



## **Employee Handbook**

**Website:**

[www.apachemedtrans.com](http://www.apachemedtrans.com)

**24/7 Dispatch:** (480)-983-9393

**Online Support:**

info@apachemedtrans.com

Dispatch #: 480-983-9393

Dispatch cell #: 480-374-9334 (text only)

Email: dispatch@apachemedtrans.com

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## **Our Mission**

Apache Medical Transportation aims to raise the standard when it comes to providing non-emergency medical transportation services. We will customize our services and adjust the level of assistance to provide safe, reliable, and on-time transportation. We will take you safely to your destination on time, every time.

## **Our Goals**

**Safety** – Experienced and certified employees, continuous training

**Reliability** – optimized dispatch, on-time performance, minimal wait times, comprehensive quality control and proactive communication

**Value** – Competitive pricing, exceptional service

## **Our Values**

- Our customers come first.
- Safe and Healthy Workplace
- Innovation and Flexibility
- Care for the Environment
- Leadership by Example
- Proactive Problem Solving
- Ownership and Accountability

## **Patient Customer Care**

- **Clear Communication**
- **Listening Skills**
- **Self-Control**
- **Positive Attitude**
- **Assertiveness**
- **Conflict Resolution**
- **Empathy**
- **Creative Thinking**
- **Taking Responsibility**

## **Confidentiality/HIPAA Policy**

Information that pertains to Apache Medical Transportation LLC. Business, including all nonpublic information concerning the company, its vendors, and suppliers, is strictly confidential and must not be given to people who are not employed by Apache Medical Transportation LLC.

Please help protect confidential information which may include customer lists and company financial information, and all client information. Employees are to take the following precautionary measures:

1. Discuss work matters only with other Apache Medical Transportation employees who have a specific business reason to know or have access to such information.

2. Refrain from mentioning names and any personal information pertaining to a client while in public.
3. While transporting children do not release any information about children including the physical address of drop off or pick up. (Even if the client is the parent!)
4. DO NOT discuss client information with other clients.
5. Secure confidential information in a secure location in the vehicle or office. Keeping all information out of the reach of any clients.

Your cooperation is particularly important because of our obligation to protect the security of our clients' and our own confidential information. Use your own sound judgment and good common sense, but if at any time you are uncertain as to whether you can properly give information or answer questions, please consult the Apache Medical Transportation managers or dispatch officers.

## **Employee Criteria**

Apache Medical transportation serves various contracts including but not limited to government agencies, medical facilities, schools, corporations, group homes, and other facilities. It is our duty to provide a high level of service. This includes extensive background checks as well as strict drug and alcohol policies. Background checks include a Motor Vehicle Record (MVR), Fingerprint Clearance Card and a Central Registry Check. Audits are completed and applied to all employees on an annual basis.

## **Motor Vehicle Record**

All candidates for employment must submit a 5-year Motor Vehicle Record (MVR) report. Report must have a stamp date within 30 calendar days of submittal. No person shall be considered for a driver's position without proper MVR documentation. Current employees are subject to a bi-annual MVR check to ensure that there are no disqualifying acts on their record. Records shall be reviewed and discussed with the driver. If the record is deemed disqualification, the driver shall be removed from his/her driving position immediately.

### **Disqualifying Acts include, but are not limited to:**

- DUI's/ DWI's
- At Fault Accidents
- No more than two (2) moving violations.
- No more than one (1) excessive speed violation
- No criminal violations

## **Fingerprint Clearance Card**

All employees are required to present a valid level one fingerprint clearance card issued by the Arizona Department of Public Safety at the time of hire. Cards are valid for six years. Employees are responsible for renewing and providing the Human Resources department with an updated card before the card expires. Should this card reach the expiration date, employees will be suspended from their job duty until a new renewed card is received by the Human Resources department.

## **Central Registry Check**

The Central Registry is a confidential database of substantiated reports of child abuse and neglect. All Apache employees will be subject to a Central Registry check upon hire, re-hire and on an annual basis. Employees will not begin work until they are cleared through this database. If the Central Registry Background Check specifies any disqualifying act and the person does not have a Central Registry Exception, the person shall be prohibited from becoming an employee for Apache Taxi/ Apache Medical Transportation. All current employees will be subject to an annual re-check submission through this database to ensure good standing. Any employee not cleared by the Central Registry Background Check on the annual check shall be immediately terminated.

The Human Resource department will keep record of these forms and validations via a matrix. This matrix will be reviewed bi-annually by the Human Resource department as well as Apache Upper Management to ensure that all paperwork is in good standing.

## **PROCEDURES FOR CENTRAL REGISTRY FORMS**

New Hires and Re-Hires:

1. The new employee must fill out a Central Registry Form.
2. HR will submit the form via email to [DCSCentralRegistry@AZDCS.GOV](mailto:DCSCentralRegistry@AZDCS.GOV).

3. Human Resources must receive the Central Registry, Fingerprint Clearance Card results back indicating that there was no substantial report found prior to moving forward. This will be indicated on the bottom portion of the official form showing date of receipt, date of check, result and have a signature from an authorized member of the Central Registry Department.
4. Results will be printed and added to employee file for audit purposes.
5. No new hire or re-hires shall begin work duties until the clear form has been received by the Human Resources department.

Renewal:

1. The renewal of Central Registry Forms for current employees is done bi-annually (twice a year).
2. HR will submit the form via email to [DCSCentralRegistry@AZDCS.GOV](mailto:DCSCentralRegistry@AZDCS.GOV).
3. Human Resources must receive the Central Registry Form and status of Fingerprint Clearance Card results back indicating that there was no substantial report found. This will be indicated on the bottom portion of the official form showing date of receipt, date of check, result and have a signature from an authorized member of the Central Registry Department.
4. Results will be printed and added to employee file for audit purposes.



5. If the Central Registry Form comes back with a Substantiated Finding the employee will be immediately terminated.

## **Driver Responsibility**

### **Drug and Alcohol Policy**

Apache Med Trans strives to maintain a workplace free of drugs and alcohol and to discourage drug and alcohol abuse by its employees. Use of alcohol or drugs by employees can impair the ability of employees to perform their duties, as well as adversely affect our customer's and customer's confidence in our company.

For more details and explanation of Apache Med Trans Drug and Alcohol Policy please refer to Policies and Procedures.

#### **a.) Alcohol**

Employees are prohibited from using or being under the influence of alcohol while performing company business for Apache Med Trans while operating a motor vehicle during business or for any job-related purpose, or while on company premises or a worksite.

#### **b.) Illegal Drugs**

Apache Med Trans employees are prohibited from using or being under the influence of illegal drugs while performing company business or while on a company facility or vehicle. You may not use, manufacture, distribute, purchase, transfer or possess an illegal drug while in Apache Meds Trans premises or vehicles.

## **Smoking Policy**

For more details and explanation of Apache Med Trans Smoking Policy. Please refer to Policies and Procedures.

- a.) Smoking is prohibited inside Apache Med Trans Facilities and Vehicles.
- b.) Drivers must refrain from smoking around clients being transported or around the residents of the client. As an employee of Apache Med Trans, it is important that we always keep a respectable image of the company.

## **Sexual Harassment**

The company is committed to providing a workplace that is free from all forms of discrimination, including sexual harassment. Any employee's behavior that fits the definition of sexual harassment is a form of misconduct which may result in disciplinary action up to and including dismissal including substantial civil penalties.

For definition of sexual harassment or more details on Apache Med Trans Sexual Harassment policy please refer to Apache Med Trans Policy and Procedure manual.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct, which if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

- \*Unwelcome sexual advances – whether they involve physical touching or not.

- \*Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comment on an individual's body, comment about an individual's sexual activity, or deficiencies.

- \*Displaying sexually suggestive objects, pictures, cartoons.

- \*Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments.

- \*Inquiries into one's sexual experience; and,

- \*Discussion of one's sexual activities.

All employees should take special note that, as stated in the Apache Med Trans Policies and Procedures, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by Apache Med Trans LLC.

## **Complaint Procedure**

An employee who feels that he or she has been harassed in the workplace by any individual is strongly urged to immediately report the incident to the appropriate supervisor or the Head of Human Resources. Complaints may be verbal complaints or a written complaint. Inquiries and/or complaints will be documented and investigated as quickly as possible. All investigations will be conducted in a highly confidential manner

by the supervisor or head of human resources. Without prejudice to the victim.

## **Work Schedule**

- a.) Attendance & Punctuality
- b.) Every employee is expected to attend work regularly and report to work on time.
- c.) If you are unable to report to work on time for any reason, telephone your supervisor 2 hours in advance at the latest. If you do not call in an absence in advance, it will be considered unexcused.
- d.) Unsatisfactory attendance, including reporting late or quitting early, may be cause for disciplinary action, up to and including discharge.
- e.) Drivers are expected to be on time for all pick-ups. When possible, a driver should be on sight 15 minutes before scheduled pick-up to ensure that the client's residence is found.
- f.) When requesting a day off please make a request no later than 1 day ahead so proper adjustments will be made to complete the scheduled trips.

## **Dress Policy**

Appropriate office attire is required of all office personnel. Business casual dress will be permitted on Fridays and business days that fall just before a holiday.

Drivers must wear business casual attire with their company shirt. Refrain from jeans with holes, or extremely stained pants. We wish

to put forth an image that will make us all proud to be Apache Med Trans Employees. We ask that all drivers **do not** wear tank tops, sweatpants, and basketball shorts, this is not professional attire. For the safety of all drivers, close toe shoes should be worn. EMPLOYEE BADGE SHOULD BE WORN AT ALL TIMES.

## **Personal Belongings**

- a) Employee Personal belongings are brought at your own risk. The company is not responsible for any lost, damaged, or stolen items.
- b) Personal items should be kept neatly in the vehicles away from clients. Some clients have restrictions on certain types of items, so Drivers need to be aware of these restrictions in the notes on schedule.

## **Progressive Discipline**

The following outlines Apache Medical Transportation's progressive discipline process:

- a) **Verbal warning:** A supervisor verbally counsels an employee about an issue of concern, and a written record of the discussion is placed in the employee's file for future reference.
- b) **Written Warnings:** Written warnings are used for behavior or violations that a supervisor considers serious or in situations when a verbal warning has not helped change unacceptable behavior. Written warnings are placed in an employee's personnel file. Employees should recognize the grave nature of the written warning.
- c) **Performance improvement plan:** Whenever an employee has been involved in a disciplinary situation that has not been

readily resolved or when he/she has demonstrated an inability to perform assigned work responsibilities efficiently, the employee may be given a final warning or placed on a Performance Improvement Plan (PIP). PIP status will last for a predetermined amount of time not to exceed 90 days.

- d) **Termination:** Employees will be terminated when a violation is done that cannot be overlooked. At any time, the company will reserve the right to skip any step depending on the violation with explanation and proper documentation.

## **Resignation / Voluntarily Quit**

All employees are at will employees. If an employee wishes to resign or quit the employee must come into the office to fill out an employee resignation form.

It must be understood that the last check will not be given to see if any company property is still in the position of employee. All company property must be turned in on the last day or the day the last check is given.

Items may include but are not limited to shirts, keys, gas cards, car seats and GPS devices (if applicable).

## **Transporting**

- a.) Apache Med Trans is responsible for transporting clients to and from Governments facilities as directed by Case managers.
- b.) While transporting clients it is in the best interest of the company to uphold its duties and responsibilities to the clients with prompt safe and reliable services.

- c.) When waiting for clients to remain visible to the public, park orderly in the parking lot, continue to conduct yourself in a professional manner by staying with your vehicle. The image of the company still depends on your behavior while waiting for clients. Drivers should not yell, be disrespectful, and refrain from assembling or talking in any manner that would make a client uncomfortable.
- d.) Drivers should not make any stops in between Pick up and Drop off Locations. This does not include out-of-town trips, unless specified in comments.
- e.) Drivers are to transport only clients listed on the referral/schedule. If more than one client is listed this information will be included in the schedule. When a client brings another individual with them who is not on the schedule or referral then driver must call dispatch to inform them and get approval. CLIENTS NOT LISTED SHOULD NOT BE TRANSPORTED!! DUE TO INSURANCE PURPOSES.
- f.) Drivers cannot purchase any items for clients.
- g.) Drivers should not transport to a different address not listed on referrals unless dispatch changes the address. If drivers have any questions about drop off or pick-ups, they should call Dispatch.
- h.) Drivers should not transport any client or individual not listed on referral.
- i.) If the client is not home, you must speak to dispatch for no shows. To No show a client Dispatch needs to make calls to the client / and driver must wait 15 mins after scheduled pick

up. PLEASE CALL DISPATCH BEFORE DECIDING ON A NO SHOW so proper notes are documented.

- j.) Drivers must text in each Pick-up and Drop-off time to the dispatch cell phone. It is very important that all drivers confirm text messages. This is important because we get calls all day from Case Managers and Clients checking on their transportation.
- k.) Drivers no time should leave a child unattended.
- l.) Drivers should get signatures from any client that gets in the company vehicle. Children sometimes have special instructions, please pay attention to the notes.
- m.) If clients leave personal belongings in vehicle, please call dispatch immediately in case client calls office.
- n.) Drivers should not exchange phone numbers or social media information with any client.

## **Door Through Door Transportation**

Basic knowledge needed to understand door-through- door transportation services include the following information:

- a) Most seniors have sufficient health and other resources to independently fulfill all their transportation needs.
- b) Some seniors (often the eldest) are so frail or infirm that they need personal hands-on assistance in making a trip.**
  - 1)** Persons with such needs often could not make that trip without personal, intensive support because their physical or mental limitations make them unable to access or use other public or specialized transportation services.



- 2) Seniors may receive help entering or exiting their homes, the destinations of their trips, or the vehicles used for their trips. Some seniors with serious frailties or disabilities may also require personal assistance while traveling on vehicles.
- c) Such travel assistance is often called “door-through-door transportation;” it is also sometimes known as “assisted transportation,” “supported (or supportive) transportation,” or “escorted transportation.” This type of assistance is not commonly available on public transit systems and is often not offered by taxi operators.
- d) **Door-through-door transportation services respond to special personal needs.** These services support the mission of the Administration on Aging (AoA) to promote the dignity and independence of older people by providing the mobility needed to help frail and infirm seniors continue to live independently in their own homes. Independent living is by far the most cost-effective solution for seniors, their families, the aging network, and the country as a whole: comments from providers across the country indicate that many older persons served by door-through-door transportation would require assisted living or nursing home services if they did not have personal assistance with their transportation. Most seniors also prefer to stay in their own homes. These services provide more freedom and independence for seniors who use them and lessen the burden for their caregivers as well.
- e) **ALTERNATIVE MODELS OF DOORTHROUGH-DOOR SERVICES**

- 1) Case study data show that door-through-door transportation may require considerable personal hands-on assistance through several doors. For example, round trip transportation may require help.
  - 2) Out of the door at a senior's home,
  - 3) Into a vehicle and out again, and
  - 4) Through the door at the destination.
  - 5) For the trip back to a person's home, this sequence of doors is reversed.
  - 6) Certainly, not all seniors need personal assistance through one or all the doors. However, seniors who do need such help depend strongly on transportation programs that can provide door-through-door service, often as a last resort in meeting their travel needs.
- f) While "opening doors" is certainly a key feature of door-through-door transportation, **it is the personal, hands-on support for riders that distinguishes this service from other transportation programs.** The "door-through-door realm" includes several possible steps or levels of assistance. On a continuum of increasing levels of assistance, each of which usually includes the previous steps, they can be called:
- g) **Gentle support:** Opening doors and providing verbal guidance.
- h) **Physical support:** Providing physical support for the rider to assist with balance, assist in climbing steps, or performing similar functions. This support may include delivering the rider to an attendant at the destination who then takes over the task of personal support and assistance. This "handoff" function is sometimes called "hand-to-hand" or "chair-to-chair" service.

- i) **Personal support:** The driver or escort may help the rider put on coats, shoes, or boots and help by putting away groceries in the rider's home. Some drivers or escorts are or become friends of the rider and offer emotional or other personal support.

## **Company Vehicles**

- a) Once the company vehicle is assigned to the driver, it becomes the responsibility of the driver.
- b) Drivers must always keep the vehicle clean and neat.
- c) Company vehicles cannot be used for any personal reasons.
- d) The driver is responsible for keeping up with maintenance on vehicles, by bringing the vehicle into the shop for oil change, tires or any other maintenance needed for vehicles.
- e) Any damage that is caused by lack of good maintenance may leave the driver liable for any cost to repair the damage or disciplinary actions will be taken.
- f) Prior arrangements need to be made with Apache Med Trans Supervisor to ensure the trips are still being kept.
- g) When vehicles are brought in for service drivers must come into the office and put their name on the board and in the shop service log.
- h) Gas Cards
  - i) Drivers are assigned a gas card upon hire; each driver is responsible for the purchases made on the gas card.
  - j) Regular unleaded gas can only be purchased. Only Gas can be purchased with the cards. Gas cards can be used only 3 times a day. All receipts must be turned in with a Gas Purchase log sheet every two weeks when picking up your paycheck.

- k) Random Inspections
- l) Inspections are done randomly, to ensure that the driver is in uniform, pickups and drop-offs are on time, and to ensure that the vehicle is clean and presentable.
- m) These inspections will be done randomly depending on the schedule.

## **Seatbelts / Car seats**

Apache Med Trans abides by all state and county laws. Drivers need to properly wear seatbelts.

When transporting clients, ensure that all clients are properly secured in the vehicles. It is the driver's responsibility to ensure that the proper child restraints are being used for each child being transported. Details are given on the schedule notes with proper types of car seats needed.

## **ADA Training for ADA Certified Drivers**

Drivers Who Are Certified

1. Strap
2. Ask the customer if they need assistance before you act.  
Never make assumptions about your customer's intellectual or physical capabilities.
3. Do not lean on or touch a person's mobility device or wheelchair without asking permission.
4. Be patient and allow the customer to take their time.  
Respond to them in a calm, professional manner.

5. When speaking with someone who is blind, identify yourself and others who may be assisting you. When you offer to assist, allow the person to take your arm. Be specific when providing directions and identify architectural elements or barriers the person should consider when approaching or leaving the vehicle.
6. Operators must allow all service animals on board and may not ask for proof of their certification.
7. Operators may not require a passenger traveling with a service animal to sit in a particular seat on the vehicle.
8. Passengers with service animals are responsible for knowing the best way to position the animal on the vehicle, and the service animal may not block aisles or exits.
9. Make sure your passenger has been secured by the seat belt, while transporting on the wheelchair always.
10. Passengers on the wheelchair must be secured to four security hooks in the van specially designed by the ADA van manufacturing.
11. <https://www.youtube.com/watch?v=N0enYyqJwlw>

## **Accidents**

- a) Do not remove the vehicle until pictures are taken and supervisor is notified.
- b) In the event of a vehicle accident drivers must call 911 if anyone is hurt.
- c) Call dispatch to let the supervisor know.
- d) Get a copy of the police accident report, with information from all witnesses.

- e) Drivers need to come into the office to fill out any accident reports and give a detailed account of all parts of the accident. Take pictures to help your report.
- f) Accident vehicles will be inspected by the mechanic to determine the necessary auto body and mechanical parts. Upon completion, the vehicle will be inspected again and returned to the fleet.

## **Emergency Situations**

- a) Stop Immediately, but do not obstruct traffic. In the event of an emergency call 9-1-1 then call dispatch and make sure you identify yourself, the vehicle# and the location of the incident.
- b) Assist the injured if you are well yourself and have someone to call the police. If you have customers in your vehicle (if they are not critically hurt and able to be moved) at the time of an accident, get them to safety, off the roadway and away from risk of injury.
- c) Secure names, Phone numbers, addresses of other drivers, witnesses, injured persons.
- d) Secure make model and license numbers of all cars involved.
- e) Make rough drawing of scene, showing position of cars and other details.
- f) Don't hastily accept claim settlement at scene of accident.
- g) Remain calm, courteous, and consistent in your version of accident. Never leave the scene of an accident. Take as many pictures as you can. If there are any witnesses, try to get their phone number and name.

- h) Our road supervisors do report to each accident and file complete reports with photos, diagrams, police report information, and collect information from all parties. We rely on medical staff and injured at the scene of the accident to determine if there is need for additional medical attention. Drivers and supervisors are instructed to include as much information as possible relating to the physical condition of all persons involved- location of impact, reaction after the impact, state of health following the accident, level of interaction with medical staff at the accident scene, etc.
- i) In case of a health emergency stop immediately, but do not obstruct traffic. Call 9-1-1 if it is a life-threatening incident, then call dispatch. Make sure you identify yourself, your vehicle #, your customers name and the location of the incident. Dispatch will assist in notifying the proper authorities for that client.
- j) In the rare event that you cannot reach dispatch or an Apache supervisor for a non-life-threatening incident. The DCS Crisis Hotline is available at the number listed below. Identify yourself as an Apache Medical Transportation employee with the DCS worker on the phone, state your customers name, and the nature of your call. They will assist you by contacting the proper personnel to help you with your problem. Follow their instructions and ask for the person who is helping you on the phone's name and their DCS employee number.

Dispatch- 480-983-9393

DCS Crisis Hotline- 1888-767-2445

Shayan Naeini Operations Manager- 602-614-9004

Abbas Naini Owner- 602-697-9008



## **APACHE MEDICAL TRANSPORTATION LLC**

I, \_\_\_\_\_ have received a copy of the Apache Medical Transportation Employee Handbook. I understand that it is my responsibility as an employee of this company to comply with all policies and procedures that were explained to me. I also was given the employee orientation at the time of hire by a representative of Apache Medical Transportation Company.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Apache Med Trans Representative

\_\_\_\_\_  
Date

## Motor Vehicle Record Disclosure and Release Form

In connection with my qualification to operate a commercial motor vehicle for Apache Taxi LLC, I understand that a motor vehicle record, which contains public record information, may be requested. I further understand that such reports will contain personal information and public record information concerning my driving record from federal, state, and other agencies that maintain such records, as well as independent services that provide driving record information.

I authorize, without reservation, any party or agency contacted to furnish the above-mentioned information to our insurance company or its agent.

I hereby authorize procurement of my motor vehicle report. If qualified, this authorization shall remain on file and shall serve as ongoing authorization for you to procure such reports at any time during my contract or driving position. Apache Taxi LLC commercial auto insurer and agent will also use this information in conjunction with loss control and underwriting/safety review efforts.

\_\_\_\_\_  
Full Legal Name (include middle initial)

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Driver's License Number

\_\_\_\_\_  
State of Issuance

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Arizona Paid Sick Leave

In accordance with the Arizona Fair Wages and Healthy Families Act, the Company provides paid sick leave to eligible employees.

Employees are **frontloaded paid sick leave at the beginning of each benefit year** as follows:

- **Up to 40 hours** for employers with **15 or more employees**
- **Up to 24 hours** for employers with **fewer than 15 employees**

Paid sick leave may be used for the employee's or a family member's illness, injury, medical care, public health emergencies, or matters related to domestic violence, sexual violence, abuse, or stalking, as permitted by law.

Employees may begin using paid sick leave after **90 days of employment**. Leave may be taken in increments of **one hour or the smallest increment allowed by payroll**.

Paid sick leave is paid at the employee's **regular rate of pay**.

Unused paid sick leave **does not carry over** from year to year and is **forfeited at the end of the benefit year** ("use it or lose it"), as the Company provides the full annual allotment each year in compliance with Arizona law.

The Company prohibits retaliation against employees for requesting or using paid sick leave.