



Employee Handbook

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INTRODUCTION

Welcome!

On behalf of your colleagues, welcome to the Via Care Community Health Center (the "Clinic"). We wish you every success here at VCCHC!

We believe that each employee contributes directly to the Clinic's growth and success, and we hope you will take pride in being a member of our team. We endeavor to maintain a well-trained, enthusiastic and efficient group of employees who work well together for the well-being of the institution and to encourage personal and professional growth.

Best wishes in your new position!

VCCHC Executive Management Team

WHAT VIA CARE IS ABOUT

OUR MISSION

Via Care Community Health Center is a compassionate community of care dedicated to healing children, strengthening families, and transforming communities.

Via Care Community Health Center fulfills its mission by delivering a comprehensive array of services that empower children and their families, are culturally responsive, and are effective models of prevention and intervention. Via Care Community Health Center strives to meet our families where they are, and give them the support and resources they need to become strong and resilient.

OUR VISION

Our vision is of a society in which every family can provide a loving, healthy and secure home where children can grow and thrive. In addition to providing quality services, we advocate for a society where our vision can be realized.

OUR CORE VALUES

- A good reputation is our foundation for success.
- Community relationships create our worth.
- Exceeding patient expectations is our passion.
- Integrity defines us.
- Our people are our most valuable asset.

ABOUT THIS HANDBOOK

This handbook is provided as a guide for you to familiarize yourself with Via Care Community Health Center, otherwise referred to in this handbook as VCCHC or “the company”. We have prepared this employee handbook to assist you in finding the answers to many questions you may have and will address the expectations we have as an employer and the environment you can expect to work in.

RIGHT TO REVISE

This employee handbook contains the employment policies and practices of the company in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded. The company reserves the right to revise, modify, delete, or add to any policies, procedures, work rules, or benefits stated in this handbook or any other document, except for the policies of arbitration and at-will employment. However, any such changes must be in writing and must be approved by the CEO of VCCHC. Any written changes to this handbook will be distributed to all employees so that employees will be aware of the new policies or procedures. No oral statements or representations can in any way alter the provisions of this handbook.

This handbook sets forth the entire agreement between you and VCCHC as to the duration of employment and the circumstances under which employment may be terminated. Nothing in this employee handbook or any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee. This handbook and the information in it should be treated as confidential. No portion of this handbook should be disclosed to others unless knowledge of the information is required in the normal course of business.

GENERAL EMPLOYMENT PRACTICES

EMPLOYMENT AT-WILL

All VCCHC personnel are employed on an at-will basis. Employment at-will means that the employment relationship may be terminated by the employee or the company, with or without cause and with or without advance notice at any time. Nothing in this handbook shall limit the right to terminate at-will employment. Although the policies and procedures of the company, including those contained in this handbook, may change from time to time, your at-will employment status will remain in effect throughout your employment.

No manager, supervisor, or employee of VCCHC has any authority to enter into an agreement for employment for any specified period or to make an agreement for employment on other than at-will terms. Only the CEO of the company has the authority to make any such agreement, which is binding only if it is in writing. Nothing in this at-will statement is intended to interfere with an employee's rights to communicate or work with others toward altering the terms and conditions of their employment.

IMMIGRATION STATUS AND LAW COMPLIANCE

VCCHC is required by federal immigration laws to verify your identity and legal authorization to work in the United States. These laws require you to provide satisfactory evidence of your identity and legal authorization to work in the United States no later than three business days after you begin work. All employees must go through this process by completing an I-9 form within the mandated time frame and all offers of employment are contingent upon receiving this evidence. Proof of identity and eligibility must be valid and unexpired. If you are not able to complete I-9 verification within three business days after your hire date, your employment will be terminated. Also, under its obligations as a Federal Contractor, VCCHC will verify all employee's I-9 submissions through E-Verify.

EQUAL EMPLOYMENT OPPORTUNITY

VCCHC is an equal opportunity employer and makes employment decisions based on merit. We want to have the best available persons in every job. The company's policy prohibits unlawful discrimination based on race (including hairstyles historically associated with race, including but not limited to, braids, locks, and twists), color, creed, gender (including gender identity and gender expression), religion (all aspects of religious beliefs, observance or practice, including religious dress or grooming practices) marital status, registered domestic partner status, age (40 and older), national origin (includes language use and possession of a driver's license issued to persons unable to prove their presence in the United States as authorized under federal law), ancestry, physical or mental disability, medical condition (including cancer or a record or history of cancer, and genetic characteristics), sex (including pregnancy, childbirth, breastfeeding or related medical condition), genetic information, sexual orientation, reproductive health decisions, military, and veteran status or any other consideration

made unlawful by federal, state, or local laws.

It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship. All such discrimination is **unlawful**.

Our organization is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in all operations. The company prohibits unlawful discrimination against any job applicant, employee, or unpaid intern by any employee of VCCHC, including supervisors and coworkers.

If you believe you have been subjected to any form of unlawful discrimination, immediately submit a complaint to your supervisor or the individual with day-to-day personnel responsibilities. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If you need assistance with your complaint, or if you prefer to make a complaint in person, please contact the CEO. The company will promptly undertake an investigation and attempt to resolve the situation.

If VCCHC determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. The company will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management against employees or your coworkers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any job applicant or employee who requires an accommodation to perform the essential functions of the job should contact a VCCHC representative with day-to-day personnel responsibilities and discuss the need for an accommodation. The company will engage in an interactive process with the employee to identify possible accommodations if any that will help the applicant or employee perform the job. An applicant, employee, or unpaid intern who requires accommodation of a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles) should also contact a VCCHC representative with day-to-day personnel responsibilities and discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, the company will make the accommodation.

SEXUAL ORIENTATION

The term "sexual orientation" means having a preference for heterosexuality, homosexuality, or bisexuality, having a history of such a preference, or being identified with such a preference, but does not include any behavior that violates the sex offenses prohibitions in the Penal Code. Gender identities define the sex one identifies with (i.e., the gender-related identity, appearance, expression, or behavior of a person, regardless of the person's assigned sex at birth).

California law protects against harassment related to sexual orientation, gender expression, or gender identity. Employment decisions must be based on individual abilities and qualifications and should not be based on factors or personal characteristics that are not germane to job performance. Traditionally, we have viewed race (including hairstyles historically associated with race, including but not limited to, braids, locks, and twists), sex, religion, age, disability, and national origin as among those factors not connected with job performance. Therefore, an individual's sexual orientation or gender identity is another factor that is not relevant to employment decisions. Only relevant factors are to be considered in such decisions and equitable and consistent standards of conduct and performance are to be applied.

Employees who violate the sexual orientation and gender identity nondiscrimination policy are subject to discipline up to and including termination of employment.

COMMITMENT TO A HARASSMENT-FREE WORKPLACE

The company is committed to providing a work environment free of harassment, bullying, disrespect, or other unprofessional conduct. VCCHC policy prohibits disrespectful conduct, and unprofessional as well as harassment based on race (including hairstyles historically associated with race, including but not limited to, braids, locks, and twists), color, creed, and gender (including gender identity and gender expression).

The same applies to religion (all aspects of religious beliefs, observance or practice, including religious dress or grooming practices) marital status, registered domestic partner status, age, national origin (includes language use and possession of a driver's license issued to persons unable to prove their presence in the United States as authorized under federal law), ancestry, physical or mental disability, medical condition (including cancer or a record or history of cancer, and genetic characteristics), sex (including pregnancy, childbirth, breastfeeding or related medical condition), genetic information, reproductive health decision, sexual orientation, military, and veteran status or any other consideration made unlawful by federal, state, or local laws.

It also prohibits harassment, disrespectful or unprofessional conduct, or bullying based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. **All such conduct violates the organization's policy.**

The company's anti-harassment policy applies to all persons involved in the operation of the company and prohibits harassment, disrespectful or unprofessional conduct, or

bullying by any employee of the company, including supervisors and managers, as well as vendors, guests, independent contractors, and any other persons. Applicants, employees, unpaid interns, volunteers, and independent contractors are all protected from harassment.

Prohibited harassment, disrespectful or unprofessional conduct, or bullying includes, but is not limited to, the following behavior:

- Making racial or religious epithets or slurs; ethnic jokes; or derogatory comments about an individual's race, gender, gender identity, gender expression, religion, age, disability, sexual orientation, ethnic origin, or any other legally protected characteristic
- Displaying objects, pictures, or cartoons that are derogatory or offensive to an individual's race, religion, gender, gender identity, gender expression, age, disability, sexual orientation, ethnic origin, or any other legally protected characteristic
- Displaying suggestive objects, pictures, or cartoons; leering or making obscene gestures; or sending suggestive or obscene jokes or messages via email, text message, or interoffice mail and communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law, or by organizational policy
- Verbal conduct, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race, or any other protected basis
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors
- Retaliation for reporting or threatening to report harassment or abusive conduct
- Bullying – defined as repeated mistreatment of one or more persons (the targets) by one or more perpetrators. It is abusive conduct that is:
 - Threatening, humiliating or intimidating
 - Work interference – sabotage – which prevents work from getting done, or verbal abuse.

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts or abusive conduct toward an employee because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by any sexual desire.

Abusive conduct or bullying is defined as the conduct of an employer or employee in the workplace, with malice, that a reasonable person would find hostile, offensive, and unrelated to an employer's legitimate business interests. It may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, and epithets, verbal or physical conduct that a reasonable person would find threatening,

intimidating, or humiliating, or the gratuitous sabotage or undermining of a person's work performance.

Bystanders

In the context of the workplace, bystanders are individuals who observe violence and harassment in the workplace firsthand. Bystanders can include a range of people, including co-workers, managers or supervisors, human resources and union representatives, and other individuals to whom violence and harassment are reported. Co-workers who are informed or witness violence or harassment at work should use the complain procedure and report the incident immediately.

WORKPLACE BULLYING

VCCHC defines bullying as "repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment."

Such behavior violates the company's Code of Ethics, which clearly states that all employees will be treated with dignity and respect. The purpose of this policy is to communicate to all employees, including supervisors, managers, and executives, that the company will not tolerate bullying behavior.

Employees found in violation of this policy will be disciplined up to and including termination may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior upon the individual. VCCHC considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing, or maligning a person or his/her family; persistent name-calling that is hurtful, insulting, or humiliating; using a person as the butt of jokes; abusive and offensive remarks
- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault, or threat of physical assault; damage to a person's work area or property
- **Gesture bullying:** Nonverbal threatening gestures or glances that convey threatening messages
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities

COMPLAINT PROCEDURE & NO RETALIATION POLICY

If you believe that you have been the subject of harassment or other prohibited conduct, bring your complaint to your leads, to the immediate supervisor(s), or an officer of VCCHC as soon as possible after the incident. You can also complete an Incident Report form (available from HR or your supervisor). You will be asked to provide details of the incident or incidents, names of individuals involved, and names of any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory. Supervisors will refer all complaints involving harassment or other prohibited conduct to their manager, to the

Human Resources department, or an officer of VCCHC. The company will promptly undertake an investigation of the allegations that provides all parties appropriate due process. The details of the investigation will remain confidential to the extent possible. If the company determines that harassment or other prohibited conduct has occurred, immediate and appropriate corrective action will be taken following the circumstances involved. Any employee determined by the company to be responsible for harassment or other prohibited conduct will be subject to appropriate disciplinary action, up to, and including termination. A VCCHC representative will advise all parties concerned of the results of the investigation.

Retaliation against any complainant making a good faith complaint under this policy or retaliation against witnesses assisting in an investigation of a complaint expressly prohibited by this policy. The company will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees, or co-workers.

The company encourages all individuals to report any incidents of harassment or other prohibited conduct forbidden by this policy **immediately** so that complaints can be quickly and fairly resolved. You also should be aware that the Federal Equal Employment Opportunity Commission and the California Civil Rights Department (CRD) investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest agency office is listed online and can be found by visiting the agency websites at www.calcivilrightsca.gov and www.eeoc.gov.

RE-ENTRY CASE MANAGEMENT SERVICES (R-ICMS & ECM)

The Reentry-Intensive Case Management Service (R-ICMS) and Enhanced Case Management (ECM) services connect participants to a Case Manager with relatable experience. This program is founded on the idea that the people closest to the problem are also closest to the solution. Case Managers assist participants in effectively engaging with community-based health, behavioral health, and social service providers as they return to the community. For Via Care to staff Community Health Workers with the background to support the Re-Entry Program, requirements for passing pre-employment background screening may be adjusted on a case-by-case basis for candidates of the Case Management team.

GETTING STARTED AT VIA CARE

BACKGROUND CHECKS

It is the policy of Via Care Community Health Center (VCCHC) as part of its hiring procedures, to conduct Live Scans on the finalist(s) for all positions within the agency. These checks will be job-related, consistent with business necessity, and conducted according to all applicable state laws, rules, policies, and procedures.

Background checks may include, but are not limited to, an analysis of public and private documents; contact with former employers; verification with educational institutions or licensing/credentialing boards; information from background check providers; contact with professional references; and other pertinent information and resources.

Employment offers are contingent upon successful completion of the background check(s). Finalist(s) may be rejected if they provide inaccurate, untruthful information, don't fully participate in a required background check, or don't sign or complete a required form.

Unfavorable information found during background checks will be reviewed by Via Care Community Health Center (VCCHC) and weighed to see if it possesses a risk to the successful performance of the job and in the workplace. The nature and gravity of the offense or conduct will be considered. The time that has passed since the offense or conduct and/or completion of the sentence will be considered. The nature of the specific job at issue will be considered. Preliminary withdrawal of the conditional offer will be in writing and explain the factors leading to the withdrawal of the offer. The applicant will then have at least five business days to respond to the company's preliminary decision.

The applicant may dispute the accuracy of the conviction history report that was the basis for the preliminary decision to rescind the offer. If the applicant reports the applicant is taking specific steps to obtain evidence supporting the applicant's assertion of errors in accuracy the applicant shall have five additional business days to respond to the notice. After the applicant response or the time above has passed without applicant response the company shall make a final hiring decision in writing. The written final withdrawal of conditional offer of employment will contain the following:

1. Statement of final denial or disqualification for employment. Normally no further justification or explanation of the reasoning for the final denial or disqualification will be included in the final withdrawal of conditional offer of employment.
2. Any other existing procedures that the company has for the applicant to challenge the decision or request reconsideration.
3. The right of the applicant to file a complaint with the California Department of Labor & Workforce Development Agency.

The policy above only applies to positions for which the company is not required by any state, federal or local laws to conduct criminal background checks for employment

purposes and to restrict employment based on criminal history. See California State Law for the definition of federal laws since certain rules and regulations by federal self-regulatory organizations are included in the California law covering this subject.

TUBERCULOSIS SCREENING

It is the policy of the Clinic that all employees and volunteers must undergo tuberculosis screening within 6 months before or within 15 days of starting work or volunteering, and then annually.

If an employee or volunteer has a history of a positive PPD, documentation of a negative chest x-ray within 3 years before or within 15 days of starting work and a completion of a symptom questionnaire is necessary. The symptom questionnaire must be completed by the employee or volunteer and reviewed by a VCHC clinician annually. Further chest x-rays are required only if deemed necessary by a clinician. If an initial or annual skin test is positive, a chest x-ray must be obtained and a symptom questionnaire completed by the employee or volunteer and reviewed by a clinician before resuming work. Annual symptom screening should be performed thereafter as above.

Human Resources will send out notices to current employees and volunteers to inform them when their annual test will be due. If the TB test or completion of the symptom questionnaire is not performed annually on or by the date required, the employee will be placed on an unpaid leave of absence until the test has been performed. Volunteers will be suspended until documentation of the test or questionnaire is received.

EMPLOYMENT MEDICAL SCREENING

A pre-employment post-offer physical examination is required for all VCCHC Employees. Each offer of employment shall be conditional upon the successful completion of a physical examination. The examination and vaccination include a vaccine and evaluation for Tdap (tetanus, diphtheria, and pertussis), Hepatitis B, (MMR) Measles, Mumps, and Rubella. A Covid 19 Vaccine is also recommended for all employees. VCCHC complies with all local and federal health department guidelines and orders, as required by our contracts.

All aspects of the pre-employment physical examination process must be completed and will determine whether the candidate is physically qualified and eligible for employment at VCCHC.

Contractual obligations require an annual internal health assessment of all clinical, behavioral health, and dental personnel. This exam can be done internally by our providers and personnel will be notified of their due dates by Human Resources.

ANNUAL INFLUENZA (FLU SHOT)

CDC findings indicate through published literature that influenza vaccination of health care personnel can enhance patient safety. All employees of BVCCHC are required to receive an Influenza Vaccine, annually. VCCHC supports the following CDC incentives

for the seasonal flu vaccination:

- Influenza (the flu) can be a serious disease that can lead to hospitalization and sometimes even death. Anyone can get very sick from the flu, including otherwise healthy people.
- You can get the flu from patients and coworkers who are sick with the flu.
- If you get the flu, you can spread it to others even if you don't feel sick.
- By getting vaccinated, you help protect yourself, your family at home, and your patients.
- **The seasonal flu vaccine protects against the influenza virus that research indicates will be most common during the upcoming season.** (Trivalent) vaccines are made to protect against three flu viruses; an influenza A (H1N1) virus, an influenza A (H3N2) virus, and an influenza B virus. Quadrivalent vaccines protect against four viruses; the same viruses as the trivalent vaccine as well as an additional B virus.
- **Flu vaccines CANNOT cause the flu.** Flu vaccines are made with either killed or weakened viruses.
- **Flu vaccines are safe.** Serious problems from the flu vaccine are very rare. The most common side effect that a person is likely to experience is soreness where the injection was given. This is generally mild and usually goes away after a day or two. Visit Influenza Vaccine Safety for more information.

Employees are required to have completed their annual flu vaccine and provide documentation to the HR Department before an annual pre-determined date. Any person not wishing to receive the vaccine must have a certifiable medical or religious exemption, and the declination verified by their physician.

If an employee declines the vaccination, a face mask must be worn at all times during patient contact while at work during the active flu season. Please be aware that studies have shown that the mask has limited effectiveness.

EMPLOYEE CLASSIFICATIONS

VCCHC employs several different types of employees. All candidates and employees must meet minimum education, certification, and licensing requirements (if applicable) specified in the job descriptions.

Regular Employees

Regular employees are those who are hired to work on a regular schedule. Regular employees may be classified as full-time or part-time.

- **Full-Time Employees:** Employees who are scheduled for and do work at least 30 hours per week. Following the 1st of the month after 30 days of employment, regular full-time employees are eligible for employee benefits described in this handbook.
- **Part-Time Employees:** Employees are those who are scheduled for and do work

fewer than 30 hours per week. Part-time employees are eligible for prorated benefits provided by VCCHC and 24 hours of paid sick leave.

Temporary & Interim (Non-Regular) Employees

Temporary and interim (non-regular) employees are those employed for short-term assignments on an as needed or intermittent basis. Short-term assignments generally are periods of three months or fewer; however, such assignments may be extended.

Temporary employees are not eligible for employee benefits except those mandated by applicable law. Such employees' work hours may not exceed 1,000 per calendar year.

Per Diem Employees

Per Diem, employees are on an 'as needed' basis and do not have a set schedule. There is no benefit eligibility except those as required by law.

Other Employee Classifications

Exempt Employees: Employees who, because of their job duties, responsibilities, and level of decision-making authority are exempt from the overtime provisions of the Fair Labor Standards Act, and California Labor Code. Exempt employees are expected to work whatever hours are necessary to accomplish the goals and deliverables of their exempt position.

Non-Exempt Employees: Employees who, because of the nature of their job duties, level of decision-making authority are subject to all Fair Labor Standards Act provisions and California Labor Code, including the payment of overtime. Non-exempt employees are required to account for hours and fractional hours worked. Non-exempt employees must be compensated for all hours worked overtime at the premium (time and one-half) rate of pay.

Independent Contractors: VCCHC may hire individuals as independent contractors under the appropriate circumstances. The assumption is VCCHC has the right to control or direct only the result of the work and not what will be done and how it will be done and there is a general understanding the independent contractor has ~~other clients~~ an independent business. An independent contractor invoices VCCHC for its work, and must substantiate evidence for the independent business. The earnings of a person who is working as an independent contractor are subject to Self-Employment Tax, and the independent contractor is responsible for all its own tax obligations. Independent Contractors do not receive health benefits, retirement contributions paid vacation, or have part of their pay deducted for taxes.

Inactive Status

Employees who are on any type of leave of absence, work-related or non-work-related, that exceeds any protected state or federal leave of absence will be placed on inactive status.

APPLYING FOR OPEN POSITIONS, PROMOTIONS OR TRANSFERS

Open positions can be viewed on VCCHC's website. While applying to open positions, all candidates should create an online application profile or update an existing one first, and then submit their complete application via the normal application process which could be online or in-person at the desired locations (at the clinics or the corporate office). All applicants need to follow the appropriate job application process and make sure that all minimum requirements and qualifications for the position are met. Please be advised that minimum education requirements for certain key roles are preferred at VCCHC in all hiring decisions. Employee must also be in good standing in current position for at least year prior to consideration..

VCCHC believes in providing existing employees with opportunities to advance to other positions within the company. Before considering a promotion or transfer, employees should contact the Human Resources department for additional guidance and determine whether the new position would result in one or more of the following:

- A promotion, which may result in an upward pay grade change and may include an additional wage increase
- A lateral move, which may result in no change in pay grade and/or wage
- A demotion, which may result in a decrease in pay grade and/or wages
- A change in job status, which may result in a change from exempt to non-exempt status, or from non-exempt to exempt status

An employee who is selected for an interview is expected to notify his/her, supervisor/manager, that the transfer application was accepted and an interview has been scheduled.

ENGLISH PROFICIENCY

To provide services to the public, employees who have routine contact with patients are required to be sufficiently proficient in English to be able to communicate effectively. English must be used by employees when dealing with patients who prefer the use of English. Another language may be used if preferred by a patient.

To comply with OSHA regulations and to communicate hazards in the workplace, employees are required to be sufficiently proficient in English to understand and follow safety instructions and instructions given during an emergency.

INTRODUCTORY AND PROBATIONARY PERIOD

The first 90 days of continuous employment at the company are considered to be an introductory and probationary period. During this time, you will learn your responsibilities, get acquainted with fellow employees, and determine some important short-term objective. VCCHC uses this period to evaluate employee's capabilities, work habits, and overall performance.

Either the employee or VCCHC may end the employment relationship on an at-will basis at any time during or after this period, with or without cause or advance notice. Completion of the introductory and probationary period does not entitle you to remain employed by VCCHC for any definite period. Your future employment status as an at-will employee does not change.

Although the usual introductory and probationary period is 90 days, any significant absence will automatically extend an introductory period by the length of the absence. VCCHC will elect to extend the introductory period, at its sole discretion. During the introductory and probationary period, non-exempt, employees will not be eligible for certain VCCHC benefits outside of standard time off and health benefits, such as holiday pay, jury duty pay. Employees should read the information for each benefits program for details on eligibility requirements.

LENGTH OF SERVICE

"Length of service" refers to the length of time that our employees spend as active full-time or part-time employees with the company. Service begins on the day you become a full-time or part-time Employee. Length of service may be used in determining certain employee benefits, such as time-off benefits. Employees will not lose credit for service with the company provided their last day of service was within 3 months of again becoming an active employee. The authorized Manager will discuss this issue with any rehired employee upon hire.

JOB DUTIES

During the introductory period, your supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects or to assist with other work necessary or important to the operation of your department or VCCHC. Your cooperation and assistance in performing such additional work are expected.

The company reserves the right, at any time, with or without cause and with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

MAINTAINING CURRENT LICENSES AND CERTIFICATIONS

All licensed employees whose job description requires valid licensure must maintain a current license as a condition of employment. Current licensure is critical to ensuring that all licensed employees of VCCHC meet all state and regulatory requirements.

Also, employees whose job description/job function requires valid certification must maintain current certifications, including CPR.

Each licensed or certified employee is responsible for renewing his/her license or required certification on time. VCCHC will support 50% of the payment for the

continuation of licensing by Physician or Mid-level care providers. Any employee who fails to renew his/her license or required certification by the expiration date will be subject to corrective action, up to and including termination of employment, for failure to meet an essential job requirement.

The actual renewed license must be posted on the appropriate licensing department website no later than the end of the license expiration date; receipt of renewal is not an acceptable form of proof. The employee should present the original license or certification to management for review. Management will make a copy of the original license or certification and place the copy in the employee's employment file. The original should be returned to the employee.

When a license or certification is a job requirement, any licensed or certified employee who is unable to provide a valid and active license or certification will be suspended immediately without pay. A suspension letter will be provided to the employee at the time of suspension and the employee will have two weeks from the date of suspension to obtain a current license or certification. If at the end of the two weeks the employee has not renewed the license or certification, the employee's employment with VCCHC will be terminated.

If the employee works without a valid license or certification, the employee may be subject to immediate termination of employment.

MANDATORY TRAINING COURSES

VCCHC provides employees with a variety of training courses to help them and the company succeed. Certain courses have been identified and designated as mandatory for all employees to complete. In general, mandatory training courses should be taken during work hours and are a required part of each employee's orientation process and onboarding.

Employees are expected to complete compliance-related training as mandated by the company, local, state, or federal regulations.

At most locations, employees will be notified by email of the courses they are to take and complete. When the course has been completed, the employee's training records will be updated. Additional required training courses may be added at any time at VCCHC's sole discretion.

WORK HOURS AND SCHEDULING

VCCHC sites vary in their hours of operation and scheduling for employees. As a result, you may be required to work on holidays, weekends, or evenings. Additionally, factors such as workload and patient needs may require variations in work schedules, job assignments, and the number of hours worked. Your scheduling preferences will be considered, whenever possible, but are subject to site or business operational needs.

You may not exchange shifts or work hours without your immediate supervisor's approval.

Your Supervisor will notify you as far in advance as possible of changes in your assigned schedule, hours, and days of work.

VCCHC's legal workday begins at midnight and ending at 11:59 pm on the same day.

VCCHC's legal workweek begins at midnight on Sunday and ending at 11:59 pm on the following Saturday. However, business day and workweek start and end times may vary by clinic location. Some clinics may operate on a Saturday. Therefore, there may be some Saturdays around a holiday that will be open for business for those locations.

Please be advised that it is at the CEO's discretion to close the VCCHC operations early before a holiday but otherwise it will be business as usual.

PUNCTUALITY AND ATTENDANCE

The success of the company depends upon the cooperation and commitment of each member of our team. Therefore, your attendance and punctuality are very important. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on your fellow employees and your supervisor. We expect excellent attendance from each employee.

Employees working in some key positions may need to work on weekends or overtime to meet the needs of patients or certain cases.

To accommodate the needs of our business, at some point we may need to change individual work schedules on either a short-term or long-term basis.

All employees, at any level, are assigned a work schedule and expected to report to work as scheduled, on time, and prepared to start work. Employees are also expected to remain at work for their entire work schedule, except for meal periods or when required to leave on authorized VCCHC business.

If you will be tardy or unable to report for work on any particular day, you must call your supervisor or your manager at least two hours before the time you are scheduled to begin working for that day. If you call less than two hours before your scheduled time to begin work and do not arrive in time for your assigned shift, you will be considered tardy for that day. However, we recognize that there are times when absences and tardiness cannot be avoided. In such cases, you are expected to notify your supervisor as soon as possible, but no later than 30 minutes before the start of your workday. Asking another employee, friend or relative to give this notice is improper and constitutes grounds for disciplinary action. Please call stating the nature of your illness or situation, and its expected duration, every day you are absent (unless you have made different arrangements with your supervisor).

Excessive absenteeism or tardiness will not be tolerated and VCCHC defines excessive absenteeism as more than three days' absence in three months. If you fail to report for work without any notification to your supervisor and your absence continues for three

days, VCCHC will consider that you have voluntarily abandoned or quit your employment. Absences protected by state and federal law do not count as a violation of this policy. The hours for your absence will be deducted from any accrued Paid Sick Leave. If you do not have any available Paid Sick Leave or PTO, then the hours for your absence will be unpaid. Unacceptable attendance, including any failure to adhere to these punctuality and attendance guidelines, may lead to discipline, up to and including termination.

EMPLOYEES WHO ARE REQUIRED TO DRIVE

Employees whose job duties require them to drive a company vehicle or their vehicle for business of VCCHC will be required to show proof of a current valid driving license(s) and proof of insurance on their first day of employment. VCCHC participates in a system that regularly checks state Department of Motor Vehicles (DMV) records of all employees who are required to drive as part of their job.

It is the responsibility of the employee to maintain current auto insurance to cover property damage, bodily injury, and liability in the amount equal to or greater than the minimum required by the applicable law. All employees are responsible for complying with all traffic laws and ordinances.

All fines incurred while driving on company time are the sole responsibility of the driver of the vehicle, and also all costs or damages resulted to the vehicle due to the driving employee's negligence are the responsibility of the negligent team member.

If an employee is required to drive as part of their job, the company retains the right to transfer to an alternative position, suspend, or terminate an employee whose license is suspended or revoked, or who fails to maintain personal automobile insurance coverage, or who is uninsurable under the company's policy.

Employees who drive their vehicles on VCCHC business will be reimbursed at the current rate according to Travel & Expense Reimbursement Policy.

PERSONAL PHONE CALLS

Personal phone calls during working hours distract employees from their job responsibilities and may be disruptive to their coworkers. Therefore, employees are prohibited from placing or receiving personal calls during working hours except in emergencies.

The Personal Phone Calls policy applies to the use of personal cellular phones and VCCHC's telephone system since it is critical for the daily operations of the company and your working hours should be utilized for VCCHC business only.

Other than personal calls, texting and communicating through social media tools (such as Snapchat, Facebook, Twitter, Instagram, Pinterest, Linked-In, etc.) during work time is strictly prohibited and can only be done during meal periods and rest breaks, and only in designated break areas or time away from work during meal periods.

Employees are expected to inform their friends and family members of this policy and will be held accountable for their actions under the company's disciplinary procedure. Violation of this policy may result in disciplinary action up to and including termination.

The following rules apply at all times for both company-issued and personal phones:

- The use of a cell phone for any activity while driving a vehicle for work or a company vehicle is prohibited.
- The download or upload of inappropriate, illegal, or obscene material through a corporate internet connection is prohibited
- The use of cell phones' camera or microphone to record confidential information is strictly prohibited
- Employees must turn off their phones or keep them on vibrate whenever asked
- Surfing the internet, texting, and talking on the phone should be restricted to a few minutes per day
- Playing games on the cell phone during working hours is prohibited

DRESS CODE

As a member of the VCCHC team, you represent the company to patients, visitors, clients, and your fellow employees. You are expected to dress and groom yourself in a manner appropriate for a professional healthcare and business environment during business hours or when interacting with patients or clients. If you work in an area where the business is regularly conducted with the public, you may be required to dress more professionally than others who are working in areas not visited by the public.

Proper grooming and attire have a positive impact on the Clinic's image. As employees of a healthcare organization, it is up to each of us to project a professional image. As healthcare professionals doing important work, we all have a responsibility to maintain an appropriate, professional appearance for our patients, customers, visitors, and co-workers.

The Clinic Appearance and Dress Code policy are simple. Clothing worn to work should reflect professional status, be clean, provide for the safety of employees and patients, allow for the full performance of all duties and provide easy identification of employee and department. Special circumstances or patient mix will require the staff to dress appropriately to their patients (i.e., off-site at school or other community locations (i.e., Teen Clinic, Health Fairs, etc., or mobile testing, outreach, etc.)

Name badges, provided by the Clinic, must be worn at all times in an easily seen location above the waist. The goal is the identification, and the name badge should be easily visible to the patient.

Clinicians - Physicians and mid-level providers have the option of wearing scrubs or clothing that fits this dress code with a "lab coat" over their outfit.

Medical Staff- Medical/dental/optometry assistants, nurses, physician assistants, clinical

support staff are expected to wear scrubs at all times. Uniforms must be clean and in good repair. Closed-toed shoes must be worn at all times. This is an OSHA safety requirement.

Teen Clinic Staff or Volunteers- Jeans and teen clinic logo T-shirts are appropriate and shall be worn by teen clinic staff only or other appropriate attire.

Facilities – Facilities members involved in the movement of furniture or heavy lifting should wear metal toe safety shoes at all times.

Tattoos and Jewelry- All tattoos should be covered by clothing or hair style whenever possible. Body piercing/adornments (other than in the ears) are not permitted to be worn during work hours. This includes nail, tongue, eyebrow, nose, lip, or any other facial piercing/adornments. Fingernails are to be kept neat, clean, and well maintained.

Clothing and Footwear - Inappropriate items include jeans, sweatpants, shorts, bib overalls, leggings, spandex or other form-fitting pants, cotton or ribbed "workman" style tank tops, sweatshirts, shirts with logos or slogans, halter-tops, and shirts with offensive writing. Miniskirts and spaghetti-strap dresses should not be worn to the office. Thongs, flip-flops, and slippers are not acceptable.

A good rule of thumb - If you are not sure if something is acceptable, choose something else or inquire first.

Any questions regarding the Appearance and Dress Code policy can be directed to the Human Resources Manager or your direct supervisor.

In all instances, your appearance should look professional and should not be extreme, cause a distraction, give offense, or create a safety hazard that could lead to injury on the job. Employees who do not comply with VCCHC's Appearance and Dress Standards may be asked to leave the VCCHC office/clinic and return dressed and groomed following the prescribed standards. They may also be subject to documented performance improvement action.

IDBADGES

All employees are required to wear identification (ID) badges or name tags at all times during work hours, with name and job position visible. The ID badge or name tag must be worn above your waist so that patients, guests, and other employees can identify you and your position. If your ID badge or name tag is lost or stolen, please contact Human Resources so that a replacement can be issued to you.

PERSONAL PROTECTIVE EQUIPMENT

For your protection and, if applicable, your patient's protection, Personal Protective Equipment (PPE) may be required when you are performing your job. Examples of PPE include such items as face guards, masks, and gloves.

If your position requires you to wear PPE, we will supply it at no charge to you. An employee who fails to wear required PPE may be subject to corrective action, up to and including termination of employment.

PERFORMANCE REVIEW

Depending on your position and classification, VCCHC endeavors to review your performance after 90 days of employment and then annually. However, a positive performance evaluation does not guarantee an increase in salary, a promotion, or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of management.

In addition to these formal performance evaluations, the company encourages you and your supervisor to discuss your job performance on a frequent and ongoing basis.

VCCHC PROPERTY & FACILITIES

COMMUNICATION

Common area bulletin boards may be used to provide information to employees concerning changes to organizational procedures, events, or other announcements.

Employees may not post items on the VCCHC bulletin boards without prior authorization and the following conditions are met:

- Postings may be made by employees of VCCHC only
- The information to be posted must first be approved by the department manager

HOUSEKEEPING

All employees are expected to keep their work areas clean and organized. People using common areas such as lunchrooms, and restrooms are expected to keep them sanitary. Please clean up after meals and dispose of trash properly.

EMPLOYER PROPERTY

Equipment, furniture, desks, computers, cell phones, data processing equipment/software, vehicles, and other office equipment/technology are VCCHC's property and must be maintained according to VCCHC's rules and regulations. They must be kept clean and are to be used only for work-related purposes. VCCHC reserves the right to inspect all VCCHC property including computer electronic data, phone data, or internal and external messaging to ensure compliance with its rules and regulations, without notice to the employee and at any time, not necessarily in the employee's presence.

Employees have no right of privacy as to any information or file maintained in or on VCCHC's property or transmitted or stored through the VCCHC's computer system, voice mail, e-mail, or other technical resources. Prior authorization must be obtained before any VCCHC property may be removed from the premises. Messages on the VCCHC's voicemail and email systems are subject to the same VCCHC policies against discrimination and harassment as are any workplace communications. Offensive, harassing or discriminatory content in such messages will not be tolerated.

No personal locks may be used on VCCHC-provided desks/lockers unless the employee furnishes a copy of the key or the combination to the lock. Unauthorized use of a personal lock by an employee may result in losing the right to use a VCCHC locker. For security reasons, employees should not leave personal belongings of value in the workplace. Terminated employees should remove any personal items at the time they leave VCCHC. Personal items left in the workplace are subject to disposal if not claimed at the time of an employee's termination.

VCCHC is not responsible for any damage to employees' personal belongings unless

the employee's supervisor provided advance approval for the employee to bring the personal property to work.

SEARCHES OF VCCHC AND EMPLOYEE PROPERTY

VCCHC reserves the right to conduct searches to monitor compliance with rules concerning the safety of employees, the security of the company and individual property, drugs and alcohol, and possession of other prohibited items. In requesting a search, the company is by no means accusing anyone of theft, some other crime, or any other variety of improper conduct. "Prohibited items", as the term is used in this policy, include illegal drugs; alcoholic beverages; medications not used or possessed in compliance with a current valid prescription; weapons; any items of an obscene, harassing, demeaning, or violent nature; company property; and any property in the possession or control of an employee who does not have authorization from the company to possess or control the property. "Control" means knowing where a particular item is, having placed an item where it is currently located, or having any influence over its continued placement.

Employees do not have a general or specific expectation of privacy in the workplace of VCCHC, either on the premises of the company or while on duty. Specifically, employees do not have a privacy interest in the contents of their desks, storage spaces, workspace, lockers, computers, purses, backpacks, or other personal bags while on the company premises. In general, employees should assume that all actions and interactions while on duty or the company premises are not private and being monitored by the company. If an employee uses a locker or other storage area at work, including a locking desk drawer or locking cabinet, the company will either 1) furnish the lock and keep a copy of the key or combination, or 2) allow the employee to furnish a personal lock, but the employee must give the company a copy of the key or combination. All areas stated above may be searched at any time, with or without the employee being present.

All employees of VCCHC are subject to this search policy. Searches may be done on a random basis or based upon reasonable suspicion. "Reasonable suspicion" means circumstances suggesting to a reasonable person that there is a possibility that one or more individuals may have a Prohibited Item as defined above. Any search under this policy will be done in a manner protecting employees' privacy, confidentiality, and personal dignity to the greatest extent possible.

No employee will ever be physically forced to submit to a search of their person. However, an employee who refuses to submit to a search upon request from the company based upon reasonable suspicion will face disciplinary action, up to and possibly including immediate termination of employment.

PERSONAL BELONGINGS

VCCHC will not be responsible or liable for any personal property of an individual that is lost, stolen, or damaged. The responsibility for safeguarding, replacing, or repairing personal property lost, stolen, or damaged while on the VCCHC's premises or in the vehicle owned by VCCHC is that of the employee. Consequently, we encourage employees not to bring personal property to work.

CONFIDENTIALITY AND INTELLECTUAL PROPERTY

During work, an employee may become aware of confidential information about VCCHC's business, including but not limited to information regarding VCCHC's patients, finances, pricing, products, and new product development, software and computer programs, marketing strategies, and suppliers. Such information is considered part of VCCHC's intellectual property and must be kept confidential by the employee. An employee also may become aware of similar confidential information belonging to VCCHC's employees, patients, or clients. All such information must remain confidential and protected. Access to confidential information should be on a "need-to-know" basis and must be authorized by your supervisor. Any breach of this policy will not be tolerated and legal action may be taken by VCCHC. An employee who improperly copies, removes (whether physically or electronically), uses, or discloses confidential information to anyone outside of VCCHC may be subject to disciplinary action up to and including termination. As a condition of employment, all employees are required to sign a confidentiality agreement reiterating these obligations.

As part of employment at VCCHC, it is everyone's responsibility to safeguard all company-related information noted above. Employees are prohibited from any unauthorized use of VCCHC's confidential and intellectual property, such as audio and video tapes, print material, and software. Any improper, careless, negligent, destructive or unsafe use or operation of equipment can result in disciplinary action, up to and including termination.

If you terminate your employment with VCCHC for any reason, we require that you continue to treat as private and privileged any such confidential information. You should not use, divulge, or communicate to any person or entity any such sensitive information without the express written approval of the CEO. VCCHC will pursue legal remedies for unauthorized use or disclosures of sensitive, confidential information.

OWNERSHIP OF INFORMATION

All information generated by employees or consultants on any company project is the property of VCCHC and will be protected as proprietary, confidential information.

"Proprietary Information" is all information and any idea in whatever form, tangible or intangible, pertaining in any manner to the business of VCCHC, or its employees, clients, consultants, or business associates, which was produced by any employee of VCCHC in the course of their employment or otherwise produced or acquired by or on behalf of the company. All Proprietary Information not generally known outside of the company, and all Proprietary Information is so known only through improper means, shall be deemed "Confidential Information."

Without limiting the foregoing definition, Proprietary and Confidential Information shall include, but not be limited to: trade secrets, as defined by the Uniform Trade Secrets Act; financial and pricing information; the existence and contents of contracts and agreements with vendors, suppliers, partners, and/or affiliates; actual and potential

vendor, supplier and requirements; existing and future business plans, and know-how and information relating to same; pending projects and proposals; sales figures, projections, and/or estimates; computer data, processes, programs and codes; research and development; technological data; software in various stages of development, and any designs, drawings, schematics, specifications, techniques, models, data, source code, algorithms, object code, documentation, diagrams, flow charts, research development, processes and procedures relating to any software; marketing plans, methods, programs and related data; compensation data; tax records; accounting procedures and information; personnel history or actions; personnel and payroll records; salary information; employee lists; financial and legal information; and confidential information of third parties that engage in business with VCCHC, which is learned during Employee's employment.

The Uniform Trade Secrets Act, at California Civil Code §3426.1 (d), defines a trade secret as, "information, including a formula, pattern, compilation, program, device, method, technique, or process, that: (1) Derives independent economic value, actual or potential, from not being generally known to the public or to other persons who can obtain economic value from its disclosure or use; and (2) Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy."

The failure to designate particular information as confidential and/or proprietary shall not preclude any later claim by the company that such information is confidential and proprietary. This includes information generated outside the company's premises if the information is part of the company's business activities. VCCHC reserves the right to enter an employee's computer files, disk drives, electronic mail, and other forms of information without the employee's permission. Employees are required to assist the company in the retrieval of information that may be needed for business activities.

PROTECTED HEALTH INFORMATION (HIPAA)

The Health Insurance Portability and Accountability Act of 1996, as supplemented by the HITECH Act of 2009 (collectively, HIPAA) are federal laws that apply to health plans, health care providers, and health care clearinghouses. The HIPAA legislation is complex and has many components. The three areas of legislation that are the major focus for VCCHC include:

- Privacy – provides rules regarding how an individual's health information may be used and disclosed
- Transaction and Code Sets – requires the use of standard transaction formats and code sets when an individual's financial health information is transmitted electronically
- Security – requires specific security measures to be in place to protect an individual's health information that is sent or stored electronically

VCCHC provides all new employees with a thorough HIPAA overview during new employee orientation and on an ongoing basis. Some employees, depending on their job duties, will require additional training. Please check with your supervisor to determine if

you require additional training. Violations of HIPAA are extremely serious and may result in disciplinary action up to and including termination.

WAGES, TIMEKEEPING, AND EXPENSES

YOUR PAYCHECK

For payroll purposes, you will be paid every other Friday for all time you have worked during the past pay period. If you have opted for direct deposit, the funds will be available in your bank account on designated pay days.

Following State and Federal regulations, each employee will receive an itemized payroll stub (accessible online) that shows gross and net wages for total hours worked along with other details. Your payroll stub will itemize the deductions made from your gross earnings. There are certain deductions VCCHC is required to make by law. Federal or state laws require that we make deductions for Social Security, Federal Income Tax, State Income Tax where applicable, State Disability Insurance where applicable, and any other legally mandated taxes or deductions. Tax withholding is based on the number of dependents you claim as submitted on your W-4 form. If you do not make an election before your first paycheck, your deductions will default to single (zero) deductions. You are responsible for the accuracy of your deductions and for updating the information when necessary.

VCCHC is required by law to accept orders, assignments, collections, and levies issued by the court and by government agencies. If such a demand is received, a specified amount of your salary is required to be withheld. You will be confidentially notified of the garnishment and any required instructions are given with it. Information regarding garnishment will be completely confidential except for the person who needs to administer the order.

Additionally, there may be deductions for items that you may choose to authorize. You may choose to make contributions to VCCHC sponsored programs, such as the retirement plan, and for health and welfare benefits. You should review your itemized deductions on your pay stub carefully on each payday. If you believe there is an error in the amount shown on your paycheck stub or have any questions regarding how your payment amount and deductions are calculated, please contact your immediate Supervisor or the Payroll Administrator as soon as possible, so your issue can be resolved quickly and amicably.

Please note that your paycheck will be given only to you unless you request that it be mailed, or with authorization in writing from you provided to an authorized person.

Employees who resign from their position will be paid within 72 hours or on their last day if they provide more than 3-day notice. If the employee previously authorized direct deposit, his/her final wages will be paid with a manual check on their last day.

DIRECT DEPOSIT

For your convenience, VCCHC strongly encourages employees to have their paycheck directly deposited to their bank or financial institution each payday. Direct Deposit

Authorization forms are available from your Payroll Representative or the HR department.

ADVANCES

VCCHC does not permit advances against paychecks or un-accrued vacation.

SAFE HARBOR POLICY FOR EXEMPT EMPLOYEES

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly and that no improper deductions are made, you must review your pay stubs promptly to identify and report all errors.

If you are classified as an exempt salaried employee, you will receive a salary that is intended to compensate you for all hours you may work for VCCHC. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, unless state law requires otherwise, your salary can be reduced for the following reasons:

- Full-day absences for personal reasons
- Full-day absences for sickness or disability
- Full-day disciplinary suspensions for infractions of our written policies and procedures
- Family and Medical Leave absences (either full- or partial-day absences)
- To offset amounts received as payment for jury and witness fees or military pay
- The first or last week of employment in the event you work less than a full week
- To offset amounts you receive as jury or witness fees, or for temporary military duty pay.
- Any other deductions prohibited by state or federal law
- Any full work week in which you do not perform any work

Your salary may also be reduced for certain types of deductions such as your portion of health, state, federal or local taxes, and social security.

In any work week in which you performed any work, your salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness, or disability
- Your absence on a day because your employer has decided to close a facility on a scheduled work day
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed work

- Any other deductions prohibited by state or federal law

However, unless state law provides otherwise, deductions may be made to your accrued leave for full- or partial-day absences for personal reasons, sickness, or disability.

If you believe you have been subject to any improper deductions, you should immediately report the matter to your supervisor and/or payroll.

TIMEKEEPING REQUIREMENTS FOR ALL EMPLOYEES

Exempt employee's wages are calculated differently than Non-exempt or Hourly employees who may be eligible for overtime (depending on their position).

The following sections, marked non-exempt, refer to timekeeping practices for non-exempt employees. Irrespective of your position in the company or how you are paid, **all employees of the company** are required to promptly submit vacation and sick time taken to their manager.

TIMEKEEPING PRACTICES (NON-EXEMPT EMPLOYEES ONLY)

All non-exempt employees of VCCHC are required to record time worked for payroll and paid sick leave and/or vacation hours for tracking/accrual purposes. All time worked must be accurately reported on your time record. Employees must record their own time at the start and the end of each work period and must clock out for their meal period, recording the start and end of the meal period.

Employees are not allowed to work "off the clock." Working off the clock violates the company policy and state/federal law. If you perform any off-the-clock work, please report the work to your supervisor. Any work performed before or after a regularly scheduled shift must be approved in advance by your supervisor.

Employees also must record their time whenever they leave the building for any reason other than VCCHC's business. If you leave the building during your scheduled shift for non-business reasons, including medical treatment, you must clock out and back in when you return to work. If you are traveling to another VCCHC location for work-related reasons, you will be compensated for your travel time directly between facilities. Employees will be required to certify that their time record is accurate. Any missed or incorrect entries in time recording should be reported to your supervisor as soon as they are discovered. Your supervisor will review, correct (if necessary), and approve your time record before it is processed by the Payroll department.

Certain conduct related to time recording may lead to corrective action, up to and including termination of employment. This conduct includes, but is not limited to, the following:

- Clocking in or out for another employee

- Asking another employee to clock in or out for you
- Repeated missed punches and/or missed clocking
- Any inaccurate time recording or falsification of time record information
- Failure to accurately account for all work
- Any other falsification of time records

*Please refer also to VCCHC's policy on "Meal and Rest Breaks" included in this handbook.

OVERTIME PAY (NON-EXEMPT EMPLOYEES ONLY)

From time to time, it may be necessary for you to perform overtime to complete a job on time. If for any reason this is required, only actual hours worked in a given workday or workweek can apply in calculating overtime. The company will attempt to distribute overtime evenly and accommodate individual schedules. All overtime work must be authorized in advance by your immediate Supervisor. If a pattern of unauthorized overtime persists, employees who work overtime without receiving prior authorization from their immediate supervisor may be subject to disciplinary action, up to and including termination of their employment.

VCCHC provides compensation for all overtime hours worked by non-exempt employees following state and federal law as follows:

- All hours worked more than eight hours in one workday or 40 hours in one workweek will be treated as overtime. A workday begins at 12:01 a.m. and ends at midnight 24 hours later. Workweeks begin each Sunday at 12:01 a.m.
- Compensation for hours over 40 for the workweek, or eight and not more than 12 for the workday, and the first eight hours on the seventh consecutive day of work in one workweek, shall be paid at a rate one and one-half times the employee's regular rate of pay.
- Compensation for hours over 12 in one workday and excess of eight on the seventh consecutive workday in a workweek shall be paid at double the regular rate of pay.

Exempt employees may have to work hours beyond their normal schedules as work demands require. No overtime compensation will be paid to exempt employees.

PAY FOR MANDATORY TRAINING/MEETINGS (NON-EXEMPT EMPLOYEES ONLY)

The company will pay employees for their authorized attendance at meetings, lectures, and training programs under either of the following conditions:

- Attendance is mandatory; or,
- The meeting or training is directly related to the employee's job.

Training/Meeting Pay for Non-Exempt Employees:

- An employee who is required to attend such meetings or training programs will be notified of the necessity for such attendance by their Supervisor.
- Employees will be paid at the then-applicable minimum wage for time spent at meetings, lectures, and training programs if the employee does not perform any productive work during such attendance.
- Employees who do perform productive work during attendance at meetings, lectures, or training programs will be compensated at their regular rate of pay; and
- Any hours over 8 in one day or 40 in a week will be paid at the appropriate overtime rate, at the hourly rate in effect at the time the overtime work is being performed.

EMERGENCY CLOSINGS/EARLY DEPARTURE PAY (NON-EXEMPT EMPLOYEES ONLY)

If VCCHC finds it necessary to close a facility due to an unforeseen emergency, the company may provide compensation for those impacted non-exempt employees who are scheduled to work that day(s) and are not able to do so remotely. VCCHC complies with all federal and state laws regarding payment of compensation in those circumstances.

MEAL PERIODS AND REST BREAKS (NON-EXEMPT EMPLOYEES ONLY)

Rest Breaks

All non-exempt employees are entitled to rest break periods during their workday. If you are a non-exempt employee, you will be paid for all such break periods, and you will not clock out. You are required to remain on the work premises during your rest break(s). You are expected to return to work promptly at the end of any rest break.

All non-exempt employees will be authorized and permitted one (1) 10-minute rest break for every four (4) hours worked (or major fraction thereof, which is defined as any amount of time over two (2) hours.) A rest break need not be authorized for employees whose total daily work time is less than three and one half (3.5) hours.

If you work a shift from three and one-half (3.5) to six (6) hours in length you will be entitled to one (1) 10-minute rest break.

If you work more than six (6) hours and up to 10 hours, you will be entitled to two (2) 10-minute rest breaks. If you work more than 10 hours and up to 14 hours, you will be entitled to three (3) 10-minute rest breaks.

For shifts over fourteen (14) hours, you will continue to be entitled to additional paid 10-minute rest breaks for every four (4) hours you work, or a major fraction thereof.

All non-exempt employees are authorized and permitted to take a rest break in the middle of each four-hour work period. There may be practical considerations that make this general timing infeasible and that require VCCHC to deviate from this general rule. You

will be informed if there are practical considerations that make this timing infeasible. Your rest break(s) will be scheduled by your supervisor or if you need an unscheduled rest break, seek your supervisor's approval before taking it. You may not combine rest breaks and they may not be used to allow you to arrive late to work or leave early. Rest breaks may also not be added to extend your meal periods.

Meal Periods

All non-exempt employees will be provided an uninterrupted and duty-free unpaid meal period of at least 30 minutes if they work more than five (5) hours in a workday. Some departments may approve a longer meal period. You **must** sign out for your meal period and then sign back in once you return. You will be permitted a reasonable opportunity to take this meal period, and you will be relieved of all duty. During your meal period, you are free to come and go as you please and are free to leave the premises. You are expected to return to work promptly at the end of any meal period. All meals should be eaten in designated areas only. No food is allowed in Patient/Office areas.

If your total work period for the day is no more than six hours, you may waive the meal period. This cannot be done without the mutual consent of you and your supervisor and the approved waiver must be in writing. Employees who work more than six hours in a work shift may not waive their meal period.

Timing of Meal Period

Your meal period will be provided **no later than the end of your fifth hour of work**. The timing of lunch breaks may vary among departments based on the needs of the daily operation of each department. Typically, meal breaks are taken in the middle of a shift. For example, if you begin work at 8:00 a.m., you must start your meal period by 12:59 p.m. (which is before the end of your fifth hour of work). Please note that you cannot work through lunch when you arrive late, you need to leave early or to work extra time.

Second Meal Period

All non-exempt employees who work more than 10 hours a day will be provided a second, unpaid meal period of at least 30 minutes. Again, you must clock out for your second meal period and then clock back in once you return.

You will be permitted a reasonable opportunity to take this meal period, and you will be relieved of all duties. There will be no control over your activities during your meal period. During your meal period, you are free to leave the premises and are free to come and go as you please. You are expected to return to work promptly at the end of any meal period.

Depending on the circumstances, you may be able to waive your second meal period if you took the first meal period and if your total hours worked for the day is no more than twelve hours. This cannot be done without the mutual consent of you and your supervisor and must be in writing. You must discuss any such waiver with your supervisor in advance.

Timing of Second Meal Period

This second meal period will be provided no later than the end of your 10th hour of work. For example, if you begin work at 8:00 a.m., you must start your second meal period by 5:59 p.m. (which is before the end of your tenth hour of work).

Recording Meal Periods

You must sign out for any meal period to record the start of the meal period and sign back in to record the end of the meal period. Non-exempt employees are not allowed to work beyond scheduled hours. All work time must be accurately reported on your time record. If for any reason, you are not provided a meal period following our policy, or if you are in any way discouraged or impeded from taking your meal period or from taking the full amount of time allotted to you, please immediately notify your supervisor or the Manager.

Anytime you miss a meal period that was provided to you (or you work any portion of a provided meal period), you will be required to report to your supervisor and document the reason for the missed meal period or the time worked. Repeated failures to sign out or to sign in for meal periods can result in discipline up to and including termination. Employees who repeatedly fail or refuse to take their meal period may be disciplined up to and including termination. Please also refer to VCCHC's *Timekeeping Policy*.

GENERAL REQUIREMENTS FOR REST PERIODS AND MEAL BREAKS

All rest breaks and meal periods must be taken outside your work area. You should not visit or socialize with employees who are working while you are taking your rest break or meal period. You may leave the premises during your meal periods.

Employees are required to immediately notify their supervisor, manager, or the Human Resources department if they believe they are being pressured or coerced to work during meal periods or rest breaks by any manager, supervisor, or other employees, or if the employee does not take any portion of a provided rest break or meal period.

LACTATION BREAKS

The company supports breastfeeding mothers by accommodating the mother who wishes to express breast milk during her workday when separated from her newborn child. Any employee who is breastfeeding her child has a right to request a lactation accommodation.

Accommodation for Lactating Mothers

The Company will provide employees the following accommodations in compliance with the California Labor Code 1030-1034 and Senate Bill Number 142:

- Reasonable break times for employee to express breast milk for infant child, each time the employee has need to express milk. These breaks should be taken during the employee's usual rest and meal breaks, if possible. However, the Company

will provide additional unpaid break time if necessary.

- A safe, clean and shielded location for purposes of expressing breast milk, free from intrusion while the employee is lactating. The location will be free of hazardous materials, containing surface to place breast pump, personal items and a place to sit. The location will also provide access to a sink with running water, electricity, and a refrigerator suitable for storing milk in close proximity to the employee's workspace.
- If the lactation room is a multipurpose room, lactation shall take precedence over other uses.

Employee Notice

The company will provide lactation accommodation upon an employee's oral or written request at the time the employee requests other accommodations or leave in relation to pregnancy. If the need for the accommodation is unforeseeable, an employee must provide the Company with notice of the need for the accommodation as soon as practicable.

Employers Obligation to Respond to Request

The Company will provide an oral and written response to each employee who request a lactation accommodation as practicable. If the Company is not able to provide break time or a location that complies with the policy due to operational, financial, or space limitations, the Company will comply by designing a temporary location accommodation location that is not a bathroom is in close proximity to the employee's work area, is shielded from view, free from intrusion and otherwise complies with California Labor Code 1031, which will be included in the response to the employee's request. The Company will not retaliate or discriminate against any employee who is in need of a lactation accommodation.

Employee's Right to File a Complaint

An employee may report a violation of this policy to the Labor Commissioner's field enforcement unit by visiting <https://www.dir.ca.gov/dlse/HowToReportViolationtoBOFE.htm>.

BUSINESS EXPENSE REIMBURSEMENT

Employees may be reimbursed for reasonable approved expenses incurred in the course of business. This expense item must be approved by your immediate supervisor or the finance department of VCCHC in advance and may include air travel, hotels, motels, meals, cab fare, rental vehicles, or gas and car mileage for personal vehicles. For business mileage expenses incurred on employees' vehicles, employees are reimbursed at the annually adjusted prescribed rate by the IRS.

All managers and supervisors are expected to exercise restraint and good judgment when incurring expenses. All employees should contact their supervisor in advance if they have any questions about whether an expense will be reimbursed. All expenses incurred should be submitted to the Accounting Department via the standard expense report form (along with the applicable receipts if any) promptly, each week before the end

of the month.

TRAVEL GUIDELINES

VCCHC requires some employees to travel in connection with their jobs. It is VCCHC's policy to reimburse employees who travel for costs incurred during business travel. VCCHC expects such costs to be reasonable and following the purpose of the trip.

If there is no VCCHC vehicle available, employees are allowed to use public transportation while traveling to VCCHC business-related destination. Besides their traveling time, employees will also be paid for their business-related public transportation expenses. Please refer VCCHC travel policy for more details.

BENEFITS

BENEFITS OVERVIEW

In addition to good working conditions and competitive pay, it is the company's policy to provide a combination of supplemental benefits to all eligible employees. In keeping with this goal, each benefit program has been carefully devised. These benefits include the following:

- Time-off Benefits (such as vacations and holidays)
- Medical, Dental, and Vision Insurance Plans
- Group Life and AD&D Insurance
- Long Term Disability

The next few pages contain a brief outline of the benefits programs the company provides for you and your family. Of course, the information presented here is intended to serve only as guidelines.

While the company intends to maintain these employee benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If you have any questions regarding your benefits, please contact the Benefits Administrator.

BENEFITS & DOMESTIC PARTNERS

Following California law, all health, disability, life, and all other insurance plans regulated by the California Department of Insurance are prohibited from treating registered domestic partners and heterosexual spouses differently. Therefore, all covered policies and plans must provide identical coverage to registered domestic partners and heterosexual spouses. VCCHC will require a verification of the Declaration of Domestic Partnership or marriage certificate if the health plan or insurer also requests such proof of partnership or marriage for newly enrolling VCCHC members that wish to cover a domestic partner/ spouse on the plan.

CHANGES IN BENEFITS BASED ON EMPLOYMENT STATUS

Changes in employment status (for example, full-time to part-time, part-time to contract) may result in your moving from one benefits-eligible status to a different benefits-eligible status. Such changes may affect benefits eligibility and may impact premiums, accruals, waiting periods, and eligibility periods. Benefits eligibility ends the last day of the month in which the status change to a non-eligible category occurs. You may be eligible to continue existing benefits, such as medical, dental, vision, etc., under COBRA, effective on the first day of the month following the status change. Please contact your Benefits Administrator or the Director of Human Resources for more information.

Via Care is proud to currently offer 100% payment of medical premiums for full-time

employees and 1/3 payment of medical premiums for part-time employees.

BENEFITS UPON TERMINATION OF EMPLOYMENT

Your medical, dental, and vision benefits are effective through the last day of the month of your termination of employment. You may continue your medical, dental, and/or vision benefits through COBRA, to the extent you are otherwise COBRA-eligible.

VCCHC-provided life insurance and disability insurance benefits will be canceled on your date of termination of employment; however, life insurance conversion and portability information will be provided. Please be sure to keep VCCHC informed of any address changes within the following year after you leave VCCHC. This will ensure proper and timely handling of forms such as W-2s and 403(b) information.

CONTINUATION OF BENEFITS (COBRA)

The Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985 and similar state provisions provide you and your eligible dependents the opportunity to continue similar medical, dental, and vision insurance coverage and certain spending accounts (where applicable) under your employer's plans when a "qualifying event" occurs that would normally result in loss of coverage. Some common qualifying events are separation of employment; education in your budgeted hours to a non-benefited position; and a dependent child no longer meeting eligibility requirements.

Under COBRA, you and/or your eligible dependent(s) pay the full cost of insurance coverage at VCCHC's group rates, plus an administrative fee.

The Human Resources department or the Benefits Administrator will provide you and your eligible dependents with written notice describing rights granted under COBRA when you become eligible for VCCHC's insurance benefits. A COBRA information letter and enrollment form(s) will be mailed to you and/or your eligible dependent(s) following the qualifying event that results in the loss of medical, dental, and vision coverage.

CONTINUATION OF HEALTH INSURANCE DURING LEAVE

VCCHC does not continue to pay premiums for health insurance coverage for employees on leaves of absence except for some regulated leaves. However, you may self-pay the premiums under the COBRA provisions. The Human Resources representative can give you additional information; or VCCHC will continue to pay for health insurance for employees on leaves of absence up to a maximum of 3 months (exceptions: 4 months for pregnancy disability leave and 26 weeks for leave to care for an ill or injured servicemember). After that, you may self-pay premiums under the provisions of COBRA. The Human Resources representative can give you additional information.

EMPLOYEE OBLIGATIONS DURING LEAVE

VCCHC may grant leaves of absence to employees in certain circumstances. Request any leave in writing as far in advance as possible, keep in touch with your supervisor or the Human Resources representative during your leave, and give prompt notice of any

change in your anticipated return date.

If your leave expires and you fail to return to work without contacting your supervisor or the Human Resources representative, VCCHC will assume that you do not plan to return and that you have terminated your employment. Upon return from a leave of absence, you will resume all aspects of your employment status that existed before the start of your leave.

LEAVE REQUEST PROCEDURES

Employees must request a leave of absence if they will be unable to work for medical reasons for a period over five (5) consecutive days. Such requests are subject to management approval and must be made as soon as possible so that staffing needs may be properly met. Failure to provide the Company with timely notice of the need for leave without a bona fide explanation for the delay may lead to a denial of the leave request. An acceptable statement from the attending physician indicating that the employee is unable to work must accompany each leave. The company may require the employee to be examined by a physician of the company's choice for a second opinion.

The company may also require periodic physician verification of the employee's inability to work throughout the leave period. Misrepresenting the reason for applying for a leave of absence may result in disciplinary action, up to and including immediate termination of employment.

You should speak directly with your immediate supervisor before taking your leave to ensure your understanding of all of your obligations to the company while on leave. Failure to comply with the company policy may substantially affect your ability to return to work. Failure to report to work as scheduled following a leave of absence may result in termination of your employment.

HOLIDAYS

VCCHC provides paid holiday time off to eligible Regular Full-Time Non-Exempt and Regular Part-Time employees. Non-Exempt employees become eligible to receive holiday benefits at the conclusion of their 90 day probationary period. Exempt employees receive their regular pay for the week effective upon the start of employment, due to their exempt status. The Holiday schedule is listed below:

- New Year's Day
- Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The Day After Thanksgiving
- Christmas Eve
- Christmas Day

- New Year's Eve

Part-time employee holiday pay is paid based on the employee's normally scheduled days and normally scheduled hours, following the conclusion of their 90 day probationary period at the commencement of their employment. Meaning, if a holiday falls on a Tuesday, and the employee does not work Tuesdays, the employee is not eligible for holiday pay. Additionally, if an employee typically works 6-hour shifts, they would be eligible for 6 hours of holiday pay.

VCCHC expects its employees to take their holiday time to enjoy time off and there is no expectation that employees should come in and work during scheduled holidays or the day after a holiday. If that is also a scheduled company closure (e.g. – the day after Thanksgiving).

Should there be an urgent patient need, please speak with your supervisor as to how to manage with the appropriate resources, however, if it is necessary for a non-exempt eligible to work on a company recognized holiday, they will receive holiday pay plus wages at their straight time rate for the actual hours worked and overtime pay following state law. Overtime paid on a holiday will be at a rate based on their normal rate of pay, not the holiday premium pay.

Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) and then multiplied by the number of hours the employee would otherwise have worked on that day. Please note that if holidays are at the tail end of an employee's notice period upon resignation, VCCHC reserves the right to end the employment before the holiday period begins.

Employees who terminate employment on a VCCHC-recognized holiday will not receive holiday pay. They will be paid for all days worked during the pay period but will not receive holiday pay if they have not worked on the VCCHC-recognized holiday.

When a holiday falls on a Saturday or Sunday, it is usually observed on the preceding Friday or the following Monday; However, the company may grant another day off instead of closing. Holiday observance will be announced in advance. If the Clinic is closed on a Saturday after a holiday, holiday pay will not be paid for that day. However, employees may choose to reschedule their work week or use PTO time up to the maximum of their regularly scheduled hours for the week.

To be paid for a holiday, an eligible employee must work the day prior and the day after the holiday unless it is a regularly scheduled day off or if they have asked for and received the time off as PTO or personal time in advance from their supervisor.

Should employees wish to observe legal or religious holidays other than those designated, they may request and obtain approval to use paid time off or leave without pay for the day.

ADJUSTABLE WORK SCHEDULES

Via Care understands the occasional need to adjust one's start and leave time to accommodate a personal obligation, or other eligible matter. Adjustable schedules at Via Care is a work schedule with a time of arrival and departure that differs from the standard operating hours by not more than two hours. For example, a typical adjustable time arrangement is an arrival at 10:30 a.m. and departure at 7:30 p.m. Further, the adjusted time provides the employee the same number of work hours in a day, per the normal schedule, and does not increase the hours to be worked.

Supervisors will approve adjustable schedules on a case-by-case basis. All Full-time employees may be required to work a schedule, when needed to satisfy business needs. On occasion, when full-time non-exempt staff is asked to work an adjustable schedule that may require additional hours over-time should be approved by the supervisor in advance.

The supervisor will discuss possible modified schedules with employees. All adjusted schedules are temporary and based on supervisor approval in light of existing business needs. Non-exempt employees may be asked to work overtime to accommodate another employee's adjusted time schedule, and will be paid overtime compensation.

PAID SICK LEAVE

The company provides Paid Sick Leave (PSL) to qualified employees to help prevent the loss of earnings that may be caused by illness or injury. Qualification occurs when the employee has worked at least 30 days within a year in California, and has completed a 90 day employment period before taking any paid sick leave. Employees are eligible for up to five (5) days or 40 hours of paid sick leave per year to begin accrual on the first pay period of employment with the company. Unused paid sick time will carry over from year to year.

A newly hired employee will receive a lump-sum grant of 40 hours or five days, **after working for 90 days**. A lump-sum grant will then be provided on January 1 in each subsequent year if the employee remains eligible. **This benefit does not accrue for employees hired after January 1, 2024.** Unused sick time will **not** be carried over from year to year. Employees may take up to a maximum of 40 hours or five days of paid sick leave per year.

Current employees, hired prior to Jan. 1, 2024, will receive a lump-sum grant of 40 hours or five days, whichever is more beneficial to the employee, of paid sick leave each year on January 1 of each year. Employees subject to the Company's prior CA Paid Sick The Unused sick time is not paid out at termination. Employees at sites within the boundaries of the City of LA will receive 48 hours annually, both full time and part time, as required by law.

Circumstances in which PSL may be used include:

- The diagnosis, care, or treatment of an existing health condition of, or preventive care for, an employee or an employee's family member (or “designated person” as defined below); or
- To attend legal proceedings, or to obtain care, counseling, or other victims’ services for domestic violence, sexual assault, or stalking.

An employee may also use PSL in any calendar year to care for:

- A Designated person is defined as a person identified by the employee at the time the employee requests paid sick days.
- A sick child, including biological, foster, or adopted child, stepchild, legal ward of the employee, legal ward of the employee’s domestic partner or child for whom the employee’s domestic partner has accepted the duties of raising);
- A parent, including a biological, foster, or adoptive parent, stepparent or legal guardian;
- A spouse (a legal spouse according to the laws of California) or domestic partner (another adult with whom you have chosen to share your life in an intimate and committed relationship of mutual caring, and with whom you have filed a Declaration of Domestic Partnership with the Secretary of State).

*Please be advised that PSL is not for “personal” absences.

Providing Advance Notice

An employee unable to report to work due to personal illness or injury, or the illness or injury of a dependent as described below, should provide their supervisor with as much reasonable advanced notice as possible. The employee should contact their supervisor before they are scheduled to commence work but, in any event, no later than 30 minutes after their normal starting time or as soon as possible.

The pay rate for PSL is the employee’s regular rate of pay, regardless of whether an employee works overtime in that workweek.

If an employee becomes ill or injured during the workday, the supervisor must be notified before the employee leaves work. The failure to follow these procedures may result in disciplinary action up to, and including, termination of employment.

All conditions and restrictions placed on an employee’s use of PSL apply also to sick leave used for the care of a child, parent, or spouse.

How to Use Paid Sick Leave (PSL)

- PSL may be taken in one (1) hour increments and may be used only on days you are scheduled to work and will be paid for no more than the number of hours you were scheduled to work.
 - Example: If an employee is scheduled to work only on Friday of a given

week for 4 hours, that employee can use only 4 hours of paid sick leave on that Friday.

- The company will not condition the use of PSL on the employee finding someone to cover his/her work.
- A licensed physician's note may be required in cases of absence from work of more than three (3) consecutive workdays.
- Employees who take a sick day before or after a holiday will not be paid for that time without a licensed physician's note.
- It is strongly recommended that an employee request PSL in writing only.
- Employees will receive PSL pay only under circumstances described in this policy.
- Employees will not receive pay for unused PSL on termination of employment.

PSL does not include overtime hours. PSL is paid at the regular rate of pay for a shift of up to 8 hours in length.

PAYMENT AND TRACKING OF PSL

- Payment for requested and approved PSL will be within the payday for the next regular payroll period after the sick leave was taken.
- Employees can track PSL hours granted and used PSL on their HR portal.

PAID TIME OFF

Work/Life balance is encouraged in our organization. We know how hard you commit to your work and we recognize the importance of providing our employees the opportunity to take time to re-energize, take time with friends and family and have the balance needed to be successful at VCCHC.

Vacation hours for all full-time employees are accrued based upon continuous employment.

Employees begin accruing vacation at first payroll but do not have access until after 90- (ninety) day probationary period. Part-time employees will receive PTO accrual on a prorated basis. Full-time employees will accrue vacation based on the following schedule:

LENGTH OF SERVICE	HOURS OF VACATION TO BE EARNED	Rate Per Pay Period
0-3 years	80 Hours Per Year (Pro-rated for Part-Time Employees)	3.076
3-5 years	120 Hours Per Year (Pro-rated for Part- Time Employees)	4.615
6-10 Years	160 Hours Per Year (Pro-rated for Part- Time Employees)	6.153

11+ years	200 Hours Per Year (Pro-rated for Part- Time Employees)	7.692
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Guidelines for Using PTO

- All eligible non-exempt full-time employees will be eligible for PTO upon completion of their 90 (ninety) day probationary period. . Non-exempt employees will begin to accrue PTO time in the first pay period. PTO hours must be taken in a minimum of 2-hour increments with a maximum of 80 hours/10 days. Additional accrued time requested will be reviewed on a case-by-case basis.
- Exempt employees will be eligible for PTO on their first day of employment, due to their exempt status. Exempt Employees will begin to accrue PTO time in their first pay period.
- All PTO requests must be made as far in advance (at least 90 days' notice is required, 6 months is preferred) as possible to avoid a negative impact to the service/business. However, the company understands that issues come up unexpectedly and will be reviewed accordingly. Only the CEO has the discretion to approve PTO for shorter notice.
- Time off requests must be in writing, or electronic and approved by their department manager. Approval will then be sent to the HR department for processing.
- Employees **may not** request more PTO time than is accrued. **Except during emergency pre-approved situations.**
- PTO ceases to accrue during an unpaid leave of absence, such as but not limited to worker's compensation leave, FMLA, etc.
- All employees are encouraged to take their PTO in the year in which it is accrued. Employees reach a maximum level of PTO at two times their annual allowance. At this level, they will cease to accrue additional PTO credit.
- **Negative PTO, up to a maximum of 40 hours, is allowed in EXTREME EMERGENCY SITUATIONS, with CEO and Finance department joint approval.** However, additional PTO cannot be taken by the employee until PTO shows a positive accrual.
- VCCHC maintains a PTO donation bank, for employees to assist their fellow employees in times of need.
- VCCHC will pay all accrued time upon separation from the company.

Please refer any questions to the Director of Human Resources.

ACCRUED VACATION BUYBACK PROVISION

If accrued vacation time is not used by the end of the benefit year, employees may carry unused time forward to the next benefit year, up to the designated vacation accrual cap of two times the annual benefit amount. Alternatively, employees may also elect to be paid for any accrued and unused days from the employee's PTO bank, up to 20 days per

benefit year.

Where the Buy-back request is being made in conjunction with the employee's annual vacation benefit, the employee must have utilized at least half of his/her annual vacation benefit before, or in conjunction with, the employee's written request.

The rate of compensation for paid-out vacation, PTO, or other vested time off, shall be the employee's then-current rate of pay at the time the request is made and will be calculated at a straight time rate based on a 250-day work year. All applicable taxes and withholding shall apply.

UNPAID TIME OFF

VCCHC understands that there may be times due to family emergencies, health issues, or other special circumstances, that employees may require time off from work.

For all employees, time off without pay that falls outside of the leave policies in this handbook will be considered on a case-by-case basis, and approved by the CEO, at their discretion. Requests for time off without pay must be submitted in writing, to Human Resources, at least four weeks in advance of the dates requested, whenever advance notice is possible.

Part-time employees who do not have the same amount of paid time off benefit available as full-time employees may be granted up to 10 unpaid days off in one calendar year, but may not take more than 5 consecutive days at one time without written authorization from the CEO. As with all other requests for time off, requests in writing will be considered on a case-by-case basis and approved at the discretion of either employees' immediate supervisor or the CEO.

LEAVES OF ABSENCE

The company will consider, on a case-by-case basis, any request for an unpaid leave of absence. Management will consider your request following applicable law and the company's leave policies.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

VCCHC complies with all federal and state laws regarding family and medical leave. Under the federal Family and Medical Leave Act (FMLA), employees may be eligible for unpaid medical or family leave for up to 12 weeks during a rolling 12-month period measured backward from the date the team member first uses any FMLA leave.

FMLA generally requires that a team member has worked 1,250 hours during the 12 months immediately preceding the date the leave is to begin and has been employed for one full year at VCCHC (or has completed one year of service if the employee has been employed through an acquisition).

Eligible employees are entitled to FMLA for the following situations:

- Birth and care of a newborn child
- Placement of a child with the employee for adoption or foster care, and the care of that child
- Care of the employee's spouse, child, or parent who has a serious health condition*
- The employee's serious health condition, which makes the employee unable to perform the essential functions of his/her job

FMLA leave may be taken intermittently, or the team member may work a reduced schedule in certain circumstances. FMLA leave runs concurrently with a work-related illness or injury leave (Workers' Compensation) as well as other state leaves of absence.

Employees must use any accrued PTO except when the FMLA leave is related to pregnancy and/or in markets where state law or market policies would require otherwise. Approved time off taken following this policy should not be counted as an occurrence under VCCHC's attendance and punctuality policy or any department standards.

Advance notice is required if the need for FMLA leave is foreseeable, or reasonable notice should be given when the leave is not foreseeable. Medical certification and/or appropriate. Employees returning from leave for their illness must have a written release from a healthcare provider verifying their ability to return to work. Subject to exceptions provided by law, a team member returning from leave is entitled to be reinstated to the same or equivalent position the team member held before going on leave unless such position is no longer available due to business needs.

CALIFORNIA FAMILY RIGHTS ACT (CFRA)/FAMILY AND MEDICAL LEAVE ACT (FMLA)

The Leave Policy. Employees may be eligible to take up to twelve weeks (weeks are based on a rolling 12month period, which starts at the time the first FMLA/CFRA day is taken) of unpaid family/medical leave within any twelve months and be restored to the same or a comparable position upon their return from leave provided they qualify for one of the following:

California Family Rights Act (CFRA) (beginning January 1, 2021):

1. Have worked for the Company for at least twelve months;
2. Have worked at least 1250 hours in the last twelve months; and
3. The Company has five (5) or more employees.

Family and Medical Leave Act (FMLA):

1. Have worked for the Company for at least twelve months;
2. Have worked at least 1250 hours in the last twelve months; and
3. The employee is employed at a worksite that has fifty (50) or more employees within the seventy-five-mile radius.

Reasons for Leave. Employees may take FMLA/CFRA for any of the following reasons: (1) the birth of a child and to care for such child; (2) the placement of a child with the employee for adoption or foster care and to care for the newly placed child; (3) to care for a "designated person" with a serious health condition; or (4) because of their own serious health condition which renders them unable to perform an essential function of their position. Leave because of reasons "1" or "2" must be completed within the twelve months beginning on the date of birth or placement. FMLA & CFRA run concurrently for all leave types covered by both leaves.

"Designated Person" is defined as:

- Any individual related by blood or whose association with the employee is the equivalent of a family relationship.
- The "designated person" may be identified by the employee at the time they request the leave.
- Employers may limit an employee to one designated person per 12-month period.

Notice of Leave. If an employee's need for family/medical leave is foreseeable, they must give the employer at least thirty days prior notice, preferably written. If this is not possible, they must at least give notice as soon as practicable (generally within one to two business days of learning of their need for leave). Failure to provide such notice may be grounds for delay of leave. Additionally, if an employee is planning medical treatment, they must consult with the Company first regarding the dates of such treatment.

Medical Certification

If an employee is requesting leave because of their own or a covered relation's serious health condition, they must provide appropriate medical certification from the relevant health care provider within fifteen calendar days after they request leave, if practicable. An employee may obtain Medical Certification Forms from their Supervisor. If an employee provides at least thirty days' notice of medical leave, they should provide the medical certification before leave begins. Failure to provide requested medical certification on time may be grounds for delay of leave.

The Company, at its expense, may require an examination by a second health care provider designated by the company if it reasonably doubts the medical certification an employee initially provides. If the second health care provider's opinion conflicts with the original medical certification, the Company, at its expense, may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion.

We may require subsequent medical recertification in certain situations. Failure to provide requested recertification within fifteen days, if such as practicable, may result in a delay of further leave until it is provided.

Reporting While on Leave. If an employee takes leave because of their serious health

condition or to care for a covered relation, they must contact the Company on the first and third Tuesday of each month regarding the status of the condition and their intention to return to work. Also, an employee must give notice as soon as practicable (within two business days if feasible) if the dates of leave change or are extended or initially were unknown.

Leave Is Unpaid. Family/medical leave is unpaid leave, however, if an employee has paid PTO benefits available, they may use those benefits during FMLA and/or CFRA leave. In some circumstances, the company may require an employee to use those benefits during leave. However, the use of paid PTO benefits does not extend the length of leave under CFRA and/or FMLA.

If employee requests leave for the care of a covered relation, including birth, adoption, or foster care placement of a child it will be unpaid family/medical leave. For any leave over one week, the Company may require that an employee return any equipment provided to them so it may be used by other employees during their absence.

Intermittent and Reduced Schedule Leave. Leave because of a serious health condition, including pregnancy-related disabilities, may be taken intermittently (in separate blocks of time due to a single health condition) or on a reduced leave schedule (reducing the usual number of hours an employee works per workweek or workday) if medically necessary. Employees may also be eligible for intermittent leave for birth or placement of a child.

Since leave is unpaid, the Company will reduce an employee's salary based on the amount of time worked. Also, while an employee is on an intermittent or reduced schedule leave, the Company may temporarily transfer them to an available alternative position that better accommodates their recurring leave and which has equivalent pay and benefits.

Returning from Leave. If an employee takes leave because of their serious health condition, (except if they are taking intermittent leave) they are required to provide medical certification that they are fit to resume work. Employees may obtain Return to Work Medical Certification Forms from their supervisor. Employees failing to provide the Return-to-Work Medical Certification Form will not be permitted to resume work until it is provided.

No Work While on Leave. The taking of another job while on Family/Medical Leave or any other authorized leave of absence will be interpreted as a voluntary termination.

CALIFORNIA PAID FAMILY LEAVE (PFL)

Employees may be eligible for California Paid Family Leave (PFL) wage replacement benefits, which are funded through payroll deductions and coordinated and authorized through the state's Employment Development Department.

PFL provides limited compensation for up to eight weeks after an unpaid, seven-day waiting period when an employee needs to take leave from work to care for a parent,

child, spouse, or registered domestic partner who is seriously ill, or for a working parent who wants time to bond with their newborn, foster child or newly adopted child.

Additionally, as permitted by state law, an employee may be provided paid time off for reasons associated with being called to active duty, or a spouse, domestic partner, parent, or child being called to active duty.

The PFL program does not provide employees with a right to a leave of absence; it is limited to a state-mandated wage replacement benefit. For more information about the Paid Family Leave or other leaves that you may be eligible for, please contact the Human Resources department.

PREGNANCY DISABILITY LEAVE (PDL)

Job-protected leave for female employees who are temporarily disabled due to pregnancy or childbirth is available for up to four (4) months and is available regardless of whether they have been employed for one year when 5 or more employees are working at your job site.

Employees should make requests for pregnancy disability leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for pregnancy disability leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to the HR Representative at VCCHC. Employees returning from pregnancy disability leave must submit a health care provider's verification of their fitness to return to work.

Employees are normally granted unpaid leave for the period of the disability, up to a maximum of 4 months. Employees may substitute any accrued paid leave time for unpaid leave as part of the pregnancy disability leave period.

Time off needed for prenatal care, severe morning sickness, doctor-ordered bed rest, childbirth, and recovery from childbirth will be counted against your pregnancy disability leave entitlement.

Leave provided for pregnancy disability is treated separately from leaves required by state family and medical leave law.

However, the first 12 workweeks of a pregnancy disability leave will be treated concurrently as a leave according to the federal family and medical leave act for all eligible employees.

Subject to the terms, conditions, and limitations of the applicable plans, VCCHC will continue to provide health insurance benefits for the full period of the approved pregnancy disability leave. Benefit accruals, such as vacation, sick leave, or holiday

benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on pregnancy disability leave is requested to provide VCCHC with at least two weeks advance notice of the date they intend to return to work.

When a pregnancy disability leave ends, the employee will be reinstated to the same position, unless either the job ceased to exist because of legitimate business reasons or each means of preserving the job would substantially undermine the ability to operate VCCHC safely and efficiently. If the same position is not available, the employee will be offered a comparable position in terms of such issues like pay, location, job content, and promotional opportunities, except as permitted by law.

If an employee fails to report to work promptly at the end of the pregnancy disability leave, VCCHC will assume that the employee has resigned. Employees who are affected by pregnancy may also be eligible to transfer to a less strenuous or hazardous position or duties provided certain prerequisites are met. For more information, please contact the HR Representative.

CALIFORNIA STATE DISABILITY INSURANCE

Each employee contributes through payroll tax to California's state disability insurance programs. Disability insurance is mandated by the California Unemployment Insurance Code and administered by the Employment Development Department. Disability insurance is payable when you cannot work because of illness or injury not caused by employment at the company.

Time off needed for prenatal care, severe morning sickness, doctor-ordered bed rest, childbirth, and recovery from childbirth will be counted against your pregnancy disability leave entitlement.

Leave provided for pregnancy disability is treated separately from leaves required by state family and medical leave law.

However, the first 12 workweeks of a pregnancy disability leave will be treated concurrently as a leave according to the federal family and medical leave act for all eligible employees.

Subject to the terms, conditions, and limitations of the applicable plans, VCCHC will continue to provide health insurance benefits for the full period of the approved pregnancy disability leave. Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

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If an employee fails to report to work promptly at the end of the pregnancy disability leave, VCCHC will assume that the employee has resigned. Employees who are affected by pregnancy may also be eligible to transfer to a less strenuous or hazardous position or duties provided certain prerequisites are met. For more information, please contact the HR Representative.

WORKERS' COMPENSATION DISABILITY LEAVE OF ABSENCE

The company is covered under statutory state workers' compensation laws. The company will grant employees workers' compensation disability leaves following state law if an employee incurs an occupational illness or injury.

Employees who sustain work-related injuries must immediately notify their department supervisor. The workers' compensation benefits provided to injured employees may include:

- Medical care
- Cash benefits, tax-free, to replace lost wages; and
- Assistance to help qualified injured employees return to suitable employee

As an alternative, the company may offer the employee modified work. Leaves taken under the workers' compensation disability policy runs concurrently with family and medical leave under both federal and state law. It is up to the Workers Compensation Insurance Carrier to grant the disability benefits during the absence.

To ensure that you receive any workers' compensation benefits to which you may be entitled, you will need to:

- Immediately report any work-related injury to your supervisor.
- Seek medical treatment and follow-up care if required.
- Complete a written Employee's Claim for Workers Compensation Benefits (DWC Form 1) and return it to your manager and or the HR department.
- Provide the company with a health care provider's statement certifying their work-related illness or injury, their inability to work, and the expected duration of the leave.
- If benefits are denied, the employee will not receive disability payments through

the insurance carrier.

Upon the submission of a medical certification that the employee can return to work, he/she will be reinstated following applicable law. If the employee is disabled due to an industrial injury, the company will attempt to accommodate the employee. The company is under no obligation to hold your position unless required by law.

PROVIDED PHYSICIAN

The company provides medical treatment for work-related injuries through a medical provider network which the company has chosen to provide medical care to injured employees because of their experience in treating work-related injuries. The law requires the company to notify the workers' compensation insurance company of any concerns of false or fraudulent claims.

UNEMPLOYMENT COMPENSATION

The company contributes significantly each year to the California Unemployment Insurance Fund on behalf of all its employees.

DOMESTIC VIOLENCE, SEXUAL ASSAULT OR STALKING LEAVE & ACCOMMODATION

Employees who are victims of domestic violence, sexual assault, and stalking are eligible for unpaid leave. You may request leave if you are involved in judicial action, such as obtaining restraining orders or appearing in court to obtain relief to ensure your health, safety, or welfare, or that of your child.

You should provide notice and certification of your need to take leave under this policy. Certification may be sufficiently provided by any of the following:

- A police report indicating that the employee was a victim of domestic violence, sexual assault, or stalking;
- A court order protecting or separating the employee from the perpetrator of an act of domestic violence, sexual assault or stalking, or other evidence from the court or prosecuting attorney that the employee appeared in court; or
- Documentation from a medical professional, domestic violence, sexual assault or stalking victim advocate, health-care provider, or counselor that the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence, sexual assault, or stalking.

Employees who are victims of domestic violence, sexual assault, or stalking and need a reasonable accommodation for their safety at work should contact a VCCHC representative with day-to-day personnel responsibilities and discuss the need for an accommodation. If you are requesting such reasonable accommodation, you will need to submit a written statement signed by you, or by an individual acting on your behalf, certifying that the accommodation is for your safety at work.

For reasonable accommodation requests, the company will also require certification demonstrating that you are the victim of domestic violence, sexual assault, or stalking. Any of the forms of the certification described above for leave purposes will suffice. The company may request recertification every six months from the date of the previous certification. You should notify the company if an approved accommodation is no longer needed.

The company will engage in an interactive process with the employee to identify possible accommodations if any that are effective and will make reasonable accommodations unless an undue hardship will result. The company will, to the extent allowed by law, maintain the confidentiality of any employee requesting leave or accommodation under these provisions.

The length of unpaid leave an employee may take is limited to 12 weeks provided for in the federal Family and Medical Leave Act of 1993 for eligible employees.

DOMESTIC VIOLENCE, SEXUAL ASSAULT OR STALKING - LEAVE FOR TREATMENT

Employees who are victims of domestic violence, sexual assault, or stalking are eligible for unpaid leave for any of the following:

- To seek medical attention for injuries caused by domestic violence, sexual assault, or stalking
- To obtain services from a domestic violence shelter, program, or rape crisis center as a result of domestic violence, sexual assault, or stalking
- To obtain psychological counseling related to experiencing domestic violence, sexual assault, or stalking; or
- To participate in safety planning and take other actions to increase safety from future domestic violence, sexual assault, or stalking including temporary or permanent relocation

You should provide notice and certification of your need to take leave under this policy. Certification may be sufficiently provided by any of the following:

- A police report indicating that the employee was a victim of domestic violence, sexual assault, or stalking.
- A court order protecting or separating the employee from the perpetrator of an act of domestic violence, sexual assault or stalking, or other evidence from the court or prosecuting attorney that the employee appeared in court; or
- Documentation from a medical professional, domestic violence or sexual assault victim advocate, health-care provider, or counselor that the employee was undergoing treatment for physical or mental injuries or abuse resulting in victimization from an act of domestic violence, sexual assault, or stalking

The company will, to the extent allowed by law, maintain the confidentiality of any

employee requesting leave under this provision.

LEAVE FOR VICTIMS CRIMES

To the extent required by law, employees who are victims of crime, including physical or mental abuse, and certain specified felony crimes are entitled to unpaid leave, unless the employee has unused paid leave available, which can be applied. Leave can be used to attend a proceeding, to seek medical or psychological treatment, seek a restraining order, and to obtain related services. Leave may also be taken if an immediate family member has died as the result of a violent crime. To take this leave, the Company reserves the right to request documentation related to your leave.

JURY DUTY & WITNESS LEAV

All regular, full-time employees, who have worked for Via Care for at least 90 days are eligible to receive five days of jury duty pay. Exempt employees will not receive additional jury duty pay but rather will be paid their regular salary for the week in which the five days of jury duty falls.

1. On receiving a jury summons, subpoena, or other court order requiring an appearance in a judicial proceeding as a witness, the employee should notify his or her supervisor and human resources. Employees should submit appropriate documentation, including a copy of the jury summons, subpoena, or other court order, and submit time off requests as soon as practical.
2. An employee who is released from jury service or witness duty before the end of his or her regularly scheduled shift is expected to call his or her supervisor as soon as possible and report to work if requested.
3. Upon completion of jury duty, the employee is to provide proof of jury duty service to their supervisor.

If work time remains after any day of jury selection or jury duty, you will be expected to return to work for the remainder of your work schedule. You may retain any mileage allowance or other fee paid by the court for jury services.

MILITARY LEAVE

As required by state law, VCCHC grants up to 17 days of unpaid military leave per year for those employees in the U.S. Reserves, National Guard, and Naval Militia who are called to engage in drills, training, encampment, naval cruises, special exercises, and other such activities.

The 17 days of unpaid leave includes travel to/from duty. Also following state law, employees in the California National Guard will be granted up to 15 days of unpaid leave for training, drills, and other inactive training.

Accrued PTO time may be taken if available; otherwise, the leave is unpaid.

Approved time off taken following this policy should not be counted as an occurrence under VCCHC's attendance and punctuality policy or any department standards.

UNIFORMED SERVICES EMPLOYMENT AND RE-EMPLOYMENT RIGHTS ACT (USERRA)

USERRA protects the job rights of individuals who voluntarily or involuntarily leave employment positions to undertake military service. USERRA also prohibits employers from discriminating against past and present members of the uniformed services, and applicants to the uniformed services.

You have the right to be reemployed in your civilian job if you leave that job to perform service in the uniformed service and:

- You ensure that the company receives written notice in advance of your service;
- You have five years or less of cumulative service in the uniformed services while with VCCHC you return to work or apply for reemployment promptly after the conclusion of service; and
- You have not been separated from service with a disqualifying discharge or under other than honorable conditions.

If you are eligible to be reemployed, you must be restored to the job and benefits you would have attained if you had not been absent due to military service or, in some cases, a comparable job. If you leave your position to perform military service, you have the right to elect to continue your existing employer-based health plan coverage for you and your dependents for up to 24 months while in the military.

Even if you don't elect to continue coverage during your military service, you have the right to be reinstated in the existing group health plan when you are reemployed, generally without any waiting periods or exclusions (e.g., pre-existing condition exclusions) except for service-connected illnesses or injuries.

Following this regulation VCCHC, may not retaliate against anyone assisting in the enforcement of USERRA rights, including testifying or making a statement in connection with a proceeding under USERRA, even if that employee has no service connection.

MILITARY SPOUSE LEAVE

VCCHC grants up to 10 days of unpaid time off to California team members with spouses or registered domestic partners who are on leave from certain types of active military service. A team member is eligible for the California Military Spouse Leave if he/she is the spouse or registered domestic partner of a “qualified member” of the military and the team member works an average of 20 or more hours per week.

You are required to notify your immediate supervisor of your intention to take military spouse leave within two business days of receiving official notice that your spouse or registered domestic partner will be on leave from military deployment.

You are also required to provide written certification of your spouse’s or registered domestic partner’s temporary leave from active duty during the time you are requesting

military spousal leave. Accrued PTO may be elected to be used while on military spousal leave; otherwise, leave will be unpaid.

Approved time off taken following this policy should not be counted as an occurrence under VCCHC's attendance and punctuality policy or any department standards.

CALIFORNIA FAMILY MILITARY LEAVE

An employee who works an average of 20 or more hours per week and whose spouse is a member of the Armed Forces, National Guard, or Reserves who has been deployed during a period of military conflict is eligible to receive up to 10 unpaid days off when their spouse is on leave from military deployment.

An employee must provide their supervisor or manager with a notice of intention to take family military leave within two business days of receiving official notice that the employee's spouse will be on leave from deployment. Employees taking family military leave must also provide VCCHC with written documentation certifying that the employee's spouse will be on leave from deployment.

Approved time off taken following this policy should not be counted as an occurrence under VCCHC's attendance and punctuality policy or any department standards.

CIVIL AIR PATROL LEAVE

VCCHC provides leave to qualifying civilian volunteers in the California Wing of the Civil Air Patrol. Team members who volunteer may be entitled to 10 or more days of unpaid leave per calendar year to respond to certain emergencies when responding to an emergency operational mission of the Civil Air Patrol. A team member must have been employed for at least 90 days immediately preceding the commencement of leave to be eligible for such leave. Time off to serve in the Civil Air Patrol is unpaid, but a team member may use accrued PTO during this time off.

Approved time off taken following this policy should not be counted as an occurrence under VCCHC's attendance and punctuality policy or any department standards.

VOLUNTEER CIVIL SERVICE PERSONNEL

No employee shall be disciplined for taking time off to perform emergency duty as a volunteer firefighter, peace officer, or emergency rescue personnel. Employees who perform emergency duty as a volunteer firefighter, reserve peace officer, or emergency rescue personnel may also take up to a total of fourteen (14) days unpaid leave time per calendar year to engage in the required fire, law enforcement, or emergency rescue training.

Please alert your supervisor that you may have to take time off for emergency duty or emergency duty training.

When taking time off for emergency duty, please alert your supervisor before doing so

when possible.

ORGAN AND BONE MARROW DONOR LEAVE

Employees who are donors for organ or bone marrow may take time off as follows:

- Employees may take up to 60 business days (30 days will be paid and 30 days unpaid) of leave in any one year to donate an organ to another person. The one year is calculated from the date the employee begins his/her leave.
- Employees may take up to 5 business days of leave in any one year to donate bone marrow to another person. The one year is calculated from the date the employee's leave begins.
- During the leave for organ/bone marrow donors, the company will continue to provide and pay for any group health plan benefits the employee was enrolled in before the leave of absence.
- Leave taken for organ or bone marrow donation is not leave for the Family and Medical Leave Act or the California Family Rights Act.
- Employees who wish to take a leave of absence to donate bone marrow or an organ will be required to provide written verification of the need for leave, including confirmation that the employee is an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow.

The company requires that, as a condition of an employee's initial receipt of bone marrow or organ donation leave, that an employee take up to five days of earned but unused sick leave, vacation, or paid time off for bone marrow donation and up to two weeks of earned but unused sick leave, vacation, or paid time off for organ donation.

Once a Donor has exhausted the required paid sick and/or vacation leave, the employee will be un-paid for the remaining leave of absence, if additional leave is needed, up to the maximum allowed by law.

KIN CARE LEAVE OF ABSENCE

A leave of absence may be granted for an eligible employee to use up to half of his/her accrued PTO, up to 40 hours in a calendar year, to provide care for a sick family member. VCCHC may require the employee to provide medical certification from the ill family member's healthcare provider of the need for kin care time off. If the family member is of a relation covered by FMLA or CFRA, this leave will run concurrently. Eligible family members include parent, child, spouse, domestic partner, grandparent, grandchild, and sibling.

Additionally, kin care leave may be used to include leave related to the diagnosis, care, or treatment for an existing health condition; or preventive care; as well as certain absences resulting from domestic violence, sexual assault, or stalking.

If a team member is not eligible for PTO benefits but is eligible for Paid Sick Leave benefits, he/she may use any accrued sick days for this leave.

Approved time off taken following this policy should not be counted as an occurrence under VCCHC's attendance and punctuality policy or any departmental standards.

ALCOHOL AND DRUG REHABILITATION LEAVE

VCCHC wishes to support employees who recognize they have a problem with alcohol or drugs that may interfere with their ability to meet the performance standards of their job.

If an employee decides to voluntarily enroll in a bona fide drug or alcohol rehabilitation program, he/she will be given up to four months of unpaid time off to participate in the program, unless it would result in an undue hardship on VCCHC to provide the time off. Accrued PTO, if available, must be used while on leave; if the employee is not eligible for PTO and is eligible for Paid Sick Leave benefits, he/she must use any accrued sick days for this leave.

This leave of absence is subject to the same provisions and rules that apply to a VCCHC's Medical Leave of Absence, and it runs concurrently with FMLA, CFRA, and/or PDL. Approved time off taken following this policy should not be counted as an occurrence under VCCHC's attendance and punctuality policy or any department standards.

BEREAVEMENT

Full-time employees are eligible to receive up to five (5) days of paid bereavement leave in the event they must miss regularly scheduled workdays due to the death or funeral of a member of the employee's immediate family. Immediate family is defined as the employee's spouse, registered domestic partner, biological, adopted, or foster child, stepchild, registered domestic partner's child, legal guardian, parent, grandparent, grandchild, brother, sister, the employee's spouse's parent, the employee's registered domestic partner's parent; or mother-, father-, sister-, brother-, son- or daughter-in-law.

At its discretion, the company may grant full-time employees up to one (1) day off to attend the funeral of an extended family member, a close friend, or business associate. Bereavement leave may occur concurrently during a holiday, vacation, leave of absence, or any other approved time-off (whether paid or unpaid). Employees may use family sick leave time for bereavement. The Company may limit the number and length of leaves if other similar leaves have occurred during the year. Employees must be clear on circumstances and eligibility for their leave as defined above. Employees may be required to provide documentation of the need for bereavement.

TIME OFF FOR VOTING

In the event an employee does not have time between the opening of the polls and the beginning of their workday or between the end of their workday and the closing of the polls to vote in a primary or general election held in the state, the employee may take time off with up to two hours of pay to vote. This time should be taken at the beginning or end of the regular workday. By California law, your supervisor must be notified of your need to

take time off to vote two (2) working days before the day of the election for approval.

TIME OFF FOR SCHOOL CHILDREN

If you have a child in school, you may take time off to attend scheduled parent-teacher conferences or any other school activities of your child with reasonable advanced notice to your supervisor. Parents or guardians of school children who have been suspended may take time off without pay to appear at the child's school according to a request from the school, if the employee, before taking the time off, gives reasonable notice to the company that they are requested to appear in school.

REPRODUCTIVE LOSS LEAVE

Employers must provide a leave of up to five days following a “reproductive loss event,” which is defined as “the day or, for a multiple-day event, the final day of a failed adoption, failed surrogacy, miscarriage, stillbirth, or an unsuccessful assisted reproduction.” The leave is capped at a maximum of 20 days within 12 months, and employees must be permitted to take such leave nonconsecutively.

Leave may be unpaid, though employees may use, personal leave, accrued sick leave, or paid time off.

EMPLOYEE CONDUCT

BUSINESS CONDUCT AND ETHICS

Employees are expected to be honest in their dealings with their Supervisors, co-workers, patients/clients, vendors, and suppliers.

No employee or job applicant may ever falsify any application. Medical history record, government-mandated form, invoice, paperwork, time sheet, timecard, investigative questionnaire, or any other document. Any employee found to have engaged in a resume fraud or who have made material misrepresentations or omissions on their employment application will be subject to immediate termination.

All employees shall not accept a gift or gratuity exceeding in \$25 market value from any vendor, supplier, or other person doing business with the company because doing so may give the appearance of influencing business decisions, transactions, or service. The exception of this policy will be for group activities sponsored by a vendor that has been approved by the C of the company. Violation of this policy may lead to disciplinary action, up to and including suspension and or termination of employment.

BEHAVIOR OF PERSONNEL & CONFIDENTIALITY

Employees are not to make verbal, signed, or recorded statements to outside parties regarding the office, any client, client's provider, contractor, or any patient's treatment without the knowledge and consent of the CEO.

All employees shall hold information concerning the condition, care, or treatment of any patient in strict confidence. Under no circumstances shall this information be discussed with anyone, even the patient's family and friends, unless the CEO or his/her designee determines it necessary. Issues are not to be discussed outside the office in the hallways or break areas. Any provider, patient, or any employee's record is a confidential and legal document, and employees shall not access these records unless required to do so as part of their normal job duties.

Violation of this policy will result in disciplinary action, up to and including discharge. Any unauthorized violation of confidentiality is considered a misdemeanor and is punishable by a fine of five hundred (500) dollars or three times the amount of actual damages, if any, sustained by the plaintiff.

All inquiries or requests from news media must be referred directly to the CEO or his/her designee.

This policy does not apply to the general business affairs of the office such as routine reporting and inquiries by our client's third-party payers, routine accreditation and licensing activities, properly executed patient release of records or information, or standard admission, transfer, and discharge communications.

CONDUCTING PERSONAL BUSINESS

Employees are to conduct only business for VCCHC while at work. Employees may not conduct personal business or business for another employer during their scheduled working hours.

CONFLICT OF INTEREST

While employed by VCCHC, all employees must avoid situations involving an actual conflict of interest. Personal or romantic involvement with a patient or client, competitor, supplier, or subordinate employee of VCCHC which impairs an employee's ability to exercise good judgment on behalf of VCCHC can create an actual conflict of interest.

Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment, and morale problems. These types of relationships are expressly forbidden.

It is the policy of VCCHC that employees disclose to VCCHC for its review each outside relationship, activity, and interest which creates or may create a potential or actual conflict or might conceivably give rise to criticism of VCCHC or employee if such outside relationship, activity, or interest of the employee was to be disclosed. It is the object of this policy to preserve for VCCHC the best efforts and uncompromised performance of the employees whose duty it is to promote the business, policies, welfare, and prosperity of VCCHC undiluted by personal interests or outside influences.

Those relationships, activities, or interests that affect or appear to affect the objectivity, judgment, or effectiveness of employees in the performance of their jobs, are considered to conflict with VCCHC's interests. A conflict of interest exists when an employee's loyalties or actions are divided between VCCHC and a competitor, supplier, guest of VCCHC and/or other third parties, and/or are divided between VCCHC and the employee's interests.

While it is impossible to identify every type of relationship, activity, or interest which constitutes a potential conflict, certain types of conduct are outlined in the examples below as those which are required to be disclosed:

- Holding any interest in an organization that competes with VCCHC. Being employed by (including as an independent contractor/consultant) or serving on the board of any organization which does, or is seeking to do, business with VCCHC or which competes with VCCHC.
- Holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with VCCHC, by any employee who is in a position to directly or indirectly influence either VCCHC's decision to do business or the terms upon which business would be done with such organization.
- Profiting personally, e.g., through commissions, loans, expense reimbursements, or other payments from any organization seeking to do business with VCCHC.
- A member of an employee's immediate family is involved in situations as noted

above.

- Use of Confidential and/or Proprietary Information of VCCHC by an employee for his/her benefit.
- “Proprietary Information” is all information and any idea in whatever form, tangible or intangible, pertaining in any manner to the business of VCCHC, or its employees, clients, consultants, or business associates, which was produced by any employee of VCCHC in the course of their employment or otherwise produced or acquired by or on behalf of VCCHC.
- All Proprietary Information not generally known outside of the VCCHC’s organization, and all Proprietary Information is so known only through improper means, shall be deemed “Confidential Information”.
- Without limiting the foregoing definition, Proprietary and Confidential Information shall include, but not be limited to: trade secrets, as defined by the Uniform Trade Secrets Act; financial and pricing information; the existence and contents of contracts and agreements with vendors, suppliers, partners, and/or affiliates; actual and potential vendor, supplier; actual and potential clients E-mail address lists; existing and future business plans, and know-how and information relating to same; pending projects and proposals; sales figures, projections, and/or estimates; computer data, processes, programs, and codes; research and development; technological data; software in various stages of development, and any designs, drawings, schematics, specifications, techniques, models, data, source code, algorithms, object code, documentation, diagrams, flow charts, research development, processes and procedures relating to any software; marketing plans, methods, programs, and related data; compensation data; tax records; accounting procedures and information; personnel history or actions; personnel and payroll records; salary information; employee lists; financial and legal information; and confidential information of third parties that engage in business with VCCHC, which is learned during an employee’s employment.
- Disclosure by an employee of any Confidential and/or Proprietary Information of VCCHC to an outside source
- Use by an employee or disclosure by an employee to VCCHC and/or any outside source of any Confidential and/or Proprietary Information of a third party

An employee involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to their immediate supervisor, or any other appropriate supervisor for a determination about whether an actual conflict exists. If an actual conflict is determined, VCCHC may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action.

PROHIBITED CONDUCT

Employees are expected to conduct themselves cooperatively with management/supervisors, co-workers, guests and vendors, to further the company's objectives.

The following conduct is prohibited and will not be tolerated by the company. This list of prohibited conduct is illustrative only; other types of conduct that threaten security,

personal safety, employee welfare, and organization's operations also may be prohibited and will result in disciplinary action up to and including termination:

- Failing to follow any VCCHC policy or procedure
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of the department supervisor, the supervisor's delegated representative, management, or others authorized to direct employees
- Refusal to do assigned work
- Using profane, obscene, insulting, threatening, or abusive language toward a coworker, a supervisor, or a member of management and demonstrating such actions at any time on VCCHC's premises
- Inefficient or careless performance of job responsibilities or inability to perform job duties satisfactorily
- Violating VCCHC's policy against a drug-free and alcohol-free workplace
- Failing to maintain/meet minimum licensing/certifications for any required position (such as RN, LPN, MD, etc.) and mandatory training requirements
- Discussing medical or confidential information either inside or outside VCCHC other than for business purposes; VCCHC has zero-tolerance for any HIPAA violations
- Failing to comply with a request for information during an investigation or providing false information during an investigation
- Falsifying employment records, employment information, other business, and medical records, or concealing or misrepresenting information
- Recording the work time of another employee or allowing any other employee to record your work time, or falsifying any time records, either your own or another employee's
- Theft or deliberate or careless damage or destruction of any property of VCCHC, employee, patient, or vendor
- Removing or borrowing the organization's property without prior authorization
- Making or accepting personal telephone calls, except in cases of emergency
- Unauthorized use or misuse of equipment provided by the company, time, materials, telephone, or facilities
- Participating in horseplay or practical jokes on the company's time and premises
- Causing, creating, or participating in a disruption of any kind during working hours on the company's property
- Provoking a fight or fighting during working hours or on the company's property
- Failing to notify a supervisor when unable to report to work
- Unreported absence of 3 days. (Absences protected by state or federal law do not count as violations of this policy)
- Failing to obtain permission to leave work for any reason during normal working hours
- Failing to observe working schedules, including rest and meal periods
- Failing to promptly report work-related injury or illness
- Failing to provide a physician's certificate when requested or required to do so
- Sleeping or malingering on the job

- Working overtime without authorization or refusing to work assigned overtime
- Working when not clocked in as a non-exempt or hourly employee
- Violation of dress code standards
- Violating any safety/security rules, fire regulations, health and organizational policy, rule, or procedures
- Committing a fraudulent act or a breach of trust under any circumstances
- Engaging in criminal conduct whether or not related to job performance
- Committing of or involvement in any act of unlawful harassment of another individual
- Accepting gratuities/gifts other than those outlined as appropriate in VCCHC's
- Conflict of Interest or compliance policies
- Carrying firearms or any other dangerous weapons on VCCHC premises at any time

This statement of prohibited conduct does not alter the company's policy of at-will employment. Either you or the company remains free to terminate the employment relationship at any time, with or without reason or advance notice.

DATING/RELATIONSHIPS AMONGST EMPLOYEES

VCCHC strives to provide a work environment that is collegial, respectful, and productive. This policy establishes rules for the conduct of personal relationships between employees, including supervisory personnel, in an attempt to prevent conflicts and maintain a productive and friendly work environment.

A "personal relationship" is defined as a relationship between individuals who have or have had a continuing relationship of a romantic or intimate nature.

An employee who is involved in a personal relationship with another employee may not occupy a position in the same department as work directly for or supervise the employee with whom they are involved.

Via Care reserves the right to take prompt action if an actual or potential conflict of interest arises concerning individuals who engage in a personal relationship that may affect terms and conditions of employment. Supervisors and managers are prohibited from dating subordinates and may be disciplined for such actions, up to and including termination.

When a conflict or the potential for conflict arises because of a personal relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment, or terminated from employment. If such a personal relationship between employees develops, it is the responsibility and obligation of the employees involved to disclose the existence of the relationship to the department director or manager.

When a conflict or a potential for conflict affecting terms or conditions of employment arises because of the relationship, the individuals concerned will be allowed to decide who is to be transferred to another position, or terminated, if no position is available. If no

decision is made within 30 calendar days of the offer to resolve the situation, Via Care will determine who is to be transferred or, if necessary, terminated from employment.

DRUG AND ALCOHOL ABUSE

VCCHC is concerned about the use of alcohol, illegal drugs, or controlled substances as it affects the workplace. Use of these substances, whether on or off the job can detract from an employee's work performance, efficiency, safety, and health, and therefore seriously impair the employee's value to VCCHC. Also, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees, patients and exposes the VCCHC to the risks of property loss or damage, or injury to other persons.

Be aware that the use of prescription drugs and/or over-the-counter drugs also may affect an employee's job performance and may seriously impair the employee's value to VCCHC. In such cases, you have the responsibility to consult with your doctor or other licensed medical practitioners about the effect of over-the-counter and prescription medications on your ability to perform your specific job duties safely. You cannot work while taking prescription or over-the-counter medications if doing so impacts your ability to perform assigned job duties.

Any employee who is using prescription or over-the-counter drugs that may impair the employee's ability to safely perform the job, or affect the safety or well-being of others, must notify a supervisor of such use immediately before starting or resuming work.

The following rules and standards of conduct apply to all employees either on VCCHC property or during the workday (including meal and rest periods). Behavior that violates VCCHC policy includes:

- VCCHC strictly prohibits the use, transfer, possession, distribution, and sale of, or being under the influence of, illegal drugs or alcohol while on duty (whether or not on VCCHC's premises), while on VCCHC's premises (whether or not on duty).
- VCCHC strictly prohibits the possession of or use of cannabis, while on duty, or at the workplace. As a federally funded agency required to comply with federal laws in regards to testing, to maintain a drug and alcohol free workplace, VCCHC may take further action if an employee is impaired by use of cannabis during work hours, or on the work site.
- Driving a vehicle owned or leased by VCCHC while under the influence of alcohol, or an illegal or controlled substance
- Purchase of an illegal or controlled substance while on the job

Impairment by drug or alcohol while on the work site, and during work hours is prohibited. Impairment is perceived as any of the following:

- impaired memory,
- decreased performance,
- changes in speech and demeanor,
- impaired dexterity, agility and coordination,
- irrational or unusual behavior

- negligence or carelessness when operating equipment or machinery,
- disregard for the safety of the employee or others
- carelessness that results in any injury to the employee or to others,
- involvement in any accident that results in serious damage to equipment, persons or property, or
- other objectively observable indications that the employee's performance of the essential duties or tasks of their position are decreased or lessened

Studies have shown that impairment after consuming cannabis may continue from 3 to 10 hours after consumption. Therefore, it is recommended that no employee consume cannabis within five hours of the employee's work schedule.

Violation of these rules and standards of conduct will not be tolerated. VCCHC may also bring the matter to the attention of appropriate law enforcement authorities.

To enforce this policy VCCHC reserves the right, under reasonable suspicion, to order a blood test, urinalysis, or other drug or alcohol test when an employee is suspected of being under the influence of such substances that impair job performance. The testing will be conducted without cost to the employee during work hours and the employee will be placed on suspension of work until the results are obtained. A positive test or failure to consent to testing will result in immediate termination. VCCHC also reserves the right to search property of employees and/or their personal property and to implement other measures necessary to deter and detect abuse of this policy.

An employee's conviction on a charge of illegal sale or possession of any controlled substance while off VCCHC property will not be tolerated because such conduct, even though off duty, reflects adversely on VCCHC. Also, VCCHC must keep people who sell or possess controlled substances off VCCHC premises to keep the controlled substances themselves off the premises.

VCCHC will encourage and reasonably accommodate employees with alcohol or drug dependencies to seek treatment and/or rehabilitation. Employees desiring such assistance should request a treatment or rehabilitation leave.

VCCHC is not obligated, however, to continue to employ any person whose performance of essential job duties is impaired because of drug or alcohol use, nor is VCCHC obligated to re-employ any person who has participated in treatment and/or rehabilitation if that person's job performance remains impaired as a result of dependency.

Additionally, employees who are allowed to seek treatment and/or rehabilitation, but fail to successfully overcome their dependency or problem, will not automatically be given a second opportunity to seek treatment and/or rehabilitation.

This policy on treatment and rehabilitation is not intended to affect VCCHC's treatment of employees who violate the regulations described previously. Rather, rehabilitation is an

option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency.

ALCOHOL CONSUMPTION AT COMPANY EVENTS

Occasionally, VCCHC will hold events during which alcoholic beverages may be served. Employees who participate in these events should use discretion in their consumption of alcohol. It is against VCCHC's policy for any employee or any employee's guest(s) to become impaired due to alcohol consumption at any VCCHC-sponsored or business-related event.

TELEPHONE/CELL PHONE USE

VCCHC telephones are owned solely by the company and treated just like other equipment that belongs to the company. Use of VCCHC telephones for the communication of personal, private, or confidential information not related to VCCHC business is not appropriate. If incidental or occasional personal use of VCCHC telephones is made, such use is still subject to the same policies and procedures set out in this policy.

PROHIBITED USE OF CELL PHONE WHILE DRIVING

In the interest of the safety of our employees and other drivers, employees are prohibited from using cell phones (including all smartphones) while driving on the company's business and/or time. Note that violating this policy may also be a violation of the law.

If your job requires that you keep your cell phone turned on while you are driving, you must adhere to all federal, state, and local rules and regulations regarding the use of cell phones while driving and you must use a hands-free device. Under no circumstances should employees place phone calls while operating a motor vehicle while driving on the company's business and/or time.

Writing, sending, or reading text-based communication - including text messaging, instant messaging, e-mail, web browsing, and use of smartphone applications - on any wireless device or cell phone while driving is also prohibited under this policy, including voice-operated texts while driving.

SOCIAL MEDIA POLICY

Via Care Community Health Center (VCCHC) has established a Social Media Policy as part of our program's compliance with professional ethical obligations. This policy is intended to promote legal and ethical behavior while prohibiting inappropriate activities that may violate the policy by creating risks or jeopardizing the interests of employees or the company. Staff should use good judgment when communicating via Social Media at all times whenever content being posted is connected to their place of work. The policy is not intended to prohibit the exchange of information.

To achieve its objective, the policy is intended to protect the company's reputation, public

image and promote legal compliance. The policy prohibits employees from discussing the following subjects in any form of social media:

- Statements, pictures, or cartoons that could constitute any form of unlawful harassment, such as harassment based on sex, race, color, religion, or national origin
- Explicit sexual discussions or statements that would constitute sexual harassment
- Negative comments or criticism of any individual based on sex, race, color, religion, national origin, age, sexual orientation, gender, gender identity, gender expression, disability, or any other characteristics protected by state or federal law
- Staff must respect the privacy rights of other employees and patients. Use caution to avoid HIPAA violations.
- Staff who participate, online or otherwise, in political or other public activities, must do so on their own time as a private citizen.
- Staff may not disclose confidential or proprietary information of the company
- Staff may not disclose confidential or proprietary information of vendors, suppliers, customers, or business partners
- Staff may not disclose trade secrets or intellectual property of the company
- Official Via Care news, statements, etc., are to be first shared through official Via Care social media accounts.
- Staff must refrain from public displays of profanity or obscenity
- Illegal drugs and illegal drug use is strictly forbidden as Via Care staff
- Staff must refrain from disparaging statements concerning the company, its or a competitor's products, services, employees, executive leadership, or business
- Staff must refrain from statements that are slanderous, detrimental, or that sabotage VCCHC.

VCCHC will authorize you in writing if you can use the company's social media tools to perform your job duties. Authorized individuals using the company's social media tools shall identify themselves honestly, accurately, and completely and comply with all VCCHC policies in using this media. Check at all times if a photo release form is required for certain media creation.

Nothing in the company's Social Media Policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment.

CAMERA PHONES/ RECORDING DEVICES

Due to the potential for issues such as the invasion of privacy, sexual harassment, and loss of productivity, no employee may use a camera phone function on any phone on any VCCHC property or while performing work for the company.

The use of tape recorders, Dictaphones, or other types of voice recording devices anywhere on the property of the organization, including to record conversations or activities of other employees or management, or while performing work for VCCHC, is

also strictly prohibited unless the device was provided to you by the company and is used solely for legitimate business purposes.

Photos and Videos of ANY VCCHC property, events, or staff are prohibited unless authorized by the CEO and proper photo consents are signed.

WORKPLACE PRIVACY

Employees may not use any audio or video recording devices in work areas or in the course of conducting business unless approved in advance by your supervisor. The company does not use video surveillance in any areas of the office or public areas of the corporate office. In the properties VCCHC manages, video cameras may operate in public areas (excluding restrooms). Any video surveillance will not include sound recording.

POLITICAL ACTIVITIES

Employees may not use company resources, including e-mail, computers, telephones, or fax or photocopying equipment, to work for or endorse a candidate, political party, or political action committee. The company may not “participate” or “intervene” in a campaign of any candidate for public office; endorse, expressly or impliedly, a candidate for public office; sponsor events to advance the candidacy of a particular candidate; invite employees to candidate events; publish ratings of candidates; or comment on actions, statements, or positions taken by candidates.

GENERAL NATURE OF RESTRICTIONS

VCCHC is a non-profit tax-exempt organization that receives federal and state funding. The law prohibits employees from taking part in support or opposition of a candidate for public office, any federal, state, or local legislation or political management and campaigning and from using their position to influence or affect an election and from engaging in certain other activities while on duty.

None of the funds, materials, property, or services provided directly or indirectly by VCCHC may be used for or to promote any partisan or non-partisan political activity, to support or defeat any legislation, or for any sectarian purpose or activity.

PROHIBITED POLITICAL ACTIVITIES

VCCHC employees are prohibited from using their authority, a position with or employment by the company to interfere with or affect the result of an election, soliciting, accepting, or receiving a political contribution, running for the nomination, or as a candidate for election to a partisan political office, soliciting or discouraging the participation in any political activity by any person who has business involving the employer, engaging in any political activity while on VCCHC’s premises or any building involving VCCHC’s business or while using any of the VCCHC’s vehicles.

SOLICITATION AND DISTRIBUTION OF LITERATURE

Employees are prohibited from soliciting products or distributing literature and printed

materials during work time, in work areas, and patient care areas for any purpose. “Work time” is considered as those times when a team member is properly engaged in the performance of job duties and responsibilities for VCCHC. Work time does not include those off-duty times during the workday when a team member is legitimately not engaged in performing job duties, such as meal periods, rest breaks, or other scheduled breaks from work duties.

PUBLICITY/STATEMENTS TO THE MEDIA

All media inquiries regarding the position of the company on issues relevant to the company, its employees, its business, etc., must be referred to the CEO. Only the CEO is authorized to make or approve public statements on behalf of VCCHC. No employees, unless specifically designated by the CEO, are authorized to make those statements on behalf of the company. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of the company must first obtain approval from the CEO.

GIFTS & GRATUITIES

VCCHC employees shall not either directly or indirectly accept any consideration or gift exceeding \$250.00 in fair market value to or from any person or entity doing or seeking to do business with VCCHC nor shall an employee benefit personally from any purchase of goods or services by VCCHC. The exception to this policy will be for group activities sponsored by a vendor that has been approved by the President. Violation of this policy may lead to disciplinary action, up to and including suspension and or termination of employment.

OFF-DUTY CONDUCT

While VCCHC does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with the company's legitimate business interests. For this reason, employees are expected to conduct their personal affairs in a manner that does not adversely affect the company's or their integrity, reputation, or credibility. Off-duty conduct by an employee that directly conflicts with the company's essential business interests and disrupts business operations will not be tolerated.

PROTECTIVE ORDERS

A protective order is issued by a court for the protection of an individual. An example of one is called a “Restraining Order”, which limits or prevents a specific person from contacting you in any manner.

If you need to place a Restraining Order against an individual, please provide the Human Resources department with a copy of the order. This action will assist us to safely protect you and your co-workers. Depending upon the circumstances regarding the Protective Order, VCCHC may elect to file for an additional one on behalf of the company.

This information will be treated with respect for your privacy, as much as possible, while considering the safety of all employees.

HEALTH & SAFETY

“SAFETY FIRST” WORK ENVIRONMENT

All employees are responsible for their safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be safety-conscious at all times. Report all work-related injuries or illnesses immediately to your supervisor or the department manager. In compliance with California law, and to promote the concept of a safe workplace, the company maintains an Injury and Illness Prevention Program. The Injury and Illness Prevention Program is available for review by employees and is given to all new hires.

In compliance with Proposition 65, the company will inform employees of any known exposure to a chemical known to cause cancer or reproductive toxicity.

Your safety, and that of those who work with you, is one of our greatest concerns. With an alert safety attitude, you can help eliminate painful and costly accidents. You can help by:

- Keeping work areas clean and clear
- Reporting hazards or unsafe conditions to management
- Reporting all injuries, however minor, immediately
- Walking and not running in all buildings
- Keeping aisles clear
- Never performing a job that you feel is unsafe. Report it to your supervisor immediately

Management will inform you of any additional safety rules that apply to your particular job or work location. For your safety and convenience, first aid supplies are available in the offices. Your supervisor will be able to direct you to the supplies if needed.

TOBACCO-FREE WORKPLACE

VCCHC prohibits smoking on the premises for health and safety reasons. For this policy, “tobacco” is defined to include cigarettes, cigars, pipes, and any other smoking product; dip, chew, snuff, snus, and any smokeless tobacco product and nicotine delivery devices such as e-cigarettes. FDA-approved nicotine replacement therapy products used for tobacco cessation are excluded from this definition.

Smoking or vaping is prohibited in all indoor and outdoor locations on the property of the company. Employees are not permitted to smoke or vape within 200 feet of the building or insight of tenants, investors, vendors, or business partners. Smoke breaks may only be taken during scheduled 30- minute meal periods and are not permitted during 10- minute rest breaks. Employees are expected to comply with all personal hygiene requirements after taking a smoke or vape break (e.g., proper handwashing, maintain fresh breath, etc.).

ERGONOMICS

VCCHC is subject to Cal/OSHA ergonomics standards for minimizing workplace repetitive motion injuries. The company will make necessary adjustments to reduce exposure to ergonomic hazards through modifications to equipment and processes and employee training. The company encourages safe and proper work procedures and requires all employees to follow safety instructions and guidelines.

The company believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well-being, and is essential to our business. The company intends to provide appropriate resources to create a risk-free environment. If you have any questions about ergonomics, please contact your supervisor.

RECREATIONAL ACTIVITIES AND PROGRAMS

Throughout the year, VCCHC may sponsor social or recreational activities for its employees.

Your attendance at such social activities, however, is completely voluntary and is not work-related. Neither the company nor its workers' compensation insurer will be liable for the payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social nor athletic activity that is not part of the employee's work-related duties.

VCCHC or its insurer will not be liable for payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's work-related duties.

INCIDENT REPORTING

Incidents involving either employees, managers, or clients will occasionally occur that will need to be addressed. An "Incident" is anything out of the ordinary that may include an injury, accident, or a hostile action or occurrence. Reports of incidents may be useful in the future to the company when dealing with liability issues stemming from an incident. Please note this is not the same as a write-up.

The following protocol has been put in place to report incidents that occur at any of the clinics:

1. **Documentation** - All incidents involving employees must be documented on an incident report and be immediately forwarded to the HR department. This will help us to identify where and how risks arise, and to initiate an investigation of any serious accidents.
2. **Incidents or Injuries Involving a Contractor** - An incident report must be filled out completely and immediately. Do not let the employee/person leave before we can get their signature on this form. If the employee/person fails to sign this form

have a witness sign to verify. If the employee/person sustains an injury and feels that he/she needs immediate medical attention, volunteer to call an ambulance unless he/she indicates he/she can drive or an ambulance is not needed. Contact the Director of HR from Monday to Friday, during normal business hours. All documents and information need to be forwarded to the Corporate Office to the attention of the HR department.

3. Incidents Involving an Injury to an Employee:

- An incident report must be filled out completely and immediately and signed by the employee/person involved and, if applicable, a witness.
- Contact the Director of Human Resources.
- The name and address of the appropriate clinic to provide medical assistance for injuries occurring during working hours are posted on VCCHC Bulletin Board (located in the break room at each location). Employees are to seek medical assistance only from the designated medical provider network or clinic. Employees may also pre-designate a clinic or physician (the Physician's signature must be on file with HR) to be contacted for injuries occurring during working hours.

INJURY AT WORK

VCCHC has implemented an Injury at Work program to help ensure our employees receive the best care on their way to full recovery from work-related injuries. All employees, supervisors, and managers are expected to fully participate in all components of the program. Any questions, comments, or concerns about this program or related procedures can be directed to the Director of Human Resources.

For our Injury at Work program to be successful, everyone must understand their responsibilities and will need to fully support the program.

The Supervisor's Responsibility

- Arrange for first aid and prompt medical attention for injured employees.
- Inform the HR department immediately.
- If they are not available, select the closest medical facility listed on the Provider Referral List and fill out the appropriate authorization form.
- Investigate on-the-job incidents and complete and file necessary reports and determine corrective action.
- Help determine work availability and/or modifications needed for temporary modified duty work.
- Regularly monitor the progress of injured employees during the recovery period.

The Employee's Responsibility

- Report all injuries, illnesses, and incidents immediately to your supervisor.
- Cooperate with insurance claims staff, rehabilitation or specialists, and treating providers regarding appropriate medical treatment and recovery progress.

- Be available for any transitional duty job assignment appropriate for your abilities during recovery.
- Maintain contact with your Supervisor or the Director of HR regarding progress towards full recovery.
- Upon returning to work, provide your Supervisor or the Director of HR with your medical provider's medical release and any information regarding medical restrictions.
- Comply with work restrictions during your recovery process.
- Employees on modified work must schedule medical treatment-related appointments on their own time.

The Company's Responsibility

- Coordinate the Return-to-Work process with the employee, the employee's supervisor, health care provider, and insurance carrier.
- Work with the HR department to review the physical capacity forms and determine whether modified work is available within the restrictions outlined by the health care provider.

SECURITY OF ELECTRONICALLY STORED INFORMATION

All employees of the company engaged in the collection, use, transfer, storage, or destruction of sensitive information of the company are expected to abide by this policy. Sensitive records include but are not limited to, personnel files, payroll records, medical information, financial, organizational secrets, legal, credit card or any other payment information, bank account, and insurance, etc. This sensitive information may be recorded utilizing paper/hard copy or in an electronically stored manner. All such records are to be maintained under the control of an individual who is authorized to collect, use, transfer, store, or destroy such records as determined by VCCHC.

Records are to be kept securely at all times. Electronic records may be stored or conveyed in a variety of mediums, including but not limited to computer networks drives, personal computers, recordable/removable media such as DVDs, CDs, USB thumb drives, compact flash, and other media, the internet/intranet, Bluetooth or other wireless transfer methods.

All of these storage and conveyance methods must be safeguarded and secure to prevent unauthorized access. Each employee is responsible for safeguarding the information contained in the company's Dropbox files. This includes the safeguarding of backups, restores, and their storage and at times their destruction of equipment being discarded that stores information. The use of password protection for any files on Dropbox is considered confidential.

Any act of internal theft will be investigated and prosecuted. Employees must promptly notify their immediate supervisor or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary

action, up to and including termination of employment and prosecution.

The Information Technology department is specifically responsible for safeguarding the information contained and transferred to the VCCHC servers. This includes the safeguarding of backups, restores, and their storage and at times their destruction of equipment being discarded that stores information. Internal theft of credit card information or any other type of valuable personal information poses a serious threat to the credibility of the company.

Vendors/Suppliers are also responsible for safeguarding any sensitive information received from VCCHC. The Vendor/Supplier is also accountable for notifying the company of any breach of security or loss of sensitive information, such as credit card information, social security records, etc.

The Director of Compliance of the company is responsible for investigating the situation and taking appropriate action.

SECURITY

VCCHC has developed guidelines to help maintain a secure workplace. Be aware of persons loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas. Report any suspicious persons or activities to Building Security personnel. Secure your desk or office at the end of the day.

When called away from your work area for an extended length of time, do not leave valuable and/or personal articles in or around your workstation that may be accessible. The security of facilities, as well as the welfare of our employees, depends upon the alertness and sensitivity of every individual to potential security risks. You should immediately notify your supervisor when unknown persons are acting suspiciously in or around the facilities, or when keys, security passes, or identification badges are missing.

VCCHC's workplace security program is described in detail in the company's Illness and Injury Prevention Program (IIPP).

VISITORS

Our insurance coverage prohibits unescorted visitors in our facilities. Visitors are not permitted on VCCHC property (specially to enter work and patient care areas) without prior permission from your manager. If you are expecting visitors, please request permission from your manager and ask your visitors to check-in when they arrive.

SURVEILLANCE MONITORING

Public areas of VCCHC property may be monitored with video or other surveillance for purposes of protecting the buildings, employees, and patients' property. This surveillance system is in no way intended to provide personal security to individuals.

WORKPLACE VIOLENCE

VCCHC has adopted the following workplace violence policy to ensure a safe working environment for all employees.

The company has zero tolerance for acts of violence and threats of violence. Without exception, acts and threats of violence are not permitted. All such acts and threats, even those made in apparent jest, will be taken seriously and will lead to discipline up to and including termination.

Possession of non-work-related weapons on premises of the company and at sponsored events of the company shall constitute a threat of violence.

It is every employee's responsibility to assist in establishing and maintaining a violence-free work environment. Therefore, each employee is expected and encouraged to report any incident which may be threatening to you or your co-workers, tenants on-site at our properties, or any event which you reasonably believe is threatening or violent. You may report an incident to any Supervisor or the HR department.

A threat includes but is not limited to, any indication of intent to harm a person or damage organizational property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally. The following are examples of threats and acts that shall be considered violent - this list is in no way all-inclusive:

Example	Type of Threat
Saying, "Do you want to see your next birthday?"	Indirect
Writing, "Employees who kill their Supervisors have the right idea."	Indirect
Saying, "I'm going to punch your lights out."	Direct
Making a hitting motion or obscene gesture	Nonverbal
Displaying weapons	Extreme
Stalking or otherwise forcing undue attention on someone, whether romantic or hostile	Extreme
Taking actions likely to cause bodily harm or property damage	Acts of violence

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom you feel comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation, or disciplinary action as a result of reporting a threat in good faith under this policy.

If violence involves an employee or vendor, at the Corporate Office, notify Building Security immediately or call 911. Clinic Managers or their employees should call 911 directly.

If the company determines, after an appropriate good faith investigation, that someone has violated this policy, the company will take swift and appropriate corrective action.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. We need to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

The company will keep a violent incident log listing all incidents, post-incident responses, and investigations of workplace violence injuries, based on information from the employees who experienced workplace violence.

VCCHC workplace violence program is described in detail in the company's Illness and Injury Prevention Program (IIPP).

COVID-19 POLICY

All employees must follow the below safety practices to ensure the health of all employees and customers.

- If requested or implemented, submit to temperature scans upon arrival at work. Per CDC a temperature is defined as 100.4 degrees F and above.
- Agree to have a Covid-19 test performed if criteria are met by the CDC, health order, or recommended by a physician.
- Must wear a face covering.
- Frequently and thoroughly wash hands with soap and water.
- Practice 6 ft. social distancing.
- Practice respiratory etiquette, including covering coughs and sneezes.
- Limit sharing of personal items. Including but not limited to tools, phones, work equipment, pens, etc.
- If sharing of equipment is necessary, practice frequent handwashing and cleaning of shared items. If soap and water are not immediately available, use hand sanitizer.
- If assigned to a small group of co-workers, employees must remain within that group to social distance from other groups.

If an employee shows any symptoms of Covid-19 (cough, 100.4F fever, trouble breathing):

- Immediately contact the supervisor to go home and contact healthcare to see if you need to schedule a Covid-19 test to be performed.
- Workstations, tools, and commonly touched surfaces need to immediately be disinfected.
- An employee may return to work when they receive a negative test result in writing or currently recommended CDC and health order timeframe has been met.

If an employee is exposed to Covid-19 (i.e., knows they came in close personal contact with someone that tested positive within 72 hours of their contact):

Immediately contact your supervisor for direction on how to proceed. Every exposure situation is different. Exposure by a family member the employee lives with would be a higher level of exposure than someone on the job site the day before, or even in the same large space as them. Every case will need to be assessed on a case-by-case basis.

VCCHC will follow all orders, guidelines, and regulations of the California Public Health Department, LA County Public Health, OSHA, CDC, NIH, and any other appropriate state or federal agency regarding COVID-19.

GENERAL POLICIES & PRACTICES

OPEN DOOR POLICY, HANDLING EMPLOYEE SUGGESTIONS & CONCERNS

- VCCHC’s management is interested in the concerns or suggestions of its employees as well as your good-faith concerns, complaints, and questions. We have your best interest in mind when it comes to improving your job, your working conditions, or the treatment you are receiving. Our open-door policy offers all employees freedom to discuss anything with their supervisor or the members of the senior management. To take immediate action, we ask you to first discuss your suggestions, concerns, or complaints with your immediate supervisor and follow the below steps:
- Bring the situation to the attention of your immediate supervisor, who will then investigate and provide a solution or explanation.
- Attempt to positively resolve any conflict with coworkers on an individual basis before involving others.
- If the problem or situation persists, or personal reasons prevent you from discussing the issue with your immediate supervisor, you may present it to a member of senior-level management, who will conduct an investigation and provide a solution or explanation. While a written complaint or request will better assist us in investigating the situation, it is not required that you put it in writing. If you need assistance with your suggestion, concern, or complaint, or you prefer to bring up the issue in person, please contact the Human Resources department.

If you feel your working environment has an “emergency condition” that makes it unsafe to work, report the issue to your Human Resources Department or manager immediately.

An “emergency condition” means the existence of either of the following:

1. Conditions of disaster or extreme peril to the safety of persons or property at the workplace or worksite caused by natural forces or a criminal act.
2. An order to evacuate a workplace, a worksite, a worker’s home, or the school of a worker’s child due to natural disaster or a criminal act.

An “emergency condition” does not include a health pandemic.

“A reasonable belief that the workplace or worksite is unsafe” means that a reasonable person, under the circumstances known to the employee at the time, would conclude there is a real danger of death or serious injury if that person enters or remains on the premises. The existence of any health and safety regulations specific to the emergency condition and an employer’s compliance or noncompliance with those regulations shall be a relevant factor if this information is known to the employee at the time of the

emergency condition or the employee received training on the health and safety regulation mandated by law specific to the emergency condition.

This procedure cannot guarantee that every issue or situation will be resolved to your satisfaction. However, we will ensure that the company will try to answer your issue or request as soon as possible under the circumstances. VCCHC values your observations and you should feel free to raise issues of concern, in good faith, without the fear of retaliation, and VCCHC will not tolerate or permit retaliation by management, employees, or co-workers.

PERFORMANCE EVALUATIONS

We believe that all team members need to know what is expected of them and be informed of how well they are performing their job duties. Each employee will receive periodic verbal performance feedback and or written reviews by their supervisor and the frequency of performance evaluations may vary depending upon the length of service, job position, past performance, changes in job duties, or recurring performance problems.

Your performance evaluations may review factors such as the quality and quantity of the work performed, knowledge of the job, personal initiative, attentiveness, work attitude, and teamwork.

The performance evaluations are intended to make you aware of your progress, areas for improvement, and objectives or goals for future work performance. Favorable performance evaluations do not guarantee increases in salary or promotions. Wage increases and promotions are solely within the discretion of the company and depend upon many factors in addition to performance. After the review, you will be required to sign the evaluation report simply to acknowledge that it has been presented to you, that you have discussed it with your supervisor, and that you are aware of its contents.

PERFORMANCE IMPROVEMENT MANAGEMENT

VCCHC may decide on occasion and in its sole discretion, to implement performance improvement management to assist a team member in improving his/her performance. Some of the reasons for this type of action may relate to unsatisfactory job performance, violation of a VCCHC policy or procedure, or inappropriate/prohibited conduct.

Since employment at VCCHC is at-will, employment may be terminated by the team member or by VCCHC at any time, with or without prior notice, with or without cause, and with or without following any system of performance improvement. Nothing in this policy shall be construed to alter the at-will status of a team member. Nevertheless, in appropriate cases, VCCHC may decide, in its sole discretion, to utilize forms of action that may include, but are not limited to, documented supervisor/employee conversations, coaching/counseling, verbal or written warnings, development plans, and suspension with or without pay, demotion, or transfer.

Although one or more of the above steps may be taken in connection with a particular

performance issue, it is not progressive, there is no formal order or system, and action taken will be based on the situation. VCCHC reserves the right, in its sole discretion, to use any or none of these performance improvement measures, as it may deem appropriate.

Outside of performance specific to job duties, there are other examples of situations that may lead to some form of performance improvement action, up to and including termination of employment listed under the “Prohibited Conduct” section This list is not intended to describe all situations for which performance improvement may be taken, as it would not be possible to compile such an inclusive list. Instead, the examples are provided merely to promote understanding of what may be considered for satisfactory performance and unacceptable conduct at VCCHC.

PERSONNEL RECORDS

VCCHC maintains a file on each employee. You have a right to inspect or receive a copy of the personnel or payroll records that VCCHC maintains relating to your performance or any grievance concerning you. Certain documents may be excluded or redacted from your personnel file by law, and there are legal limitations on the number of requests that can be made. Any request to inspect or copy personnel records must be made in writing to the Human Resources department.

You may designate a representative to conduct the inspection of the records or receive a copy of the records. However, any designated representative must be authorized by you in writing to inspect or receive a copy of the records. VCCHC may take reasonable steps to verify the identity of any representative you have designated in writing to inspect or receive a copy of your personnel records.

The personnel records may be made available to you either at the place where you work or at a mutually agreeable location (with no loss of compensation for going to that location to inspect or copy the records) between 8:00 am and 5:00 pm, Monday through Friday (but please keep in mind that hours may vary for some VCCHC locations) in the presence of an appointed HR department representative, as allowed by applicable law. The records will be made available no later than 30 calendar days from the date VCCHC receives your written request to inspect or copy your personnel records (unless you/your representative and VCCHC mutually agree in writing to a date beyond 30 calendar days but no later than 35 calendar days from receipt of the written request). If you request a copy of the contents of your file, you will be charged the actual cost of copying.

Disclosure of personnel information to outside sources, other than your designated representative, will be limited. However, VCCHC will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and as otherwise legally required.

Please be advised that you are requested to keep your personnel records up to date by informing HR of any changes when you move, change your telephone number or emergency contact information (an “out of date” emergency contact or an inability to

reach you in a crisis could cause severe health or safety risk or other significant problem), change your name or marital status (unreported changes of address, marital status, etc. can affect your withholding tax and/or benefit coverage), change your banking information (for direct deposit only), add or delete beneficiary or dependents for the eligible benefit plans.

Also, please inform HR of any educational accomplishments, specialized training, or skills you may acquire in the future, as well as any changes to any required visas, etc., if applicable.

USE OF SOCIAL SECURITY NUMBERS

VCCHC collects and maintains confidential information relating to its employees, and is dedicated to ensuring the privacy and proper handling of this information following State and Federal regulations.

Social Security numbers are highly confidential and legally protected data. Federal law requires that anytime a Social Security number is requested, the electronic or physical form used to collect the number should be marked as to whether this request is voluntary or mandatory.

When requesting the SSN, we will make every effort to explain:

- whether the submission is mandatory or voluntary
- by what authority the number is solicited
- what use the information solicited is for

NAMES AND ADDRESSES POLICY

VCCHC is required by law to keep current all employees' names, complete addresses (example: include apartment number), and emergency contact telephone numbers. Employees are responsible for notifying the company in the event of a name or address change.

EMPLOYEE REFERENCES & EMPLOYMENT VERIFICATIONS

All requests for references and employment verifications must be directed to the Human Resources department. No other manager, supervisor, or employee is authorized to release references for current or former employees. By policy, VCCHC discloses only the dates of employment and the title of the last position held of former employees. If you authorize the disclosure in writing, VCCHC will also inform prospective employers or any financial institutions upon request, the amount of salary or wage you last earned.

OTHER EMPLOYMENT

While employed by VCCHC, employees are expected to devote their energies to their jobs with the company. Employment that directly conflicts with the company's essential business interests and disrupts business operations is strictly prohibited. Employees

who wish to engage in additional employment that may create a conflict of interest must submit a written request to the company explaining the details of the additional employment. If the additional employment is authorized, the company assumes no responsibility for it. VCCHC shall not provide workers' compensation coverage or any other benefit for injuries occurring from or arising out of additional employment. Authorization to engage in additional employment can be revoked at any time.

EMPLOYMENT OF RELATIVES & DOMESTIC PARTNERS

All employees are responsible for immediately advising management and the Human Resources department whenever a relative applies for employment with VCCHC. Relatives or domestic partners of employees may not be eligible for employment with VCCHC if potential problems of supervision, safety, security, morale, or potential conflicts of interest exist. The company defines "relatives" as spouses, registered domestic partners, children, siblings, parents, grandparents, grandchild, in-laws, step-relatives, uncle, aunt, nephew, niece, and cousins.

Present employees who marry or become registered domestic partners will be permitted to continue working in the job position held only if they do not work in a direct supervisory relationship with one another or job positions involving a conflict of interest.

If any of the potential problems exist or may cause a conflict, only one of you may be allowed to stay with the company unless reasonable arrangements can be made to eliminate the problem(s).

The decision as to which employee may remain with the company—if no reasonable arrangement within the company can be made—must be made by you and the related employee within 30 days of notification to Human Resources that the relationship exists and presents a conflict. If no decision or accommodation is made within the 30-day time frame, both of you may be separated from employment with VCCHC.

Human Resources will, in its sole discretion, determine eligibility for employment within the provisions of this policy.

RETURNING TO WORK AFTER LEAVE

When a regulated leave expires, VCCHC will return you to your position or an equivalent position of like pay and status. Upon the expiration of a non-regulated leave, VCCHC will attempt to return you to your regular job if it is available. If it is not available you will be placed in a similar job for which you are deemed by management to be qualified, if such a similar job is available. If no jobs are available, you will be given preferential consideration for any opening for a period of (60) sixty-days following your notification to the company in writing that you are ready and able to return to work. Failure to report to work as scheduled following a leave of absence may result in termination of your employment.

KEYS

Employees who are assigned company keys are responsible for the proper use of those keys. Lost or misplaced keys must be reported immediately to management. Employees are prohibited from duplicating or lending a company key to anyone for any reason. All company keys must be returned to the company at the time of your separation of employment.

ENDING EMPLOYMENT AT VIA CARE

INVOLUNTARY TERMINATION

Violation of company policies and rules, as well as significant performance concerns, may warrant disciplinary action. In some situations, the company may deem it appropriate to terminate employment under its at-will policy, for violations of company policies or performance. In such cases, the company will ensure that the employee's final check, to include accrued vacation, will be provided on the last day of employment.

VOLUNTARY RESIGNATION

Voluntary resignation results when an employee voluntarily quits their employment at the company or fails to report to work for three consecutively scheduled workdays without notice to, or approval by, their superior (unless the absence is protected by law). Should you find it necessary to leave the company, VCCHC asks that you provide at least two (2) weeks advance notice of your departure. If you hold a position in a Director level or above or in a Provider capacity, you are expected to give at least thirty (30) days' notice. Under California law, employees who provide at least 72 hours' notice of their intention to quit must be paid their wages and unused accrued vacation on their final workday; however, employees who quit without giving prior notice will be paid their wages and unused accrued vacation within 72 hours. A 'catch up' check might need to be issued if the timesheet to the last day is not verified.

REDUCTIONS IN FORCE

Under some circumstances, VCCHC may need to restructure or reduce its workforce. If a restructuring of operations or reducing the number of employees becomes necessary, the company will attempt to provide advance notice, if possible, to help prepare affected individuals. If possible, employees subject to layoff will be informed of the nature of the layoff and the foreseeable duration of the layoff, whether short-term or indefinite.

In determining which employees will be subject to layoff, the company will take into account, among other things, operation and requirements, the skill, productivity, ability, and past performance of those involved, and also, when feasible, the employee's length of service.

LAST DAY OF EMPLOYMENT

On the last day of employment, regardless of the circumstances, all properties of the company including, but not limited to, keys, security cards, parking passes, computers, fax machines, uniforms, etc. must be returned at separation. Employees must also return all of VCCHC's confidential information upon separation. To the extent permitted by law, employees will be required to repay the company (through payroll deduction, if lawful) for any lost or damaged VCCHC property.

EXIT INTERVIEWS

Exit interviews are an important way for VCCHC to determine why employees are leaving VCCHC. Exit interviews provide a way for the separating employee to provide feedback in such areas as the work environment, management, compensation and benefits programs, training programs, and opportunities for advancement.

The Human Resources department will, whenever feasible, schedule and conduct in-person interviews with all team members who are voluntarily separating from employment with VCCHC. Employees who are involuntarily separating from employment or whose position has been eliminated because of a reorganization or other business need may request an exit interview with the Chief Human Resource Officer.

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

VIA CARE

I acknowledge receipt of the Company's Employee Handbook and agree to follow the guidelines within it. I also acknowledge the following:

1. Receipt of this handbook does not create a contract of employment or in any way alter my at-will employment status; the Company or I can end the employment relationship at any time, with or without notice, and with or without cause.
2. I am not entitled to any particular sequence of disciplinary measures prior to termination.
3. With the exception of the at-will employment policy, this handbook may be modified at any time.
4. Violation of any policy in this handbook, or any policy included as an addendum, may be grounds for discipline, up to and including termination.
5. This handbook does not include every process, policy, and expectation applicable to employees, or my position specifically; I may be counseled, disciplined, or terminated for poor behavior or performance even if the behavior or performance issue is not addressed in the handbook.
6. Should any provision in this handbook be in conflict with federal, state, or local law, that provision only will be considered ineffective, while the rest of the handbook remains effective.
7. If I have questions regarding any policy in this handbook, or other expectations related to my behavior or performance, it is my responsibility to speak with my manager or Human Resources.

Signature

Printed Name

Date



CONTACT INFORMATION

Via Care HQ
3601 E 1st Street., Los Angeles, CA 90063 | Phone: (323) 268-9191

Via Care 507
507 S. Atlantic Blvd., Los Angeles, CA 90022 | Phone: (323) 268-9119

Via Care 607
607 S. Atlantic Blvd., Los Angeles, CA 90022 | Phone: (323) 268-9191

Via Care Garfield High School Wellness Center
501 S. Woods Ave., Los Angeles, CA 90022 | Phone: (323) 268-9191

Via Care Bellflower
10230 Artesia Blvd, STE 207 Bellflower, CA 90706

Via Care Cesar Chavez & Cesar Chavez West Suite D
4755 East Cesar E Chavez Ave., Los Angeles, CA 90022 | Phone: (323) 268-9191

Via Care Whittier Blvd.
5015 Whitter Blvd., Los Angeles, CA 90022 | Phone: (323) 268-9191

Via Care Pharmacy
615 S. Atlantic Blvd., Los Angeles, CA 90022 | Phone: (323) 268-9191

Via Care East LA Community College
1301 Avenida Cesar Chavez, Monterey Park, CA 91754 | Phone: (323) 268-9191

Via Care Whittier Blvd. West
5017 W. Whittier Blvd., Los Angeles | Phone: (323) 268-9191

LA Trade Tech
400 W Washington Blvd, Los Angeles, CA 90015

Via Care Tweedy
4476 Tweedy Blvd. South Gate, CA 90280