Collective Bargaining Agreement

Between

Local 509, Service Employees International Union

And

Coastline Elderly Services, Inc.

7/1/2026 - 6/30/2029

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Agreement made on July 1, 2026, between Coastline Elderly Services, Inc. (hereinafter referred to as the "Employer" and/or "CESI"), and Local 509, Service Employees International Union (hereinafter referred to as the "Union").

ARTICLE I – RECOGNITION

The Employer recognizes the Union as the exclusive representative for the purpose of collective bargaining on wages and working conditions for, and this Agreement applies to, all full-time and regular part-time: Care Managers, Protective Service Workers, Elder-At-Risk Care Managers, Information and Referral Workers, Hospital-Based Care Managers, Congregate Housing Coordinators, Nurses, Supportive Living Coordinator employed by the Employer at its New Bedford, Massachusetts location. This Agreement does not apply to Foster Grandparent volunteers, Elder Service Corp. employees, Home Health Aides, volunteers, temporary employees, managers, clerical employees, confidential employees, Contract Specialists, Data Processing employees, Bookkeepers, Accountants, Senior Aides, coordinators, Elderly Nutrition employees, supervisors, managerial employees, and all other employees.

ARTICLE 2 – DEFINITIONS / JOB CLASSIFICATIONS

Section 1.

Unless otherwise indicated by the contract, the term "employee" shall refer to any employee covered by this Agreement.

Section 2.

The term "full-time employee" shall refer to any employee who has achieved permanent status, is paid by CESI with funds received from the Commonwealth of Massachusetts Executive Office of Aging and Independence, and is normally scheduled to work at least thirty-five (35) hours per week or a full-time work schedule as set forth in this Agreement in Article 7, Section 10 and 11.

Section 3.

The term "regular part-time employee" shall refer to any employee who has achieved permanent status, is paid by CESI with funds received from the

Commonwealth of Massachusetts Executive Office of Aging and Independence, and is normally scheduled to work twenty (20) or more hours, but less than thirty-five (35) hours per week.

Section 4.

"Permanent status" shall be achieved by the following procedure:

A. Each position subject to this Agreement shall have an introductory period as set forth in Article 5.

B. If an employee has not been terminated during the applicable introductory period, s/he shall achieve permanent status at the conclusion of the applicable introductory period.

Section 5.

The term "grant employee" shall refer to any employee who in part or in whole is employed for a specifically-funded project, demonstration project, or is not funded by the Massachusetts Department of Aging and Independence, and who at the time of hire is informed that such employment is for a predetermined duration not to exceed twelve (12) months, shall be considered a temporary employee and shall be excluded from the bargaining unit covered by this Agreement.

Section 6.

The term "temporary employee" shall refer to any employee who is hired for a period of time of not more than twelve (12) months, and who at the time of hire is informed that her/his employment is for such a limited period, and shall be excluded from the bargaining unit covered by this Agreement.

Section 7.

The term "s/he" shall denote either she or he in this Agreement.

ARTICLE 3 – UNION MEMBERSHIP / AGENCY FEE

Section 1.

Employees shall, as a condition of employment, within thirty (30) days of the date of this Agreement or within thirty (30) days after the date of hire, either:

A. Acquire and maintain membership in the Union in good standing; or

B. Tender to the Union a service fee equal to periodic dues uniformly required as a condition of membership in the Union; provided, however, that in no event shall an employee be required to tender a service fee which exceeds the maximum amount that may be lawfully collected, or be used for the support of political candidates.

Section 2.

Any employee who fails to comply with Section 1 of this Article, as applicable, the Employer will separate the employee from employment for just causes, provided:

A. That the Union shall have notified the Employer and the employee in writing of such default, and said employee shall have failed to remedy the default within thirty (30) days after receipt of such notice; and

B. The Union then notifies the Employer that the Union is requesting the Employer to separate the employee from employment because of failure to comply with Section 1 and/or remedy any default.

C. In the event that an employee has filed a claim or complaint with an administrative agency or in a court having competent jurisdiction and said claim or challenges the appropriateness of the dues or agency service fee amount, the Employer shall not be required to take any action against said employees until the matter is resolved by the administrative agency or court, provided said employee authorizes the placement of the dues or agency service fee deduction in an escrow account. The terms of the escrow account will be negotiated between the Union and the employee.

Section 3.

On a quarterly basis (every Jan 1, April 1, July 1, Oct 1), the Employer will transmit electronically in excel format to the Union Representative a full bargaining unit list including employee name, address, phone number, job title, work location, date of hire, rate of pay, work email address, personal email address, and scheduled hours. This information shall be provided electronically, in a password protected Microsoft Excel spreadsheet. Each data point will be represented in its own column. Each individual employee will have their information in one (1) row each. The file will be named using the "EmployerName-BargainingUnitList-ReportDate.xlsx" naming convention. The information will be sent to dues@seiu509.org and to the internal organizer.

When a new bargaining unit employee is hired by the Employer, the name, last four (4) digits of social security number, address, work email address, personal email address, cell phone number, job classification, date of hire and rate of pay of the employee will be given to the Union on or about the employee's first day of work. The Employer will also within thirty (30) days advise the Union of any other changes in personnel in addition to notifying the Union of any employees who are on an unpaid leave of absence and how long the leave is for. This information shall be provided electronically, in a password protected Microsoft Excel spreadsheet. Each data point will be represented in its own column. Each individual employee will have their information in one (1) row each. The file will be named using the "EmployerName-BargainingUnitList-ReportDate.xlsx" naming convention. The information will be sent to dues@seiu509.org and to the internal organizer.

Section 4.

Any employee who is a member of and adheres to established and traditional tenets or teachings of a bona fide religion, body or sect which holds conscientious objections to joining or financially supporting labor organizations, shall not be required to join or financially support the Union as a condition of employment.

Section 5.

It is further understood that any employee who did not join the Union, or any employee who holds conscientious objections to joining or financially supporting labor organizations, requests the Union to use the grievance or arbitration

procedure on her/his behalf, the Union is authorized to charge the employee for the reasonable costs of using such procedures. Prior to the inception of the grievance procedure and prior to the beginning of the arbitration procedure, the Union shall advise the grievant in writing of the reasonable cost of using such procedures. Should the costs of the grievance or arbitration procedure exceed the Union's estimate by a reasonable amount, the employee shall be thereafter liable for any such difference.

Section 6.

The Employer agrees to deduct Union dues, and /or agency service fees with each paycheck from the pay of employees who voluntarily authorize such deductions by submitting the appropriate signed authorization to the Employer. If an employee wishes to revoke his/her dues or agency fee deduction authorization, the employee may do so by providing written notice to the union and employer. Deductions shall be made in the amounts certified by the union as those uniformly required as a condition of acquiring or maintaining membership, or satisfying and employees agency fee obligations, and shall be made in accordance with the terms of said authorization. The Employer agrees to remit to the Treasurer of the Union all such authorized deductions no later than the end of the calendar month following the month in which the deductions were made. Per pay period, included in with the check will be a list of each bargaining unit Employee whose dues and/or agency fee were deducted. The list shall contain the following information:

- Name
- Social Security Number (Last four (4) digits)
- Job classification/title
- Gross pay subject to dues
- Hourly pay rate
- Hours subject to dues worked
- Pay period end date
- Amount of dues deducted
- Amount of agency fees deducted
- Amount of Political Education Fund (COPE) Fees deducted (if applicable)

This information shall be provided electronically, in a password protected Microsoft Excel spreadsheet. Each data point will be represented in its own column. Each

employee will have their information combined for the entire pay period into one (1) row. The file will be named using the "EmployerName-DuesReport-ReportDate.xlsx" naming convention. The information will be sent to dues@seiu509.org.

Section 7.

A. An employee may consent in writing to the authorization of the deduction of a political education fund fee from her/his wages, and to the Union as the recipient thereof. Such consent shall be in a form acceptable to the Employer, and shall bear the signature of the employee. An employee may withdraw her/his political education fund fee authorization by giving at least thirty (30) days notice in writing to her/his fiscal manager.

B. The Employer shall deduct such political education fund fee from the pay of employees who request such deduction and shall transmit deductions to the Treasurer of the Union together with a list of employees whose political education fund fees are transmitted.

Section 8.

The Union agrees to indemnify and hold the Employer harmless for any and all claims, suits or other forms of liability that shall arise out of or by reason of action taken or not taken by the Employer for the purpose of complying with this Article.

ARTICLE 4 - MANAGEMENT RIGHTS

It is understood that for the duration of this Agreement, employees shall continue to serve under the direction of the Chief Executive Officer or Employer in accordance with CESI Board policies, administrative rules, regulations, and the provisions of this Agreement.

Except to the extent that there is contained in this Agreement an express and specific provision to the contrary, all of the authority, power, rights, functions and responsibilities for the administration of CESI are retained and reserved to the Employer, Whether or not exercised by the Employer prior to the execution of this Agreement, including but shall not be limited to the rights to manage the affairs of CESI, and to maintain and improve the efficiency of its operations; to determine the methods, means, manner, process and personnel by which all operations are to be conducted; to determine the

qualifications for all jobs; to hire, discharge, retain, suspend, discipline, lay off, transfer, promote and demote employees; to assign duties to and direct the performance of employees; to determine the starting times, quitting times, number of hours worked, and working days during the work week; to require overtime and make temporary work assignments; to reassign caseloads, geographic areas served, or unit supervisors; to reorganize, enlarge, reduce or discontinue an agency function, position or department; to promulgate rules and procedures relating to employment; to introduce new or improved methods of operation or facilities; to establish new jobs or change job contents; to subcontract work; and to take other such action as it deems necessary to maintain the goals and efficiency of the Employer's operations.

The Employer's exercise of any management right or function in a particular manner shall not preclude the Employer from exercising same in any other manner which does not expressly violate a specific provision of this Agreement. The Employer's failure to exercise any right or function reserved to it shall not be deemed a waiver of its right to exercise same.

In appropriate circumstances as determined by the Employer, other employees, including managerial or supervisory employees, may perform work usually done by employees in the bargaining unit. The fact that these employees do bargaining unit work will not result in their being included in the bargaining unit.

ARTICLE 5 – INTRODUCTORY PERIOD

Section 1.

Bargaining unit members shall be required to serve an introductory period of four (4) calendar months. This period shall commence on the employee's first day of work. This introductory period may be extended for a period of not more than three (3) calendar months at the discretion of the Employer. If the introductory period is extended, the reasons for the extension shall be put in writing on or before the end of the initial term of the introductory period, and those reasons shall be placed in the employee's personnel file. The extension of an introductory period shall not be subject to the grievance procedure and/or arbitration provided for in Article 13.

Section 2.

An introductory employee may be disciplined or discharged in the sole discretion of the Employer during or at the end of the Introductory period or any extension thereof, and said discipline or discharge shall not be subject to the grievance procedure and/or arbitration provided for in Article 13.

Section 3.

Any employee re-entering service with the Employer after a break in service exceeding four (4) months shall be treated as a new employee under Section 1 above.

Section 4.

Employees who are promoted to a new position within CESI with different job responsibilities shall be required to serve a Promotional Introductory period of sixty (60) days. During this period the employee may be returned to his or her previous position without recourse to the grievance and arbitration procedure provided for in Article 13. However no other limitations that apply to employees serving an Introductory period apply. If, at the completion of this period, the Chief Executive Officer recommends returning the employee to his or her previous position, the employee shall be credited with seniority accrued while serving in the new position.

Section 5.

The Introductory period shall be extended by one (1) day for each day of such period on which CESI is open and the employee in question is absent from work.

Section 6.

The term introductory Period for all legal purposes shall mean and/or the legal equivalent of a Probationary Period in this Agreement.

ARTICLE 6 – SENIORITY

Section 1.

Seniority shall be defined as the length of continuous service in the bargaining unit an employee has with the Employer, regardless of whether such service is regular part-time or full-time, provided, however, that employees who re-enter the bargaining unit after a break in service of no longer than four (4) months will retain the same seniority and pay rate (inclusive of any collectively bargained increases) that they had at the time that they left the bargaining unit. Seniority shall not accrue when an employee is absent from work for the period of time s/he is on unpaid leaves of absence, except as set forth in Article 21. Seniority shall accrue when an employee is absent from work for the period of time s/he is on approved Family Medical Leave, Article 15. Seniority for existing employees in the title of supportive Living Coordinator shall include all service with the employer for all purposes except Section 4 of Article 5.

Section 2.

The Employer will give preference to the employee having the most seniority when granting vacation time, personal time, administrative leave, and leaves of absence when such requests are in conflict.

Section 3.

A seniority list of all Union members, according to classification, as of the effective date of July 1, 2023 shall be prepared by the Employer and become Appendix IIA of this Agreement. Upon reasonable request to the Chief Executive Officer by the Union, an updated seniority list shall be provided.

ARTICLE 7 – HOURS OF WORK

Section 1.

Regular business hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. The normal work week for employees is thirty-five (35) hours per week. Employees must take their lunch period between the hours of 11:00 a.m., and 3:00 p.m. The lunch period is unpaid. Employees working four (4) hours or less per day shall not receive lunch periods, while those employees working in excess of four (4) hours

per work day must take a pro-rated unpaid lunch period. An employee's work week does not include time spent in an unpaid one (1) hour or pro-rated lunch period per day.

Section 2.

The Chief Operating Officer or her/his designee shall determine and schedule employees working days, daily start times, and daily and weekly hours of work during the week. When CESI needs require that a bargaining unit employee be assigned to work on a weekend, the Employer shall first solicit volunteers for weekend work before assigning an employee to such work. If there are no qualified volunteers within the classification requested for the needed hours, the Chief Operating Officer or her/his designee shall select an employee to work the needed hours.

Section 3.

Each employee shall fill out her/his own time sheet either manually on a form provided by CESI or electronically as required by CESI, and shall submit such time sheets for verification and approval of hours worked in accordance with the procedures prescribed by CESI.

Section 4.

No overtime work shall be approved for compensation unless prior approval has been obtained from the department head or other management designee. In the event of an actual emergency, the employee shall notify her/his supervisor as soon as possible. Authorized overtime shall be compensated in the following manner

A. Time worked beyond thirty-five (35), but less than forty (40), hours in a week shall be compensated by pay at the employee's regular rate.

B. Time worked in excess of forty (40) hours in a week shall be compensated by pay at the rate of one and one-half (1.5) times the employee's regular rate.

C. For purposes of overtime, time worked shall include vacation days, holidays, sick days, personal days, and bereavement leave.

D. Incidental overtime, defined as non-recurring time of one-half (0.5) hour or less in any one (1) day, shall not be counted as compensable overtime.

E. Lunch hours shall not be accrued, nor shall they be counted for purposes of overtime, except if an employee is requested to work during lunch. However, if an employee requests and receives prior approval from the department head or other management designee to work through lunch, an employee who works through lunch at her/his request shall be compensated only by straight time off taken the same day; and the time worked shall not be added to actual work when calculating any overtime hours, nor shall it accrue.

Section 5.

In the event the Employer reinstates a policy that employees are required to carry pagers/beepers, it agrees to notify the Union and if requested by the Union to negotiate the rate of compensation.

Section 6.

Meetings of the staff called by the Chief Operating Officer, directors, or supervisors for discussion of agency business shall be held during normal business hours. Employees may be required to attend such meetings even if they are not scheduled to work at such time, provided adequate notice of such meetings is given. In such cases, employees shall be compensated according to Section 4 above for the time spent in the meeting. Employees will not be required to attend staff meetings when they are on vacation.

Section 7.

Employees are expected to make every effort to be present at work at their usual arrival time and, if this is not possible, to notify their unit supervisor as soon as possible of their scheduled arrival time. Lateness beyond one-half (0.5) hour's time will be counted as vacation leave. Excessive tardiness shall result in disciplinary action.

If an employee is going to be tardy or absent, it is the employee's responsibility to notify her/his supervisor of those appointments which must be canceled and of other matters which must be attended to. If the supervisor is not available, the employee should notify the department supervisor or, if s/he is not available, the Chief Operating Officer.

Section 8.

Flex time will be allowed, subject to approval of the Chief Operating Officer or her/his designee. The schedule for flex time is a two (2) week period is five (5) working days from 8:00 a.m. to 4:30 p.m. with one (1) hour unpaid lunch, and four (4) working days from 8:00 a.m. to 5:00 p.m. with one (1) hour of unpaid lunch. During this two (2) week period of time, an additional one-half (0.5) hour of work will be scheduled and assigned by the Home Care Director or her/his designee unless the employee requests a one (1) day reduction of the lunch period from (1) hour to one-half (0.5) hour subject to the approval of the Home Care Director or her/his designee. The employee's day off will be either a Monday or Friday, as determined by the Home Care Director or her/his designee.

A. For weeks in which a recognized holiday falls, all employees on flex schedules and a four (4) day work week schedule shall take their usual flex day and holiday time within the same pay period.

B. When hours worked are impacted due to a holiday, bargaining unit members working a flex schedule or four (4) day work week may reduce her/his lunch break to one-half (0.5) hour each day as needed in that two (2) week pay period to make up the time, or charge the time to the “personal time” bank or vacation time within the same pay period. During pay periods in which holidays fall, employees may request to work through their entire lunch period after signing a waiver stating that she/he has requested to forego the lunch period required by law.

Section 9.

Full-time employees may be eligible for a four (4) day work week subject to approval by the Chief Operating Officer or his/her designee. To ensure adequate coverage, the following procedures will apply.

A. To be eligible for a four-day workweek, an employee must be full-time and have completed his or her four (4) month introductory period or any extensions thereof as provided in Article 5, Section 1.

B. Requests for a four (4) day work schedule shall be submitted on the employer's approved form to the Chief Executive Officer or his/her designee. The Chief Executive Officer or his or her designee has the sole approval of this request.

C. Employees must select a day off and schedules must remain in effect for a minimum of three (3) months.

D. An employee working a flex schedule or four (4)

E. day work week shall be awarded seven (7) hours off for each observed holiday. If an observed holiday falls on an employee's scheduled day off, every effort will be made to allow the employee to have the following day off in observation of the holiday, although it is not guaranteed based on staffing requirements. Should a schedule not be possible to accommodate due to AGE staffing regulations, schedule preference will be given based on seniority when there is a conflict. Employees will, however, receive a day off for the observed holiday within that same pay period.

F. Employees working on a four (4) day work week shall work on a scheduled day off if required to do so by their supervisor or department head. In such circumstances, employees will be entitled to compensation under the provisions of Section 4 above. In the event that an employee is required to work on a scheduled day off they will be provided with at least three (3) weeks notice.

G. Employees working a four-day work week must take forty-five (45) minutes (or thirty (30) minutes on holiday weeks in accordance with Article seven7, Section 8B) for lunch, between the hours of 11:00 a.m. and ending at 3:00 p.m.

H. Employees working a four (4) day work week will work four (4) days between Monday and Friday, beginning at 7:30 am and ending the day

at 5:00 pm, unless alternate arrangements are mutually agreed upon by the Employer and the Union.

I. Employees on a four (4) day work week are not eligible for Flextime.

J. Each department must provide coverage to the public during normal business hours from 8:00 a.m. to 5:00 p.m., Monday through Friday.

K. The employer reserves the right to change schedules to comply with the needs of the agency.

L. Within the departments, if there is a conflict of requests, the Chief Operating Officer or his or her designee may consider an employee's seniority in his/her job classification.

ARTICLE 8 – SALARIES

Section 1.

A. Effective July 1, 2026, each Home Care Nurse, Care Manager, Information and Referral Worker, Hospital-Based Care Manager, Supportive Living Coordinator, and Congregate Housing Coordinator on the active payroll as of that date shall receive a four percent (4%) increase to their hourly rate and start rates will increase by four percent (4%).

B. Effective July 1, 2027, each Home Care Nurse, Care Manager, Information and Referral Worker, Hospital-Based Care Manager, Supportive Living Coordinator, and Congregate Housing Coordinator on the active payroll as of that date shall receive a four percent (4%) increase to their hourly rate and start rates will increase by four percent (4%).

C. Effective July 1, 2028, each Home Care Nurse, Care Manager, Information and Referral Worker, Hospital-Based Care Manager, Supportive Living Coordinator, and Congregate Housing Coordinator on the active payroll as of that date shall receive a four percent (4%) increase to their hourly rate and start rates will increase by four percent (4%).

D. Full time employees shall receive a one-time bonus of two thousand eight

hundred ($2,800) dollars. Part-time employees shall receive a one-time one thousand ($1,000) dollar bonus. Eligible employees shall receive this one-time bonus on the first payroll period on the first payroll date following July 1, 2026.

E. Eligible employees who are serving a probationary period as of July 1, 2026, shall receive their respective bonus upon successful completion of their probationary period. Such payment shall be made on the first payroll period following successful completion of their probation.

F. Resource Care Managers and Resource Home Care RN's will continue to be paid a three percent (3%) promotional differential.

Section 2.

The starting hourly rates for employees shall be:

	7/1/26 (4%)	7/1/27 (4%)	7/1/28 (4%)
Care Manager Information & Referral Hospital-based CM Congregate housing Supportive Living Coordinator	**$28.34**	**$29.47**	**$30.65**
RN	**$42.03**	**$43.71**	**$45.46**

Section 3.

Congregate Housing Coordinator's salary and hours of work is subject to the funding provided by the Executive Office of Aging and Independence and is not subject to this Agreement.

Section 4.

Whenever an employee is assigned to work in a higher classification level on a temporary basis, that employee shalt be paid at the rate of an employee in that classification with the same length of service with the Employer for each hour of work.

Section 5.

A. There shall be no further reopener negotiations during the term of this contract, unless the Legislature enacts salary reserve legislation and/or a quality care initiative legislation that would provide a greater percentage increase, taking into account fringe benefits, than the increases provided for in Section 1 above, in which case the parties shall meet to negotiate over the distribution of such salary reserve to those employees affected by the reserve legislation.

B. There shall be no further reopener negotiations during the term of this contract, unless the Commonwealth appropriates additional funds, so called Quality Care pay increases, taking into account mandatory fringe benefits, for employees completing training. The parties agree to reopen the contract to negotiate the distribution of so called Quality Care payments in accordance with any and all mandates and restrictions.

Section 6.

If at any time during the term of this Agreement the funding received by the Employer is insufficient to provide for the increases in salaries set forth above, this Agreement shall be reopened for the sole and limited purpose of negotiating a revised salary scale to reflect the funding shortfall. The Employer shall provide the Union with written notice of a reopener for this purpose. If the Employer and the Union have not-negotiated a new salary scale after thirty (30) days from the date of the reopener notice, then the matter shall be immediately submitted to the American Arbitration Association for appointment of an impartial arbitrator whose sole authority shall be to determine a new salary scale proportionate to the funding shortfall. The fees of the arbitrator and the Association shall be borne equally by the Employer and the Union. All other terms and conditions of this Agreement shall remain in full force and effect during any reopener and/or pending arbitration under this section.

Section 7.

Certification and/or Licensure - All employees who have a Licensure or certification in the following areas will receive the following incentive payment.

LSW – fifty dollars ($50.00) - per pay period

LCSW -sixty dollars ($60.00) per pay period

Inform USA Certification -fifty dollars ($50.00) - per pay period

Each year in July, an employee requesting this incentive payment must submit a copy of their current license/certification to fiscal to be eligible for this benefit. Payment begins upon receipt of documentation.

If an employee receives a license or certification during the course of a fiscal year, she/he must submit a copy of the license or certification to be eligible for the incentive payment.

Payment begins upon receipt of documentation.

If an employee's certification or license lapses or is revoked, they are required to notify the fiscal department immediately to cease the incentive pay retroactive to date of lapse or revocation.

This incentive pay is separate from base salary and extended as an incentive to staff to seek licensure/certification.

Section 8.

Employees will receive a longevity incentive according to their years of service. A 1.75% longevity incentive will be implemented when an employee reaches the three (3) year, six (6) year, nine (9) year, and thirteen (13) year mark.

Longevity incentive	
Years of service	*Longevity increase*
3 years	1.75%
6 years	1.75%
9 years	1.75%
13 years	1.75%

Section 9

A. Employees who utilize one or more of the languages listed in Section E in the performance of their job duties shall receive the bilingual/multilingual differential provided in this article. An employee who qualifies for the language differential under this article shall be eligible to receive only one (1) language differential, regardless of the number of qualifying languages utilized during regular work hours.

B. Management may reserve the right to assess the fluency skills of any new or existing bilingual/multi-lingual employee using outside language partners to ensure their skills in a language other than English meet standards required to complete job duties. Such will be completed at cost to the employer, during regular work hours.

C. Bilingual / multi-lingual employees shall be compensated in the following manner: All employees deemed bilingual/multi-lingual and required to use these skills as part of their job duties/job description by management will be compensated an additional twenty-five dollars ($25.00) per pay period.

D. Bilingual / multi-lingual pay shall apply to employees who use language skills in the performance of their job duties in any of the following languages: Spanish, Portuguese, Cape Verdean Creole, Haitian Creole, and American Sign Language.

ARTICLE 9 – HOLIDAYS AND PERSONAL TIME

Section 1.

The following holidays shall be observed with full pay:

New Year's Day	Juneteenth
Martin Luther King	Labor Day
President's Day	Columbus Day
Patriots' Day	Veterans' Day
Independence Day	Thanksgiving Day
Memorial Day	Christmas Day

Regular part-time employees shall receive holiday benefits pro-rated to scheduled hours.

Section 2.

In order to be paid for the holiday, the employee must work the full scheduled work day immediately preceding and following the holiday. Failure to meet this requirement will result in forfeiture of holiday pay, except where the employee is absent on work days due to vacation, personal, or use of sick leave. In cases of the employee's use of sick leave, the Chief Executive Officer or her/his designee may require a written statement from a doctor substantiating the nature of the illness.

Section 3.

If any of the aforementioned holidays fall on Saturday or Sunday, the holiday shall be observed on the day the Commonwealth of Massachusetts Executive Office of Aging and Independence observes its holiday.

Holidays enumerated shalt be observed on the dates established by the Massachusetts legislature.

Section 4.

Any holiday occurring during an employee's vacation shall not be charged against vacation leave.

Section 5

Religious holidays, other than legal holidays observed by the Employer, may be observed by arrangement with the Chief Operating Officer or her/his designee, provided that the time used is charged to vacation leave, personal time, or leave without pay, at the employee's choice; and provided such leave does not interfere with the operations of the Employer.

Section 6

Full-time employees will receive thirty-five (35) hours on July first of each year in a "personal time" bank which may be used to make up the difference in weeks that include an observed holiday, or for unforeseen needs throughout the year.

Part-time employees will receive a personal time bank pro-rated on the basis of the percentage their part-time schedule bears to full-time employment.

New employees will receive a personal time bank based on her/his full-time/part-time status and pro-rated to reflect the number of pay periods remaining in the fiscal year. Personal time hours will not be re-set to thirty-five (35) hours on July first if an employee is still within her/his introductory period but will instead be pro-rated based on the remainder of time left in her/his introductory period. At the end of the introductory period, the employee will receive the remainder of their personal time bank for that fiscal year. This will only apply to employees hired after July 1, 2023.

Section 7

The use of personal time does not require prior approval, except must be approved in writing one week in advance by the Home Care Director or his/her designee for more than one (1) consecutive day during the winter and summer vacation periods

set forth in Article 10, Section 5B. The minimum charge for personal time is one-half (0.5) hour.

Personal time shall not be accrued from fiscal year to fiscal year and shall never be taken as pay, including at termination.

ARTICLE 10 – VACATION

Section 1.

Full-time employees accrue vacation time on a monthly basis according to the following schedule:

A. First year of continuous employment:
Twelve (12) days per year.

B. Second through third years of continuous employment:
Fifteen (15) days per year.

C. Fourth through ninth years of continuous employment:
Twenty (20) days per year.

D. Tenth or more subsequent years of continuing employment:
Twenty-five (25) days per year.

Employees will accrue time based on paid hours.

Section 2.

Employees will not be eligible for vacation pay during their introductory period or any extension thereof as provided in Article 5, Section 1 above.

Section 3.

Under the terms of this Agreement the maximum vacation time which can be accumulated at any one point in time is one hundred and eighty (180) hours. Vacation time cannot be taken in increments greater than fifteen (15) consecutive work days without the approval of the Chief Executive Officer or her/his designee.

Section 4.

An employee may not receive vacation pay in lieu of time off, nor be permitted to be on vacation leave and work concurrently for extra pay.

Section 5.

A. An employee shall make her/his request for a vacation of less than five (5) days duration at least forty-eight (48) hours in advance of the leave, except in extenuating circumstances, to the Home Care Director or her/his designee.

Vacation requests of five (5) or more days must be submitted to the Home Care Director or her/his designee no less than fifteen (15) working days in advance of the first day of leave.

B. Requests for summer vacation and winter vacation must be submitted to the Home Care Director or her/his designee by May 15 and November 1, respectively, of each calendar year. Summer vacation shall be defined as occurring between July 1 and the day after Labor Day. Winter vacation shall be defined as occurring between the day before Thanksgiving and January 2.

All requests for summer and winter vacation as defined above, shall be held for approval until the May 15 and/or November 1 deadline. Requests for vacation time will be granted based on seniority in the employee's classification when requests are in conflict. Employees shall be notified of request status within five (5) working days of the deadline. If after such notification is given and there is available time, an employee may request such time according to Section 5-A.

C. An employee who is taking vacation leave is responsible for submitting to her/his supervisor or designee, at least one (1) day prior to vacation leave commencing, a memo summarizing issues that may arise and the desired results, critical dates and recommended action that may occur or should be taken during vacation. The purpose of the report is to ensure that clients receive the proper care during a vacation period. The memo is required for clients who may require action during vacation. The following examples are not inclusive but are listed for guidance: hospital discharge, surgery, hospitalization, nursing home placement or discharge, changes in care plan, potential loss of informal support (such as care giver), VNA, eviction, legal actions, and chore services.

D. Approval for any employee to take more than four (4) weeks vacation at one time shall not be given except in extenuating circumstances.

E. The Employer has the right to require 1/3 of the bargaining unit in each job classification, who have successfully completed the introductory period, to be at work when approving vacation requests, however, the introductory period mandate will not apply to staff working in the I&R department.

Section 6.

Employees who voluntarily terminate employment, retire, or are involuntarily terminated shall receive payment for accrued vacation time up to a maximum accumulation of one hundred and eighty (180) hours.

Section 7.

The minimum charge for vacation leave is one-half (0.5) hour.

Section 8.

Regular part-time employees shall receive vacation benefits pro-rated to hours worked.

Section 9.

Vacation leave paychecks will be paid in advance, on a regular pay day, provided the employee gives the Employer written notice fourteen (14) calendar days in advance of the next pay day for which the check is being requested. Requests for advanced vacation pay of less than five (5) days will not be honored.

Section 10.

An employee who has accrued the maximum amount of vacation time shall, at the employee's option, be compensated by the Employer for up to thirty-five (35) vacation hours per year. Said hours shall then be deducted from said permanent employee's accumulated vacation hours.

ARTICLE 11 – SICK LEAVE

Section 1.

Full-time employees accrue paid sick leave on a monthly basis as follows: sick leave is accrued at the rate of one and one-quarter (1.25) days per month of employment. Employees will accrue sick leave based on paid hours.

Section 2.

Introductory employees shall be advanced sick leave at the rate of one (1) day per month. No sick leave shall be advanced during any month in which an employee is on the payroll less than fifteen (15) working days. Upon an introductory employee achieving a full-time employee or regular part-time employee status, sick leave not paid shall be converted to accrued sick leave. However, if said employee leaves, resigns or is terminated during or at the end of the introductory period, the amount paid for advance sick leave shall be deducted from the employee's final pay check.

Section 3.

No employee shall be entitled to accumulate more than six hundred and thirty (630) hours of unused sick leave.

Section 4.

The Chief Executive Officer may at her/his discretion, upon application, advance up to one (1) week of sick leave to non-introductory employees who are full-time. The employee thereby borrows on the sick leave s/he would have accrued during the current year No advance shall be granted if to do so would result in an employee having in excess of one (1) week of any kind of leave advances at the same time. Prior to any advance of sick leave, an employee must first convert all accrued leave to sick leave. However, if said employee leaves, resigns, is terminated, or is laid off, the amount paid for advance sick leave shall be deducted from the employee's final pay check.

Section 5.

In no event shall an employee be compensated for sick leave not taken with the exception that an employee who has achieved permanent status and who used no sick time hours for a full fiscal year, at their option, be compensated by CESI no more than twenty-one (21) hours pay. Said hours will be deducted from said permanent employees accumulated sick time hours.

Section 6.

The agency reserves the right, as a condition to the granting of sick leave with pay, to require satisfactory medical evidence of illness, including a doctor's certificate when there is reason to believe that sick leave is being abused. and after notice of resignation in accordance with Massachusetts law.

In the event an employee incurs more than two (2) sick days during the final two (2) weeks following notice of resignation, the Employer may require satisfactory medical documentation, including a doctor's note, for any sick leave absence occurring after the second absence during this notice period. This provision shall apply only during the final two (2) weeks of employment.

Section 7.

Sick leave shall be granted to an employee only under the following conditions:

A. When an employee cannot perform her/his duties because s/he is incapacitated by personal illness or injury.

B. When, through exposure to a contagious disease, the presence of the employee at her/his work location would jeopardize the health of others;

C. When the spouse or child of an employee, or the ward of an employee's legal guardianship, or a relative living in the immediate household, the parent(s) or parents-of-spouse of the employee is ill, the employee may utilize sick leave credits.

D. When it is necessary for the employee to stay at home due to an illness or is hospitalized, also employees may use sick leave for physical and medical examination and dental appointments.

Section 8.

Employees shall not be entitled to sick leave benefits if they are off the active payroll or any leave of absence without pay, or eligible for coverage under the Workers' Compensation Act. In the event an employee becomes ill while on approved vacation leave, and requires hospital admittance, s/he may request the Chief Executive Officer to convert vacation time to sick leave. The employee shall furnish a hospital record. During the period in which an employee's coverage under the Workers' Compensation Act is being determined, an employee may use sick leave, provided adequate medical evidence of the illness or injury is provided. Any sums received from the Workers' Compensation carrier for the days in which sick leave was used must be returned to the agency in order to restore sick days used for this purpose.

Section 9.

Regular part-time employees covered by this Agreement are entitled to sick leave benefits hereunder on a pro-rated basis.

Section 10.

If the employee increases or decreases her/his work schedule from part-time to full-time or vice versa, the sick leave accrual rate will change accordingly, effective the date such change was effected.

Section 11.

The minimum charge for sick leave is one-half (0.5) hour.

Section 12.

Holidays which fall during an employee's sick leave are not counted as absences due to illness.

Section 13.

An employee who intends to use sick leave shall notify her/his supervisor, administrative secretary, or the Chief Executive Officer or other member of the administrative staff by 8:30 a.m. the day of the absence. Messages left at the reception desk will not be considered notification of intent to use sick leave.

Section 14.

Sick Bank is attached hereto as Appendix B.

Section 15.

The Agency agrees to comply with the Massachusetts Earned Sick Time Law and its accompanying regulations as may be amended from time to time.

ARTICLE 12 - BEREAVEMENT LEAVE

Section 1.

A. Full-time employees shall be entitled to up to three (3) working days-of leave when there is a death in their immediate family or household. There will be no reduction in other accrued leave as a result of days taken for bereavement leave. In the event of the death of an employee's spouse or child, two additional days of bereavement leave shall be provided. Immediate family is defined as grandparents, parents, cohabitant, parent of co-habitant, spouse, siblings, children, grandchildren, mother-in-law, father-in-law, sister-in-law, brother-in-law, or the ward of a legal guardianship.

B. Full-time employees shall be entitled to up to one (1) working day of leave when there is a death of an aunt, uncle, niece or nephew. There will be no reduction in other accrued leave as a result of day taken for bereavement leave.

Section 2.

Regular part-time employees shall be eligible for bereavement leave only for days regularly scheduled to work under the provisions of Section 1 above.

Section 3.

In the event that travel exceeds one hundred (100) miles from New Bedford to the point of destination (i.e., one way), an employee may request up to two (2) additional working days of leave after advising the Chief Executive Officer or her/his designee of the circumstances necessitating the additional leave. These additional days may be granted at the discretion of the Chief Executive Officer, or her/his designee. This section only applies to those family members identified in Section 1 (A) above.

Section 4.

With the approval of the CHIEF EXECUTIVE OFFICER, or her/his designee, an employee may attend the funeral of a client during her/his regular work hours.

ARTICLE 13 – GRIEVANCE AND ARBITRATION

Section 1.

The purpose of this Article is to establish a procedure for the settlement of grievances. A grievance as hereby defined is solely limited to a dispute involving the interpretation, application or compliance with the specific terms or provisions of this Agreement. Each grievance must be submitted in writing by the employee, and must contain a statement of the facts surrounding the grievance, the provision(s) of this Agreement the grievant alleges has (have) been violated, and the relief requested.

Section 2.

No grievance shalt be considered under the grievance procedure unless it is presented as provided below. A grievance must be referred to the next step as provided below, or the grievance will be considered waived on the basis of the last answer given. If a grievance is once settled in any of the following steps, it shall be considered closed and shall not thereafter be subject to the grievance procedure or to arbitration.

STEP 1: An employee desiring the process of a grievance must present a written statement of the grievance to her/his immediate supervisor or manager no later than ten (10) working days after the aggrieved party knew of or should have known of the act or condition on which the grievance is based. The immediate supervisor or manager shall meet with the employee and/or steward, as desired by the employee, upon the grievant request within five (5) working days following receipt of the grievance. If the grievance is not received in writing by the immediate supervisor or manager in Step 1 within ten (10) working days after the aggrieved party knew or should have known of the act or condition on which the grievance is based, the grievance will be waived. The immediate supervisor or manager shall respond in writing within five (5) working days of the grievance

presentation, and shall forward a copy of the response to the Steward if s/he was present at the presentation.

In circumstances where the act complained of is that of the departmental head the parties agree to proceed directly to Step 2.

In circumstances where the act complained of is that of the Chief Executive Officer, the parties agree to proceed directly to Step 3.

STEP 2: If the grievance is not resolved at Step 1, the employee shall submit it to the department director within ten (10) working days of the immediate supervisor's response. The department director shall meet with the employee and/or the Steward, as desired by the employee, upon the grievant request, within five (5) working days of the department director's receipt of the grievance. The department director shall respond in writing not to exceed ten (10) working days from receipt of the grievance, and forward a copy of the response to the Steward if s/he was present.

STEP 3: If the grievance is not resolved at Step 2, the employee shall submit it to the Chief Executive Officer within ten (10) working days of the department director's response. Chief Executive Officer shall meet with the employee and/or the Steward and/or the Union Representative, as desired by the employee, upon the grievant request, within five (5) working days of the Chief Executive Officer's receipt of the grievance. The Chief Executive Officer shall respond in writing not to exceed ten (10) working days from receipt of the grievance, and forward a copy of the response to the Steward and/or Union Representative if s/he was present.

STEP 4: If a grievance involving an interpretation or application of-a specific provision of this Agreement has not been settled after being fully processed through the grievance procedure above, then the employee and the Union may submit such grievance to arbitration by giving written notice thereof to the Chief

Executive Officer not later than thirty (30) working days after the completion of Step 3. The grievance shall be considered as having been waived in Step 3 unless it is so submitted to arbitration within such time limit. The Employer may raise the grievability and/or arbitrability of any grievance at any stage of the grievance and arbitration process, including arbitration.

Section 3.

All grievances involving the suspension, lay-off, or discharge of a permanent employee shall be submitted directly to the Chief Executive Officer at Step 3. The Chief Executive Officer shall meet with the employee and/or the Steward, as desired by the employee, upon the grievant request, within five (5) working days of the Chief Executive Officer's receipt of the grievance. The Chief Executive Officer shall respond in writing not to exceed ten (10) working days from receipt of the grievance.

Section 4.

By mutual agreement, the parties may extend the time limits in any of the steps listed above. In the event the Employer does not respond to a grievance within the time set forth within this Article, and the time is not extended by agreement, the employee's grievance shall proceed to the next step.

Section 5.

A. Arbitration shall be conducted through the American Arbitration Association under its Voluntary Labor Arbitration Rules.

B. Hearings and post-hearing activities shall be conducted in accordance with the Voluntary Labor Arbitration Rules of the Service.

C. There shall be no right to arbitration to obtain, and no arbitrator shall have any power or right to award or determine, any change in, modification or alteration of, addition or subtraction from, or disregard any terms of this Agreement; nor shall it have the right or power to establish or determine any new wage rate, job classification, or job differential. The decision of the Arbitrator shall contain a full written statement of the grounds upon

which the issue or issues are decided, and shall be submitted to the Employer and the Union. There shall be no appeal from the Arbitrator's decision. It shall be final and binding on the Union, on all bargaining unit employees, and the Employer. The Union further agrees that should any proceeding involving the subject matters of the grievance submitted to arbitration be, at any time prior to the arbitrator's decision, submitted to or filed with or alleged in any complaint, charge or suit in any court or before any agency of the United States or any state, then such grievance, or any decision rendered thereon by the neutral arbitrator, may, at the option of the Employer, be declared null and void and of no force and effect.

D. Each party shall bear the expenses of preparing and presenting its own case. The compensation and expenses of the Arbitrator shall be borne equally by the parties.

E. Unless otherwise mutually agreed, each arbitration hearing shall deal with not more than one (1) grievance, except in cases of grievances arising within twenty (20) days of the initial grievance and related to the same issue.

F. The Union shall not be permitted to assert in arbitration any ground, or to rely on any evidence, not previously disclosed or available to the Employer.

Section 6.

The Employer shall have the right to grieve and arbitrate any dispute which concerns the terms and conditions of this Agreement.

Section 7.

The union shall present first all grievances except for termination/discharge or suspension grievances.

ARTICLE 14 – DISCIPLINE AND DISCHARGE

Section 1.

The Employer will give written notice to any employee who is disciplined or discharged for just cause. Just cause shall include but not be limited to: failure to perform described duties as set out in job descriptions and work plans in a skillful and industrious manner through unwillingness to perform, lack of effort, lack of time expended, or lack of skill or competence; conduct which is incompatible with working with senior citizens, low income and minority group persons; falsification of records or reports; excessive tardiness or absenteeism; acts which interfere with the work or safety of fellow employees; misuse/abuse of Coastline funds or equipment; failure to comply with applicable policies or procedures of Coastline or such other acts or omissions which interfere with the accomplishment of Coastline's goals.

A copy of this notice will be mailed to the Union within five (5) working days of the notice to the employee, unless the employee requests in writing that the union not be notified of the discipline or discharge.

Section 2.

If dismissal is contemplated because of poor performance, the employee shall be so notified in writing, and shall be given at least one (1) month to bring her/his work up to satisfactory standards. If at the end of this Section's period of time the employee's work remains unsatisfactory, s/he shall be subject to being terminated at the discretion of the Chief Executive Officer.

ARTICLE 15 – FAMILY MEDICAL LEAVE

Section 1.

This article is intended to implement the provisions of the Family and Medical Leave Act.

Section 2.

All full-time and regular part-time employees who have worked at least one thousand two hundred and fifty (1,250) hours within the previous twelve (12) months are eligible for Family and Medical Leave if they have been employed by the Employer for at least twelve (12) months as of the date the leave begins. Full-time employees who intend to take leave for the birth or adoption of a child and who have less than one (1) year of employment as of the date the leave begins, or are otherwise not eligible for Family and Medical Leave are eligible for Dependent Care Assistance leave (Article 20).

Section 3.

All employees who intend to take leave for the birth-or adoption of a child are expected, unless an emergency arises, to give at least thirty (30) days notice of the date they intend to depart work and when they intend to return. If an employee is unable to provide thirty (30) days notice, he or she must provide such notice as is practicable. For all other leaves under this Article, employees are expected to give thirty (30) days advance notice of the date in which the leave is to begin. If an employee is unable to provide 30 days notice, he or she must provide such notice as is practicable

Section 4.

Each eligible employee who intends to go on Family and Medical Leave is entitled to a maximum of twelve (12) weeks of unpaid leave per calendar year if the purpose of the leave is for one (1) or more of the following reasons:

(a) because of the employee's child and in order to care for such son or daughter.

(b) because of the placement of a child with the employee for adoption or foster care.

(c) in order to care for the child, spouse, or parent of the employee, if such child, spouse, or parent has a serious health condition, or

(d) because of a serious health condition that makes the employee unable to perform the functions of her/his position.

Section 5.

Employees on Family and Medical Leave shall be required to use all of their accrued sick leave, personal leave, and vacation leave, during the leave period. All other time taken during this leave period will be charged to leave without pay.

Section 6.

Employees on Family and Medical Leave will continue to accrue sick leave, vacation leave, and be credited with personal leave only for so long as they are on a paid basis (by reason of using sick, vacation or personal leave).

Section 7.

During the twelve (12) weeks or proportion thereof that an employee is on Family and Medical Leave, the Employer shall continue the employee's health insurance coverage at the same contributing rates which existed before the leave. An employee who fails to meet his or her obligation to pay for continued health coverage when the payment is due may be dropped from health coverage for the remainder of the employee's Family and Medical Leave.

Section 8.

During the period of a Family and Medical Leave, the Employer will require medical certification to support a claim for leave for an employee's own serious health condition or for care of a seriously ill child, spouse, or parent. For the employee's own medical leave, the certification must include a statement that the employee is unable to perform the functions of his or her position and include an estimate of when the employee will be able to return to work. For leave to care for a seriously ill child, spouse-,or parent the certification must include an estimate of the amount of time the employee is needed to provide care. Should the employer have reason to doubt the validity of a medical certification, it may, in its discretion, require a second (2nd) medical opinion and periodic recertifications at the expense of the Employer. If the first (1st) and second (2nd) opinions differ, the Employer, at its own expense, may require the binding opinion of a third (3rd) health care provider, approved jointly by the Employer and the employee.

Section 9.

If medically necessary for a serious health condition of the employee or his or her spouse, child, or parent, leave may be taken on an intermittent or reduced leave schedule. If leave is requested on this basis that is foreseeable based upon planned medical treatment, the Employer may require the employee to transfer temporarily to an alternative position which better accommodates recurring periods of absence or part-time schedule, provided that the position has equivalent pay and benefits. Upon completion of the leave, the employee shall be reinstated to his/her previous position.

Section 10.

Spouses who are both employed by the Employer are entitled to a total of twelve (12) weeks of leave (rather than twelve (12) weeks each) for the birth of adoption of a child or for the care of a sick parent.

Section 11.

Employees returning from Family and Medical Leave are entitled to reinstatement to their same or genuinely equivalent position except if other employees of equal length of service in the same position, or department have been laid off due to economic conditions or other changes in operating conditions affecting employment during the period of such leave, the Employer will not be required to restore the employee on Family and Medical Leave.

Such an employee will be subject to the layoff and recall provisions of the collective bargaining agreement.

Section 12.

In the event that an employee elects not to return to work upon the completion of a Family and Medical Leave, the Employer may obtain from the employee the cost of any payments made to maintain the employee's coverage, unless the failure to return to work was beyond the employee's control.

ARTICLE 16- DEPENDENT CARE ASSISTANCE

Unpaid leaves of absence, for a period of up to three (3) months, for the purpose of caring for an employee's children, spouse, parents, or members of the immediate household, will be granted and governed in accordance with the provisions of Article 20.

ARTICLE 17 – MILITARY LEAVE

Section 1.

An employee who is a member of the National Guard or Military Reserve Unit or enlists in the armed forces of the United States, while on military leave not exceeding seventeen (17) days in one (1) calendar year, shall be entitled to full pay, reduced by the amount of compensation s/he shall receive from her/his unit. S/he shall be required to disclose her/his earnings and allowances during her/his military leave to the fiscal officer and Chief Executive Officer. An employee, upon receipt of her/his orders to report for duty as a member of the National Guard or Military Reserve Unit of the United States of America shall, unless provided earlier, give notice on the next scheduled work day, to the Chief Executive Officer of her/his departure date and date of return, together with a copy of her/his orders.

In the event a military order to report to duty prevents an employee from giving notice, as required on her/his next scheduled work day, the employee shall give notice to the employer as soon as possible.

ARTICLE 18 – CIVIC DUTY LEAVE

Section 1.

Leave with pay will be approved for an employee summoned for jury duty, for the first three (3) days or a part thereof. in the event jury duty exceeds three (3) days or a part thereof, the employee will be approved for leave with pay, provided the employee endorses the check received for jury duty and turns the check over to the Employer, less any meal or travel allowance. An employee must notify her/his supervisor that the employee is summoned for jury duty and present the appropriate summons.

Section 2.

If an employee completes jury duty prior to 12:00 noon, she/he is expected to report to work after the completion of such jury duty or forfeit leave with pay for that day.

Section 3.

Leave with pay will be granted when an employee is under subpoena or court order for attendance in court, a deposition, or administrative proceeding, provided:

A. The employee or the employee's relatives do not have a personal interest in the case;

B. The case is not one in which the interests of the employee or her/his representative are adverse to those of the agency; and

C. The employee notifies her/his supervisor in writing when the employee is summoned for attendance under the subpoena or court order, and presents the appropriate subpoena.

Subpoena pay shall be turned over to the agency when it is received by the employee.

ARTICLE 19 – ADMINISTRATIVE LEAVE

Section 1.

Administrative leave is time off given by the Employer with pay. Only the Chief Executive Officer or her/his designee may grant administrative leave.

Section 2.

Administrative leave occurs when the Employer closes agency operation or the operations affecting a particular employee. At the discretion of the CEO or designee, agency operations may continue even if the office building is closed.

Section 3.

Any employee on sick, personal, holiday, vacation leave, or not otherwise scheduled to work during the time the agency is closed, is not eligible for administrative leave.

Section 4.

Administrative leave may be granted when weather so dictates, or other conditions are affected. The determination as to when weather conditions or other conditions affect the closing of agency operations is solely within the discretion of the Employer. The Employer, at her/his sole discretion, may require a skeleton force to work. In the event any bargaining unit employee Is required to work as part of a skeleton force, she/he shall receive one (1) hour compensatory time for each hour worked in addition to his/her regular pay.

ARTICLE 20 – UNPAID LEAVES OF ABSENCE

Section 1.

Unpaid leaves of absence will be considered on an individual basis, and will be granted at the sole discretion of the Chief Executive Officer, taking into consideration the expected duration of the leave, the effect of the leave upon the workload of current employees, and the needs of the agency. In order to be eligible for a leave of absence, an employee must have completed her/his Introductory period.

Section 2.

Employees must request a leave of absence at least three (3) months before the requested start date of said leave, unless an emergency prohibits so doing.

Section 3.

When approved, leaves of absence will be granted for a specific period of time, up to three (3) months duration.

Section 4.

Employees returning from leaves of absence shall be reinstated to their former position, if available, or to a similar position. Returning to work prior to the expiration of a requested leave period is subject to the availability of unfilled positions.

Section 5.

There shall be no accrual of benefits, including seniority, when an employee is on an unpaid leave of absence. However, employees shall not lose previously-accrued benefits upon return from said leave of absence. Insurance benefits will remain in force only if the employee assumes one hundred percent (100%) of the cost of those benefits during this unpaid leave, and to the extent permitted by the insurance carrier.

Section 6.

An employee who is unable to report for work because of arrest and incarceration shall be placed on unpaid leave of absence which shall continue until final disposition of the charges. If the employee is freed on bail, resumption of active employment pending disposition of the charges will be determined after consultation between the employee's department head and the Chief Executive Officer, to determine whether employment would be consistent with the safe and efficient operation of the agency's business.

Section 7.

For military leave, family medical leave, and leave without pay, all benefits accumulated prior to such approved leaves of absence, including credit for length of accrued service with CESI (seniority), shall not be affected by the leave taken. However, no benefits shall accrue during such leaves, nor shall the amount of time of the leave be included as time worked for purposes of vacation eligibility, seniority, or any other benefits determined by length of employment. During the period of such leave of absence, the employee shall not be eligible to receive, nor shall the Employer be obligated to pay, holiday pay, vacation pay, sick pay, bereavement pay, jury duty pay, or other pay for days not worked under this Agreement.

ARTICLE 21 – UNION BUSINESS

Section 1.

The Employer agrees to recognize four (4) Union Stewards and one (1) alternate Steward duly elected and designated by the bargaining unit. The Union will notify the Employer of the name of the Union Steward and alternate, and the Employer shall be notified in writing of any change in identity of a designated Steward or alternate within thirty (30) days of such change. Only two (2) stewards will meet with the Employer on any issue at any one time unless mutually agreed otherwise, with the exception of labor-management meetings

Section 2.

Upon reasonable notice to the Chief Executive Officer or her/his designee, a Steward shall be granted time off without loss of pay for the investigation and presentation of a grievance in accordance with the provisions of this Agreement. If the Union Steward is unavailable to investigate or present a grievance, the alternate Steward shall act in the Steward's capacity.

Section 3.

The Stewards' activities are expected to be of a short duration, and shall not unduly interfere with the performance of a Steward's work, other employees, or the operation of the Employer.

Section 4.

Stewards, Union officers, and elected delegates of the Union may be granted authorized leaves of absence without pay to attend meetings, conventions, and Executive Board meetings of the Union or its parent organization, provided that such leave will not result in an undue workload burden on other employees. The Chief Executive Officer shall determine whether such leave can be granted. Authorized leaves of absence without pay shall not result in loss of seniority.

Section 5.

The Union may use the Employer's premises for meetings of the employees covered by this Agreement, subject to prior approval of the Chief Executive Officer. The Union shall make its request in writing at least three (3) days in advance of the requested meeting date. The Union agrees to hold such meetings only during non-working hours, and such meetings shall not interfere with the operations of the Employer. The Union agrees to indemnify, hold harmless, and defend the Employer from all suits

and actions including attorneys' fees and all costs of litigation and judgment of every name and description brought against the Employer as a result of loss, damage or injury to person or property by reason of any act or failure to act through the Union's use of the Employer's premises as set forth in this Article.

Section 6.

The Employer will provide the Union with bulletin board space which is inaccessible to all clients. The exact size, type, and placement of the bulletin board shall be for Union business related to employees covered by this Agreement. The bulletin board shall not be used for solicitation, nor shall it contain the promotional literature of any candidate running for public office, nor information which indicates endorsement of a particular candidate or issue which advocates the election of that candidate or position.

Section 7.

Duly-authorized agents of the Union may visit the Employer's office to speak with employees only after first notifying and receiving approval from the Chief Executive Officer for any such visit. Such approval shall not be unreasonably denied. Such visits shall be restricted to the time and place so approved. Under no circumstances will there be any interference with normal work, or any Union solicitation on the Employer's premises.

ARTICLE 22 – NO STRIKE / NO LOCKOUT

Section 1.

The Union agrees that, during the term of this Agreement, there shall be no strikes, picketing, cessation or interruption of work, slow-downs or sit-downs, so-called "sick-outs," or any withholding of services on account of differences between the parties hereto, differences between a party and a third party, or differences between third parties; and the Employer agrees that, during the term of this Agreement, it will not lock out any employees.

Section 2.

The Employer shall have the right to discipline or discharge any employee or employees who urge, encourage, induce, or participate in a violation of Section 1 of this Article.

Section 3.

In the event of any violation of the provisions of Section 1, the Employer shall not hold the Union liable or responsible in damages therefore, if the Union:

A. Promptly, upon notification of such violations, orders all of its members to cease and desist from such violations at once; and

B. Posts notices on all Union bulletin boards or in employee mail slots in the agency offices that such violations are a breach of this Agreement, and orders the violations to be ended at once.

Section 4.

In the event of a strike, slow-down, or work stoppage, or any other interruption of services in violation of Section 1 of this Article, employees shall not be entitled to any benefits or wages whatsoever while they are engaged in such strike or work stoppage or interruption, etc. in violation of this Agreement. Violation of this Article shall be grounds for disciplinary action up to and including discharge without recourse to the grievance procedure.

ARTICLE 23 – RESIGNATION

Section 1.

Employees who intend to voluntarily terminate their employment are required to give ten (10) working days advance notice in writing to the Home Care Director prior to the termination date.

Employees who have given notice of resignation may not use personal time unless it has been previously approve and/or only under extenuating circumstances.

ARTICLE 24 – LAY-OFF AND RECALL

Section 1.

In the event that the CESI Board determines that the workforce is to be reduced by layoffs, it will notify the Union as early as is reasonable. At the Union's request, representatives of CESI and representatives of the Union will informally meet. The parties agree that lay-offs or any reorganization, retrenchment, or other similar restructuring decision is not subject to collective bargaining. The subject matter of any lay-off decision or any reorganization, retrenchment, or other similar restructuring design, is within the sole discretion of the Employer, and shall not be subject to the grievance and/or arbitration procedure provided for in Article 13 of this Agreement.

Section 2.

Lay-offs shall be by classification. The following classifications are currently recognized by the CESI: Care Managers/Hospital-Based Care Managers, Nurses, Information and Referral Workers, Supportive Living Coordinator, Housing Coordinator. This list may be added to or reduced as agency needs dictate.

Section 3.

If the Employer determines that a lay-off will occur in one (1) of the above-referenced classifications, the least senior employee in the classification shall be laid off.

Section 4.

Employees designated for lay-off, under Section 3 above, may bump the least senior bargaining unit employee in any classification provided they meet the qualifications for the position and have completed their introductory period.

Section 5.

If the bumping employee takes a position which has a lower pay grade than her/his present position, the bumping employee's new salary shall be at that step in the new classification which is commensurate with the employee's years of service in a bargaining unit position.

Section 6.

At the time the lay-off decision is made, the Employer shall notify both the Union and the affected individuals of the lay-off decision, and the date the lay-off is to become effective. Within ten (10) days of said notice, employees must exercise their bumping rights referred to in Section 4 of the Article. Thereafter, if a bargaining unit employee volunteers to serve as a substitute for an individual who is to be laid off, and if the individual who is to be laid off is qualified to replace the volunteer, such replacement shall become effective as soon as practicable.

Section 7.

In the event of a lay-off, an employee may continue to participate in the Employer's health plan according to the provisions of COBRA, or until the employee obtains other health coverage, whichever is sooner, if the employee pays one hundred percent (100%) of the premium and is permitted by the insurance carrier.

Section 8.

Employees who are laid off shall be entitled to receive all accrued vacation leave in a lump sum payment at their current rate of pay at the time of lay-off.

Section 9.

Any employee who is laid off shall be placed on a recall list for a period of eighteen (18) months. No new bargaining unit employee shall be hired into a classification until all employees on the recall list who were laid off from that classification have had an opportunity to be placed in their former positions. Persons on the recall list shall be recalled according to the criteria set forth in Section 3 above. To be considered for recall, an employee must notify the Employer in writing of her/his interest in recall, and include a mailing address in said notice. Employees will be

notified that they are eligible for recall by certified mail, return receipt requested. The employee must respond affirmatively to the Employer that s/he wishes to be considered for the vacant position within ten (10) postal of postmark.

In order to be eligible for reinstatement above, all employees with client responsibilities must submit to the Chief Executive Officer or her/his designee, at least one (1) week prior to lay-off, a memo summarizing her/his current workload, stating but not limited to: salient facts; issues and desired results; present status; critical dates; and recommended action to be taken, to the satisfaction of the Chief Executive Officer or her/his designee.

Employees failing to comply with the provisions of the Section shall not be placed on the recall list.

ARTICLE 25 – JOB DESCRIPTIONS

Section 1.

Every position within the bargaining unit shall have a job description. A job description shall be an accurate summary of duties, responsibilities and requirements of the job, and shall include any special conditions of employment. These descriptions, however, are not part of this Agreement, and any amendments thereof shall not be subject to the grievance and arbitration provisions of this Agreement.

Section 2.

A complete set of bargaining unit job descriptions shall be on file with the Employer, and shall be available for examination and copying by any bargaining unit employee and Union representative.

Section 3.

On or before the first day of employment, each new employee shall be furnished with a copy of her/his job description.

ARTICLE 26 - JOB OPENINGS

Section 1.

When management intends to fill a position in the bargaining unit, a job notice shall be posted in a conspicuous area of the CESI office for a period of five (5) working days. The Employer may also advertise for this vacancy to the public at this time.

Section 2.

In order to apply for a posted job opening, an employee must comply with the application procedure described in the posting within the prescribed time period.

Section 3.

The Employer may simultaneously interview both internal and outside candidates for the posted position.

Section 4.

If the Employer determines that none of the internal applicants are qualified, it shall hire for the posted job from outside CESI.

Section 5.

If two (2) or more candidates are, in management's judgment, equally qualified for the posted job, the most senior employee shall be assigned to the posted job, provided that the Employer achieves or maintains its goals in the appropriate categories noted in its affirmative action plan.

Section 6.

The Employer shall be the sole judge of qualifications.

Section 7.

The employee's new anniversary date shall be the date the employee begins work in the new classification. The sole purpose of the anniversary date is for step increases as referred to in Article 8.

ARTICLE 27 - EVALUATIONS & PERSONNEL FILES

Section 1.

There shall be one (1) central personnel file for each bargaining unit employee, and this Article shall govern employee access to that file.

Section 2.

Each employee shall have the right, upon reasonable advance request, to examine and copy any material, including evaluations, contained in the personnel file of such employee. The material in the file cannot be removed, and the file must be read in the office of the Human Resources Director or her/his designee with the Human Resources Director or her/his designee present. The Union shall have access to an employee's personnel record upon written authorization by the employee involved.

Section 3.

Prior to the inclusion of any material in an employee's personnel file, a copy of such material shall be furnished to the employee. The employee shall have five (5) working days to add any comments to said material. Thereafter, the material and the comments, if any, shall be placed in the employee's personnel file.

Section 4.

All new employees shall be evaluated at four (4) months, or at other times, solely at the discretion of the Home Care Director or her/his designee. Thereafter, all employees shall be evaluated, in writing, by their respective supervisors at least once each year on or about their anniversary date of employment. The employee shall be entitled to receive a copy of her/his evaluation, and shall be entitled to

append to the evaluation any comments s/he may wish to make regarding, its content within five (5) working days. The evaluation, together with any appended comments by the employee, shall then become a part of the Employer's personnel record of the employee.

Section 5.

The subject matter of any evaluation provided for in this Article shall not be subject to the grievance and arbitration procedures outlined in this Agreement, unless the evaluation is used as a basis for discipline. In those circumstances, only the discipline itself is grievable.

ARTICLE 28 – NON-DISCRIMINATION

Section 1.

Neither the Employer nor the Union will discriminate against any employee in applying any of the terms of this Agreement because of race, color, religious creed, national origin, sex, age, handicap, sexual orientation, or lawful union activity or non-participation in union activity; unless such discrimination is based upon a bona fide occupational qualification, or is done pursuant to the provisions of Article 15 and Article 24 of this Agreement.

Section 2.

The Employer and the Union agree that no person shall be subjected to sexual harassment as that term is defined in the Code of Federal Regulations, 45 CFR 74677 (November 10, 1980). Any employee who sexually harasses another employee or supervisor shall be subject to discipline up to and including discharge.

ARTICLE 29 – STANDARDS OF PRACTICE

It is understood and agreed that the representation and delivery of services to senior citizens imposes upon all employees the highest standards of integrity, client confidentiality, and professional responsibility.

It is further agreed that employees shall abide by the general and specific conditions, any regulations, and administrative requirements of AGE.

ARTICLE 30 – INSURANCE BENEFITS

Section 1.

After thirty (30) days, the Employer agrees to provide a group Health Insurance Plan and a group Dental Plan for employees working thirty-five (35) hours per week, at the contributing rates as defined in Section 4 below, except that the Employer will not provide health insurance to any employees covered by another health plan. Employees must certify that they are and will be covered by the CESI-provided health plan to receive insurance benefits, and must notify the Employer if they become covered by another health insurance plan.

Section 2.

No employee who works less than thirty-five (35) hours a week will be eligible for group health insurance and/or group dental insurance coverage.

Section 3.

A full-time employee, who is actively enrolled in the group health insurance plan and/or group dental insurance plan and medical reasons necessitates a temporary reduction of work hours, will continue to be eligible for health and/or dental insurance coverage as long as the employee contributes a pro-rata share of premium costs in relation to a thirty-five (35) hour work schedule.

Section 4.

Employees shall be offered long term disability insurance, on the same terms as is offered to other employees in the agency.

Section 5.

The Employer agrees to contribute seventy percent (70%) per month towards the premium cost for individual, self-plus-one or family coverage for group health insurance and for group dental insurance for all eligible employees.

Notwithstanding the foregoing, the Employer agrees that it will not contribute less toward the premiums for Union employees than it does for non-Union employees for the same coverage under the same medical and dental plans.

Section 6.

The Employer shall maintain its present life insurance, or its equivalent or better, for the term of this Agreement. The Employer shall offer voluntary life insurance coverage to employees, Employees shall be provided an opportunity to enroll in, modify, or re-enroll in such coverage on an annual basis during the Employer's designated open enrollment period.

Section 7.

The Employer agrees to match employee contributions to the 403B retirement plan, up to five percent (5%), in accordance with plan eligibility provisions. Employer contributions will occur not more frequently than quarterly.

Section 8.

The Employer shall provide a differential of One thousand dollars ($1,000.00) pro-rated per diem paid each pay period, provided the employee does not participate in the Employer's health insurance or dental programs. Employees who are not on active pay status will not receive this payment.

Section 9.

The Employer shall have the exclusive right to change all of the above Plans or the Insurance carriers if such changes would provide substantially the same level

of benefits. The Employer agrees to notify the Union of any proposed changes in these Plans, and to meet the Union to discuss said changes if so requested.

Section 10.

The Employer shall have the exclusive administration of all of the above-noted plans, the terms of which are not incorporated herein by reference.

ARTICLE 31 – EMPLOYEE EXPENSES

Section 1.

A. Employees whose use of their own cars for agency business has been approved by the Home Care Director, shall be reimbursed for work-related mileage at the rate promulgated by the Internal Revenue Service. There will be no reimbursement for travel between the employee's home and her/his assigned place of work. The employee shall submit proper documentation of exact mileage traveled as determined by the Employer prior to reimbursement.

B. Employees shall attempt to arrange their schedules so that they may travel in one (1) car when traveling to the same client-related activity or authorized non-client-related activity. If they do not travel together in the same car, they must request approval of the department head or her/his designee so as to be reimbursed for mileage.

C. If an employee travels to or from a client-related or authorized non-client-related activity from her/his home, the employee shall be reimbursed for either the mileage between the office and the destination or home and destination, whichever is less.

D. If an employee travels to or from a client-related or authorized non-client-related activity which is located between her/his home, the employee shall only be reimbursed for any mileage added to which s/he would normally travel between home and office resulting from a deviation to attend the activity.

E. Travel not directly related to client service, including travel to conferences and for attendance at other similar meetings must be approved in advance by the supervisor.

Section 2.

When an employee uses other forms of transportation to meet the requirements of her/his job assignment, s/he will be reimbursed for the actual costs of such transportation, provided the employee has received prior approval for such costs from the Home Care Director or her/his designee.

Section 3.

Travel sheets shall be submitted with the employee's bi-weekly time sheets for payment on the following payday.

Section 4.

The Employer shall reimburse employees for long distance telephone charges when they use their own home telephones for agency business, when pre-authorized by their supervisor and documented evidence in the form of bills is presented.

Section 5.

If an employee is on beeper duty during non-business hours and is required to respond to an emergency, the employee does not need pre-authorization for reimbursement of long distance telephone charges, and actual mileage will be reimbursed.

ARTICLE 32 - LABOR-MANAGEMENT COMMITTEE

Both parties agree to maintain a Labor-Management Committee to discuss issues of mutual interest.

ARTICLE 33 - TRAINING / EDUCATION

Section 1.

Employees may, if their workloads permit, participate in C.E.U. programs, workshops, conferences, and government-funded training programs on CESI time, if their supervisors approve of such attendance and if funds are available to pay any required registration fees.

Section 2.

With approval of the department head and Chief Executive Officer, an employee may adjust her/his work schedule in order to take a daytime course. An employee is defined as a full-time or regular part-time employee of CESI, and has been employed by and has worked for CESI for one (1) consecutive year. Eligible courses are defined as those which:

A. Would directly contribute to an employee's job-related skill, knowledge, or competence; and

B. Content is significant to the goals and objectives of CESI; and

C. Are taken at an accredited school; and

D. Are part of a degree-granting program.

Agency time may not be used for attendance at such a course.

Section 3.

Course reimbursement may be granted at the discretion of the Chief Executive Officer, and must be applied for on forms provided for this purpose by CESI.

Section 4.

Mileage is reimbursable when an employee participates in workshops, conferences, and government-funded training programs on CESI time, as approved under Section 1 above. Mileage is to be calculated from the CESI to the workshop, conference or program, or from the employee's home to the workshop, conference or program, whichever is less.

Section 5.

The Union and the Employer agree to discuss an educational leave program and policy at Labor-Management meetings.

ARTICLE 34 – WORKLOADS / CASELOADS

Section 1.

The parties recognize the control AGE has on staffing patterns, funding, hiring, and other constraints AGE imposes upon the Employer.

Section 2.

To the extent that it is reasonable and practical, the Employer will endeavor to maintain workloads consistent with AGE regulations.

Section 3.

The Union and the Employer recognize that workload and caseload standards are a mutual goal, and may be a subject of discussion at Labor-Management meetings, including: the current caseloads, changes being directed by AGE, changes being directed by Management, union ideas on changes, and agency budget concerns

ARTICLE 35 – HEALTH AND SAFETY

Section 1.

If an employee believes that an unsafe or unhealthy condition exists in her/his work environment, s/he shall bring such condition to the attention of the Chief Executive Officer or her/his designee.

Section 2.

If the matter is not resolved, the Union may request that a meeting be held regarding the condition, involving the Chief Executive Officer and persons of her/his choosing, the Union representative, the Union Steward, and the employee who raised the health or safety issue.

Within ten (10) working days of the Section 2 meeting, the Chief Executive Officer will inform the Union representative of her/his plan to address the health or safety issue.

The Section 2 meeting is the expedited grievance procedure to resolve Section 1 issues, and in no instance will the issues be resolved through the grievance and arbitration procedure.

ARTICLE 36 – MISCELLANEOUS PROVISIONS

Section 1.

Employees are not allowed to transport clients in their own cars under any condition.

Section 2.

No person shall hold a job while s/he or a member of her/his immediate family serves on a board or committee of a grantee or delegate agency if that board or committee has authority to order personnel actions affecting this person's job.

Section 3.

No person shall hold a position with a contracting agency simultaneously while s/he is employed by CESI, without the approval of the Board of Directors.

Section 4.

No person shall hold a job over which a member of her/his immediate family exercises direct supervisory authority.

Section 5.

No person shall hold a job while s/he or a member of her/his immediate family serves on a board or committee which either by role or by practice regularly nominates, recommends, or screens candidates for the agency or program by which s/he is employed.

Section 6.

For purposes of this Article, immediate family refers to: husband, wife, father, mother, brother, sister, son, daughter, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, and daughter-in-law.

Section 7.

Employees and their families are expressly prohibited from accepting gifts, monies and/or gratuities from clients, contractors, or any other person or group receiving services from or doing business with the Employer.

Section 8.

No expenses incurred on behalf of the program will be reimbursed without a receipt properly documenting the expense.

Section 9.

The Agency and the Union agree that all contingent positions previously established by mutual agreement between the parties shall be converted to regular positions effective upon ratification.

ARTICLE 37 – EFFECT OF AGREEMENT

Section 1.

This instrument constitutes the entire Agreement of the Employer and the Union, arrived at as a result of collective bargaining negotiations, except such amendments hereto as shall have been reduced in writing and signed by the parties.

Section 2.

In the event any of the terms or provisions of this Agreement shall be or become invalid or unenforceable by reason of any federal or state law, directive, order, rule, or regulation now existing or hereafter enacted or issued, or any decision of a court of last resort, such invalidity or unenforceability shall not affect or impair any other terms or provisions hereof.

ARTICLE 38 – DURATION AND RENEWAL

This Agreement shall become effective on July 1, 2026, and shall remain in full force and effect until June 30, 2029; and shall automatically be renewed from year-to-year thereafter, unless written notice is given by either party to the other at least ninety (90) days prior to the expiration date that termination or modification of this Agreement is desired. If the parties are unable to agree upon the proposed modification during this period, the Agreement shall terminate on its expiration date, unless the Agreement is extended by mutual consent.

In witness whereof, the parties hereto have executed this Agreement on this ___day of July, 2026.

COASTLINE ELDERLY SERVICES, INC.

By:  Date: 9/10/26

LOCAL 509, SERVICE EMPLOYEES INTERNATIONAL UNION

By:  Date: _08/28/2026_____
SEIU 5

By: John Eliot Williams Date: _08/28/2026_____
SEIU 509 Internal Organizer

APPENDIX A
Bargaining Unit Seniority List as of 7/1/26

Care Managers:	**Seniority Date**	**Hire Date**
Lauriano, Cynthia	8/23/2004	8/23/2004
Oliveira, Elisabet	1/9/2005	8/30/2004
Silva, Stephanie	2/5/2011	1/31/2011
Pepin, Kimberly	2/13/2012	2/13/2012
Brennan, Teresa	4/29/2019	4/29/2019
Pereira, Meagan	11/12/2019	11/12/2019
Ventner, Caitlin	11/23/2020	11/23/2020
Desorcy, Alyssa	4/25/2022	4/25/2022
DaCosta, Heather	8/29/2022	8/29/2022
Furtado, Ashley		11/7/2022
Bonanca, Amanda		9/11/2023
Visinho, Chelsea		7/1/2024
Carmenatty, Naomi		7/1/2024
Rodrigues, Idalina		12/17/2024
Johnson, Lilly		5/5/2025
Leite, Kiley		6/30/2025
Benoit, Sierra		9/9/2025
Harris, Lauren		12/3/2025
Pacheco, Emma		1/28/2026
Lloyd, Sydney		4/20/2026
Roseman, Alyssa		6/1/2026
Supportive Living Coordinators:	**Seniority Date**	**Hire Date**
Mendes, Dianne	2/10/2003	2/10/2003
Melo, Samia		1/17/2023
Congregate Housing Coordinator:	**Seniority Date**	**Hire Date**
Robillard, Heather	7/8/2013	7/8/2013

Registered Nurses:	**Seniority Date**	**Hire Date**
Clark, Lisa	6/22/2015	6/22/2015
DaRosa, Melissa	5/14/2018	5/14/2018
Ferreira, Sonia	12/7/2020	12/7/2020
Regis, Holly	12/7/2020	12/7/2020
Mendes, Tiffany	4/26/2021	4/26/2021
Medeiros, Ashlee	5/23/2022	5/23/2022
Braga, Claudia	6/21/2022	6/21/2022
Soares, Jessica	8/29/2022	8/29/2022
McKeon, Genevieve		11/7/2022
Roquemore, Sarah		7/31/2023
Jesus, Filipa		8/27/2024
Reed, Natalia		8/25/2025
Dunn, Christine		12/15/2025
Moran, Jennifer		12/15/2025
Dossantos, Gaylynne		4/6/2026
Estudante, Sophia		4/20/2026
Chaves, Ashley		5/18/2026
Information & Referral Workers:	**Seniority Date**	**Hire Date**
Cobb, Cynthia	8/3/1987	6/15/1987
Piszcz, Christine	1/18/2001	1/16/2001
Santos, Tabitha	3/11/2013	3/11/2013

APPENDIX B - SICK BANK

If a full-time or regular part-time employee is unable to work:

A. Pursuant to a treating medical physician's orders, and based on an incapacitating illness or injury as diagnosed by a medical physician, and having a prognosis of total incapacity from work for a period of no less than thirty (30) days, such employee may make one (1) written request under this Agreement to the Chief Executive Officer asking for co-worker sick leave donations; provided the requesting employee has exhausted all of her/his personal sick leave, vacation leave and personal days prior to such request. A treating physician's medical report, along with a medical authorization for the treating physician to release reports to the Chief Executive Officer, shall accompany the employee's written request. The accompanying medical report shall be satisfactory to the Chief Executive Officer, who shall have the authority to require updated medical reports regarding the illness or injury in question.

An employee who has received sick bank as set forth above may upon exhaustion of said sick bank leave benefits, apply to the Chief Executive Officer for a second and final request under this Agreement asking for co-worker sick leave donations. Said second and final request shall follow all of the requirements of a first written request.

Co-worker sick leave donations shall be solicited by the Chief Executive Officer or her/his designee. The donations, if any, shall be made and recorded on a one-time per qualified request basis only. The use of this form of sick leave shall be limited to the total time of donations, if any, made and recorded at that time; and shall otherwise be available for as long as the incapacity from work underlying the original request shall in the Chief Executive Officer’s opinion persist.

Unused sick leave donations will be returned to the donors on a proportional basis.

For each fiscal year, the maximum sick leave donation or donations of accumulated sick leave that an individual full-time employee may make under this Article in the same fiscal year shall not exceed thirty-five (35) hours, with the minimum donation being seven (7) hours.

For each fiscal year, the maximum sick leave donation or donations of accumulated sick leave that an individual regular part-time employee may make under this Article in the same fiscal year shall not exceed twenty (20) hours, with the minimum donation being four (4) hours.

Full-time and regular part-time employees may donate accumulated sick leave to employees not covered by this Agreement as permitted by this Article, and may receive sick leave donations from employees not covered by this Agreement.

The administration of this Article is under the sole direction of the Chief Executive Officer, and is not subject to the grievance and arbitration procedure contained in Article 14.

APPENDIX C

Sideletter

An I&R remote work labor-management committee will be established to address concerns within the I&R department with regard to remote work flexibility. The purpose of the committee will be to explore options and implement some remote work for the I&R Staff. It is understood that any agreement on remote work for the I&R department would take into consideration operational needs and ensure daily office coverage

APPENDIX D

Sideletter

The parties will place the following issues on the Labor-management committee meeting agenda to discuss: Health & Safety, Workstations, Remote Work, Bilingual Worker concerns.