

Where Great People & Great Companies Meet

www.WestSoundWorkforce.com

HANDBOOK FOR TEMPORARY WORKERS

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There is no intent within this handbook or in any policies and procedures herein noted to interfere with an employee's Section 7 rights, including their rights to discuss terms and conditions of employment.

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WELCOME TO WEST SOUND WORKFORCE

Thank you for registering for employment through West Sound Workforce (WSW). We are happy to have you as part of our team!

West Sound Workforce is a professional staffing and recruiting company serving the staffing needs of the Puget Sound region. We are a woman-owned small business certified by the State of Washington as a Women's Business Enterprise (WBE).

We have been providing temporary, temp-to-hire, and direct hire staffing services since 1998. We provide services for all levels of employment in many different industries.

All of our placement fees are paid by our client companies, so there is never a fee to our candidates/employees. West Sound Workforce will be your employer and handle any time off, sick leave, or concerns you may have about your assignment.

When you work on a temporary assignment through WSW, you are our employee and a valuable member of our team. Even though you will be working at our client's site, you remain an employee of WSW. We will check in with you on a regular basis to find out how the assignment is working out for you. In the meantime, please call, text, or email us with any questions or concerns you might have. If you have to call after hours, just leave a message and your phone number where you can be reached.

Again, welcome to the West Sound Workforce team. We look forward to a mutually satisfying and beneficial relationship.

Sincerely,

Monica Blackwood
President & CEO

WORKING WITH THE CLIENT COMPANY

- **Report to work each day.** When you agree to accept an assignment, we make a commitment on your behalf to the client company. Both WSW and the client company are depending on you, and it's important that you follow through on your commitment.

- **Be at work on time.** Client companies who contract with us do so because they really need the extra help. It causes confusion and disrupts the work environment if you are late.

- **Dress appropriately** for the work environment. We will give you complete information about the work you'll be doing. Please report to work dressed appropriately.

- **Do not use your cell phone** during work hours. It is inappropriate to use the client's time to make personal calls. You need to turn off your cell phone during work hours and limit personal calls to breaks or lunches when you are on your own time and away from your workspace. If you need to provide an emergency number to your family, provide WSW as a contact. We will relay those calls to you immediately and also make the client aware of the situation.

- **Do not use the client company's computers, phones, or fax machines for anything other than work-related business**.* Furthermore, you must follow the client company's policies regarding the use of their computers, phones, and other systems, even though they may be more restrictive than WSW's.

- **Abide by the Confidentiality Agreement you signed.**
  You agreed that you would not:*
    - Disclose client information.
    - Disclose information about the client's operations, procedures, or customers.
    - Remove documents or materials from the client's premises.

  You agreed to:

    - **Abide by the Service Agreement** you signed.

- **Not approach our client company** regarding employment for a period of one year after we've introduced you to them and arranged a job interview.
- **Not approach our client company** regarding employment for a period of one year from the end of your temporary assignment.

- **If our client offers you a direct-hire position while you are on assignment, you will refer them to us to handle the transition.**

- **Practice good safety habits on the job**. Your safety is very important to us. Please observe all safety rules on the job. Do not hesitate to ask your supervisor if you have any questions. And please let us know immediately if you feel that you are being put in an unsafe situation.

- **Do not drive your car or anyone else's as part of your job**. Unless we have agreed with the client company that you will be driving as part of your job, you should not use your car or anyone else's to run errands for the client company. If you are asked to drive during the course of your work, please ask the client company to give us a call.

- **Do not leave personal items at the worksite** as this is a temporary position. Any personal items left after your assignment ends will be held for you to pick up in a West Sound Workforce office for 30 days. If not picked up, they will be donated to charity or discarded.

*****Nothing in this policy is intended to restrict an employee's right to exercise protected speech and concerted activity under Section 7 of the National Labor Relations Act.

STAYING IN TOUCH WITH WEST SOUND WORKFORCE

- **Call WSW immediately if you are unable to report to your assignment.** You may call the client company directly, but you must also call us as we are your employer. You can call or text our offices any time at (253) 853-3633. If no one answers, please leave a detailed voicemail message. If you fail to notify WSW and then you do not report for work (even for one day), this is deemed a voluntary resignation from both your assignment and WSW and you will no longer be considered

for further employment. If you are out ill for 3 or more consecutive days, you may be required to provide us with a note from your doctor verifying that you are able to return to work.

- **We will call you immediately if your assignment changes or ends.** If we are unable to reach you at the phone number(s) you have provided to us, we will leave you a message on your voicemail, answering machine, or with the person answering the phone. It is your responsibility to check your messages regularly and promptly. If your shift has been cancelled and you have not checked your messages, or if we are unable to leave a message for you, you will not be compensated for any time spent reporting to the cancelled job.

- **Keep us informed.** When you learn that your assignment is nearing an end, please let us know whether you're available for another assignment. If the client company asks you to stay longer than originally anticipated, let us know that as well. Also, if you are having any problems on the job, we need to hear from you. Since we're your employer, you must keep us informed.

- **Submit your timecard no later than 5:00 pm Sunday**. You can submit your timecard through the WSW portal after the completion of your final shift of the week. We have provided you with instructions on how to complete it (see page 12). Please be sure you submit your timesheet for your supervisor's approval by the deadline so we can have your paycheck available for you on Friday. If your online timecard is received after the deadline or if it has errors or omissions, you may have to wait until the following week for us to process your paycheck.

- **Give notice if you are quitting**. If you wish to complete your assignment, you must give WSW two weeks' notice. If you quit your assignment without proper notice, that means you are voluntarily resigning from WSW and will no longer be considered for other assignments.

- **Check in with us regularly between assignments.** Check the website often and email us with the job numbers of positions for which you feel qualified.

SAFETY GUIDELINES

All employees on temporary assignments must adhere to the following safety guidelines:

- If you are involved in an accident that results in personal injury or property damage, no matter how small the injury or damage, you **MUST immediately**:
  - Report it to your job site supervisor
  - Seek medical attention, if needed
  - Contact the Branch Manager at West Sound Workforce in person or by phone at 253-853-3633 or 360-394-1882
  - Complete the WSW Employee Incident Report

- If you observe any condition or practice on the job site that you deem dangerous or think might cause injury or damage to equipment or personnel, you must **report it immediately to your site supervisor AND to West Sound Workforce.**

- Do not operate any motorized vehicle or equipment that you have not received proper training on or that does not appear to be in proper working order. Also, do not operate any motorized vehicle or equipment without receiving prior authorization from West Sound Workforce.

- You **must** use all the client company's prescribed safety and personal protective equipment on the job. Notify your job site supervisor immediately if any piece of safety or protective equipment is not in good working condition.

- Obey all the client company's safety rules, government regulations, signs, markings, and instructions. Be particularly familiar with those that apply directly to you. If you don't know, be sure to ask.

- Be courteous and avoid distracting others on the job. Do not engage in horseplay or unsafe practices.

- Always use the right tools and equipment for the job. Use them safely and only when authorized.

- **Never** use drugs or alcohol prior to or during work, and never keep or use them on the job site.

- Always obtain first aid promptly. Please refer to the Safety handout you received at your interview!

YOUR SAFETY IS THE HIGHEST IMPORTANCE TO US.

All on-the-job accidents and/or injuries MUST be reported!

If you have any questions, call us at:
253-853-3633 or 360-394-1882

PROHIBITION OF HARASSMENT, DISCRIMINATION & RETALIATION AND PROCESS FOR COMPLAINTS

West Sound Workforce is committed to providing a professional work environment in which all employment relationships are conducted with respect and free from discrimination, harassment, and retaliation. We are committed to equal employment opportunity and to maintaining a workplace that is not hostile or offensive.

This policy applies to all employees, applicants, supervisors, managers, contractors, and any individuals connected to West Sound Workforce, including clients, vendors, and customers. It applies to all work-related settings, including offsite work locations, virtual environments, and work-related events.

West Sound Workforce prohibits discrimination, harassment, and retaliation based on any protected characteristic, including but not limited to: age, race, creed, color, religion, national origin, immigration status, ancestry, citizenship, veteran status, disability, medical condition, marital status, sex (including pregnancy), gender identity, gender expression, sexual orientation, victim of domestic violence or a hate crime, or any other status protected by applicable local, state, or federal law.

Discrimination

Discrimination is the unequal treatment of an individual in any aspect of employment based on a protected characteristic. This includes decisions related to hiring, promotion, compensation, job assignments, training, or any other term or condition of employment.

Harassment

Harassment is unwelcome conduct based on a protected characteristic that creates an intimidating, hostile, or offensive work environment or interferes with an individual's work performance.

Harassment includes, but is not limited to:

- Verbal conduct: jokes, slurs, epithets, derogatory comments, or offensive remarks
- Physical conduct: assault, blocking movement, or unwanted physical interference
- Visual conduct: offensive posters, drawings, symbols, or electronic communications

Sexual Harassment

Sexual harassment is a form of harassment based on sex, gender, gender identity, gender expression, or sexual orientation. It includes:

- Unwelcome sexual advances or requests for sexual favors
- Verbal, visual, or physical conduct of a sexual nature
- Sexually suggestive comments, jokes, gestures, or materials
- Comments about a person's body or appearance

Sexual harassment may include:

- Quid pro quo: when employment decisions are based on acceptance or rejection of sexual conduct
- Hostile work environment: unwelcome conduct that interferes with work performance or creates an offensive environment

Sexual harassment does not need to be motivated by sexual desire and may arise from conduct that was initially consensual but later becomes unwelcome.

Anti-Retaliation

West Sound Workforce strictly prohibits retaliation against any individual who:

- Reports or complains about discrimination, harassment, or retaliation
- Assists or participates in an investigation
- Exercises rights protected under this policy or applicable law

Retaliation means any adverse employment action or behavior that could discourage a reasonable person from reporting concerns. This includes, but is not limited to:

- Termination, demotion, or failure to promote
- Reduction in pay, hours, or job responsibilities
- Unwarranted discipline or negative evaluations
- Exclusion, harassment, or changes in working conditions

Any employee who engages in retaliation will be subject to disciplinary action, up to and including termination.

Reporting Concerns
Any employee who believes they have experienced or witnessed discrimination, harassment, or retaliation should report the concern immediately. Reports may be made to:

- Their West Sound Workforce supervisor or recruiter, or
- Monica Blackwood, President & CEO

If the concern involves the employee's supervisor or recruiter, or if the employee feels uncomfortable reporting to them, the employee should report directly to Monica Blackwood.

Investigation Process
All complaints will be taken seriously and investigated promptly, thoroughly, and impartially. West Sound Workforce may initiate an investigation even without a formal complaint if it becomes aware of potential misconduct. If this is the case, confidentiality will be maintained to the extent possible, but cannot be guaranteed. Information will be shared only on a need-to-know basis, and employees are expected to cooperate fully in investigations.

Upon completion of an investigation, appropriate corrective action will be taken if warranted, up to and including termination.

No employee will be punished or subjected to adverse action for making a good faith complaint or participating in an investigation, even if the complaint is not substantiated.

Any employee, supervisor, or agent found to have engaged in discrimination, harassment, or retaliation will be subject to appropriate disciplinary action, up to and including termination of employment.

AMERICANS WITH DISABILITIES ACT

West Sound Workforce (WSW) fully complies with all requirements of the ADA. Our policy is to treat all employees without discrimination because of physical or mental disability in regard to any position for which the employee is qualified, and to treat them equally in all employment practices. West Sound Workforce will make requested reasonable accommodations related to the known physical or mental limitations of qualified applicants or employees with disabilities, to enable them to perform essential job duties,

unless such accommodation would impose an undue hardship on our (or our client company's) operation in accordance with applicable law.

DRUG FREE WORKPLACE POLICY

West Sound Workforce (WSW) is a drug-free workplace. No employee may use, sell, manufacture, receive, distribute, dispense, be under the influence of, or possess any illegal substance (including cannabis, considered illegal under federal law), or be under the influence of, or use alcohol or cannabis, or abuse prescriptions or over-the-counter (OTC) drugs while on the job, on client or company property, operating client or personal vehicles while on the job, or representing West Sound Workforce in any official capacity.

West Sound Workforce, or its authorized agent, may conduct drug testing of its job applicants (where appropriate by WA law) and employees. West Sound Workforce reserves the right to require a drug test to be conducted at any time during employment and without prior notice. No drug test will be performed unless a consent form is signed prior to the test. Results of all drug tests will be handled in a strictly confidential manner, with results reported to a company member only. All related documentation will be maintained in a confidential, locked file with limited authorized access only.

A "positive" drug test will result in disciplinary action up to, and including, dismissal. Refusal to consent to a drug testing constitutes a violation of company policy and will result in automatic dismissal. Violation of this policy and these procedures may result in termination.

RULES OF CONDUCT

The Rules of Conduct define what is and is not appropriate behavior. The following lists unacceptable activities:

- Gambling on WSW or Client property
- Smoking in unauthorized areas
- Assault on anyone working for or on WSW or Client property
- Fighting or attempting to provoke a fight on WSW or Client property
- Threatening, intimidating, or harassing anyone working with or at WSW or Client
- Falsifying WSW or Client record(s) or documents
- Repeated failure to submit one's own timecard

- Failure to provide I-9 documentation within 3 days of hire
- Unauthorized removal of records or documents from WSW or Client
- Misuse or damage of WSW or Client property
- Unauthorized operation of Client equipment
- Disregarding safety rules and/or procedures
- Failure to report an injury or accident within 24 hours
- Creating or contributing to unsanitary conditions by poor housekeeping or hygiene
- Leaving the work area during working hours without permission
- Failure to report absence (or expected tardiness) prior to start of shift
- Insubordination in any form toward WSW or Client
- Personal use of Client property including computers, phones, stationery, stamps, postage meters, or other supplies, equipment, or vehicles
- Receiving personal visits/calls during working hours unless in an emergency
- Non-work-related internet use
- Possession of a firearm or other weapon on WSW or Client property
- Use of alcohol, cannabis, or illegal drugs on WSW or Client property

This list is not intended to be all inclusive.

The above constitute standards of conduct for employees of WSW on temporary assignments. Failure to comply with these standards may result in disciplinary action up to, and including, termination of your assignment and/or your employment with West Sound Workforce.

These policies are not an employment contract and shall not be construed as a guarantee of continued employment or a promise of any particular benefit. West Sound Workforce has the right to change, interpret, or cancel any of its rules, policies, benefits, procedures, or practices at its discretion.

AT-WILL EMPLOYMENT

Employment at West Sound Workforce is on an “at-will” basis, which means that either you, the employee, or WSW, may terminate the employment

relationship at any time, for any reason, with or without cause. (There is no intent within this handbook or in any policies and procedures herein noted to interfere with an employee's Section 7 rights, including their rights to discuss terms and conditions of employment.)

EQUAL OPPORTUNITY EMPLOYMENT

West Sound Workforce (WSW) provides equal employment opportunities to all employees and applicants without regard to age, race, creed, religion, color, national origin, sex, pregnancy, disability, veteran status, marital status, sexual orientation or gender identity, or any other protected status in accordance with applicable federal, state, and local laws. This policy governs all areas of employment at WSW, including recruiting, hiring, training, assignments, compensation, benefits, discipline, and terminations.

PERSONNEL FILE ACCESS AND DISCHARGE INFORMATION POLICY

West Sound Workforce maintains personnel records in accordance with applicable laws and business practices and provides employees with reasonable access to those records, as outlined in RCW 49.12.250.

Access to Personnel Files

Employees may review their personnel file once per year. Current employees, former employees, or their authorized representatives may request a copy of the personnel file.

- Copies will be provided within 21 calendar days at no cost
- Requests must be sent to: jobs@westsoundworkforce.com

A former employee is defined as an individual who separated from employment within the past three (3) years.

While a written request is not required, West Sound Workforce may request one for documentation purposes. Employees are expected to follow reasonable procedures to support timely processing.

Personnel files include records regularly maintained by West Sound Workforce or used for employment-related decisions, including job application materials, performance evaluations, non-active disciplinary records, leave and accommodation records, payroll records and employment agreements.

Discharge Information

Employees who are discharged may request a signed written statement indicating whether there was a reason for separation and, if so, the reason(s).

- Statements will be provided within 21 calendar days
- Requests should be sent to: jobs@westsoundworkforce.com

TIMESHEET INSTRUCTIONS

West Sound Workforce uses an online timesheet system, accessed through our employee portal.

How to Fill Out and Submit Your Timesheet:

1. To log into the West Sound Workforce portal, click the link in this document or click on the Portal Login link in the upper right-hand corner of westsoundworkforce.com. Enter your username and your password.
2. Select Timesheets from menu along the top of the screen.
3. Click View Timesheet for your current assignment.
4. Ensure you are viewing the correct week, then enter your start time, end time, and start and end times for all meal breaks. Do not include paid 10-minute breaks on your timesheet. If you take multiple unpaid breaks, click the green +Break button to enter additional breaks.

***Note: A dropdown menu will pop up when you enter each time, but because it will provide the option of every minute of the day, it will be more efficient to enter the time using your keyboard instead.**

5. Throughout the week, click Save Timesheet after entering daily hours.
6. At the end of the week when all hours have been entered, click Save & Submit Timesheet. Add any necessary notes you would like included and click Submit Timesheet to send your hours to your supervisor.
    a. When submitting the timesheet, you have the option to set the entered hours as a default. This will allow you to quickly enter your hours going forward if you work a consistent schedule.
    b. To add hours previously set as your default to your timesheet, click the Apply Default button.
7. You can make changes/corrections to a submitted timecard until the hours have been approved by your supervisor. To make changes, click the Re-Enter Timesheet button at the bottom of the screen.
8. When your supervisor approves your hours, you will receive email confirmation.
9. If your supervisor rejects your timesheet, please log in and make any corrections as soon as possible to avoid paycheck delays. Contact

West Sound Workforce with any questions or concerns about timesheet rejections.

10. If you do not work any hours during the week, you can click the red Submit Zero Hours button.

Note: Overtime will be calculated automatically. All overtime must be approved in advance by your onsite supervisor.

GETTING PAID

- You will be paid weekly on Friday, beginning the Friday after your first day of employment.

- If we do not receive your timecard by **5:00 pm Sunday,** or if your timecard contains errors, your paycheck may be delayed until the following week. **It is your responsibility to submit your timecard to WSW on time and completed correctly.**

- West Sound Workforce will make every effort to accurately process your paycheck. **You are responsible for verifying that you have been paid correctly.** You must notify us immediately if there is an error on your paycheck, so it can be corrected as quickly as possible.

- You must let West Sound Workforce know if you make any changes to your direct deposit form.

- You can view or print copies of your pay stub through the portal at any time. Simply log in, go to the **Pay History** tab and select the check number.

Choose between two pay options:

- **Direct Deposit:**
  Your paycheck will be available in your bank account by 5:00 pm Friday. You can set up direct deposit by completing the direct deposit eDocument in your Employee Portal. Your pay stubs will be emailed to you.

You must inform West Sound Workforce if you make any changes to your direct deposit form.

- **Cash Card:**

Cash cards allow workers who do not have bank accounts to bypass check-cashing services and the fees charged to convert checks into currency. You will be given an instant-issue card when you accept a job placement, and after several payroll deposits, you will receive a personalized Visa logo cash card at the mailing address you enter when enrolling in the program. Follow directions that are included with your new card. After activating your permanent card, your funds will be accessible with your personalized Visa logo cash card. Keep your temporary card as a backup.

On payday, West Sound Workforce will load a balance onto the card in the same amount that would have been given to you via a traditional paycheck or through a direct deposit. Funds will be available by 5:00 pm on Friday.

The cash card is not attached to a checking account nor is it a credit card, so when all the money has been spent, the card is empty until the next payday.

EMPLOYEE BENEFITS FOR TEMPORARY WORKERS

We value our employees who work for us in temporary positions for our client companies. Because you represent us well with your commitment to excellence, we are pleased to offer the following benefits in return:

Note: All benefits are subject to change without prior notification.

AFLAC - Summary of Benefits Offered:

Disability: This plan replaces a portion of your income if you are unable to work due to illness or off the job injury, including maternity. Each employee tailors this benefit to their personal lifestyle, budget, and financial responsibilities.

Accident Plan: This plan provides cash benefits in the event that you or a covered family member has an accident/injury on or off the job. Also included is a yearly Wellness Benefit.

Hospital Plan: This policy pays cash benefits for illnesses and injuries. There are benefits for hospital stay, ambulance, diagnostic exams, surgeries, and rehabilitation benefits.

Full Dental: Gives you $1,600 per year in coverage and coverage increases yearly. No dentist networks, no deductible or co-pay, rate stable, no pre-certification. You must plan ahead and enroll in this early, as there are short waiting periods.

Cancer Plan: This policy pays large cash benefits directly to the policyholder for the diagnosis and treatment of cancer. Our policyholders can then concentrate on recovery, rather than finances.

Critical Illness: No underwriting questions asked. This policy pays large cash benefits directly to the policyholder for the diagnosis and treatment of cancer, heart attack, stroke, and other major diseases.

Life Insurance: Options from $25,000 to $500,000 in coverage. No medical exam required.

Weekly Pay: We offer competitive wages and pay our active employees every Friday.

Holiday Pay: After working 1,500 consecutive hours, you will receive up to 8 hours holiday pay at your current rate of pay (maximum $100), provided you work at least 24 hours the week of, the week before, and the week after the holiday. Holiday pay is provided for the following holidays:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year's Day

Bonus: Upon completion of 2,000 hours worked, you will receive a bonus check for $250. For each additional 2,000 consecutive hours, the bonus amount increases by $50.

Paid Sick Leave:

In compliance with Washington state law, employees accrue one hour of paid sick leave for every 40 hours worked. You will accrue paid sick leave only while you are working on an active assignment.

This leave may only be used for the following purposes:

- For your own illness or injury

- To care for an ill or injured family member, as outlined in the law
- For a medical appointment or treatment for self or a family member
- Closure of your workplace by order of a public official for a health-related reason
- Closure of your child's school or place of care by order of a public official for a health-related reason
- For absences that qualify for leave under the state's Domestic Violence Leave Act
- For immigration-related legal activities for the employee or qualifying family members

Sick leave must be requested on a timesheet the week that timesheet is due. For unforeseen circumstances, it may be requested no later than 10 days after the date for which sick leave is being requested. Requests beyond that time will not be granted.

You will not be discriminated or retaliated against or disciplined for lawfully using your paid sick leave rights; however, you may not use paid sick leave for vacation or any other personal time off. Using your paid sick leave time for inappropriate reasons is cause for immediate termination.

Your paid sick leave accrual year starts on your date of hire.

Your unused paid sick leave balance of 40 hours or less will carry over to the following year. **You are eligible to use accrued paid sick leave after completing 90 days of employment on active assignments**. You will be paid sick leave at your normal hourly rate of compensation for the assignment you are scheduled to work on the day you use paid sick leave. This rate does not include tips, premium rates, or overtime rates. If you have a break of over 12 months between assignments, your accumulation will start over.

You will only be compensated for paid sick leave taken while you are active on a current temporary assignment. If the client cancels your assignment, for any reason, you will no longer be compensated for paid sick leave.

You must provide reasonable advance notice of an absence from work for the use of paid sick leave to care for yourself or a family member. When leave is foreseeable, please provide at least 10 days' notice if possible. If the reason for your absence is unforeseeable, notice should be provided no later than **one hour before the start of your shift.** Employees must make reasonable efforts to schedule foreseeable time off so as not to unduly disrupt operations at their temporary assignment.

You must always notify us of your absence.

- You may call the client company directly, but **you must also contact West Sound Workforce** as we are your employer.
- **You can call our offices any time** at (253) 853-3633 or (360) 394-1882. If no one answers, please leave a detailed message.

In addition to notifying us of your absence, you must put the number of paid sick leave hours requested each day on your timecard. Click "Addl Transactions", choose the appropriate date, select Sick Leave WA from the Transaction Type dropdown menu, enter the sick leave hours to be paid for each day, then click Add Hours. Do not enter more hours than you were scheduled to work. The total sick leave hours requested cannot exceed the number that you have accrued. In the Notes field you must enter the reason for your absence.

Please note: Verification may be required if an employee uses paid sick leave for more than three consecutive days for which the employee was scheduled to work. Verification must be provided within 10 calendar days of the first day you use paid sick leave to care for yourself or a family member. You may not be paid for sick leave taken in excess of three consecutive days until verification is provided. Employees working within the city limits of Seattle and Tacoma may have additional rights under their respective Paid Leave policies. Please visit those cities' websites for further information.

Paid Family and Medical Leave:

Paid Family and Medical Leave (PFML) is a mandatory statewide insurance program that provides almost every Washington employee with paid time off to give or receive care.

If you qualify, this program will allow you to take up to 12 weeks, as needed, if you:

- Welcome a child into your family (through birth, adoption or foster placement);
- Experience a serious illness or injury;
- Need to care for a seriously ill or injured relative;
- Need time to prepare for a family member's pre-and post-deployment activities, as well as time for childcare issues related to a family member's military deployment.

If you face multiple events in a year, you might be eligible to receive up to 16 weeks, and up to 18 weeks if you experience a serious health condition during pregnancy that results in incapacity.

More information and the application can be found at https://paidleave.wa.gov. West Sound Workforce does not determine eligibility, simply provides the information regarding the benefit available to you.

Payment of Premiums

The program is funded by premiums paid by both employees and employers. It is administered by the Employment Security Department (ESD).

Premium collection started on January 1, 2019. In 2022, the premium is 0.6% of wages. Employers may withhold up to about 73 percent of the total premium from employees' paychecks, and then are required to contribute the other 27 percent. The premiums are sent to ESD on a quarterly basis.

Taking Leave

Employees who have worked 820 hours in the qualifying period will be able to apply to take paid medical leave or paid family leave. The 820 hours are cumulative, regardless of the number of employers or jobs someone has during a year. All paid work over the course of the year counts toward the 820 hours, including part-time, seasonal and temporary work.

While on leave, you are entitled to partial wage replacement, which means you will receive a portion of your average weekly pay. The benefit is generally up to 90% of your weekly wage, with a minimum of $100 per week and a maximum of $1,000 per week. You will be paid by the State of Washington rather than your employer.

Employers are prohibited from discriminating or retaliating against anyone for requesting or taking paid leave.

Remember, this is not paid sick leave. You file your claim with the Employment Security Department (ESD), and your payment will come from ESD. You can learn more at https://paidleave.wa.gov/workers.

Job Protection through Paid Leave

If you have worked with West Sound Workforce for at least 180 days (6 months), your job is likely protected (some exemptions do apply). Failure to return to work on time will result in loss of job protection status.

Health Care Coverage through Paid Leave

If you qualify for job protection under Paid Leave, your health insurance will be maintained as if you are still working. You will be required to continue paying your share of premiums during this time.

Coordinating Paid Leave with FMLA:

Federal Medical Leave Act (FMLA) job protection leave will run concurrently with your Paid Leave time through PFML, should you qualify for FMLA. Should you choose to take unpaid FMLA leave instead of PFML, that FMLA time will be counted towards your PFML job protection time. You will be provided with a written notice that will include how your leave counts towards Paid Leave job projection, define the 12-month period as your designated FMLA leave year, remaining job-protection time, and confirmation that Paid Leave benefit eligibility is unaffected.

Washington Cares Fund (WA Cares) – Overview:

The Washington Cares Fund (WA Cares) is a state program that provides eligible Washington workers with access to long-term care benefits to help cover future care needs.

- Employees contribute 0.58% of wages through payroll deductions (based on 2026 rates; in subsequent years rates may change)
- Eligible individuals may receive up to $36,500 in lifetime benefits (2026 benefits, but may adjusted for inflation for future years)
- Benefits may be used for services such as in-home care, assisted living, and caregiver support

To qualify, individuals must meet contribution requirements and have qualifying care needs. Benefits are expected to be available beginning in July 2026.

West Sound Workforce's Role

West Sound Workforce does not determine eligibility for WA Cares. Our role is limited to notifying employees of the program.

When notifying your recruiter of an absence, you may be provided with WA Cares information as a potential resource. Employees are responsible for determining eligibility and applying for benefits directly through the WA Cares program.

401(k) Plan:

West Sound Workforce offers a voluntary pretax 401(k) plan through Human Interest. Regular full-time and regular part-time employees who have worked 1000 hours or more over their first twelve months of employment may participate. The 12 months of employment do not need to be continuous. Employees are eligible at the first of the month following their one-year anniversary of hire or rehire. Employees may make or modify their participation level as desired through their own Human Interest portal. The company will make a matching contribution up to 4%, or matched to the employee contribution level if less than 4%.

***All benefits are subject to change without prior notification. Some benefits do not apply to Payroll Service Employees.**

INTERVIEWING TIPS

Before:

- Dress professionally and conservatively (e.g., dress slacks or a skirt, and a nice blouse or business shirt). This does NOT include blue jeans! All clothing should be neat, clean, and pressed.

- Hair style and makeup, if you wear it, should also reflect a professional, conservative style of dress.

- Never wear cologne or perfume; you never know who has allergies.

- Visit the client company's website and take some time to familiarize yourself with them.

- Make sure you know the time and place of your interview, the position for which you're being considered, and the name of your interviewer.

- Always give yourself enough time to get to your interview. Arrive early, but never by more than 10 minutes.

- Bring a copy of your resume.

- Leave your cell phone in your car or turn it completely off. Simply setting it to "silent" or "vibrate" is unprofessional.

- Have answers in mind for typical situational interview questions such as, "Describe a situation where you exhibited your professional strengths," or "Describe one of your biggest accomplishments."

During:

- Be friendly and polite toward everyone in the office. Other employees are often asked what they thought of you.

- Do not ask anyone but your interviewer questions about your prospective position. You may be talking to someone who is being replaced.

- Stand when your interviewer enters the room and greet him/her with a pleasant smile and a firm handshake.

- Avoid being either too relaxed or too rigid. You want to give the impression that you are easy to work with, but professional at all times.

- Speak clearly, confidently, and thoughtfully, using proper grammar and maintaining a steady speed.

- Avoid over-thinking your answers or using vocabulary with which you are uncomfortable.

- Maintain good posture and eye contact throughout the interview to demonstrate that you are attentive and interested.

- Don’t give in to nervous impulses such as clicking your pen, playing with your hair, or cracking your knuckles.

- Emphasize the skills, abilities, and personality traits that make you right for the position, without giving too much personal information. Remember that the focus is on you as an employee, not you as a person.

- Never speak negatively about previous employers.

- Show that you are interested in the position without sounding desperate. Your interviewer is thinking of how you can help them, not how they can help you.

After:

- Ask your interviewer what the next step is. Though the answer will be that they are going to contact your WSW recruiter, this shows that you are interested in moving forward, and also gives you an idea of what is to come.

- Your recruiter will be in contact with the client company to discuss the interview and will then relay to you any feedback he/she has received.

- Follow up with your recruiter as soon as possible after your interview and let her/him know your perceptions of the meeting.

QUESTIONS

If you have questions about any of these policies or procedures, please contact us by phone at 253-853-3633 or 360-394-1882 or by email at jobs@westsoundworkforce.com.

There is no intent within this handbook or any policies and procedures herein noted to interfere with an employee's Section 7 rights, including their rights to discuss terms and conditions of employment.

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WEST SOUND WORKFORCE'S MISSION IS TO OFFER WORLD-CLASS STAFFING SERVICES ON A LOCAL LEVEL.

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