilities, and resources.
- 4.5.2. Violations of this policy may result in corrective or disciplinary action, including but not limited to suspension or termination of employment.

4.6. Employee Use of Great Rivers BH-ASO Property and Personal Property:

- 4.6.1. This policy addresses the use of Great Rivers BH-ASO equipment and/or services for personal purposes and the use of personal property for Great Rivers BH-ASO business/work.
 - 4.6.1.1. Use of Great Rivers BH-ASO equipment, work time, and supplies for personal use or any other non-Great Rivers BH-ASO use is prohibited except as provided herein. This includes long distance telephone usage, copiers, fax machines, computers, vehicles, office supplies, and other Great Rivers BH-ASO property. Use of Great Rivers BH-ASO equipment or work time for private business enterprises or personal financial gain is strictly prohibited.
 - 4.6.1.2. It is Great Rivers BH-ASO's expectation that employees' personal activities should be conducted on the employee's own time, such as during non-work hours, breaks, lunch, and paid or unpaid leave. But Great Rivers BH-ASO recognizes the pressures of balancing work and family issues; therefore, employees will not be disciplined for "de minimis" or minor instances of the use of work time and/or Great Rivers BH-ASO equipment for personal purposes such as copying a short personal document, inadvertently taking home a Great Rivers BH-ASO pen, or infrequent and incidental telephone use. Employees may make and receive occasional short personal phone calls as necessary to attend to pressing personal matters.
 - 4.6.1.3. When personal activities during regular work time cannot be avoided, the activity should be approved in advance by the supervisor. If the activity involves the use of Great Rivers BH-ASO equipment or resources that involve any non-di-minimis cost to Great Rivers BH-ASO, the employee must reimburse Great Rivers BH-ASO for any incurred cost. Consult Human Resources or the CED for determination of appropriate de minimus costs or events.
- 4.6.2. Use of Personal Property and Equipment for Business Purposes
 - 4.6.2.1. This section addresses authorizations, prohibitions, and reimbursements for the use of personal property for business purposes and job responsibilities. Examples include use of personally owned computers or software, home and cellular telephones, and personal vehicle usage for business travel. The following sections are provided for illustration and are not inclusive of all possible applications of this policy.
 - 4.6.2.2. Generally, Great Rivers BH-ASO will provide employees with the resources necessary to accomplish their jobs. However, employees may be permitted, and in some cases required, to use personal property in connection with their positions.
 - 4.6.2.3. The use of personal property for business purposes is prohibited unless it is authorized by the supervisor or manager, and if so approved, it is subject to specific Great Rivers BH-ASO policies and procedures. Employees should be aware that the records generated during work hours as a result of the use of personal property, such as personal cell phone or email system, for Great Rivers BH-ASO business and especially if receiving reimbursement for its use or cost from Great Rivers BH-ASO, may be subject to public records requests.
 - 4.6.2.4. Expenses are reimbursable only to the extent specifically authorized by Great Rivers BH-ASO and its applicable policy. Authorization for use of personal property does not necessarily qualify the expense for reimbursement.
 - 4.6.2.5. Use of personal vehicles for Great Rivers BH-ASO business purposes is covered further in Policy 9018.00.
- 4.6.3. Loss of or Damage to Personal Property which in use for Great Rivers BH-ASO business
 - 4.6.3.1. Great Rivers BH-ASO is not responsible for loss, theft, or damage to personal property occurring at work. This includes automobiles, clothing, tools,

eyeglasses, jewelry, and other personal property.

4.6.3.2. Exceptions may be allowed when the incident involved personal equipment which was authorized for business use and which was lost or damaged during and/or as a result of Great Rivers BH-ASO business through no fault of the employee. When authorized, reimbursement will be based on the present value (not replacement value) of the item, as well as limited to a reasonable value.

4.6.4. Violations of this policy may result in corrective or disciplinary action, including but not limited to, suspension or termination of employment.

4.7. **Electronic Communications Standard:**

4.7.1. Purpose & Scope

4.7.1.1. This policy sets forth the Great Rivers BH-ASO's general standards regarding use of electronic communication, which includes but is not limited to electronic mail, internet access, voicemail, and cell phone devices by individuals who have a business need for work related purposes. The policy exists to ensure that the Great Rivers BH-ASO's use of these forms of communications is professional and appropriate and contributes to organizational effectiveness.

4.7.1.2. The policy applies to all Great Rivers BH-ASO employees, including temporary staff, consultants, contractors, volunteers, or others who are acting as agents of the Great Rivers BH-ASO in their communications.

4.7.2. Background

4.7.2.1. Communications with others via electronic mail and other electronic formats tends to be less formal in tone and style than other business communications such as memoranda, reports and letters or even the telephone. This perception may lead some individuals to have a more relaxed attitude in electronic communications, and they therefore may share thoughts they otherwise would not or may express them in very informal ways that may be inappropriate for the workplace.

4.7.2.2. The ease and speed of Email and Internet access may provide the opportunity and temptation to make use of the medium for personal communications, including inappropriate materials for the workplace that may be obscene or unlawful materials.

4.7.2.3. Access to the Internet creates time management challenges in that time devoted to these activities must be balanced with other priorities. Employees and their managers must exercise caution as to the relative priority of external non-work-related electronic communications and web access in relation to other work demands.

4.7.3. Great Rivers BH-ASO Electronic Communications and Records

4.7.3.1. All electronic communications and records of web access through Great Rivers BH-ASO systems are considered the property of the Great Rivers BH-ASO, not the employee, and therefore, they are not considered the employee's private or personal communications or property. Additionally, unless they deal with matters exempted by state law, they are considered public records. This includes any use of Great Rivers BH-ASO provided internet to access private email accounts that could result in inadvertent disclosure to Great Rivers BH-ASO, and Great Rivers BH-ASO reserves the right to review any such email. Deleted messages are recoverable, often months or years after the communication has taken place.

4.7.3.2. Employees are accountable for their use of electronic communications just as they are for other conduct and communications at the workplace. Great Rivers

BH-ASO also reserves the right to review the amount of and frequency of access to private email accounts and other internet sites through Company provided internet system. Great Rivers BH-ASO will view the appropriateness of any communications based on how it would have been perceived and dealt with had it been conducted by phone, in-person, or as "paper" communications.

4.7.4. Appropriateness Standards

- 4.7.4.1. Employees are prohibited from communicating via electronic media which may adversely affect the image of Great Rivers BH-ASO. All external communications must first be cleared with the CED.
- 4.7.4.2. All electronic communication must comply with Great Rivers BH-ASO policies and procedures including, but not limited to those on harassment, copyright law, trade secrets, confidentiality, and Great Rivers BH-ASO non-disclosure agreement. Unacceptable use of electronic communication includes, but is not limited to the following:
 - 4.7.4.2.1. Offensive materials;
 - 4.7.4.2.2. Divulging confidential information;
 - 4.7.4.2.3. Interface with computer resources;
 - 4.7.4.2.4. Use of any software which encrypts files;
 - 4.7.4.2.5. Using another's login/passwords; and
 - 4.7.4.2.6. Giving out access to Great Rivers BH-ASO internet or email.
- 4.7.4.3. Only the IS/IT Department is authorized to install software on desktop devices and servers, as well as laptops and company issued cell phone devices.

4.7.5. Personal Usage Standards

- 4.7.5.1. Great Rivers BH-ASO's policies regarding personal use of Email and other electronic communications tools and channels are the same as those that are applicable to other Great Rivers BH-ASO tools and resources. Employees may not use any Great Rivers BH-ASO property, tools, resources, and work time for personal activities for personal profit or gain.
- 4.7.5.2. Great Rivers BH-ASO will allow reasonable flexibility in that employees may use Great Rivers BH-ASO property, tools, resources, or work time for minor, incidental or "de minimis" personal use. Employees are advised to use good judgment in that personal use of public resources shall not be excessive nor disruptive, as we are under scrutiny, and negative appearances may lead to negative perceptions.
- 4.7.5.3. The appropriateness of any use of Great Rivers BH-ASO resources for personal purposes may be measured by such factors as the purpose, scope, contents, number of Internet sites or Email addresses, and work time used. Use of mass mailings to distribute a personal announcement is inappropriate, as are extended personal messages to a single or small group of users.

4.7.6. Restrictions on Authorized Use

- 4.7.6.1. Using camera, video, and recording functions anywhere on Company property and/or Company sponsored events are restricted unless authorized in advance by management.
- 4.7.6.2. Great Rivers BH-ASO policies pertaining to harassment, discrimination, retaliation, confidential information, and ethics apply to employee use of electronic communication.

- 4.7.6.3. Excessive personal calls, internet access, e-mails, or text messaging during the workday, regardless of the device used, can interfere with employee productivity and be distracting to others. Employees are generally accountable to their supervisors and managers as to the allocation of their work time and the proportion of time devoted to these professional resources are subject to management review and approval.
- 4.7.6.4. Non-exempt Team Members may not use their personal cell phone/smartphone for work communication purposes outside of their normal work schedule without authorization in advance from management. This includes reviewing, sending, and responding to e-mails or text messages, responding to phone calls, or making phone calls.
- 4.7.6.5. Employees may not use their personal cell phone/smartphone for work purposes during periods of unpaid leave without authorization from management. Great Rivers BH-ASO reserves the right to deactivate the company's application and access on the employee's personal cell phone/smartphone during periods of unpaid leave.
- 4.7.6.6. Family and friends should be restricted from accessing business related information on a cell phone/smartphone that is used for business purposes.
- 4.7.6.7. Employees whose job responsibilities include regular or occasional driving are required to use a hands-free device or to pull off the road and safely stop the vehicle before placing or accepting a call or text.
- 4.7.7. Monitoring Policy
 - 4.7.7.1. Employees have access to workplace technology tools and resources that are publicly funded to support Great Rivers BH-ASO business operations. Great Rivers BH-ASO reserves the right to monitor the use of its tools and resources to ensure they are used for both appropriate and Great Rivers BH-ASO operational purposes.
 - 4.7.7.2. To that end, this policy describes, in general terms, the means and extent to which Great Rivers BH-ASO may monitor employees' electronic communications activities and the use of the Internet. Monitoring includes but is not limited to:
 - 4.7.7.2.1. Electronic tracking of sites accessed and time spent;
 - 4.7.7.2.2. Maintenance of records;
 - 4.7.7.2.3. Internal reporting of Internet access;
 - 4.7.7.2.4. Using electronic means to block access to certain Internet sites;
 - 4.7.7.2.5. Public disclosure of records; and
 - 4.7.7.2.6. Filtering or screening of e-mail
 - 4.7.7.3. Nothing in this policy should be construed to limit Great Rivers BH-ASO's right and authority to engage in additional monitoring activities as are appropriate and consistent with its responsibilities to provide government services and to be good stewards of public funds. Monitoring techniques and procedures are the responsibility of the IT/IS Administrator , which will develop and administer the specific monitoring and reporting activities.
- 4.7.8. Termination of Access
 - 4.7.8.1. Upon resignation, separation of employment, or revocation of privileges, the employee must return all Company issued electronic communication devices within 5 business days of the request by Great Rivers BH-ASO. Personal devices used for business purposes must be taken to IS/IT to have Company data

removed.

- 4.7.8.2. Great Rivers BH-ASO will not be responsible for loss or damage of personal applications or data resulting from the use of Company applications or the wiping of Company information by the IS/IT Administrator for failure to comply with Company policies and/or procedures.

4.8. **Social Media:**

4.8.1. Purpose & Scope

- 4.8.1.1. For the purposes of this policy, social media is defined as participation in virtual communities or networks, including, but not limited to, blogs, wikis, content communities, forums, and social networks.
- 4.8.1.2. It is not the intention of Great Rivers BH-ASO to infringe on the personal activities of a Team Member; however, the company reserves the right to consider information which is generally available. Team members should be aware that their actions may have an effect on Great Rivers BH-ASO.
- 4.8.1.3. Employees are free to express themselves as private citizens on social media sites provided that their speech does not violate Great Rivers BH-ASO policies or impair the relationships between Great Rivers BH-ASO and its employees, vendors, customers, and stakeholders. Nothing in this policy is intended to prohibit speech protected by the First Amendment or by the Public Employees Collective Bargaining Act, Chapter 41.56 RCW.

4.8.2. Appropriateness Standards

- 4.8.2.1. The following principles apply to professional use of social media on behalf of Great Rivers BH-ASO:
 - 4.8.2.1.1. Social media may not be used to disclose confidential information pertaining to Great Rivers BH-ASO, Team Members, clients, vendors, or suppliers;
 - 4.8.2.1.2. Social media may not be used to post anything misleading, obscene, pornographic, defamatory, profane, discriminatory, libelous, threatening, harassing, abusive, hateful, or embarrassing to another person or entity;
 - 4.8.2.1.3. Team Members should be aware that Great Rivers BH-ASO may observe content and information made available by Team Members through social media. Team Members should use their best judgment in posting material that is neither inappropriate nor harmful to Great Rivers BH-ASO Team Members, providers, vendors, suppliers, and stakeholders;
 - 4.8.2.1.4. Team Members should refer any and all legal inquiries to Human Resources during the course of conducting official Great Rivers BH-ASO business;
 - 4.8.2.1.5. Never comment on legal matters or litigation, personnel issues, or any parties Great Rivers BH-ASO may be in litigation with;
 - 4.8.2.1.6. Great Rivers BH-ASO promotional materials, the use of the logo and trademarks must be approved prior to posting on social media;
 - 4.8.2.1.7. If a Team Member encounters a situation while using social media that becomes antagonistic, Team Members should disengage from the dialogue in a polite manner and seek the advice of management. Great Rivers BH-ASO may request that non-polite and inappropriate posts be removed;

- 4.8.2.1.8. Team members must seek appropriate permission prior to posting or commenting on images of current or former Team Members, providers, vendors, and suppliers;
- 4.8.2.1.9. All materials used in social media must respect applicable copyrights; and
- 4.8.2.1.10. Great Rivers BH-ASO retains the right to remove any content from company sponsored sites.

4.8.3. Personal Usage Standards

- 4.8.3.1. The following principles apply to personal use of social media by Great Rivers BH-ASO Team Members:
 - 4.8.3.1.1. Team Members should avoid actions that might discredit their reputation or that of Great Rivers BH-ASO. Be mindful that Team Members represent the Company during working hours and personal time while in the community. The internet and social media are not anonymous. Assume that everything you post can be traced;
 - 4.8.3.1.2. Personal use of social media by Team Members may not be used to disclose confidential information pertaining to Great Rivers BH-ASO, Team Members, providers, vendors or suppliers, or clients;
 - 4.8.3.1.3. Personal use of social media by Team Members who are on the clock should be limited to break periods;
 - 4.8.3.1.4. Team Members should neither claim nor imply they are speaking on behalf of Great Rivers BH-ASO;
 - 4.8.3.1.5. Only Great Rivers BH-ASO promotional materials, logos and trademarks available to the general public through official company sites and/or releases may be posted to social media and may not be altered prior to use;
 - 4.8.3.1.6. Great Rivers BH-ASO reserves the right to request that certain subjects be avoided, certain posts be withdrawn, and certain comments be removed;
 - 4.8.3.1.7. It must be clear to readers that opinions expressed are your own and do not represent the views or opinions of Great Rivers BH-ASO; and
 - 4.8.3.1.8. Bullying of current or former Team Members, providers, vendors, suppliers, or clients is prohibited.
- 4.8.3.2. Any violation of this policy or posts linked to Great Rivers BH-ASO which reflect negatively on the company may lead to corrective action, up to and including separation of employment.

4.9. **Substance Abuse Free Workplace:**

- 4.9.1. Statement of Principle
 - 4.9.1.1. Great Rivers BH-ASO, in keeping with the provisions of the Drug-Free Workplaces Act of 1988, is committed to providing and maintaining a substance abuse-free working environment for the safety and physical and mental health of all employees and the public whom we serve.
 - 4.9.1.2. The improper use, abuse, possession, distribution, manufacture, dispensation, purchase, transfer, or sale of alcohol, controlled substances, or illegal drugs (illegal under either state or federal law) by employees when on work time, on duty, or on Great Rivers BH-ASO premises or on behalf of Great Rivers BH-ASO is

prohibited. In addition, employees must report to their supervisor the use of any prescribed medications that have the potential to affect job performance or safety. Marijuana, which is illegal under federal law, will be treated the same as any other illegal or controlled substance under this policy.

- 4.9.1.3. Consumption of alcohol or any substances that may impair any physical or cognitive abilities is prohibited for employees not only while on duty (including any breaks, lunches, etc.), but also while in a designated "on-call" status and for 8-hours following any work-related accident or incident (unless a breath alcohol test or drug test has already been performed).
- 4.9.1.4. Great Rivers BH-ASO provides employees with drug awareness services and assistance through resources or benefits, including but not limited to the following confidential employee services:
 - 4.9.1.4.1. Substance abuse counseling and rehabilitation available through the Great Rivers BH-ASO's health insurance benefits plan.
 - 4.9.1.4.2. Employee Assistance Program (EAP) that may assist in counseling employees with substance/alcohol abuse problems.
 - 4.9.1.4.3. Any employee found to be in violation of the Great Rivers BH-ASO's Substance Abuse Free Workplace Policy may be subject to disciplinary action that may include suspension, last chance agreement, or termination of employment. Each case is reviewed and assessed on its own case merits. Some discipline options may include a requirement to participate satisfactorily in a substance abuse assistance or rehabilitation program approved for such purposes by a federal, state, local health, or other appropriate agency approved by Great Rivers BH-ASO.
- 4.9.2. Covered Classifications
 - 4.9.2.1. All classifications are covered by this policy.
- 4.9.3. Drug and Alcohol Testing
 - 4.9.3.1. Reasonable Suspicion
 - 4.9.3.1.1. Drug and alcohol testing may be required when a supervisor or manager becomes aware of specific indicators or observations of an employee's condition or performance that indicates controlled substance, illegal drug, or alcohol use that may impair an employee's faculties, which may include:
 - 4.9.3.1.1.1. Direct observation of drug use or possession.
 - 4.9.3.1.1.2. Direct observation of the physical symptoms of being under the influence of a substance that affects behavior such as motor functions or speech, abnormal conduct, or erratic behavior, which may or may not be preceded by:
 - 4.9.3.1.1.2.1. An on-the-job accident resulting in an injury to the employee or others requiring medical attention beyond first aid and/or that results in significant property damage to Great Rivers BH-ASO's or others' property; or
 - 4.9.3.1.1.2.2. An on-the-job unsafe practice that endangers the employee or others or risks significant property damage to

Great Rivers BH-ASO's or others' property.

- 4.9.3.1.2. An arrest for a substance abuse-related offense.
- 4.9.3.1.3. Information that is provided by reliable and credible sources and has been independently corroborated.
- 4.9.3.1.4. Evidence that the employee tampered with a previous drug test.
- 4.9.3.1.5. The opinion of a medical/substance abuse/chemical dependency professional employed at the worksite that an employee is using an illegal controlled substance.

4.9.4. Ordering Testing Process

- 4.9.4.1. The supervisor will request another supervisor's (management and/or HR) opinion (both supervisors must agree) prior to requesting an employee to take a reasonable suspicion drug/alcohol test. This will not be construed as an opportunity for an employee to delay testing. Employees may not operate Great Rivers BH-ASO motor vehicles or equipment after being notified that a reasonable suspicion test is requested. Additionally, employees believed to be under the influence or impaired for any reason shall be tested at the job site, collector's office, or medical facility (transportation, if necessary, will be provided to the testing site). Following the testing, the employee will be transported home via a local cab company, at the Great Rivers BH-ASO's expense or provided the opportunity to contact a non-duty-employee or non-employee for transportation assistance. The employee will be informed that the law enforcement authorities shall be notified of their vehicle license number if the employee insists on driving. In no case will a supervisor or other on-duty employee transport the employee.
- 4.9.4.2. Testing shall take place as soon as practicable. An employee subject to such testing is expected to remain readily available to undergo the tests. In the event of an accident or incident leading to the testing, however, this should not be construed to require the delay of necessary medical attention for injuries or to prohibit an employee from leaving the scene of the accident or incident if necessary, to obtain assistance to respond to the accident or incident or to obtain emergency medical care. In all circumstances, the employee will be transported to the testing site. An employee will remain in paid status during the testing process.
- 4.9.4.3. Employees who test negative will be transported back to the duty station and remain on paid status for the completion of the shift or if normal work hours are exceeded, until leaving the normal place of work. Employees whose tests are not immediately available will be transported from the test site to their residence via a local cab company at the Great Rivers BH-ASO's expense.
- 4.9.4.4. Employees who leave the scene of an accident or incident inappropriately will be considered to have refused to test and will be subject to discipline up to and including termination.

4.9.5. Refusal to Test

- 4.9.5.1. Refusing or failing to submit an adequate specimen for drug or alcohol testing, or specimen tampering during specimen collection constitutes insubordination and will be treated as if the employee has tested positive. The employee will be subject to discipline up to and including termination. Refusal to test includes:
 - 4.9.5.1.1. Refusal to take a drug or alcohol test;
 - 4.9.5.1.2. Tampering with or attempting to adulterate the specimen or collection procedure;

- 4.9.5.1.3. Not reporting to the collection site in the time allotted;
- 4.9.5.1.4. Leaving the scene of an accident or incident without a valid reason before testing; and
- 4.9.5.1.5. Providing false or inaccurate information

4.9.6. Drug/Alcohol Testing Processes

- 4.9.6.1. Drug and alcohol testing shall be conducted in strict accordance with federal regulations to ensure accuracy, reliability, and confidentiality. Testing records and results will be released only to Great Rivers BH-ASO Human Resources representative or the CED. Great Rivers BH-ASO will make appropriate and reasonable effort to protect the employee's privacy and dignity during the testing and notification process.

4.9.7. Positive Test Results

- 4.9.7.1. As a result of a positive test result, the employee may be subject to discipline, up to and including termination of employment. As a condition of continued employment, an employee may be required to participate in a drug and/or alcohol treatment program.
- 4.9.7.2. An employee who tests positive for drugs or alcohol shall have the right to challenge the accuracy of the test results. The employee may request that the original sample be analyzed again. Such request must be made within 72 hours of when the MRO made the employee aware of the original test results.

4.9.8. Pay Status

- 4.9.8.1. If an employee is removed from their job prior to or during an investigation into drug or alcohol use, they shall be in a pay status pending outcome of the investigation and/or disciplinary action.
- 4.9.8.2. Employees who have satisfied any disciplinary action and who are in a recognized treatment program for a drug or alcohol problem may use accrued and available paid leave, floating holiday, or comp time for counseling and treatment. If no paid leave is available, the time off work for treatment will be unpaid leave.

4.9.9. Return to Duty and Follow-up Testing

- 4.9.9.1. An employee who tests positive for an illegal drug, controlled substance, and/or alcohol may be allowed to return to duty following compliance with discipline and/or last-chance agreement stipulations which may include treatment recommendations by a Substance Use Disorder Professional (SUDP) or Substance Use Disorder Professional Trainee (SUDPT). Employees who test positive a second time for an illegal drug, controlled substance, or alcohol or who fail to comply with treatment requirements (as determined by the SUDP or SUDPT) will be subject to discipline up to and including termination.
- 4.9.9.2. Follow-up testing may be conducted when an individual who has violated the prohibited substance abuse conduct standards returns to work. Follow-up tests are unannounced and will be conducted as recommended by the SAP or SUDPT. Employees testing positive during the follow-up testing period will be subject to discipline up to and including termination.

4.9.10. Employee Rights and Responsibilities

- 4.9.10.1. If at any point the results of the testing procedures specified in the Drug and Alcohol Testing Processes section of this policy are negative, all further testing shall be discontinued. The employee will be provided a copy of the results, and all other copies of the results (including the original) will be maintained by Human Resources. Great Rivers BH-ASO will keep confidential all testing results

separate from employee personnel files.

- 4.9.10.2. An employee who voluntarily seeks assistance concerning a drug or alcohol problem, prior to reasonable suspicion, shall not be disciplined by the employer for having done so and will be immediately referred to Great Rivers BH-ASO's Employee Assistance Program. Employees may use available accrued paid leave, floating holiday, or comp time for counseling and treatment.
- 4.9.10.3. Employees are considered to be at work, for the purposes of this policy, on the days they are designated or assigned to be "on-call". An employee not designated "on-call" and requested to report to work or fill in "on-call" activities shall inform their supervisor of any inability to work due to the consumption of alcohol or any substance which may impair the employee's ability to safely perform their job.
- 4.9.10.4. All employees who must use a prescription drug that causes or results in adverse side effects (e.g., drowsiness, impaired reflexes or reaction time) shall inform their supervisor that they are taking such medication according to the advice of a physician. Such employees are responsible for informing their supervisor of the possible effects of the drug on their performance and of the expected duration of its use. If the prescription drug use could cause productivity or safety problems, a supervisor may grant the employee sick leave or temporarily assign the employee different duties, if available.
- 4.9.10.5. Employees are required, in compliance with this Substance Abuse Free Workplace Policy, to notify Great Rivers BH-ASO of any criminal charge or conviction for a substance abuse-related violation occurring in the workplace or on work time no later than 5 working days after such charge or conviction.

4.9.11. Education and Training

- 4.9.11.1. All supervisors will be required to attend a training course which will cover this policy, the effects of illegal drugs, controlled substances, and/or alcohol abuse in the workplace, behavioral symptoms of being under the influence of drugs and alcohol, and rehabilitation services available. Employees attending the training will be on paid status. Policy review sessions will be offered periodically and will also be on paid status.
- 4.9.11.2. All employees will receive a copy of this policy and informational materials about the abuse of controlled substances/alcohol and rehabilitation services are also available through the health benefits programs.

4.9.12. Record Retention

- 4.9.12.1. An employee's drug and alcohol records will be maintained in the Human Resources unit in a secure location with controlled access, in accordance with HIPAA guidelines. The following records shall be maintained for at least 5-years:
 - 4.9.12.1.1. Records of verified positive alcohol test results;
 - 4.9.12.1.2. Records of verified positive drug test results;
 - 4.9.12.1.3. Documentation of refusal to take required alcohol/drug tests;
 - 4.9.12.1.4. Drug and alcohol related evaluations and referrals; and
 - 4.9.12.1.5. Records of negative and canceled drug tests and alcohol test results shall be expunged immediately unless following a valid positive test, in which case the results will be subject to the same retention policies as the positive test
- 4.9.12.2. Great Rivers BH-ASO shall provide copies of these records to other employers only when former Great Rivers BH-ASO employees have applied for employment with those employers and have written and signed a release form

authorizing Great Rivers BH-ASO to release such information.

4.9.13. Laws & Regulations

- 4.9.13.1. Should the federal or state government requirements change, Great Rivers BH-ASO's policy will be revised accordingly.

4.10. **Outside Employment:**

4.10.1. Outside employment is permitted to the extent that it does not present an actual or potential conflict of interest or the appearance of a conflict. Additionally, the outside employment must have no negative impact on the employee's job performance or effectiveness in their Great Rivers BH-ASO role. The following restrictions and procedures apply:

- 4.10.1.1. The hours of work must not infringe upon or overlap the assigned hours of work for the Great Rivers BH-ASO position;
- 4.10.1.2. Great Rivers BH-ASO equipment, supplies, or working time must not be used;
- 4.10.1.3. No conflict can exist between the purpose or duties of the outside employment and the position held with the Great Rivers BH-ASO or the interests of the Great Rivers BH-ASO department;
- 4.10.1.4. Employees engaged in or contemplating other employment besides Great Rivers BH-ASO must notify their Manager that they are employed or contemplating other employment besides Great Rivers BH-ASO and provide information about the organization and the position or role they will be holding. The Manager may request additional information as necessary to determine whether the employment represents a conflict, potential conflict, or the appearance of a conflict. The Manager will also assess and discuss with the employee if this other employment could have a negative impact on the employee's performance and the expectations of Great Rivers BH-ASO; and
- 4.10.1.5. If, in the judgment of the CED and/or Governing Board, a conflict is determined to exist, the employee shall be notified of the disapproval and may be subject to disciplinary action if they continue to engage in the outside employment. Conflicts may be remedied through mutually acceptable changes in the hours, duties, or role of the employee in their Great Rivers BH-ASO position or outside employment.

4.11. **Political Activity:**

- 4.11.1. Political activity will not be permitted on Great Rivers BH-ASO time. As a condition of employment with Great Rivers BH-ASO, employees are not permitted to use any Great Rivers BH-ASO resources for any political activity.
- 4.11.2. No person shall solicit any financial contribution or other support from Great Rivers BH-ASO employees on Great Rivers BH-ASO property, during working hours, or through the use of Great Rivers BH-ASO equipment, resources, or facilities.
- 4.11.3. Discrimination for or against a Great Rivers BH-ASO employee based upon political views or affiliations is prohibited unless such affiliation or support is found to be a bona fide consideration in the quality and effectiveness of their job performance.

4.12. **Charitable Activities & Solicitations:**

4.12.1. Purpose & Scope

- 4.12.1.1. This policy addresses employee solicitations for charitable and non-profit organizations. The core elements of this policy are necessary and appropriate to:
 - 4.12.1.1.1. Prevent disruption of employees and departments in their core work activities;

- 4.12.1.1.2. Limit and manage the conduct of non-Great Rivers BH-ASO business on Great Rivers BH-ASO time and premises; and
- 4.12.1.1.3. Ensure reasonably equal and fair access of outside organizations to our employees at the workplace

4.12.2. Policy Statement

- 4.12.2.1. Generally, charitable solicitations are considered for approval at a level corresponding with the extent of their impact. Employees must request approval to engage in solicitations: department-wide solicitations must be approved by the CED, and solicitations within a work unit may be approved by the unit manager. The approval criteria will include the amount of time or resources involved, the legitimacy of the organization or cause, and the degree of disruption to employee activities.
- 4.12.2.2. Great Rivers BH-ASO exists and is funded to provide certain governmental services and functions, and as such, any charitable activity or politicization communications must be appropriate for a governmental workplace. Great Rivers BH-ASO does not permit solicitations that are religious, political, or controversial or that result in personal gain. For example, employees may not sell products or services at the workplace.

4.12.3. Definitions and Scope

- 4.12.3.1. Charity or charitable cause is any organization or cause with a charitable or humanitarian purpose. Not all tax-exempt or non-profit organizations qualify as charities, and not all charitable causes are managed by a qualifying organization. For example, a parent/employee raising funds for a child's youth group, while not a charity, falls under the umbrella of this policy.
- 4.12.3.2. Fund raising is raising money or supporting activities for the charity. This includes volunteering time, donating goods and materials, endorsing it (such as passing along a flyer), or supporting the organization by some other means. Examples include blood drives, bone marrow donor searches, soliciting for volunteers, etc.
- 4.12.3.3. Great Rivers BH-ASO time and staff: any use of paid hours to pursue the activity other than leave time. Leave hours are those which the employee is free to use for any purpose such as personal leave, compensatory time-off, and observed holidays. Lunch periods which are unpaid are considered personal and not Great Rivers BH-ASO time. Breaks are a rest period on Great Rivers BH-ASO time and sick leave bank may be a limited purpose leave.
- 4.12.3.4. Great Rivers BH-ASO resources include: E-mail, internal mail system, copying machines, fax machines, phones, bulletin boards, computers, supplies, buildings, and facilities or other related resources.
- 4.12.3.5. Solicitation is any activity promoting or in support of the organization or cause. In addition to direct mail, phone, or in-person solicitations, this would include use of bulletin boards, leafleting cars in parking lots, or any other use of the workplace or Great Rivers BH-ASO resources to promote the activity.

4.12.4. Procedures and approvals for charitable activities and solicitations

- 4.12.4.1. Any proposed charitable solicitation should be requested and approved in writing before it is undertaken. The request must include or clearly indicate the following information:
 - 4.12.4.1.1. The organization involved — name, address, and phone number, nature of incorporation, purpose, product or service, tax exempt status, if any, and contact personnel;

- 4.12.4.1.2. The type of solicitation proposed, including communications tools, department(s) affected, target audience, and duration;
 - 4.12.4.1.3. Other required Great Rivers BH-ASO resources — employee time, facilities, etc.; and
 - 4.12.4.1.4. The mission, goal, or benefit to be gained by the organization, Great Rivers BH-ASO, or the affected employees
- 4.12.4.2. Where the solicitation is proposed to be contained entirely within a single Great Rivers BH-ASO department, the request must be submitted to the unit manager or the CED for guidance. External solicitation proposals must be directed to the CED.
- 4.12.4.3. When a solicitation proposal includes the entire Great Rivers BH-ASO organization or multiple units, the request must be submitted to the Human Resources Department or directly to the CED for approval.
- 4.12.4.4. Except for the authorizations herein, no person or organization has authority or access to distribute materials or otherwise solicit employees for non-Great Rivers BH-ASO purposes using any Great Rivers BH-ASO resources. Furthermore, Great Rivers BH-ASO reserves the right to reject any and all materials, offerings, or stop approved activities at any time.
- 4.12.5. Solicitations for Commercial & Non-Charitable Organizations
- 4.12.5.1. Commercial and Non-Charitable solicitations are defined as solicitations on behalf of businesses, employees, or other groups where the purpose or result is financial or personal gain. Generally, Great Rivers BH-ASO does not permit the use of Great Rivers BH-ASO work time, equipment, facilities, or resources for personal or commercial activities or gain. Any exceptions to this policy must be pre-approved by the CED.

4.13. **Health & Safety:**

- 4.13.1. Great Rivers BH-ASO recognizes the need to maintain a healthy and safe working environment for all employees. The health and safety programs are overseen by the CED, with shared enforcement responsibilities held by all team members. Detailed and specific policies are included in the Great Rivers BH-ASO's Safety Manual.

4.14. **Nepotism:**

- 4.14.1. Great Rivers BH-ASO will not permit employment situations in which a conflict of interest is created based upon family or personal relationships. A conflict of interest shall be deemed to exist when any employee has the authority or practical power to exert favorable or unfavorable influence over the employment, or terms and conditions of employment, of a relative or other individual with whom the employee has a personal relationship. This includes the authority to supervise, appoint, terminate, discipline, or to review or audit the individual's work. For the purposes of this section, a conflict may be determined to exist based upon an actual or potential conflict or the appearance thereof.
- 4.14.2. Employees who become related or otherwise involved in a personal relationship that creates an actual or potential conflict of interest must notify their respective unit manager. The manager shall make such changes as are necessary to preclude the conflict of interest, and the employees will be given a "grace period" in which to change work responsibilities, supervisors, positions, or other alternative approved by CED in order to comply with the intent of the policy. If the situation cannot be resolved, for example, there are no job vacancies available for transfers or no adequate and reasonable organizational changes, then, one of the employees must leave Great Rivers BH-ASO employment. The grace period shall be for no longer than 90 days.
- 4.14.3. Additionally, all employees are prohibited from attempting to intervene in or influence the

Great Rivers BH-ASO's treatment of other employees or applicants for employment with whom they have a family or personal relationship. Great Rivers BH-ASO will handle employment related issues or disagreements directly with the affected individual, and in the case of conflict, it will be handled as described in the conflict/complaint resolution policy.

4.15. **Attendance & Dependability:**

4.15.1. All employees are expected to have regular and dependable attendance and expected to perform work adequately within their approved work schedule. Attendance is an important element of overall job performance. Unscheduled absences disrupt the normal operations and functions of Great Rivers BH-ASO resulting in an increase in the burden on other employees and, therefore, representing a significant cost to the Great Rivers BH-ASO.

4.15.2. The Great Rivers BH-ASO's attendance policy primarily measures the number of certain absences rather than the legitimacy of the reasons for the absences. Employees are responsible for managing their attendance and leave bank, while addressing the circumstances which give rise to absences. Supervisors are expected to ensure the consistent application of the attendance policy. Great Rivers BH-ASO's measurement of attendance considers both the overall quantity of unscheduled absences as well as the number of occurrences.

4.15.3. **Policy:**

4.15.3.1. This policy sets forth a single, quantitative standard, applicable to all employees in all units. An unscheduled absence is defined by leave taken that was not pre-arranged and approved in advance of the incident. Authorized leaves of absence for qualifying circumstances, as specified in the Federal Family and Medical Leave Act (FMLA), the Washington Family Leave Act (through 2019) the Washington Paid Family and Medical Leave Act (beginning 2020), the Washington Family Care Act, Workers' Compensation, or other federal or state laws are exempt from this policy. For the purpose of this policy, "scheduled" or "pre-arranged" absence means that the employee has requested or notified their supervisor of the absence at least 24-hours in advance of the occurrence.

4.15.4. Acceptable Attendance

4.15.4.1. In any 12-month period, full time employees who are absent in excess of a total of 64-hours (equivalent to 8 days) AND who have incurred more than 8 unscheduled (not pre-approved prior to incurring in the absence) incidents of absence over a 12-month period are recognized as needing improvement. Measurements are pro-rated for part-time employees. For example, a .50 FTE working 5-days a week would be measured at 32-hours and 8 incidents. If the part-time work schedule includes other than 5-days per week, Great Rivers BH-ASO would apply 6 incidents to the guideline. Employees in excess of one measurement but not the other — e.g., 9 absences that total 36-hours or 2 absences that total 96-hours — are considered to have an acceptable record.

4.15.4.2. The number of incidents or total hours does not include federal or state mandated leave (as listed in Policy), pre-arranged and approved PTO, bereavement, and certain other authorized absences which are pre-arranged and scheduled in advance.

4.15.4.3. Attendance will be measured over a 12-month "rolling" period. When evaluating attendance, the record is measured by looking backward twelve months. Measurements for shorter or longer time periods, such as 6-month probationary period or a 3-month period during which a performance improvement plan is in place, are pro-rated based on that standard. For

example, the standard for a 90-day period would be a one-fourth of the standard for a 12-month period.

- 4.15.4.4. Supervisors should communicate to employees in advance what is expected and give employees time to reach the expected levels. Supervisors are responsible for ensuring employees are using correct coding, tracking attendance, tracking the number of incidents of absence, and recording in the timesheets which absences are scheduled and which are unscheduled. It is important for supervisors to track all leave utilization, whether paid or unpaid. Great Rivers BH-ASO Payroll, in collaboration with Human Resources, will generate leave utilization and/or leave balance reports.

4.15.5. Corrective Action

- 4.15.5.1. When an employee's attendance record reaches and remains at levels more than the acceptable standard, the manager will initiate a corrective action plan with the assistance from the Human Resources representative. Typically, the plan will involve an approach starting with counseling. However, Great Rivers BH-ASO retains the discretion to assess each case on its own merits and circumstances and may impose discipline it deems appropriate at any level and at any time, up to and including termination. The absenteeism problem and expectations should also be documented in performance appraisals.
- 4.15.5.2. Generally, the improvement period will span 6- to 12-months following the assessment of substandard attendance, but Great Rivers BH-ASO may impose any level of discipline at any time.
- 4.15.5.3. When an employee continues to have substandard attendance, the employee may be terminated.

4.15.6. Tardiness

- 4.15.6.1. Employees are expected to be prompt and punctual in reporting for work and to leave work only when the necessary notice and/or authorization have been provided. Because punctuality expectations vary significantly based on the employee's position, policies and procedures dealing with tardiness and leaving early are established at the unit's level.

4.15.7. Reporting Unscheduled Absences

- 4.15.7.1. Employees are expected to call the main line to provide notification or leave a message about their absence.
- 4.15.7.2. The minimum information required is as follows:
- 4.15.7.2.1. Employee's name,
 - 4.15.7.2.2. Position,
 - 4.15.7.2.3. Purpose of the message,
 - 4.15.7.2.4. Reason for the absence (a short phrase will be sufficient, such as: my own health issue, personal urgent errand, or appointment, etc.), and
 - 4.15.7.2.5. Expected duration of the absence.
- 4.15.7.3. In addition to calling the main line, the unit manager may add additional reporting requirements, such as, the employee must also follow up via phone or email directly with the unit manager with additional details. The employee may also notify other interested parties by dialing directly to their extension or cell phone or by sending a notice via email.
- 4.15.7.4. For the purposes of this policy, it is the employees' responsibility to provide sufficient information and/or documentation to their manager to identify and

support any absence as protected leave, regardless of the length of the incident or if the absence was pre-arranged or not. The employee and the supervisor are equally responsible to properly identify the type of absences in the pay sheet, especially if it is protected leave. Consult with Human Resources for assistance if any of the following may apply: FMLA, WA Family Leave Act, WA Paid Family and Medical Leave Act, WA Family Care Act, Workers' Compensation, USERRA, WA military leave, WA Domestic Violence leave, or other federal or state protected leave laws. In such cases, leave documentation will be maintained with Human Resources and the employee's medical/benefits file. The manager will maintain record of any other type of absences in the supervisory records.

- 4.15.7.5. Failing to report unscheduled absences may result in disciplinary action up to and including termination. Employees failing to report to work without advance arrangements for 3 consecutive business days without reporting their absence will be considered to have abandoned their position and employment will be terminated, absent of extenuating circumstances that made it impossible or impracticable for the employee or their representative to notify Great Rivers BH-ASO of the absences.
- 4.15.7.6. Employees are advised to have an emergency communication protocol with their family or representative in order to provide appropriate notifications to Great Rivers BH-ASO in the event the employee is unable to do so. Great Rivers BH-ASO will take under consideration emergency situations or circumstances outside of the employee's control or influence and will review each case on its own merits.
- 4.15.7.7. When managers allow for substantial work schedule flexibility, work output and performance expectations will be a determinant factor in assessing an employee's dependability expectations.

4.16. **Tobacco Use:**

- 4.16.1. In accordance with state law, smoking is prohibited within 25-feet of all entrances and exits, windows that open, ventilation intakes, and inside all Great Rivers BH-ASO facilities and buildings. Use of tobacco products in Great Rivers BH-ASO vehicles or rented vehicles is not permitted.

4.17. **Employee Indemnification:**

- 4.17.1. Generally, Great Rivers BH-ASO will protect, defend, hold harmless, and indemnify for any damages, including court ordered-attorney's fees, all current and past officers, employees, and their respective marital communities against any and all claims or causes of action which arise as a result of alleged acts or errors and omissions occurring within the scope of their duties and responsibilities or employment with Great Rivers BH-ASO. Provided, that Great Rivers BH-ASO may elect not to provide indemnification for acts not undertaken in good faith, grossly negligent or reckless acts or omissions, official acts, misconduct, the defense of the right to hold office, if the employee fails to fully cooperate with the defense of any action, or under other circumstances at the discretion of Great Rivers BH-ASO. If the Great Rivers BH-ASO Governing Board makes such a determination, the employee or officer shall be notified of such decision and shall have a right to meet with the Governing Board prior to the decision being made final.

4.18. **Bulletin Boards:**

- 4.18.1. Great Rivers BH-ASO bulletin boards are designated for Great Rivers BH-ASO official business use, and Great Rivers BH-ASO retains the exclusive right to determine the appropriateness of any use of bulletin boards or the materials to be posted. Use of bulletin boards for inappropriate contents, commercial, political, religious, or other potentially sensitive or controversial materials or solicitations is prohibited. All other uses require the

consultation with Human Resources and/or the Compliance Officer.

4.19. Personal & Business Appearance:

- 4.19.1. Employees contribute to the organization's culture and the reputation of Great Rivers BH-ASO in the way they present themselves. A professional appearance is essential to a favorable impression. Workplace attire, good grooming, and appropriate hygiene reflect employee pride and inspire confidence on the part of those with whom we come in contact during the course of our work. Employees are expected to present a professional, businesslike appearance and image, including the proper maintenance of their work areas.
- 4.19.2. Managers will exercise good judgment and discretion to determine appropriateness of appearance for their unit. Great Rivers BH-ASO will exercise flexibility to accommodate temporary environmental circumstances, special medical necessities, or religious accommodations. Great Rivers BH-ASO and managers may make special exceptions for special assignments, events or occasions, designated casual days, or other specific cases, within appropriate decorum, respect to sensitivities, and professional casual expectations.
- 4.19.3. Employees who do not meet professional attire or grooming standards may be subject to corrective action, which may include, for example, leaving the premises on their own time, to change in order to be in compliance with this policy. It is impossible and undesirable to define an absolute code for dress, appearance, hygiene, fragrances, and related topics; therefore, we expect employees to use discretion and good judgment and to discuss any questions about Great Rivers BH-ASO guidelines for attire with their immediate supervisor or Human Resources.

4.20. Possession of Firearms:

- 4.20.1. Specific policies regarding use or possession of firearms and other weapons may be added to Great Rivers BH-ASO's Health and Safety Policy.

4.21. Workplace Violence:

- 4.21.1. Great Rivers BH-ASO prohibits violence in the workplace, including bullying, and is committed to maintaining a respectful environment free of all forms of violence, including oral or physical threats, intimidation, abusive statements, or any conduct that causes others to feel intimidated or unsafe.
- 4.21.2. Great Rivers BH-ASO prohibits the following behavior, unless it is intended to reasonably protect life and well-being:
 - 4.21.2.1. Any act or threat of violence made by an employee against another person's life, health, well-being, family, or property;
 - 4.21.2.2. Any act or threat of violence, including, but not limited to, intimidation, harassment, or coercion;
 - 4.21.2.3. Any act or threat of violence that endangers or has the potential to endanger the safety of employees, consumers, vendors, contractors, or the general public; and
 - 4.21.2.4. Any act or threat of violence made directly or indirectly by words, gestures, or symbols.
- 4.21.3. Employees will use the harassment policy process to report workplace violence or bullying. Upon receiving a complaint, Great Rivers BH-ASO will promptly investigate the matter to determine relevant facts and circumstances. Information about any complaint will be treated as confidentially as possible, consistent with proper investigation and responsive action. Based on its investigation, Great Rivers BH-ASO will take immediate and appropriate corrective action. Individuals who make good faith complaints or who participate in a Great Rivers BH-ASO investigation will not be retaliated against or otherwise treated adversely for having done so.

4.21.4. Orders of Protection/Restraining Orders

4.21.4.1. An employee who has obtained an order of protection or restraining order against another individual must notify their supervisor and provide a copy of the official restraining order document. Great Rivers BH-ASO may also request a picture from the employee of the individual listed on the restraining order. Great Rivers BH-ASO may take whatever steps it deems appropriate to ensure the safety of the workplace. The mandates of the restraining order will be followed until it has expired, or an alternative document has been provided that changes the status of the order.

4.21.5. Public Contact

4.21.5.1. Great Rivers BH-ASO strives to maintain a safe and secure workplace and does not tolerate violent, threatening, or abusive treatment of employees by consumers or members of the public. Employees who feel they are being treated inappropriately or in a threatening manner by another individual should politely remove themselves from the situation and immediately inform their supervisor or, in the absence of their supervisor, another available supervisor or management officer.

4.21.5.2. When life, safety, and/or property are at risk, employees are encouraged to seek law enforcement assistance by dialing 911.

4.21.6. Great Rivers BH-ASO Response

4.21.6.1. When Great Rivers BH-ASO becomes aware of a potentially threatening situation (either domestic and/or from some other source), management will undertake an assessment of the risk and implement an appropriate safety response plan specific to the circumstances of the threat. Great Rivers BH-ASO may consult with law enforcement authorities and legal counsel for advice, as needed.

4.22. **Performance Appraisals**

4.22.1. A performance review will be initiated for an employee when they are hired. The employee will perform an initial self-rating and additional self-ratings quarterly. Supervisors will meet with employees periodically during the year to review their self-ratings, goals, challenges, opportunities for growth, and training needs.

4.22.2. The supervisor will complete a final review, which includes a rating of the employee at the end of the performance review year, which is aligned with the fiscal year (July 1 – June 30).

4.22.3. The supervisor and employee should meet periodically and at performance review year end to discuss the employee's progress, assess the employee's strengths and weaknesses in a constructive manner, and set objectives and goals for the period ahead. The employee will have the opportunity to make written comments about their quarterly self-ratings and their final performance review. Performance issues may be addressed and may result in performance improvement plans or corrective actions.

4.22.4. Information derived from the performance review may be considered when making decisions affecting training, pay, promotion, transfer, or continued employment.

POLICY SIGNATURE

DocuSigned by:
Vickie L. Raines
2E098B6F63284F6

Vickie Raines, Chair
Great Rivers BH-ASO Governing Board

4/9/2021

Date