HOME CARE ASSOCIATION OF WASHINGTON
POLICIES & PROCEDURES (12/20)

MEMBERSHIP:

A. Provider Members (voting):
In-home service providers who deliver health, supportive or social services to Washington State residents in their homes. Provider members shall be entitled to vote at all membership meetings and in elections by mail ballot or other approved means.

B. Affiliate Members (non-voting):
Non-voting membership categories may include 1) individuals/organizations not directly providing home care services, but providing support to those who do; 2) individuals who work for a member organization; 3) educational institutions and associations.

C. Out of State Provider Members (non-voting):
In-home service providers who deliver health, supportive or social services outside of Washington State to residents in their homes.

Those eligible for Affiliate Membership include, but are not limited to: DME dealers, pharmaceutical suppliers, computer services, consultants, other groups/individuals interested in the promotion of home care.

Those eligible for Association or Institutional Affiliate Membership include, but are not limited to nursing homes, hospitals, senior centers, support groups (e.g., Alzheimer's support groups, ACS, SSD).

ASSOCIATION MEMBERSHIPS:
All memberships held by the Association will be reviewed by the Board before renewal. (9/91)

BOARD OF DIRECTORS
When circumstances force a member of the Board of Directors to resign their position, the member must first communicate their intent to the President of the Board, and then to the Executive Director. The director must submit a letter of resignation in writing which will serve a dual purpose

a) It will remove them from fiduciary responsibility as a director for the association; and
b) It will be a record for the association with specific date and recorded signature that the letter was submitted and approved by the HCAW Board.

If the director chooses, they can attend a board meeting to communicate to their peers their decision to leave. If they choose not to attend a board meeting to affect their resignation, a record of the resignation will be read into the minutes of the first board meeting conducted post-resignation, and a vote of approval of the resignation will be conducted during the meeting." (2/2013)

ELECTIONS/NOMINATIONS
It will be a charge of the Nominations Committee--to the extent possible--to compile a slate of candidates which reflects and represents the many provider types within the Home Care Association of Washington, and which will assure a Board of Directors which is balanced and representative. To avoid confusion and possible embarrassment, before nominees to the

HCAW Board of Directors or Nominating Committee can be officially announced, their agencies' dues must be paid through at least two quarters of the current year. (4/88)

At the election, if there is a tie vote between candidates (and no others are on the slate), the election will be decided by the flip of a coin by the ballot committee. It is not necessary to announce to the candidates or voting members which position resulted in the tie. (5/90)

The HCAW Board supports the Nominating Committee's decision not to have contested elections. Thus, once the uncontested slate has been sent to members, if there are no additional nominees "from the floor," the slate will be considered approved by the members and no further balloting will be required. (3/97)

BUSINESS MEETINGS:
In order to vote at HCAW business meetings, a member's dues must be current. For the spring business meeting, this means that the member must be paid through at least two quarters. For the fall business meeting, the member must be paid through all four quarters. (3/87)

The President is responsible for making an annual report to the membership at the annual meeting in the spring of each year.

FINANCIAL AFFAIRS:
Approved signatures of HCAW bank accounts will be a designated individual from the management firm, HCAW president, and HCAW treasurer.(12/20) Only one signature is required on a check. The executive director/management company will provide expenditures in a timely manner to the President and Treasurer for approval before signing checks on behalf of the association. The only check(s) the executive director will not sign is the monthly expense check of the management firm and those exceeding $3,000. Management fee will be set on auto pay. All other incidental fees will be sent to Treasurer for approval and then printed and signed by designated management firm signer. (12/20)

The signatures on the HCAW Political Action Committee account will be a designated individual from the management firm, HCAW president, and HCAW treasurer. (12/20)

There is to be a bi-annual internal audit of the Association's financial procedures, conducted by a committee of members appointed by the President. (10/96)

One HCAW membership directory will be sent free of charge to all provider, associate and allied members. Individual members and provider, associate or allied members wishing additional copies may purchase them for $15 per copy. The cost of the directory to non-members will be $100, unless otherwise determined by the Executive Director. A mailing list will sell for $25 to non-members. (1/87 and 11/86)

The annual subscription rate for the HCAW newsletter will be $50 to non-members. (4/87)

Regarding payment of dues, provider agencies will be considered separate if they file separate cost reports. If non-certified, they must be separate corporations. (5/86)

INVESTMENT POLICY FOR THE HOME CARE ASSOCIATION OF WASHINGTON

ORGANIZATION AND INTRODUCTION

Home Care Association of Washington (HCAW) Board of Directors has developed this Investment Policy and will be responsible for ongoing revisions to the policy. The Board of Directors will determine the maximum amount of money available for investment activities.
The Board of Directors has investment fiduciary responsibilities to oversee the investment activities of HCAW.

The purpose of the investment policy is to provide guidance to the Board of Directors in making recommendations and decisions regarding the investment of HCAW Board Designated funds, in overseeing implementation of those decisions and in evaluating the investment partner(s).

This Statement of Investment Policies and Objectives is set forth in order to accomplish the following:

1. There is a clear understanding on the part of the Board of Directors and any Investment Advisor(s) of the investment policy,
2. The Board of Directors has a basis for evaluation of the investment performance of Board Designated funds.

It is the intent of this statement to establish an attitude and philosophy which will guide the Board of Directors toward the desired investment performance. It is intended that the objectives be sufficiently specific to be meaningful, but sufficiently flexible to be practical and responsive to HCAW needs and changing economic climates.

BOARD OF DIRECTORS RESPONSIBILITY

The Board of Directors is entrusted with the responsibility for the investment of HCAW Board Designated funds. The Board of Directors shall discharge its duties solely in the interest of HCAW with the care and diligence of a prudent investor, insuring that all designated funds are invested appropriately.

INVESTMENT MANAGEMENT

The Board of Directors is authorized to engage the services of an Investment Advisor who possesses the necessary specialized research facilities and skilled manpower to meet these investment objectives and guidelines. Accordingly, the Board of Directors requires the Investment Advisor to be duly licensed by the Federal Securities and Exchange Commission and the State of Washington and to carry such insurance as is required by said government regulations, and to adhere to the “prudent investor rule” under such state and federal laws as now apply, or may in the future apply to investments. The Board of Directors may enter into an appropriate investment management contract with the Investment Advisor, provided that any such contract shall be terminable at will by either party. If an Investment Advisor is not engaged the Board of Directors will act in such a capacity.

Specific responsibilities of the Investment Advisor include:

1. Assisting in the development and periodic review of the investment policy
2. Recommending an appropriate asset allocation and security selection consistent with the parameters of this policy
3. Monitoring of investments to ensure compliance with the stated investment objectives

4. To assist as requested with providing ongoing education to the Board of Directors regarding best practices related to managing investments

INVESTMENT OBJECTIVES

The objectives of the Board Designated funds are as follows:

1. Appreciation with risk

GUIDELINES

1. *Preservation of Principal*

   It is the intention of the Board of Directors that the Investment Advisor make reasonable efforts to preserve the Board Designated funds while pursuing the appreciation with risk investment objective. This objective shall be deemed to have been met as long as the fund is in compliance with the standards established by the "prudent investor" rule and applicable state and federal law.

2. *Asset Classes*

   To provide the Investment Advisor with the freedom to invest in various types of assets, the following list of asset classes is approved as investments:

U.S. Common Stock	Foreign Stock
U.S. Preferred Stock	Corporate Bonds
U.S. Government Securities	Money Market Funds
Certificates of Deposit	Convertible Securities
Real Estate	Mutual Funds
Global Income	

3. *Asset Allocation Ranges*

   History shows that while interest-generating investments, such as bond portfolios, have the advantage of relative stability of principal value, they provide little opportunity for real long-term capital growth due to due to their susceptibility to inflation. On the other hand, equity investments, such as common stocks, have a significantly higher expected return but have the disadvantage of much greater year-by-year variability of return.

   Equity investments can take the form of either domestic or international common stock or preferred stock traded on a recognized public stock exchange with sufficient liquidity so as not to delay or hinder selling the security.

   Fixed income securities shall be selected and managed so as to assure appropriate balance of quality, maturity, and coupons consistent with current capital markets, economic conditions and the investment objective of the portfolio. Fixed income securities can include government bonds, inflation protected bonds, corporate bonds, high yield bonds, and mortgage-backed securities, floating rate securities, international bonds and Real Estate Investment Trusts (REITS).

Alternative investments may also be employed in some form to this allocation in an effort to increase expected returns and/or mitigate expected risks. Assets falling into this classification would include hedge funds, commodities, managed futures, and master limited partnerships (MLPs). Alternative investment, which can have wide range of volatilities and incorporate additional risk factors over traditional long-only portfolios, are recognized as having low correlation relative to those traditional long only portfolios. From an investment decision-making point of view this year-by-year variability may be worth accepting, provided the time horizon for the equity portion of the portfolio is sufficiently long (five years or greater).

The allocation of the monies invested that best satisfies HCAW investment objectives and constraints, as stated in this policy, is a 50%-85% equities, 40-50% fixed income, 0-10% alternative investments allocation.

	Minimum	***Maximum***
Equities	50%	85%
Fixed Income	40%	50%
Alternatives	0%	10%

A desired outcome is that the investments will be managed so that no individual stock or bond positions shall be allowed greater than 10% of the total portfolio. When that is not the case, purchase decisions will at least be made taking this into consideration.

4. *Prohibited Trading Practices*

Under no circumstances shall the Board of Directors permit HCAW assets to be utilized or engaged directly in the following list of prohibited trading practices. The Board of Directors understands that inside mutual funds, managers may engage in a number of these practices to hedge downside performance of the principal investment objective, which practices shall not violate these prohibitions:

Selling Short	Option Buying
Commodities	Uncovered option-selling
Letter Stock	Option-writing programs
Second Trust Deeds	Day-trading

5. *Prudent Investor Rules*

The Prudent Investor Rules state that a fiduciary must:

1. Make investment and management decisions with respect to individual assets in the context of the investment portfolio as a whole and as part of an overall investment strategy, not in isolation
2. Adhere to fundamental fiduciary duties of loyalty, impartiality and prudence
3. Maintain overall portfolio risk at a reasonable level. That is, risk and return objectives must be reasonable and suitable to the portfolio. The tradeoff between risk and return is the fiduciary's central concern
4. Provide for the reasonable diversification of investments
5. Act with prudence in deciding whether and how to delegate authority to experts and in selecting supervising agents. Be cost conscious when investing. The fiduciary

should incur only costs that are reasonable in amount and appropriate to the investment responsibilities of the fiduciary.

DIVERSIFICATION

1. The asset mix of fixed income investments, equity investments and alternative investments, excluding temporary investments in money market instruments, will be the responsibility of the Board of Directors and shall comply with the investment policy.

2. The target asset allocation of the fund may be modified, depending on the outlook for the economy and the securities markets. The Board of Directors will review the objectives and the asset allocation not less than annually and make recommendations as needed for the following time period.

MINIMIZE DOWNSIDE RISK AND FEES

The Board Designated funds will be managed to achieve the least amount of expected risk for the expected return. This is achieved by spreading the funds across a variety of asset classes. The investment nature, number and size of asset classes will be determined by the Board of Directors on the basis of acceptable risk, probable expected return, and time horizon. The maximum risk acceptance level of these funds is defined as an acceptable level of probable volatility, based on historic long-term performance of those asset classes included in the target allocation. After total return and risk mitigation are satisfied, investment should be selected with an effort to minimize the expense ratios or other fees associated with them.

COMMUNICATIONS/REVIEW

1. The Board of Directors or its designee will monitor the portfolio on an ongoing basis and communicate with the Investment Advisor not less frequently than quarterly.
2. Performance results, portfolio listing and valuations, and transaction summaries shall be provided at least quarterly to the Board of Directors.
3. All transactions and holdings are in the sole interest of HCAW, and shall be kept confidential including communication between the Investment Advisor, Board of Directors and the Administrative Director.
4. As objectives and constraints materially change, a review of this investment policy is recommended, and should be conducted at least on an annual basis.
5. At any time, the Board of Directors believes it needs to recommend a course of corrective action such as replacing an Investment Advisor, it may do so.

PURCHASE/SALES

It is the current practice of the HCAW Board to have the officers of the Board, along with the Administrative Director to review and approve all buy or sell investment decisions.

BONDING

A fiduciary bond is not required of or by the Board of Directors.

ADOPTION

This Statement of Investment Objectives and Guidelines of the Home Care Association of Washington (HCAW) was originally adopted November 13, 2015.

RECORDS RETENTION POLICY:
The following Home Care Association of Washington documents and records shall be retained permanently: minutes of Board meetings, copies of HCAW newsletters, management agreements or contracts, IRS returns, Articles of Incorporation, Bylaws, and annual financial reports. The following documents and records shall be retained for a period of ten (10) years: state and federal tax records, cancelled checks and financial worksheets. The following documents and records shall be retained for a period of three (3) years: general correspondence, committee activity files, meeting attendance data, member surveys, bank deposit slips, payment vouchers, bank statements and dues records.(6/15/90)

COMMITTEES:

1. Each committee chair (including "taskforces" and "work groups") is to recommend the preferred number of people on his/her committee, based on recommendations of previous chairs of same committee and Board of Directors. Board is to have final approval of committee make-up.
2. Within the established committee size, attempts should be made to provide appropriate balance of various organizations (i.e., rural/urban, freestanding/ hospital-based, non-profit/for-profit, etc.).
3. President will appoint committee chairs and committee members, with input from members and volunteers. Board will give final approval.

REIMBURSEMENT:
Committee members may be reimbursed for travel expenses to committee meetings only if they travel more than 100 miles (round-trip) to attend the meeting, and only if requested. Mileage is reimbursed at .20/mile. The maximum amount a committee member can be reimbursed for expenses incurred on a single committee is $500 per program year. (11/86) Committee membership is to be limited by size (based on the current goals and objectives of each committee), with size to be determined by each chairman with final approval by the Board. Non-members may be included as needed and subject to Board approval. More than one person from a member agency may serve on a committee so long as other members requesting to serve on the committee are not turned away. (7/87)

COMMITTEE CHAIR AND VICE CHAIR RESPONSIBILITIES:
It is the responsibility of each chairman of HCAW committees to recommend to the President and Board of Directors the membership make-up of his/her committee, and to the extent possible, formulate committees to be representative of geography and major provider classifications. It is the chairman's responsibility to establish time and place for committee meetings, and to see that all committee members are properly notified.* At committee meetings, the chairman is responsible for providing an agenda, convening the meeting, presiding, and seeing that proper minutes are kept as a record of the meeting. Within a reasonable time after all committee meetings, the chairman is responsible for seeing that minutes are distributed to all committee members, as well as the HCAW Executive Director and President. The chairman is also responsible for maintaining close communication with his/her Board liaison so that any pertinent actions, news or information of the committee will be brought

to the Board's attention. Additionally, upon request, committee chairmen will write articles or summaries of committee activities for publication in the Association newsletter.

*The HCAW staff will assist as needed to notify members of meetings, distribute minutes, and otherwise provide support to committees. (6/87)

AD HOC COMMITTEES:
Each year, the Board of Directors will approve the establishment of ad hoc committees to carry out specific functions and accomplish desired goals. Ad hoc committees may include, but are not limited to:

Membership & Marketing Committee: reviews and recommends programs for membership recruitment; investigates and recommends membership benefits; is responsible for reviewing and approving applications for membership based on established criteria; may make recommendations to the Board for membership categories and criteria, and changes in dues structure.

Annual Meeting Committee: is responsible for planning, developing and promoting an annual meeting in the spring of each year; if the annual meeting is planned in conjunction with the Oregon Association for Home Care, the Committee will serve as hosts when the meeting is in Washington, and will actively assist OAHC when the meeting is in Oregon.

Reimbursement: is responsible for reviewing actions of fiscal intermediaries and advocating for the members when appropriate; will represent the Association and its members with regard to Medicare, Medicaid and third-party reimbursement.

During the legislative session the formulation of an Ad Hoc “Hot Team” will be approved to review and endorse upcoming legislation on behalf of the association. This committee will consist of the President, Public Policy Director and the Clinical Director. Other Board members are encouraged to join. If a conflict of interest arises, the vote to endorse will be sent to the Board for final approval. (1/21/21)

CONTINUING EDUCATION:
It is a policy of the Board that under normal circumstances refunds will not be given to persons attending HCAW educational programs who express dissatisfaction with the content of the program. (6/87)

GOVERNMENTAL AFFAIRS:
Volunteer Lobbyists: It is the policy of the Home Care Association of Washington that only those persons recommended by the Public Policy Committee and approved by the HCAW Board of Directors may register in Olympia as volunteer lobbyists representing HCAW. Such persons will receive no compensation from the Association for lobbying, and will be endorsed only to lobby on approved home care related issues under the direction of HCAW's paid lobbyist/legislative consultant. (2/87)

Position Statements: Position statements, once adopted, will remain on file for five years. Those that have not been reviewed and re-adopted by members within that five years will sunset. (9/92)

NAHC PARTICIPATION:

HCAW will send its Executive Director to the NAHC Legislative Conference each year (3/87). Additionally, the Association will pay for the President to attend the NAHC Legislative Conference each year (5/89).

REPRESENTATION:
Individual agency matters or concerns must be brought to the HCAW Board of Directors or to the appropriate committee chairman. It is not appropriate for individuals to directly contact the HCAW lobbyist or Region X and ask for personal representation. (5/86)

ENDORSEMENTS:
Candidates seeking endorsement from the HCAW Board for nominations to the NAHC Board or similar positions must comply with the following: Formal requests for endorsement--in writing--must be received before the HCAW Board of Directors meeting prior to the announced deadline for candidate endorsements. Requests should be directed to the President and mailed either to the President or Executive Director. Should more than one candidate formally request endorsement for the same position, it will be up to the discretion of the Board to endorse one candidate, more than one candidate, or no candidates. (9/88)

POLITICAL ACTION COMMITTEE POLICIES & PROCEDURES:
The following represent the policies and procedures of the Home Care Political Action Committee (PAC), a voluntary, non-profit, unincorporated Committee consisting of home care providers and others. The Committee is politically non-partisan.

1. The membership of the PAC consists of all persons who make contributions to its fund. Voting is limited to members of the Public Policy Committee and the HCAW Board. The Chair of the PAC is the President of HCAW or designee, and the Treasurer of the PAC is the Executive Director.
2. The parliamentary authority of the Committee will be Robert's Rules of Order, except as otherwise specified.
3. Decisions to spend money in support of incumbents or candidates are made by the voting membership of the PAC, as specified in #1. No contribution may be made unless approved by a majority of voting members present. Contributions shall be limited to candidates for statewide or legislative office and major party caucuses.
4. It is anticipated that meetings of the voting membership of the PAC will be held either preceding or following HCAW Board meetings. If meetings are held at other times, written notice of at least two weeks will be provided to voting members. Meetings are open to all PAC members.
5. Changes to these policies and procedures may be initiated by either the voting members of the PAC or the HCAW Board, and must be approved by the HCAW Board.
6. The PAC shall have the authority to incur expenses to carry out its function. These expenses will be paid from the funds raised in furtherance of the purposes of this PAC. Voting members will serve without compensation.
7. The Treasurer is responsible for assigning the preparation of and retention of minutes of meetings and maintenance of such other records as are required by the state or federal government. The Treasurer is responsible for filing any returns or reports required by state or federal law.
8. The Chair of the PAC or his/her designee will report to the HCAW Board of expenditures made by the PAC, and upon request, will report on fund-raising efforts and the current

status of the fund. This will include fund expenditures and expenses as reported to the Public Disclosure Commission on forms C3 and C4.

9. The PAC can be terminated by the HCAW Board. The PAC will undergo a thorough review at the HCAW Annual Meeting each year at which time its structure, operating and disbursement procedures may be changed to increase its effectiveness and efficiency within Public Disclosure Commission guidelines.
10. If a decision is made to terminate the PAC, any assets held by the PAC shall be distributed to HCAW.

HCAW MERGER & ACQUISITION POLICY

Member agencies will notify the HCAW office immediately upon completion of a merger or acquisition *(within 30 days).* Upon learning of merger, HCAW will clarify new administrative structure, mailing address(es), cabinet memberships if applicable, member of record, and other key contact persons, as well as newsletter mailing list. The office will identify any outstanding dues or other receivables and inform the new entity of any moneys due. The office will also clarify and verify cabinet, committee and work group representation by employees of the new agency entity.

With regard to dues, the new entity shall assume all unpaid dues owed by the involved agencies. No dues shall be refunded. If duplicate secondary cabinet memberships have been purchased, those dues will be forfeited for the remainder of the year or the entity may have the option of transferring the membership to another secondary cabinet for the remainder of the year. In the event that the two or more entities involved in the merger or acquisition belonged to different primary cabinets, the newly combined activity of the new entity shall determine its primary cabinet (under these circumstances, quarterly dues payors may have a change in the basis for their dues calculation for the remainder of the year.)

With regard to other payables, the new entity shall also accept responsibility for all outstanding payables owed by any of the entities involved in the merger or acquisition.

In the event that a large agency is divided into separate, smaller organizations, the larger of the new entities shall own the existing membership, including any secondary cabinets. To remain members, the new smaller entities would need to pay prorated dues for the remainder of the year, based on the estimated/historical data (e.g., visits, hours, revenue, etc.) of those entities. Should the new, larger entity no longer represent a particular cabinet service area, that cabinet membership may be transferred to one of the smaller new organizations, provided that it joins as a full provider member.

Should these financial obligations not be met, membership will be terminated for the agency(ies) involved.

The HCAW office shall update its records and mailing lists, revise the membership directory, and notify the Board, cabinets, committees and membership as appropriate. Should duplicate representation on the HCAW Board result from the merger or acquisition, one of the directors representing the new entity shall resign, as determined appropriate by the agency and the Board, and as specified in the HCAW bylaws. (7/96)

HCAW SOCIAL MEDIA PURPOSE AND POLICY

The HCAW On-line Community is an opportunity that exists so members can support one another and advance their agencies, their careers, and in-home services. HCAW is committed to providing a social media platform where members feel comfortable sharing, connecting and receiving help.

Social networking includes but is not limited to participation in blogs, photo-sharing sites, personal networks and messaging sites. HCAW members are responsible for reading, knowing and complying with the terms of service of the social networking sites you use.

Purpose:

- To encourage HCAW members to engage in communities.
- To communicate advocacy efforts.
- To promote HCAW's conferences and educational programs.
- To build relationships, increase learning and support collaboration.
- To share expertise with others.
- To build our members' affiliation with and loyalty to our association and our brand.
- To share new knowledge members are learning from others in the industry.

Guidelines and personal responsibilities:

Be responsible and respectful. All on-line dialogue and interactions through HCAW are a privilege that needs to be respected. What you write, post, or contribute is ultimately your responsibility and reflects on you and your organization.

Exercise good judgment and consider your audience. Members need to balance personal and professional information. Our community environment is not a place for marketing or self-promotion, but rather a platform where members feel comfortable sharing, connecting, and receiving help.

Know and respect intellectual property and copyright laws. Write what you know, being clear on the message you want to convey. Be accurate and verify information you intend to pass on. Should misinformation be posted, correct it as soon as possible.

Maintain authenticity and transparency. Include your name, agency, title and e-mail address. Do not use social media to convey confidential or proprietary information

Take down policy: HCAW will not allow any offensive, incendiary or false content and will be remove it at our discretion. (10/10)

HCAW BOARD CONFLICT OF INTEREST POLICY

HCAW board members shall avoid conflict of interest situations between the interests of HCAW on one hand, and personal, professional and business interests on the other. This includes avoiding potential and actual conflicts of interest as well as perceptions of conflicts of interest.

Further, HCAW board members shall disclose conflicts of interest and refrain from involvement in decision making when a conflict of interest situation arises for that individual related to the decision at hand.

PURPOSE:
To protect the board, members of the board or HCAW at risk from potential lawsuits related to possible conflict of interest situations.

DEFINITIONS:
A conflict of interest is a situation that arises when an individual or organization has multiple interests in a particular topic that could skew one's judgment and cloud one's motivation or decision making to potential self-interests.

According to Wikipedia, a conflict of interest is defined as follows: "A conflict of interest occurs when an individual or organization is involved in multiple interests, one of which could possibly corrupt the motivation for an act in the other".

Business Dictionary.com defines conflict of interest as "a situation that has the potential to undermine the impartiality of a person because of the possibility of a clash between the person's self-interest and professional interest or public interest".

PROCEDURES:

1. HCAW board members shall sign a conflict of interest statement when beginning board service and annually thereafter.
2. If a conflict of interest arises, the board member shall disclose it and refrain from decision making whereby their involvement could pose concern with personal or professional gain.
3. Any board member having a conflict of interests or possible conflict of interests should not vote or use his/her personal influence on the matter, and he/she should not be counted as part of a quorum for the meeting. The minutes of the meeting should reflect that a disclosure was made, the abstention from voting and the quorum situation.
4. In the event of a conflict of interest with a board member, it should not prevent the board member from briefly stating his/her position in the matter, nor from answering pertinent questions of other board members, since his or her knowledge could be of assistance to the decision making process.
5. Any possible conflict of interests on the part of any board member should be disclosed to the other board members and made a matter of record, either through an annual procedure or when the interest becomes a matter of board action.
6. In the event a board member does not disclose a conflict of interest and later it is found to be an issue with a particular board decision, the board will determine action needed.
7. Board members are prohibited from receiving gifts, fees, loans, or favors from vendors, contractors, consultants, or financial agencies, which obligate or induce the board member to compromise responsibilities to act with the best interest of HCAW in mind.
8. Board members may not have a significant financial interest in any activity which HCAW sponsors, initiates or endorses.
9. Since it is not possible to cover all potential conflicts, board members are expected to be alert for and avoid situations which might be construed as conflicts of interests. (6/12)

HCAW WHISTLEBLOWER POLICY
This Whistleblower Policy of the Home Care Association of Washington (HCAW): (1) encourages staff and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of HCAW; (2) specifies that HCAW will protect the person from retaliation; and (3) identifies where such information can be reported.

1. **Encouragement of reporting.** HCAW encourages complaints, reports, or inquiries about illegal practices or serious violations of HCAW's policies, including illegal or improper conduct by HCAW itself, by its leadership, or by others on its behalf. Appropriate subjects to rise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which HCAW has existing complaint mechanisms should be addressed under those mechanisms, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.
2. **Protection from retaliation.** HCAW prohibits retaliation by or on behalf of HCAW against staff or volunteers for making good faith complaints, reports, or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. HCAW reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports, or inquiries or who otherwise abuse this policy.
3. **Where to report.** Complaints, reports, or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the basis for the complaints, reports, or inquiries. They should be directed to HCAW's Executive Director or President of the Board of Directors; if both of those persons are implicated in the complaint, report, or inquiry, it should be directed to association legal counsel. HCAW will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that HCAW may be unable to fully evaluate a vague or general complaint, report, or inquiry that is made anonymously. (7/18)

HCAW ANTITRUST GUIDELINES

The Home Care Association of Washington is a nonprofit 501(c)6 association representing home health, homecare, and hospice agencies. The purpose of the Association is to promote the long-term growth and sustainability of in-home services in Washington State. HCAW provides leadership for consumers by unifying in-home services providers through public outreach, education, legislative advocacy, and supporting practice standards.

The activities of the Association unavoidably bring together members who are competitors. The interaction between competitors which necessarily takes place in the context of trade association activities is strictly regulated by the antitrust laws of the Unites States which have as their principal purpose the fostering of competition in the marketplace.

The Association unequivocally supports the policy of competition which is the object of antitrust laws and adheres to a policy of strict conformity to the spirit and letter of the antitrust laws. Accordingly, the following subjects should never be discussed at meetings of the Association's members, directors, or committees:

- Past, present, or future prices
- Fair, desirable, or target profit or sales levels
- Industry or individual pricing policies, changes, or standardization
- Credit, discount, or warranty terms
- Allocation of customers or markets
- Whether a competitor's prices constitute unfair competition

- Wage and productivity rates
- Collective refusal to deal with any party because of pricing, distribution, or competitive practices, such as a third-party payor or medical equipment vendor

Any written materials to be distributed at Association meetings must adhere to these antitrust guidelines. (7/18)

POLITICAL POSITION DETERMINATION POLICY
Current practice allows for the board members attending the legislative team meetings to come to unanimous agreement on HCAW political position. This position may only be represented by our spokesperson(s) as defined in the Designated Spokesperson Policy.

If the board members present at a legislative team meeting do not come to consensus, HCAW will take a position of neutral or will remain silent on that particular issue.

If members of the organization wish for the Board of Directors to take an active position, they may ask the President for Board Reconsideration. In that case, the President will ask an interested party on each side of the proposed legislation to submit their written recommendation for review by the Board of Directors. The written recommendation shall not exceed 1,000 words.

The Board will review the written statements only – there will not be time allocated for presentations. The vote will be final with the President casting the tie-breaking vote if necessary.

An electronic vote may be taken at the discretion of the President in lieu of an in-person meeting, with reliance on the written submission and document review. Vote will be final with the President casting the tie-breaking vote if necessary. (2/25)

DESIGNATED SPOKESPERSON POLICY
The Home Care Association of Washington is highly respected by our members, our elected officials, and the general public in our the communities where we exist. A critical element to that ongoing respect is the safeguarding of messaging when delivered on behalf of the association.

Only those named as a Designated Spokesperson or who have been duly appointed by a designated spokesperson may speak on behalf of HCAW in an official capacity.

The Designated Spokespersons for the Home Care Association of Washington are:
President of the Association
Executive Director of the Association
Policy Director of the Association

Only the individuals listed above may speak on behalf of the Home Care Association of Washington. Anyone else who would like to address positions must do so with the clarity that they do not speak for the Home Care Association of Washington. (2/25)

COLLECTIONS POLICY FOR OUTSTANDING DEBTS
Purpose

The purpose of this policy is to provide clear guidelines for managing and collecting outstanding debts owed to Home Care Association of Washington. This ensures that the organization's financial resources are responsibly managed and available to support its mission of advancing quality home care services in Washington.

Scope

This policy applies to all debts owed to Home Care Association of Washington, including but not limited to dues fees, program fees, service charges, or other receivables.

Policy Statement

Home Care Association of Washington is committed to ensuring that all financial obligations owed to the organization are collected in a timely, fair, and respectful manner while upholding the integrity and values of the organization.

Procedures

1. **Invoice Issuance**
    - All invoices will be issued within 7 business days of the transaction or service provided.
    - Invoices will include the due date, payment methods, and any applicable late fees.
2. **Payment Terms**
    - Payments are due within 30 days of the invoice date unless otherwise agreed in writing.
    - Payment plans may be established on a case-by-case basis, subject to approval by the Association Executive Committee. Failure to comply with an established payment plan may result in the reinstatement of the original collection timeline.
3. **Monitoring Outstanding Balances**
    - The Finance Team will review outstanding accounts monthly to ensure timely follow-up.
4. **Collection Process**

    If payment is not received by the due date:
    - **Day 1–30 Past Due:** A courtesy reminder will be sent via email or mail.
    - **Day 31–60 Past Due:** A second reminder will be sent, along with a phone call.
    - **Day 61–90 Past Due:** A final written notice will be sent, including any late fees incurred and a deadline for payment.
    - **Beyond 90 Days:** The debt may be escalated to a third-party collections agency or legal counsel, as approved by the Executive Director or Board of Directors.

***Before escalating to a third-party collections agency or legal counsel, the Association may consider mediation or arbitration to resolve disputes, at the discretion of the Executive Director.**

5. **Waivers and Write-Offs**
    - In cases of financial hardship or other extenuating circumstances, a debtor may request a waiver of their outstanding debt. Requests must be submitted in writing and will be evaluated on a case-by-case basis.
    - Waivers or write-offs of debts over $750 require approval from the Board of Directors.
6. **Recordkeeping**
    - Accurate records of all communications and attempts to collect outstanding debts will be maintained for 7 years.

- All records will comply with Home Care Association of Washington 's confidentiality and data security policies, ensuring that sensitive financial information is protected

Compliance with State Laws

Home Care Association of Washington adheres to all Washington State laws and regulations regarding debt collection, including compliance with the Washington Collection Agency Act (RCW 19.16). (12/24)