

San Ysidro Health EMPLOYEE HANDBOOK



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TABLE OF CONTENTS

100 INTRODUCTION.....	1
101 MISSION	1
102 VISION	1
103 CORE VALUES	1
104 HISTORY	2
105 PURPOSE OF HANDBOOK.....	2
 200 GENERAL EMPLOYMENT PRACTICES	 3
201 AT-WILL EMPLOYMENT RELATIONSHIP.....	3
202 BINDING EMPLOYMENT ARBITRATION.....	3
203 RIGHT TO REVISE EMPLOYMENT POLICIES	4
204 EQUAL EMPLOYMENT OPPORTUNITY	4
205 PROHIBITION ON HARASSMENT, DISCRIMINATION AND RETALIATION.....	5
206 ANTI- BULLYING POLICY.....	9
207 REASONABLE ACCOMMODATION OF DISABLED INDIVIDUALS.....	10
208 RELIGIOUS ACCOMMODATION.....	10
 300 NEW HIRE INFORMATION	 11
301 IMMIGRATION LAW COMPLIANCE	11
302 EMPLOYMENT CLASSIFICATIONS	11
303 EMPLOYEE HEALTH SCREENING.....	12
304 BACKGROUND CHECKS.....	13
305 LICENSE VERIFICATION OF NON-CLINICIANS OR UNLICENSED STAFF..	14
306 NEW EMPLOYEE ORIENTATION	14
307 INTRODUCTORY PERIOD	15
308 JOB DESCRIPTIONS.....	15
309 PERSONNEL RECORDS.....	15
310 EMPLOYMENT REFERENCES	16
311 PERFORMANCE EVALUATIONS	16
312 ELECTRONIC SIGNATURES AND ACKNOWLEDGMENTS	16
313 TRANSFERS AND PROMOTIONS	17
314 EMPLOYMENT OF MINORS	17
315 EMPLOYMENT OF RELATIVES	17
 400 WAGE,COMPENSATION AND TIMEKEEPING POLICIES.....	 18
401 EMPLOYEE COMPENSATION	18
402 ACCURATE TIMEKEEPING.....	18
403 WORKDAY, WORKWEEK AND SCHEDULING	20
404 OVERTIME PAY.....	20
405 REST AND MEAL PERIODS (Non-Exempt Employees)	22
406 LACTATION ACCOMMODATION	24
407 PAYROLL DEDUCTIONS	24
408 PAYDAYS	25

409 AUTOMATIC BANK DEPOSIT	25
410 REFERRAL BONUS.....	25
500 BENEFITS	25
501 GROUP INSURANCE AND RETIREMENT SAVINGS	25
502 PROFESSIONAL DEVELOPMENT PROGRAMS	28
503 EMERGENCY RELIEF FUND	29
504 STATE DISABILITY INSURANCE	29
505 STATE PAID FAMILY LEAVE	30
506 WORKERS' COMPENSATION	30
507 SOCIAL SECURITY	31
508 STATE UNEMPLOYMENT INSURANCE.....	31
600 TIME OFF AND LEAVES.....	31
601 VACATION	31
602 HOLIDAYS	32
603 PAID SICK LEAVE	33
604 LEAVES OF ABSENCE OVERVIEW.....	36
605 FAMILY MEDICAL LEAVES (FMLA and CFRA Leaves)	37
606 PREGNANCY DISABILITY LEAVE (PDL)	41
607 REASONABLE ACCOMMODATION DISABILITY LEAVE.....	42
608 PERSONAL LEAVE	43
609 BEREAVEMENT LEAVE	43
610 JURY AND WITNESS DUTY LEAVE	43
611 VICTIMS OF CRIME LEAVE	44
612 VOLUNTEER CIVIL SERVICE PERSONNEL LEAVE	45
613 LITERACY ACCOMMODATION.....	45
614 MILITARY LEAVES	46
615 MILITARY SPOUSE LEAVE.....	46
616 ORGAN AND BONE MARROW DONOR LEAVE.....	47
617 REHABILITATION FOR ALCOHOL OR DRUGS.....	48
618 LEGAL PROCEEDINGS.....	48
619 PUBLIC EMERGENCY.....	48
620 SCHOOL ACTIVITIES AND APPEARANCE LEAVE	49
621 TIME OFF TO VOTE	50
700 EMPLOYEE COMMUNICATIONS	50
701 BULLETIN BOARDS	50
702 SUGGESTIONS AND OPEN DOOR WORKPLACE.....	50
703 MAIL.....	50
704 TELEPHONE AND VOICE-MAIL USE.....	51
705 PERSONAL CELL PHONE USE	51
706 ELECTRONIC COMMUNICATIONS SYSTEM.....	52
707 MEDIA RELATIONS AND SOCIAL MEDIA	54

800 EMPLOYEE SAFETY AND HEALTH	55
801 SAFE WORKPLACE.....	55
802 FIRES AND EMERGENCIES	55
803 ACCIDENTS OR INJURIES	56
804 WORKPLACE VIOLENCE	56
805 WELLNESS.....	57
 900 STANDARDS OF CONDUCT	 57
901 PROHIBITED CONDUCT	57
902 COMPLIANCE WITH APPLICABLE LAW	59
903 DISCIPLINARY ACTION	59
904 CONFLICT OF INTEREST	60
905 SOLICITATION AND DISTRIBUTION	60
906 ALCOHOL AND DRUG-FREEWORKPLACE	61
907 ATTENDANCE AND PUNCTUALITY STANDARDS.....	63
908 ABSENCE WITHOUT NOTICE	64
909 EXPENSE REIMBURSEMENT	64
910 CONFIDENTIAL INFORMATION.....	64
911 FALSE CLAIMS ACT LAW	65
912 HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) PRIVACY AND SECURITY	66
913 PROFESSIONAL COURTESY TREATMENT.....	67
914 GIFT ACCEPTANCE	67
915 DRESS AND PERSONAL APPEARANCE	69
916 NO SMOKING	71
917 COMPANY PROPERTY	71
918 PERSONAL PROPERTY	72
919 TEMPORARY TELECOMMUTING ARRANGEMENTS	72
920 GRIEVANCE PROCEDURE.....	73
 1000 TERMINATION OF EMPLOYMENT.....	 74
1001 RESTRUCTURING, FURLOUGHS OR LAYOFFS	74
1002 INVOLUNTARY TERMINATION.....	74
1003 VOLUNTARY TERMINATION	74
1004 THE EXIT PROCESS	75
1005 FINAL PAY	75
 EMPLOYEE HANDBOOK ACKNOWLEDGMENT	 76

100 INTRODUCTION

101 MISSION

Welcome to San Ysidro Health! Our mission is *to improve the health and well-being of the communities we serve with access for all.*

As an employee of SYHealth, you are an important member of a team effort. We hope that you will find your position with SYHealth rewarding, challenging, and productive. Because our success depends upon the dedication of our employees, we are highly selective in choosing new members of our team. We look to you and the other employees to contribute to SYHealth's delivery of excellent patient care to the members of our community.

102 VISION

Quality: Our priority is to promote wellness by continuously improving quality of care. The measurements of our success are high healthcare standards and our patients' and participants' good health.

Service: Every experience at SYHealth will be a valued one. Our patients and participants are partners with us and are the reason for our existence. We are jointly responsible for our success. We actively seek opportunities to improve service and access.

Cost: Our entire team will share the responsibility of providing quality health care in a cost-effective manner.

Challenges: Our standard of operation is to identify, encourage, and recognize creative solutions.

Community: We champion programs that improve the health and well-being of our communities. Our team's involvement in the community is supported.

Diversity: Our diversity in experiences, backgrounds and perspectives, both in our patients and employees is a valued source of strength.

103 CORE VALUES

We are proud to demonstrate and uphold our organizational **Core Values**.

Respect: We demonstrate courtesy and treat every customer and employee with dignity in every interaction.

Empowerment: We provide a safe work environment to stimulate ownership and pride in our decisions and actions.

Integrity: We act with the highest ethical principle. We maintain the trust and confidence of all we engage. We do what we say.

Excellence: We provide the highest level of service. We strive for quality and continuous improvement. We are thoughtful, accountable for our actions, willing to admit mistakes and rigorous in correcting them.

We will be the Health Care Employer of choice by respecting, empowering, and rewarding all members of the team.

104 HISTORY

SYHealth is a non-profit organization committed to providing high quality, compassionate, accessible and affordable health care services for the entire family. Originally established in a little white house, located on the border in 1969, and founded by seven mothers in search of medical services for their children, San Ysidro Health now provides innovative services to more than 108,000 lives in our care through a vast and integrated network of 47 program sites across San Diego County including: medical and dental clinics, behavioral health centers, HIV centers, WIC nutrition centers, mobile medical units, school-based health centers, chiropractic services, pediatric developmental clinic, teen clinic, senior health centers and Program for All Inclusive Care for the Elderly (PACE) sites.

The organization's name and brand also pay homage to its humble beginnings in the community where it was established over 50 years ago. This community was named in honor of *San Isidro Labrador*, the patron saint of farmers, day laborers, and rural communities—the working poor. San Isidro spent his life as a hired hand and always shared what little he had, even his meals, with people in need. These values of compassion and care for others still ring true in the organization's mission to improve the health and well-being of all in the communities we serve, especially the most vulnerable across San Diego County. It is our honor and privilege to emulate these values daily.

105 PURPOSE OF HANDBOOK

This handbook sets forth and summarizes the policies, procedures, compensation, and benefits that apply to all employees at SYHealth. This Handbook is not a contract of employment for any length of time and all employees of SYHealth are employed on an at-will basis.

It is the responsibility of every SYHealth employee to read, understand, acknowledge and follow the policies in this handbook, along with other policies and trainings that are available online on our intranet and which may be reviewed with you from time to time. Employees are required to complete all trainings, and to read and electronically acknowledge all SYHealth policies on the company intranet within 15 days of receipt of this updated Handbook.

SYHealth policies, including those set forth in this Handbook and training(s) provided to you are terms and conditions of your employment. If you have any questions about this handbook or any of SYHealth's employment policies or trainings, please promptly direct them to your supervisor, manager or the Human Resource Department.

If at any time a provision in the Employee Handbook appears to contradict current practice and/or published The Human Resource Department Policies and Procedures, please address the issue with the Human Resource Department.

This Employee Handbook supersedes all previous employee handbooks, policies and management memoranda that have been issued on subjects covered herein.

200 GENERAL EMPLOYMENT PRACTICES

201 AT-WILL EMPLOYMENT RELATIONSHIP

Employment with SYHealth is on an “at-will” basis. Employment at-will means that the employment relationship may be terminated at any time, with or without cause, and with or without advance notice, by the employee and/or by SYHealth. Nothing in this handbook or in SYHealth’s other policies shall limit SYHealth’s at-will employment policy.

No employee of SYHealth, except the Chief Executive Officer has authority to enter into an agreement with an employee for employment for a specified period of time, or make any agreement contrary to this policy of at-will employment. To be binding, any agreement that is contrary to at-will employment must be in writing and must be signed by both the Chief Executive Officer and the employee.

This Handbook is not intended to be and is not a contract (express or implied) for employment for a specified period of time, nor does it otherwise create any legally enforceable contractual obligations on the part of SYHealth for employment for a specified period of time. Statements on any company documents, or by any employees of the company, DO NOT constitute or imply an employment contract and SHOULD NOT be relied upon by any job applicant or employee as assuring employment for any period of time or permanent employment. This statement confirming at-will employment is not intended to interfere with the rights of employees to communicate and/or work with others toward advocating regarding terms and conditions of their employment.

202 BINDING EMPLOYMENT ARBITRATION

SYHealth has adopted a stand-alone Binding Employment Arbitration Policy for all employment-related disputes, pursuant to the Federal Arbitration Act (FAA). The Binding Employment Arbitration Policy is a term and condition of employment with SYHealth that applies to all employees and is described in full in the stand-alone Binding Employment Arbitration Policy that has been provided to all employees and is also available on the SYHealth intranet. Under the Binding Employment Arbitration Policy, SYHealth and its employees are required to submit any employment disputes, as defined in the Policy, to binding out-of-court arbitration. Any arbitration between an employee and SYHealth will be administered by Judicial Arbitration & Mediation Services (JAMS) in San Diego and will be subject to the JAMS Employment Arbitration Rules, which are available at <http://www.jamsadr.com/rules-employment-arbitration>.

It is imperative that all SYHealth employees review the Binding Employment Arbitration Policy, as it is a new policy that applies to both SYHealth and all employees, and is a term and condition of employment that goes into effect on February 15, 2021. If there are questions regarding the Policy, the questions may be directed to the Human Resource Department.

New employees will be provided with the Binding Employment Arbitration Policy as part of the on-boarding process.

203 RIGHT TO REVISE EMPLOYMENT POLICIES

SYHealth reserves the right, in its sole discretion, to revise, to change, update, modify and rescind its employment policies, benefits and working conditions, including the provisions in this handbook, except the policy of at-will employment, at any time. SYHealth will advise employees of any material changes to its policies within a reasonable time. 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.

204 EQUAL EMPLOYMENT OPPORTUNITY

SYHealth is thoroughly committed to providing equal employment opportunities for all job applicants and employees, and to providing a work environment that is free from unlawful discrimination as well as harassment and retaliation. We make all employment decisions based on merit and our goal is to hire the most qualified candidate.

SYHealth does not discriminate against applicants or employees based on race (including hair texture and protective hairstyles), 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, national origin (includes language use and possession of a driver's license issued to persons unable to prove their presence in the United States is 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, military and veteran status or any other consideration made unlawful by federal, state, or local laws.

Equal employment opportunities are extended to all persons in all aspects of the employment relationship, including, but not limited to, recruitment, hiring, upgrading, benefits, training, promotion, transfer, discipline, layoff, termination and recall.

205 PROHIBITION ON HARASSMENT, DISCRIMINATION AND RETALIATION

SYHealth is committed to providing a professional work environment that is free of discrimination, harassment or retaliation based on any protected category and/or activity covered by this policy. Accordingly, SYHealth has adopted and maintains a strict policy designed to encourage professional and respectful behavior, and to prevent discriminatory, harassing or retaliatory conduct in the workplace. SYHealth prohibits harassment, discrimination, retaliation, and all forms of disrespectful or unprofessional conduct based on the following “protected categories”: race (including hair texture and protective hairstyles), color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, gender expression, age (40 years and over), sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act and/or state leave laws), domestic violence victim status, political affiliation, and any other status protected by state or federal law.

This policy applies to SYHealth applicants, employees, agents, unpaid interns, residents, students and volunteers. It also applies to patients and their families, vendors, independent contractors, and third parties doing business with SYHealth or with whom an employee comes into contact while working. The policy extends to conduct with a connection to an employee’s work, even when the conduct takes place away from the workplace, such as at off-site business meetings or business-related social functions. All employees are expected to assume responsibility for maintaining a work environment that is free from discrimination, harassment and retaliation. Employees are also encouraged to promptly report any conduct that they believe violates this policy so that SYHealth has an opportunity to address and resolve any concerns. Managers and supervisors are required to promptly report conduct that they believe violates this policy. SYHealth is committed to responding to alleged violations of this policy in a thorough, timely and fair manner and to taking appropriate action aimed at ending prohibited conduct.

This policy prohibits retaliation against individuals who report violations of this policy in good faith and/or who assist or participate in a workplace investigation or proceedings arising out of complaints under this policy. Appropriate corrective action(s) and discipline, up to and including termination, may be imposed for any violation of this policy, even if the violation does not rise to the level of unlawful conduct.

Conduct Prohibited by this Policy/Definitions

Discrimination:

Discrimination prohibited by this policy includes, but is not limited to, the unequal treatment of an employee or applicant in any aspect of employment, including discrimination based solely or in part on one of the protected categories described above. Discrimination includes unequal treatment based on an employee’s or applicant’s association with a member of these protected classifications.

Pay discrimination between employees of the opposite sex or between employees of another race or ethnicity performing substantially similar work, as defined by state and federal law, is also prohibited. Pay differentials may be valid in certain situations defined by law. Employees will not be retaliated against for inquiring about or discussing wages. However, SYHealth is not obligated to disclose the wages of other employees.

Harassment:

As used in this policy, harassment is defined as disrespectful or unprofessional conduct, including disrespectful or unprofessional conduct based on any of the protected categories listed above. Prohibited harassment may take many forms, including:

- Verbal Conduct, such as slurs, jokes, insults, epithets, gestures, derogatory comments, unwanted sexual advances, invitations or teasing;
- Visual Display, such as the posting or distribution of offensive posters, symbols, cartoons, drawings, computer displays, or emails;
- Physical Conduct, such as physically threatening another person, blocking someone's way, making physical contact in an unwelcome manner; and/or;
- Threats and demands to submit to sexual requests in order to keep one's job or avoid some other loss, offers of job benefits in return for sexual favors and retaliation for having reported harassment.

Sexual Harassment:

As used in this policy, sexual harassment is defined as harassment based on sex or conduct of a sexual nature, and includes harassment based on sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity or gender expression. It may include all the actions described above as harassment, as well as other unwelcome sex-based conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities, or other verbal or physical conduct of a sexual nature. Sexually harassing conduct need not be motivated by sexual desire and may include situations that began as reciprocal relationships, but that later cease to be reciprocal.

Sexual Harassment is generally categorized into two types:

- "Quid Pro Quo" Sexual Harassment ("this for that")
 - Submission to sexual conduct is made explicitly or implicitly a term or condition of an individual's employment.
 - Submission to or rejection of the conduct by an employee is used as the basis for employment decisions affecting the employee.

- **“Hostile Work Environment” Sexual Harassment**

Conduct of a sexual nature or based on sex by any person in the workplace that unreasonably interferes with an employee’s work performance and/or creates an intimidating, hostile or otherwise offensive working environment. Examples include but are not limited to:

- Unwelcome sexual advances, flirtation, teasing, sexually suggestive or obscene letters, invitations, notes, emails, voicemails or gifts.
- Sex, gender or sexual orientation-related comments, slurs, jokes, remarks or epithets.
- Leering, obscene or vulgar gestures or making sexual gestures.
- Displaying or distributing sexually suggestive or derogatory objects, pictures, cartoons, or posters or any such items.
- Impeding or blocking movement, unwelcome touching or assaulting others.
- Any sexual advances that are unwelcome as well as reprisals or threats after a negative response to sexual advances.
- Conduct or comments consistently targeted at one gender, even if the content is not sexual.

Retaliation:

As used in this policy, retaliation is defined as any adverse employment action taken against an employee because the employee engaged in activity protected under this policy. Protected activities may include, but are not limited to, reporting or assisting in reporting suspected violations of this policy and/or cooperating in investigations or proceedings arising out of a violation of this policy. Adverse employment action is conduct or an action that materially affects the terms and conditions of the employee’s employment status or is reasonably likely to deter the employee from engaging in protected activity.

Training Requirements:

Every two years, all employees must attend Sexual Harassment Prevention and Workplace Civility training aimed at increasing their understanding of and preventing workplace sexual harassment (including harassment on the basis of sexual orientation, gender identity, and gender expression) and their role in creating an underlying culture of mutual respect in our workplace. The training will include how to respond to sexual harassment promptly and effectively when it occurs, the effects of abusive conduct in the workplace, and ways to appropriately intervene if one witnesses behavior that is not in keeping with this policy. The training will be provided by trained personnel who meet all applicable legal requirements and have the ability through training or experience to train on how to identify, investigate, report, and respond to unlawful harassment,

discrimination, and retaliation in the workplace. Online training courses that satisfy California's legal training requirements pursuant to Government Code 12950.1 may also be provided.

Reporting Violations of this Policy:

Any employee or applicant who experiences or witnesses behavior that they believe violates this policy, including conduct by a co-worker, supervisor, manager, director, officer, agent of SYHealth or non-employee, is encouraged to immediately tell the offending individual that the behavior is inappropriate and, if they feel comfortable doing so, to tell the offending individual to stop the behavior. The applicant or employee should also immediately report the alleged violation to their supervisor, manager or to the Director of the Human Resource Department. There is no chain of command for reporting violations of this policy. Supervisor approval is not needed to make a report. If the alleged offender is the employee's supervisor, the employee should report the conduct to the Human Resource Department, to any other supervisor, manager, director and/or to the CEO. A complaint may be brought forward verbally or in writing, and should include details of what occurred, with dates, facts and witnesses identified. A sample complaint form is available on the SYHealth intranet.

Supervisors who learn of any potential violation of this policy are required to immediately report the matter to the Human Resource Department or the CEO and must follow instructions as to how to proceed.

SYHealth will promptly investigate the facts and circumstances of any alleged violation, as appropriate. Even in the absence of a formal complaint, SYHealth may initiate an investigation where it has reason to believe that a policy violation has occurred. Even where an individual requests to withdraw their initial complaint, SYHealth may continue the investigation to ensure that the workplace is free from discrimination, harassment and retaliation.

Anonymous complaints will also be investigated, and if sufficiently detailed, the investigation may be able to proceed in the same manner as any other complaint. If the information is general, SYHealth may need to conduct an assessment or survey to try to determine if policy violation has occurred.

Investigations will be conducted based on the details provided in the complaint, and will be thorough, fair, impartial, timely, and completed by qualified persons.

SYHealth will avoid any unnecessarily disclosure of the applicant or employee's concerns, but complete confidentiality cannot be guaranteed, as it would interfere with SYHealth's ability to fulfill its obligations under this policy. All employees are required to cooperate fully with any investigation. This includes, but is not limited to, maintaining an appropriate level of discretion regarding the investigation and disclosing any and all information that may be pertinent to the investigation to SYHealth personnel conducting the investigation.

Employees should feel free to report claims and participate in any investigation without fear of retaliation of any kind. SYHealth will not retaliate against employees who make

complaints of harassment, retaliation or discrimination or who cooperate in investigations of such complaints and will not tolerate or permit retaliation by any personnel.

If any employee has questions concerning this policy, please feel free to contact the Human Resource Department.

The Vice President and CHRO of the Human Resource Department Officer for SYHealth is:

Donna Eddings
(619) 662-478-4185, ext. 3428
Email: donna.eddings@syhealth.org

Corrective Action:

Upon completion of the investigation, if a policy violation is substantiated, SYHealth will take appropriate corrective and preventive action calculated to end the conduct, up to and including termination. Such corrective action may include, but is not limited to, discipline, suspension, demotion, written counseling, and termination.

Employees should also know that if they engage in unlawful harassment, they can be held personally liable for the misconduct.

Filing Complaints Outside of SYHealth:

Employees and applicants may also file formal complaints of discrimination, harassment, or retaliation with the agencies listed below. Individuals who wish to file with these agencies should contact them to obtain information about processes and time limits.

Department of Fair Employment and Housing
2218 Kausen Drive, Suite 100
Elk Grove, CA 95758
(916) 478-7251 800-884-1684 (voice), 1(800) 700-2320 (TTY) or
California's Relay Service at 711
contact.center@dfeh.ca.gov
<https://www.dfeh.ca.gov>

Equal Employment Opportunity Commission
555 West Beech Street, Suite 504
San Diego CA 92101
1 (800)-669-4000 or (510)-735-8909 (Deaf/hard-of-hearing callers only)
<http://www.eeoc.gov/employees>

206 ANTI- BULLYING POLICY

In addition to its policy prohibiting harassment, discrimination and retaliation based on a protected characteristics, SYHealth prohibits bullying or abusive conduct in the workplace. In general, this refers to workplace conduct by any employee done with malice that a reasonable person would find hostile, offensive, and unrelated to legitimate

business interests. Abusive conduct 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. Bullying does not need to be based on a protected characteristic, such as race, religion, sex, age or disability in order to be prohibited by this policy. An employee who experiences or witnesses bullying should promptly report the incident(s) to their supervisor or the VP and Chief Human Resource Officer.

207 REASONABLE ACCOMMODATION OF DISABLED INDIVIDUALS

In compliance with the applicable law, including the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA), SYHealth will provide reasonable accommodation to otherwise qualified applicants or employees with known physical or mental disabilities or known medical conditions except where it would result in an undue hardship to SYHealth. As part of this commitment, SYHealth will endeavor to participate in a timely, good faith, interactive process with a disabled applicant and/or employee to identify any effective reasonable accommodations that can be made in response to a request for reasonable accommodation. Applicants or employees that require a reasonable accommodation due to a disability should immediately contact their supervisor, or the Human Resource Department. SYHealth may require an applicant or employee to provide reasonable medical documentation from a healthcare provider that confirms the existence of a disability and the need for reasonable accommodation, as authorized by applicable law. By working together in good faith, SYHealth hopes to implement any reasonable accommodations that are appropriate and consistent with its legal obligations.

208 RELIGIOUS ACCOMMODATION

SYHealth will make every effort to provide reasonable accommodation for an applicant or employee's sincerely held religious beliefs or observances, including religious dress and grooming practices and work schedule conflicts, except where doing so would cause an undue hardship to SYHealth.

An applicant or employee whose religious beliefs or practices conflict with the employee's work schedule, SYHealth's policy or practice on dress and appearance, or other aspects of the job, and who seeks a religious accommodation, must make a request for accommodation to their supervisor, manager, or the Human Resource Department (preferably in writing). SYHealth will consider and respond to the employee's request consistent with its legal obligations. SYHealth will not retaliate against an employee for requesting a reasonable accommodation and will not tolerate or permit retaliation by management or co-workers.

300 NEW HIRE INFORMATION

301 IMMIGRATION LAW COMPLIANCE

SYHealth employs only United States citizens and non-citizens that are legally authorized to work in the United States. SYHealth does not discriminate based on citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, as a condition of employment, each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees that are rehired must complete the form if they have not completed an I-9 with the company within the past three years, or if their previous I-9 is no longer retained or valid.

All new employees must produce appropriate documentation establishing their identity and authorization to work within three (3) days of hire. Those unable to produce documentation or a receipt for an approved document within that time frame will not be allowed to begin/continue employment. Employees are required to maintain current authorization to work in the United States and present authorization to work documents on or before the date their authorization expires.

302 EMPLOYMENT CLASSIFICATIONS

The following terms are used to describe the classification of employees and their employment status:

Exempt: Employees who hold positions with job duties that meet specific payment and duties requirements for exemptions under applicable law receive a predetermined salary to compensate them for all hours worked each week. Exempt employees are paid a fixed weekly salary that is intended to compensate them for the performance of their duties, regardless of variations in hours worked.

An exempt employee is not subject to the overtime and meal and rest period provisions of federal and state law, and the employee's salary is not subject to deductions, except as authorized by law. Any employee who believes an improper deduction has been made is encouraged to notify the Human Resource Department as soon as possible. The matter will be investigated and if a mistake occurred, it will be corrected.

Non-exempt: Non-exempt Employees are paid on an hourly basis, are eligible to receive overtime compensation and are provided with meal and rest breaks, as discussed in SYHealth's Rest and Meal Breaks and Overtime Pay policies.

Employment Status Definitions:

Regular Full-time: Employees regularly scheduled to work 40 hours per week. Full-time employees are eligible for full benefits.

Regular Part-time: Employees regularly and officially scheduled to work fewer than 40 hours per week. Part-time employees working fewer than 30 hours per week are ineligible for company benefits, excluding paid sick leave accruals and other benefits required by law.

Temporary: Employees that are hired for a temporary pre-established period, usually during peak workloads or to cover an employee on leave. Temporary employees may work a full-time or part-time schedule. Depending on the length of the temporary assignment, a temporary employee may be eligible for healthcare benefits. Temporary employees are eligible for paid sick leave accrual.

Per Diem: Employees that do not have regularly scheduled hours and work on an as-needed basis. Per diem employees are not eligible for benefits, excluding paid sick leave accruals and other benefits required by law. Per diem status may be discontinued if an employee is consistently and/or frequently unavailable to work. Regardless of employment classification, all employees are employed at-will.

303 EMPLOYEE HEALTH SCREENING

It is the policy of SYHealth that all employees will complete an initial, post-offer new hire health screening prior to their start date and an annual health screening based on their anniversary date of hire each year to establish fitness for duty. Health screenings will be completed at a SYHealth clinic at no charge to the employee.

Health screens must be successfully completed prior to the new employee's first day of work. Each screening shall include a medical history and physical evaluation. A written examination report, signed by the person performing the screening, will verify that the employee is able to perform their assigned duties and are fit for duty.

New Hires: All offers of employment to individuals are at-will and are conditioned upon the successful completion of the initial health assessment. The following are part of the initial health assessment:

1. A pertinent medical history to include, but not limited to, the employee's immunization status, and an evaluation for tuberculosis and other relevant infectious diseases. An employee known to have or exhibiting signs or symptoms of a communicable disease shall not be permitted to work until he or she submits a physician's certification that the employee is sufficiently free of the communicable disease to return to their assigned duties.
2. A directed physical examination to identify the existence of any significant health problem that may affect job performance.
3. The administration of the Tuberculin Skin Test (TST) and/or chest X-ray (if

indicated). An employee will be asked to complete a tuberculosis symptom evaluation form if the employee has had previous documentation of a positive reaction to the test. Further evaluation may be necessary.

4. The evaluation of the employee's immunization status to include (a) Tetanus, (b) Rubella titer/vaccine in females (c) Influenza in season, and for specific employees (d) Hepatitis B status and (e) COVID 19.
5. FIT testing for employees working in a department which may expose the employee to certain highly contagious respiratory illnesses.

The following will be considered for clinical and dental employees:

1. Mercury level for employees at risk for exposure such as employees from the Dental department.
2. Hepatitis B vaccine will be offered to those employees handling body fluids and who have not been previously immunized, including but not limited to physicians, nurse practitioners, nurse midwives, physician assistants, dentists, dental assistants, hygienists, laboratory staff, and nursing staff. A Hepatitis B profile may be considered in certain circumstances, but is not required.
3. Musculoskeletal examination for employees performing frequent lifting based on the essential functions of their job.

Current Employees: All SYHealth employees receive health screenings on an annual basis on or before the anniversary of their date of hire to establish fitness for duty. Thereafter, annual screenings are due on the employee's anniversary date each year, regardless of the date the employee's previous annual screening took place.

All employee health records will be maintained confidentially in a secure file that is separate from the employee personnel records, in accordance with applicable law.

304 EMPLOYEE BACKGROUND CHECKS

All offers of employment are contingent upon successful completion of a background check. The background check will include: criminal conviction, sexual offender conviction, verification of social security number, OIG/GSA/MediCal Sanctions List, and DMV record. If applicable, employment may also be contingent on results of a National Practitioner Data Base query and/or live scan fingerprinting. Additionally, the background check includes primary education verified through telephone contact with the educational institution, when possible, or secondary education verification and past employment verification and as applicable, references.

If a background check results in either a discrepancy or a criminal conviction, an assessment will be completed to consider the nature and gravity of the conduct, the time passed, the nature of the job held or sought. Job offers may be rescinded upon completion of a process which includes:

- Making an individualized assessment that justifies denying the applicant the position;
- Notifying the applicant in writing of a preliminary decision to take back the offer;
- Giving the applicant a chance to provide additional information; and

- Notifying the applicant in writing of a final decision to rescind the offer and informing the applicant of the right to submit a complaint to DFEH.

Once the background check and other pre-hire activities, such as health screens and license verification, have been successfully completed and the compensation agreed upon, the hiring manager or recruiter will extend an offer of employment.

It is San Ysidro Health's ("SYHealth") practice to comply with San Diego County contract(s) annual criminal background verification provision. The Human Resource Department conducts yearly criminal background verification on employees that provide a direct service and/or patient care to our participants and patients that receive service or care under a contract with annual criminal background verification stipulations.

305 LICENSE VERIFICATION FOR NON-CLINICIANS AND UNLICENSED THERAPISTS

All offers of employment for licensed, certified and registered employees and unlicensed therapists are contingent on submission of current and in good standing licenses, certifications, and registrations. As part of the pre-hire process SYHealth's Talent Acquisition team will obtain a copy of the current registration/license and online license verification for all licensed and registered, non-clinicians (i.e., RN, LVN, RDA, Radiology Technician, Pharmacy Technician, Pharmacist, Lab Technician, Registered Dental Hygienist and Registered Dietitian) and unlicensed therapists from the corresponding licensing board's website to verify/confirm each employee's registration/license is current and in good standing. It is the employee's responsibility to ensure they have submitted all required certifications, licenses, and/or registrations prior to the employee's date of hire. Education requirements are verified through SYHealth's third party background check via phone confirmation.

Additionally, it is our current employee's responsibility to ensure that their license, certifications, and/or registration is current, in good standing and submitted to their manager and the Human Resource Department prior to the expiration date. An employee may not be able to continue to work if their license, certification and/or registration has expired.

306 NEW EMPLOYEE ORIENTATION

The new employee orientation provides the new employee with information to familiarize them with SYHealth's mission, history, corporate culture, and Core Values. Furthermore, the orientation will provide the new employee with training designed to provide safe, quality care for patients, ensure legal and/or regulatory compliance, ensure policy adherence and maintain a safe working environment for the employee. On-the-job training will be provided at the employee's department and assigned training site, specific to their position and job function.

307 INTRODUCTORY PERIOD

The first 90 days following an employee's date of hire, transfer, or promotion into a new job is the employee's "Introductory Period." During this time, the employee has the opportunity to learn and be trained on job responsibilities and evaluate the employee's new role and SYHealth has the opportunity to monitor and assess the employee's job performance. Employees who are rehired will be placed on a new introductory period whether or not they had previously completed one. Employees who are returning to their previous position within a break-in-service status of 90 days will not be required to complete an introductory period.

The introductory period can be extended at the discretion of the employee's supervisor, in consultation with the Director of Human Resource Department.

Completion of the Introductory Period does not entitle an employee to remain employed, nor does it change the at-will employment relationship. All employees, regardless of classification, status or length of service, are employed at-will, both during and after the Introductory Period. Accordingly, the employment relationship may be terminated at any time, with or without cause or advance notice, by the employee or SYHealth.

308 JOB DESCRIPTIONS

Employees new to the organization or new to a particular position are provided a copy of their job description. Job descriptions generally contain information such as the position title, department, and reporting relationships, the essential duties and responsibilities of the job, the knowledge, skills and abilities required for the job, and the minimum and preferred qualifications. Employees are required to read and understand the responsibilities and duties of their positions. Employees who have questions about their job descriptions should ask their supervisor as soon as possible.

309 PERSONNEL RECORDS

Each employee is responsible for updating personal information in the SYHealth's Human Capital Management System (HCM), including changes in address, telephone number, direct deposit information, emergency contact, and/or personal email. All changes regarding family status (births, marriage, death, divorce, legal separation, etc.) must be submitted to the Human Resource Business Partner (HRBP) within 30 days of the change since these may affect an employee's income tax status and/or group insurance coverage.

Pursuant to applicable laws, the Human Resource Department maintains employee personnel records in a confidential manner and permits current and former employees to review their personnel records. Employees who wish to review their personnel records should contact their HRBP and complete a personnel record request form. A current or former employee has the right to inspect and receive a copy of their personnel records relating to the employee's performance or to any issue concerning the employee, subject to certain exceptions.

Current employees are allowed to review their personnel records at reasonable times and intervals during non-working hours, within 30 calendar days of The Human Resource Department receiving the employee's request. SYHealth is required to comply

with only one request per year by a former employee. If a current or former employee requests copies of personnel records subject to inspection, SYHealth will provide copies within 30 calendar days at a charge not to exceed the actual cost of reproduction.

In addition to the personnel records discussed above, upon a written request, SYHealth will permit a current or former employee to inspect or receive a copy of their payroll records, as defined by California law. This request will be complied with as practicable, but no later than 21 calendar days from the date of the request. Further, California law provides a job applicant or employee, upon request, with a copy of any instrument that he/she signed relating to the obtaining or holding of employment. SYHealth will maintain personnel records in the Human Resource Department files for a period of seven years beyond an employee's separation date.

310 EMPLOYMENT REFERENCES

All requests for references for both current and former employees should be directed to the Human Resource Department. No other manager, supervisor or employee is authorized to release employment references. In accordance with SYHealth policy, a Human Resource representative may disclose only the dates of employment and the last position held by the employee.

311 PERFORMANCE EVALUATIONS

SYHealth's goal is to provide performance feedback to employees throughout the year to ensure supervisors and employees are working towards accomplishing department and organizational objectives. Generally, performance evaluations are scheduled at the end of the introductory period for newly hired, transferred and promoted employees and on an annual basis thereafter to evaluate employee performance and ensure continued competency proficiency. The frequency of performance evaluations may vary depending upon the employee's length of service, job position, past performance, changes in job duties, recurring performance problems or organizational needs. In addition, performance evaluations are a great opportunity for employees and supervisors to align their expectations and review opportunities for improvement.

312 ELECTRONIC SIGNATURES AND ACKNOWLEDGMENTS

From time to time, SYHealth requires employees to utilize electronic signatures and/or acknowledgments for company business. This may include, but is not limited to, notifications regarding employment, compensation, benefits, payroll, updated policies and procedures, trainings and company announcements. All employees are required to (1) utilize such electronic signatures/acknowledgment, where requested and (2) agree that they are the equivalent of a handwritten signature and are valid and legally binding on the employee to the fullest extent permissible under applicable law.

313 TRANSFERS AND PROMOTIONS

SYHealth wishes to promote from within, whenever practical, to fill open positions. SYHealth strives to promote the most capable and experienced individuals based on demonstrated ability to assume greater responsibility. However, SYHealth may recruit and hire from outside the company in its sole discretion and to attract the most qualified individual for any particular opening.

Current job opening listings are available on the HCM online application system and may be posted internally and externally. Employees must have occupied their current position for at least six months prior to applying for a transfer or promotion. Exceptions may be made to this policy where an employee is transferred as a reasonable accommodation for a known mental or physical disability, including pregnancy, as required by law, or as business necessity exists.

Employees that are interested in applying for an open position are required to obtain approval from their supervisor to transfer and submit an application and resume through the HCM online application system. Employees are not eligible for Transfer or Promotion if they have an active or recent Performance Improvement Corrective Action (PICA) at a written warning or above level.

The Human Resource Department reviews qualified internal candidate applications, screens the candidate for eligibility and qualifications, and recommends applicants to the hiring manager for an interview. The current Manager/Supervisor and the Hiring Manager will agree upon an official effective date for the transfer or promotion (1st or 16th of the month) after discussing scheduling, workload and impact to operations. In all instances, at least a two-week notice shall be given before the transfer occurs. Both management and the Human Resource Department must agree regarding the entire process before any manager notifies the employee of the effective date of transfer.

314 EMPLOYMENT OF MINORS

Generally, regular employees must be 18 years of age or older. Employees under the age of 18 years of age are required to earn at least minimum wage and possess a work permit and any other documents as outlined by California law.

315 EMPLOYMENT OF RELATIVES

SYHealth strives to maintain sound business relationships among all staff. Therefore, we take appropriate action in managing relationships that create a negative work environment to ensure employee morale and productivity are not compromised.

There are no general prohibitions against hiring relatives, including spouses and intimate partners. However, a few restrictions are in place to help prevent problems of safety, security, supervision, and morale.

While SYHealth accepts and considers applications for employment from relatives, spouses, and intimate partners, generally all close family members or intimate partners are not hired or transferred into positions where they directly or indirectly supervise or are supervised by another close family member or intimate partner, or if they report to the same immediate supervisor. This includes current spouse, partner, mother and father (including individuals in loco parentis), grandparents, grandchild, children (including adopted and foster), sister, brother, aunts, uncles, cousins and step-relatives and in-laws of the same relationship.

400 WAGE, COMPENSATION AND TIMEKEEPING POLICIES

401 EMPLOYEE COMPENSATION

SYHealth strives to pay wages and salaries that are market competitive with those in the community, industry, and takes into consideration the experience of the candidate with the goal of recognizing individual effort and contribution to company success. Questions regarding an employee's wage or salary range should be directed to their supervisor first or if needed, by following the chain of command.

It is the policy of SYHealth that compensation is generally established at the market value of the position. Factors used in determining placement of employees in the salary range include years of relevant experience and specific skills sets relevant to the position and internal equity. However, specific positions may be benchmarked at a more competitive market position depending on specific recruitment and retention factors.

As provided by federal and California equal pay laws, SYHealth does not discriminate between individuals of the opposite sex or different races and ethnicities in compensation for equal or substantially similar work. An employee who has a concern regarding equal pay should bring this to the attention of the Vice President and Chief Human Resource Officer.

402 ACCURATE TIMEKEEPING

SYHealth is committed to fairly and accurately compensating its employees for all hours worked. Accurate time records ensure that employees are paid correctly and receive full credit for their working time.

Employees are required to utilize our computer timekeeping system to accurately record all time worked in accordance with wage and hour laws. Employees who work at clinics with time clocks may enter their time by punching in and out of the time clock each day. Regardless of the time entry method used, all non-exempt employees are required to accurately record the actual start and end time of each workday and every meal period taken.

Employees are never permitted to work when they are "off-the-clock," including before they clock in or log in at the start of their shift, after they clock out at the end of their shift or during any meal or rest break. Employees are prohibited from working outside of their scheduled hours without supervisor approval and unless they are clocked in. If, in a rare situation, urgent business conditions require an employee to work outside

of scheduled hours without prior approval, the employee must record the time worked and will be paid for it.

Non-Exempt employees are required to record their time as follows:

1. Clock in upon arrival at work as scheduled and ready to work.
2. Clock out at the start of the meal period.
3. Clock in when returning from the meal period and ready to work.
4. Clock out when leaving work at the end of the scheduled shift.
5. Rest periods are paid time, and employees need not clock out or in for rest periods.

Excluding meal and rest periods, employees who wish to leave the facility during working hours for any reason other than company business must obtain approval from their supervisor. In these instances, for safety and operational reasons, employees must clock out when leaving work, and clock in upon return.

In the event an employee forgets to clock in or/out, the employee must report it to their supervisor in writing or by email immediately. Supervisors may not edit timecards without an employee's written submission.

Employees are prohibited from:

- Sharing their individual employee username and/or password.
- Asking another employee to clock in or out for the employee, other than the supervisor.
- Clocking in or out for another employee.
- Falsifying their time records.
- Working "off the clock," i.e., before clocking in or after clocking out.
- Using a mobile device to clock in/out unless they have authorization from a supervisor.

Time punches must be recorded by the timeclock or in the computer timekeeping system by each nonexempt employee at the start and end of the shift and meal period. Each employee will be required to review and verify the accuracy and completeness of their electronic timecard and to certify that the information captured on the timecard reflects the employee's hours worked, meals and any time off from work. Employees must immediately report any inaccuracies to their supervisors prior to the close of payroll.

From time to time, non-exempt employees may be asked to assist at a different, alternate SYHealth location other than the location they are typically assigned to work. Unless otherwise directed, employees are expected to go directly to the alternate location for the start of their shift, without first going to their typical primary work site.

Violations of this policy may result in disciplinary action, up to and including termination of employment. Any employee who believes that this policy has been violated in any way should report the suspected violation to the employee's supervisor or through the chain of command. SYHealth will not tolerate retaliation for any good faith report of suspected violation or inquiry regarding this or any other policy.

Exempt employees are required to clock-in at the beginning of their shifts.

403 WORKDAY, WORKWEEK AND SCHEDULING

SYHealth has adopted a uniform "workday" and "workweek" in order to facilitate the prompt, consistent and accurate computation of straight time and overtime pay, and to process payroll in an orderly and efficient manner. The workday is the consecutive 24-hour period commencing at 12:01 a.m. and ending at midnight. The workweek is the fixed and regularly recurring period of 168 hours, consisting of seven consecutive days from Monday at 12:01 am through Sunday at midnight.

Employees are expected to follow their scheduled workdays and times. Any employee desiring a change in schedule should direct their request to their supervisor. It may not always be possible for a supervisor to approve an employee's request due to the nature of the work assignment and/or other staffing and operational needs.

From time to time, the supervisor may need to change an employee's schedule (working on unscheduled day(s), working before and/or after business hours, etc.) or work location to meet the operational needs of the department. If that occurs, the supervisor will endeavor to give notice as far in advance as possible.

404 OVERTIME PAY

Employees are paid for their hours worked in accordance with federal and state law. Only non-exempt employees are eligible for overtime compensation. Overtime compensation is calculated based on hours worked and in accordance with any applicable laws.

Due to the unpredictability of the work demands at SYHealth, there are times when it is necessary for employees to work overtime hours to meet patient needs and regulatory guidelines. However, fiscal responsibility demands that SYHealth discourages unnecessary overtime. Therefore overtime must be authorized in advance or assigned by supervisors. Employees who work beyond their regularly scheduled shift, resulting in overtime hours without pre-authorization may be subject to disciplinary action, but will be paid all overtime hours worked.

All hours in excess of eight hours in one workday or 40 hours in one workweek will be treated as overtime hours. Non-exempt employees (except those working an alternative workweek schedule, if any) are paid overtime compensation as follows:

- Compensation for hours worked in excess of eight hours in one workday, and/or 40 hours in one workweek, will be paid at one and one-half times the employee's regular rate of pay;
- Compensation for hours worked in excess of twelve hours in one workday will be paid at double the employee's regular rate of pay.

In addition, employees will receive a minimum of one day off work in every workweek as a day of rest, in accordance with applicable law. In some instances, employees may be offered the opportunity to work seven consecutive days in a workweek. If this occurs, the employee is free to choose whether to do so or to take another day off without fear of being subject to any form of retaliation or adverse consequence. If the employee chooses to take another day off, the supervisor will designate the day that will be taken off.

In the rare instance that an employee works seven consecutive days, the employee will be paid overtime compensation as follows:

- Compensation for the first eight hours worked on the seventh workday will be paid at one and one-half times the employee's regular rate of pay;
- Compensation for hours in excess of eight hours on the seventh workday will be paid at double the employee's regular rate of pay.

Holidays, sick days, and vacation days when an employee is not actively working do not count as "hours worked" when calculating overtime pay.

SYHealth does not permit non-exempt employees to take time off in lieu of receiving overtime pay.

Make Up Time

Employees who need to miss scheduled work as a result of personal obligations may request the opportunity to make up the time missed on another day in the same workweek. Employees must receive prior approval for make-up time. In order to qualify, the make-up time must be worked in the same workweek and not cause the employee to exceed 11 hours in any workday or 40 in the workweek. Employees who wish to use make-up time may either take time off and then make-up the time later in the same workweek, or they may work extra hours earlier in the workweek to make-up for time that will be taken off later in the same workweek. Time that is made up under this policy will be compensated at the employee's straight time rate of pay.

An employee's request to make up time must be submitted in writing on the Make-Up Time Request Form with the employee's signature, and approved in writing by the supervisor in advance. A separate written request is required for each occasion that an

employee requests make-up time and each request must be approved by the supervisor who has full discretion for approval based on business needs. If you request time off that you will make up later in the week, you must submit your request at least [e.g., 24 hours] in advance of the desired time off. If you request to work make-up time first in order to take time off later in the week, you must submit your request at least [e.g., 24 hours] before working the make-up time.

Make-up time must be taken in the same workweek as the time lost and needing to be made up. SYHealth does not permit employees to make-up missed time if the additional hours result in overtime work. An employee's decision to use of makeup time for the employee's personal obligations is completely voluntary. SYHealth does not encourage, discourage nor solicit the use of make-up time. SYHealth does not allow the use of compensatory time or, "comp time."

405 REST AND MEAL BREAKS (Non-Exempt Employees)

Rest Periods

All non-exempt employees are authorized, permitted and required to take an uninterrupted rest break of at least ten minutes for each four hours of work or major fraction thereof. Employees are authorized and permitted to schedule and take their rest breaks near the middle of the four (4) hour work period, to the extent reasonably possible based on departmental operations. For example, an employee scheduled for an eight-hour shift with one hour for lunch, will receive one ten-minute rest break in the middle of the first four hours worked, and a second ten-minute rest break in the middle of the second four hours worked. Employees whose total daily work time is less than 3.5 hours are not required to take a rest break. Rest breaks may not be combined with or used to extend meal periods. Rest breaks are paid time and employees are permitted to leave the premises during this time. Employees are expected to promptly return to work after their rest breaks.

During their rest breaks, employees are relieved of all work duties, are not on call and are not to be interrupted. If you are interrupted during your rest break, or you are unable to complete your break, you are authorized and permitted to restart and complete the entire rest break. If you are discouraged or impeded from taking your rest period, you are required to notify your supervisor.

Meal Periods

Non-exempt employees who work more than five hours in a day are provided and required to take an uninterrupted, unpaid meal period of at least thirty minutes, but no more than one hour. The length of the meal period will be determined by department leadership. During meal periods employees are relieved of all duties, are not on call and are free to leave the premises. Employees are required to begin their meal periods no later than the end of the fifth hour of the employee's workday. Meal periods may be scheduled at times appropriate to department operations consistent with legal requirements.

As shown by the example below, where the shift starts at 8:00 a.m., **the meal period needs to start on or by 12:59 p.m.**

8am - 9pm	first hour
9am - 10pm	second hour
10am - 11am	third hour
11am - 12pm	fourth hour
12pm - 1pm	fifth hour

Employees may not skip meal periods, combine meal periods with rest periods to lengthen the meal period or for any other reason.

In the event an employee works at least five (5) hours, but no more than six (6) hours in a workday, the meal period may be waived by mutual consent of the employee and their manager. Meal period waivers, which are located on the intranet must be in writing and signed by the employee and their supervisor or manager. The employee may revoke the meal period waiver at any time by notifying their supervisor or manager in writing.

Employees who work more than ten hours in a day are provided two uninterrupted duty-free unpaid meal periods of at least 30 minutes each. The second meal period must begin no later than the end of the employee's tenth hour of work. Employees may waive their second meal period by agreement with SYHealth, provided the first meal period was taken.

Employees are required to clock-out at the beginning of meal periods, return to work in a timely manner, and clock back in at the end of their meal periods.

Working lunch meetings are considered working hours for all participants. Any employees who attend such meetings will be and are paid in accordance with applicable law. Meal periods are unpaid except in rare circumstances when the nature of a position requires that an employee remain "on the clock" during a scheduled meal period, and the employee is unable to take their meal period, the employee shall be paid for the meal period and will receive a meal period premium for the missed meal period.

If an employee fails to comply with this policy, they are required to notify their supervisor or manager immediately and to provide a written explanation. Employees are never allowed to work "off the clock" under any circumstances. All time worked must be accurately reported on your time-card. If any employee is discouraged or impeded from taking any portion the full amount of time allotted for their breaks, the employee is required to notify their supervisor and/or the Human Resource Department. Failure to comply with this policy may result in disciplinary action up to and including termination of employment.

Exempt employees are not subject to this policy and may take rest and meal periods of an appropriate duration that does not disrupt business operations.

406 LACTATION ACCOMMODATION

In compliance with California law, SYHealth accommodates lactating employees by providing a reasonable amount of break time to employees who desire to express breast milk for their infant children. A reasonable amount of break time will be provided for this purpose. When possible, the break time should coincide with the paid rest time already provided to the employee. If not, the break time will be provided, but will be unpaid. Employees may be asked to clock-out for any extended period of time needed beyond the typical 10-minute breaks to express milk.

A private room (other than the restroom) that is legally compliant will be provided in close proximity to the employee's work area so that the employee can express milk in private. Employees with private offices may be required to use their offices to express breast milk if it otherwise meets the requirements for a lactation space.

Employees who desire lactation accommodations should contact their supervisor or the Human Resource Department to request an accommodation. An employee's request may be provided verbally, by email, or in writing, and need not be submitted on a specific form. We will engage in an interactive process with you to determine when and where lactation breaks will occur. If we cannot provide break time or a location that complies with this policy, we will provide a written response to your request.

SYHealth will not tolerate discrimination or retaliation against employees who exercise their rights to lactation accommodation, including those who request time to express milk at work and/or who lodge a complaint related to the right to lactation accommodation. If you believe you have been denied reasonable break time or adequate space to express milk or have been otherwise denied your rights related to lactation accommodation, you have the right to file a complaint with the Labor Commissioner.

407 PAYROLL DEDUCTIONS

Various payroll deductions are made each payday to comply with federal and state laws pertaining to taxes and insurance. Deductions are made for the following:

- Federal and State Income Tax Withholding
- Social Security (FICA)
- State Disability Insurance, and Unemployment Insurance (SDI and SUI)
- Garnishments (i.e., court order)
- Other voluntary deductions elected by the employee

Other employee authorized deductions may be made through the Human Capital Management (HCM) system, such as for insurance premiums, etc.

At the end of each calendar year, each employee receives a Wage and Tax Statement (W-2) form. This statement summarizes all earned income and mandated deductions for the year. Questions regarding wages, tax deductions, and pay statements should be directed to the Payroll department.

408 PAYDAYS

Employees are paid on a semi-monthly basis (twice per month or 24 pay periods per year). The payroll schedule can be found on the intranet. Each employee must immediately report any paycheck error that has occurred to their supervisor. All additional questions regarding paydays may be directed to the supervisor. Pay statements are available to employees through the HCM.

409 AUTOMATIC BANK DEPOSIT

Many of SYHealth employees find it convenient to have their regular pay automatically deposited into their bank account. To start this service, employees must complete the direct deposit information required in the SYHealth's Human Capital System.

410 REFERRAL BONUS

SYHealth understands that employee referrals are an important and effective strategy for talent acquisition. For this reason, SYHealth provides our employees a referral bonus for recommending and referring providers, RNs and for other positions who are subsequently hired and retained over a period of time as described in the Referral Bonus Policy located on SYHealth's intranet.

500 BENEFITS

501 GROUP INSURANCE AND RETIREMENT SAVINGS

SYHealth provides a competitive package of employee benefit programs for eligible employees and in accordance with applicable laws. Details of benefit plans and programs are available on the HCM system and materials are distributed to employees on the first day of work. The descriptions in this handbook are only brief summaries for general information and are not intended to be a complete description of all benefits. Please refer to the official plan documents for details of each plan. If there is an actual or apparent discrepancy between the information in this handbook and the official plan documents, the plan documents shall control.

While it is our hope to sustain employee benefits, SYHealth reserves the right, at its sole discretion, to rescind, modify, amend, or limit any benefits in whole or in part, to change insurance carriers, or to require or change employee contributions toward premium costs, deductibles, or co-payments. Neither the benefit programs nor their descriptions create any guarantees regarding employment or continued employment or modify SYHealth's at-will employment policy. For additional information, please email benefits@syhealth.org.

Group Insurance Eligibility

Full-time and part-time employees scheduled to work 30 hours per week or more are eligible for group healthcare insurance coverage.

All other “variable-hour” employees, including part-time and per diem employees, who work an average of 30 hours per week or more over a 12-month measurement period from the start of their employment, will be eligible for healthcare insurance as mandated by the Affordable Care Act. The benefit coverage period will be 12 months from the start of the insurance coverage.

Eligible employees may enroll in various group insurance programs that include health, dental, vision, life, and long-term disability. In order to enroll, an employee must complete enrollment forms within the applicable time period. If an employee experiences a change in family status, the employee may want to add or delete coverage for themselves or a dependent. If this occurs, the employee must notify the Human Resource Department within 30 days of the change event. Enrollment changes not triggered by a change in family status may be made only during the open enrollment period. Please contact the Human Resource Department for specific information or if you have questions regarding the enrollment schedule.

Current costs, eligibility requirements, and detailed information may be found in the Benefit Information Guide (B.I.G) on the intranet. Most benefit eligible employees who enroll in SYHealth’s benefit plans will be provided coverage on the first day of the month following 30 days of continuous service. All premiums paid by employees through payroll deductions are paid pre-tax. This allows employees to reduce the amount paid in Federal, State, and Social Security taxes. Specific premium amounts for each insurance coverage are available in the Human Resource Department.

A brief summary of the benefit plans SYHealth offers to eligible employees include:

Health, Dental, and Vision Insurance: Coverage is offered to the employee and their eligible dependents. The employee’s portion of health, dental and vision insurance premium is paid through pre-tax payroll deductions. Information regarding coverage, costs, and eligible dependent definitions may be found in the Benefit Information Guide (B.I.G).

If your employment terminates or another qualifying event occurs, you may be eligible for continuation of group coverage for a period of time through the Consolidated Omnibus Benefits Reconciliation Act (“COBRA”), at your expense, at a rate that is equal to 102 percent of the entire insurance premium. More information regarding COBRA may be found in the Benefit Information Guide (B.I.G.)

Flexible Spending Account: The Healthcare Flexible Spending Account (FSA) allows employees to be reimbursed for health care expenses that are not covered, or are only partially covered, by your insurance plans or for other eligible healthcare related expenses.

Voluntary Benefit Plans: SYHealth offers a variety of voluntary benefit plans to support employee’s needs to include Short-term Disability Insurance, Accident Insurance, Critical Illness, additional Life Insurance, and LegalShield coverage.

Employee Retirement Savings 403(b): SYHealth provides a non-ERISA 403(b) retirement savings plan for all employees. The plan includes a provision for employee tax deferred compensation contributions. All employees are eligible to participate upon their date of hire. Please contact benefits@syhealth.org for information regarding how to enroll.

Life Insurance and Accidental Death and Dismemberment Insurance: SYHealth provides this benefit to all benefit-eligible employees and covers the premium at 100%. The benefit for this insurance is equivalent to one and one-half times the employee's annual earnings in increments of \$1,000, not to exceed \$200,000.00. An employee can purchase a higher amount by contacting carrier during the open enrollment period.

Employee Assistance Program (EAP): SYHealth provides this benefit to all benefit-eligible employees at no cost to the employee. The Employee Assistance Program provides short-term behavioral health counseling to eligible employees and their eligible dependents, in addition to telephone assistance for legal, financial, and dependent care issues. Employees should contact their supervisor or benefits@syhealth.org for more information.

Life Insurance 162 Plan: SYHealth provides a Bonus Plan to certain eligible employees that is used to pay for the premiums on a life insurance contract. As the owner of the contract, you will be able to designate the policy's beneficiary and to access the policy's cash value, which is designed to serve as supplemental retirement income.

Long-Term Disability Insurance: SYHealth provides this benefit to all benefit-eligible employees and covers the premium at 100%. The benefit for this insurance is equivalent to 60% of the employee's monthly base rate of pay and reduced by deductible income (e.g., work earnings, workers' compensation, state disability, etc.) There is a waiting period of 60 days to receive the benefit.

Break in Service and Benefits

Former employees who are re-hired with SYHealth shall have their paid time off benefits fully restored if the returning employee successfully completed the introductory period in their previous employment with SYHealth, and the break in service for the returning employee does not exceed 90 days from the end of their previous employment to the start of their re-employment. Employees will be considered as a continuing employee and eligible for restored healthcare benefits upon re-hire if the employee is re-employed within 13 weeks of their break in service and had been eligible for and receiving healthcare benefits prior to their break in service. If you return to employment with SYHealth within 6 months of your separation, any sick leave you accrued during your prior employment will be restored upon re-employment.

502 PROFESSIONAL DEVELOPMENT PROGRAMS

SYHealth is committed to providing professional developmental opportunities to all employees.

Paid Leave to Maintain Continuing Educating Requirements

Employees may use up to five days of leave with pay per calendar year for continuing education to maintain their licensure, certification, or registration for their non-clinician position. Time off for continuing education resets each year and will not carry over. An employee must submit a Training Authorization Form to their immediate supervisor and receive approval *prior* to making plans or commitments to attend any training. Each employee is expected to consider scheduling and other concerns related to patient care activities. The training, class or program must contribute toward the *CEU minimum hours* required for the employee's certification, license or registration.

In addition, non-provider licensed personnel are provided up to \$300 on an annual basis, for required continuing education credits necessary for re-licensure. Unused time off and continuing education monies are not carried over on a yearly basis and will not be paid out upon separation of employment.

External Learning and Development Opportunities

When a supervisor requires an employee to participate in a conference, seminar or educational workshop, during or outside of regularly scheduled working hours, it will be at the department's expense, and the employee's time spent participating will be considered as hours worked. Employees may seek reimbursement for any expense incurred, including mileage and parking, in accordance with SYHealth's expense reimbursement policy.

Tuition Reimbursement Program

SYHealth may also provide tuition reimbursement to eligible employees who attend specific courses, training, and educational programs in pursuit of a job relevant or an approved career development plan for a vocational training certificate or associate, undergraduate, graduate or post-graduate educational degree. Regular employees working 30 hours per week are eligible for the tuition reimbursement program, upon completion of the Introductory Period. Employees may apply for up to \$1,000 tuition reimbursement per calendar year to include registration/enrollment fees, books, and materials.

An employee may request a reimbursement up to three months after the course has been successfully completed (C or above or PASS grade) within the calendar year. Courses must be taken at accredited schools, colleges, and universities. An employee's supervisor must approve all courses in advance via an Education Reimbursement Program form.

SYHealth's Tuition Reimbursement Program is subject to budgetary constraints and operational considerations. The total number of dollars available for the Education Reimbursement Program each fiscal year, if any, and will be approved as a budgetary matter.

Internal Professional Learning and Development Program

SYHealth offers a robust internal professional development program for employees and managers. Certificate programs in the CORE Values of Respect, Empowerment, Integrity and Excellence are provided along with a wide variety of relevant courses to increase our employees' success in their position. SYHealth provides employees a blended learning experience with courses offered online, through live webinars and live classroom training. Employees can register for internal courses on the Learning Management System (LMS) located on the intranet.

Mandatory Training

From the first day of employment through the employee's lifecycle at SYHealth, employees will be required to participate in mandatory training. For example, this may include training specific to the employee's position, training required by federal, state or county requirements, or other regulatory compliance training. Additionally, managers will be required to participate in mandatory training beyond employee training.

503 EMERGENCY RELIEF FUND

SYHealth provides limited financial support to employees to help offset personal emergency expenses related to employee's immediate family and dependents if an employee works twenty (20) hours or more per pay period. Emergency events to be considered include death in family, burial expenses, family related emergencies, and other major problems. Immediate family is defined as mother, father, spouse, registered domestic partner, sons, daughters, brothers and sisters of employee. All distribution from the relief fund will be taxable income. All distributions made from this fund will be considered grants and employee **will not** be responsible for repaying the money.

An employee experiencing an emergency event must submit a written request (reason for need, etc.) to the Human Resource Department. After reviewing the request for assistance, the Human Resource Department will confidentially present a request to the Emergency Relief Fund Committee who will make a recommendation for approval. Financial assistance limits have been set for emergency incidents. Approved distributions will not exceed the set limits. Distributions per employee will be limited to one every two years. Exceptions to this procedure must be approved by the Committee and VP and CHRO. The committee's recommendation and decision regarding distribution to employee will be final.

504 STATE DISABILITY INSURANCE

The California State Disability Insurance (SDI) program provides temporary wage replacement benefits (pay) for eligible employees that are unable to work due to a non-work-related disability or illness. SDI benefits are paid by the state and are financed from mandatory payroll tax deductions from all employee wages. Benefits generally begin after the seventh day following an illness or injury and are administered and paid through the EDD. Generally, SDI benefits are equivalent to approximately 55 percent of an employee's normal wages for up to 52 weeks.

To receive benefits, employees must apply at the California Employment Development Department. Additional information may be found at www.edd.ca.gov.

If you have questions or need information about how to make a claim, please contact the Human Resource Department.

505 STATE PAID FAMILY LEAVE

Employees may be eligible for Paid Family Leave (PFL) partial wage replacement benefits, which are funded through payroll deductions and coordinated through the California Employment Development Department (EDD). PFL provides temporary compensation when an employee needs to take leave from work to:

- (1) care for a parent, parent-in-law, child, spouse, registered domestic partner, grandparent, grandchild, or sibling who is seriously ill,
- (2) for a working parent who wants time to bond with their newborn, foster child or newly adopted child, and
- (3) for qualifying military events based on the overseas military deployment of the employee's spouse, registered domestic partner, parent or child ("Military Assist").

Generally, PFL benefits are equivalent to approximately 60 percent of an employee's normal wages, for up to 8 weeks.

Employees are required to use their accrued vacation (up to two weeks) before they will be eligible to receive PFL benefits. Employees with less than two weeks of accrued vacation leave will be required to use all of their accrued vacation before they will be eligible for PFL benefits.

The PFL program does not provide employees with a right to a leave of absence. Rather, it is a state-mandated wage replacement benefit.

To receive benefits, employees must apply at the California Employment Development Department. Additional information may be found at www.edd.ca.gov.

If you have questions or need information about how to apply for paid family leave, please contact the benefits team in the Human Resource Department.

506 WORKERS' COMPENSATION

SYHealth provides workers' compensation coverage for employees who experience work-incurred injuries and illnesses. Specific benefits are required by law, depending on the circumstances of each case. Benefits may include medical care, wage replacement and assistance to help qualified employees return to suitable employment.

To ensure that you receive any workers' compensation benefits to which you may be entitled, you must immediately notify your supervisor if you are injured or experience illness while at work or performing their job duties. If the supervisor is not available, the employee may directly notify the Safety Manager. The employee must complete a claim form to describe the injury or illness and how, when, and where it occurred.

507 SOCIAL SECURITY

The Federal Social Security Act covers all employees. This plan is designed to provide future security for retirement, disability, death, survivor, and Medicare benefits. An employee's income is taxed a specific percentage each paycheck to fund this mandatory plan. Additionally, SYHealth matches the employee's contribution, dollar for dollar.

Each employee is required to have a social security card and number. Under no circumstances will an employee be hired without a social security number.

An employee who changes their name (i.e. due to marriage) should change their name on their Social Security card by contacting the Social Security office to complete the necessary forms for such change.

508 STATE UNEMPLOYMENT INSURANCE

This program is funded entirely by employers in this state. The program provides weekly benefits for employees that become unemployed due to circumstances described in the law. Employees should apply for unemployment compensation at the California Employment Development Department (administrator of unemployment compensation matters). Questions about unemployment insurance should be directed to the California Employment Development Department at: www.edd.ca.gov.

600 TIME OFF AND LEAVES

601 VACATION

Eligible employees accrue vacation time based on the length of their continuous employment with SYHealth. The employee's initial annual accrual is stated in the "Offer of Employment" letter. Eligible employees accrue vacation hours based on hours worked during each pay period. Vacation hours do not accrue when employees are leaves of any kind.

The following is an example of accrual rates for eligible non-managerial regular full-time employees:

Continuous Employment	Annual Rate	Maximum Accrual
Date of Hire to 5 years	80 hours	160 hours
5 to 15 years	120 hours	240 hours
15 or more years	160 hours	320 hours

Note: Mid-level Providers, Managers, Directors, Dentists, Physicians, and Executives may have different vacation time accrual rates. Part-time employees may consult their supervisor for clarification of their accruals.

In most cases, vacation time must be requested at least 2 weeks in advance through the HCM system and/or supervisor to allow the department to schedule proper coverage. Vacations must be approved by the supervisor at least 24 hours in advance of the time being taken to ensure the time off is considered scheduled. Employees are strongly encouraged to use their accrued vacation time each year to facilitate rest and relief from the everyday work routine.

Maximum Vacation Accrual for All Eligible Employees:

The maximum hours of accrued vacation time that may be accumulated in the employee's vacation bank is equal to two times the annual vacation time allowance (e.g., four weeks' accumulation is the maximum for an accrual rate of two weeks per year). Employees should monitor their vacation balances and request time off before reaching the maximum cap. If the maximum accrual cap amount is reached, no more vacation time may be accrued until the employee uses some vacation time.

Employees cannot forfeit vacation hours once they are earned. Payment in lieu of taking vacation time is not permitted under this policy. Upon an employee's termination of employment, SYHealth pays-out all accrued and unused vacation at the employee's rate of pay at the time of separation.

Employees who have exhausted their paid sick leave and wish to take unpaid sick days will be required to use any accrued and unused vacation time for the absence(s) except if the employee is on FMLA/CFRA leave and also receiving leave benefits under SDI, PFL, worker's compensation or if the employee is on Pregnancy Disability Leave.

Available vacation time is shown on employee's earning statement and in SYHealth's Human Capital System (HCM) self-service account.

Vacation Advance

San Ysidro Health in its sole discretion, may disburse vacation pay advances to eligible employees. Employees who have accrued vacation may receive an advance on their vacation pay so long as an approved request for it is submitted to the Human Resource Department at least seven days prior to the commencement of the vacation.

602 HOLIDAYS

Regular full-time employees receive a total of nine paid holidays on an annual basis. Each year, a new holiday schedule is published based on organizational needs. Some holidays may be fixed while others may be floating. An annual holiday schedule is made available to all employees and is posted on the intranet. *Observed holiday schedules may vary due to clinic service operations.*

San Ysidro Health observes the following fixed administrative holidays.

New Year's Day	Thanksgiving Day and Following Friday (4th Thursday in November and following Friday)
Memorial Day (Last Monday in May)	Christmas Eve – Half Day (December 24)
Independence Day (July 4)	Christmas Day (December 25)
Labor Day (1st Monday in September)	New Year's Eve – Half Day

Floating holiday(s) should be used within the calendar year and employees are encouraged to take them before taking their accrued paid vacation time. If an employee does not use a floating holiday, it will be carried over to the next calendar year. Employees are encouraged to use floating holidays prior to using accrued vacation time. Eligible employees will accrue floating holiday(s) upon successful completion of their introductory period. Accrued floating holidays will be paid out upon separation of employment.

Regular full-time employees receive holiday pay at their normal base rate and for the number of hours of the employee's typical schedule on that day. Part-time employees who are scheduled to work less than 30 hours per week and Per Diem employees are not eligible to receive holiday pay.

Eligible employees will receive holiday pay if they are on pay status their last scheduled work day before the holiday and their first scheduled work day following the holiday. An employee who is on an unpaid leave of absence status, on the date of the holiday is not eligible for the holiday pay. If a fixed holiday falls during an employee's scheduled paid vacation or other paid leave of absence, the employee will receive holiday pay instead of the vacation pay for that day.

603 PAID SICK LEAVE

In order to help prevent loss of earnings that may be caused by accident or illness, SYHealth provides paid sick leave to all employees in compliance with applicable state and local law.

An employee may use sick leave for any of the following reasons:

Diagnosis, care or treatment of an existing health condition for an employee or covered family member, as defined below.

- Preventive care for an employee or an employee's covered family member.
- For certain specified purposes, when you or a covered family member is a victim of crime or abuse.

- If SYHealth is closed by order of a public official due to a public health emergency.
- If an employee is providing care or assistance to a child, whose school or childcare provider is closed by order of a public official due to a public health emergency.

San Diego Sick Leave can also be used if you take time off from work for certain reasons related to COVID-19, including if:

- Public health officials or healthcare providers require or recommend you isolate or quarantine to prevent the spread of disease;
- You are 65 or older or have a serious chronic medical condition as described by the Centers for Disease Control (CDC); or
- You need to provide care for a family member, by blood or affinity, who public health officials or healthcare providers have required or recommended isolate or quarantine.

For purposes of paid sick leave, a covered family member includes:

- A "child," defined as a biological, foster or adopted child; a child of a domestic partner to whom the employee acts as a parent, a stepchild; or a legal ward, regardless of the age or dependency status of the child. A "child" also may be someone for whom you have accepted the duties and responsibilities of raising, even if he or she is not your legal child.
- A "parent," defined as a biological, foster or adoptive parent; a stepparent; or a legal guardian of an employee or the employee's spouse or registered domestic partner. A parent may also be someone who accepted the duties and responsibilities of raising you when you were a minor child, even if he or she is not your legal parent.
- A spouse, a registered domestic partner, grandparent, grandchild or sibling,

Diagnosis, care, or treatment of an existing health condition or preventative care, may include, but is not limited to:

1. Annual Physicals or other preventative care appointments such as Flu Shots;
2. Medical Appointments to diagnose, care, or treat an injury or an illness; or Treatments or Physical Therapy prescribed by a physician.

Sick Leave Accrual

Sick leave will begin accruing as of an employee's start date for all eligible employees. Employees will accrue paid sick leave at the rate of 1 (one) hour of sick leave for every 30 (thirty) hours worked per year. Paid sick leave will carry over from year to year.

Additionally,

- Sick leave shall accrue for non-exempt employees based on actual hours worked.
- For exempt employees, a 40-hour workweek will be used to determine the accrual of paid sick leave, unless the exempt employee's regular work week is less than 40 hours; in which case, the accrual will be based on that regular work week.

Available sick time is shown on the employee's sick accruals in the earning statement and Human Capital Management (HCM) system.

Employees who have exhausted their paid sick leave and wish to take unpaid sick days will be required to use any accrued and unused vacation time for the absence(s) except if the employee is on FMLA/CFRA leave and also receiving leave benefits under SDI, PFL, worker's compensation or if the employee is on Pregnancy Disability Leave.

Because California provides both disability and paid family leave benefits, SYHealth does not provide an employee sick time donation program.

Use of Paid Sick Leave

Paid sick leave may not be used until after the eligible employee completes their 90-day Introductory Period. Employees may use sick leave after the Introductory Period once it has accrued (but not before). Employees may use sick leave in increments of no less than one hour. Employees may not use paid sick leave for hours in excess of their regularly scheduled workday. Exempt employees must use their available sick leave from their accrued sick time in increments of no less than one hour.

Sick Leave is intended to be used only when actually required for the covered reasons described above and is not to be used for other "personal" absences. The use of sick leave for a covered purpose under this policy shall be at the sole discretion of the employee. Use of paid sick leave may run concurrently with other leaves. Employees are not required to search for or find a replacement worker as a condition of using sick leave.

Notice Procedure

SYHealth requires employees using earned sick leave to provide notice to their supervisor according to the timing standards below:

- **Foreseeable Need:** If your need to use sick leave is foreseeable, you are required to provide reasonable advance oral or written notice to your supervisor. While you may provide notice as far in advance as you want, reasonable advance notice does not require an employee to provide more than 7 days' notice prior to the date the sick leave is to begin. When the leave is for planned medical treatment, the employee is asked to schedule the treatment so as not to disrupt company operations when practicable.

- **Unforeseeable Need:** Where the need is unforeseeable, you are required to give notice as soon as practicable to your supervisor that you will be absent. Such notice is required for each unforeseeable need to use sick leave.

If an employee fails to notify the employee's supervisor of their absence from work for three (3) consecutive days, this may be considered job abandonment and a voluntary resignation of employment under SYHealth's policies.

Sick Time and Overtime

Time paid for sick leave does not count as time worked in calculating overtime for the week.

Separation

Employees will not be paid for any unused sick leave upon separation of employment.

However, if you return to employment with SYHealth within 6 months of your separation, any sick leave you accrued during your prior employment will be restored upon re-employment.

SYHealth prohibits discrimination and retaliation against an employee for exercising their right to earned sick leave under State and local law. This protection applies to any employee who reasonably and in good faith reports a violation of this policy to SYHealth or a governmental agency tasked with overseeing the enforcement of the Healthy Workplaces, Healthy Families Act (AB 1522), and the San Diego City Municipal Code earned sick leave provisions.

If you have any questions about sick leave, please contact the Human Resource Department.

604 LEAVES OF ABSENCE OVERVIEW

SYHealth provides employees with several leaves of absence, which are described below. To request a leave of absence, employees are required to complete the SYHealth Leave of Absence Application form, which is available through your supervisor, the Human Resource Department or on the intranet. Completed forms must be directly submitted to the employee's supervisor with all required documentation. The supervisor is responsible for receiving and forwarding the employee's request to the Human Resource Department in a timely manner. Human Resource leave department will determine if the leave is to be authorized.

Pursuant to applicable federal and state law, SYHealth does not discriminate or retaliate against an employee who exercises their rights to take a protected leave of absence or opposes unlawful discrimination against another employee.

605 FAMILY MEDICAL LEAVES (FMLA and CFRA Leaves)

Employees may be eligible for job-protected, unpaid family medical leave under the Family and Medical Leave Act (“FMLA”) and the California Family Rights Act (“CFRA”).

Leave under Family Medical Leave Act (FMLA)

An employee must meet the following eligibility requirements to take a leave of absence under FMLA:

1. The employee has worked at SYHealth for at least a total of 12 months, and
2. The employee has worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave.

FMLA allows up to 12 weeks of unpaid time off from work in a defined 12-month period for the following reasons:

- The employee’s own serious health condition.
- The employee’s disability due to pregnancy, childbirth, or related medical conditions. (This leave is also covered and may run concurrently with leave provided under SYHealth’s Pregnancy Disability Leave Policy.)
- Bonding with a newborn, adopted or foster child.
- Caring for an employee’s family member with a serious health condition. (Covered family members include the employee’s spouse, parent or child under age 18 or a child over the age of 18 who is incapable of self-care due to mental or physical disability at the time FMLA leave is to begin.)
- A “qualifying exigency” arising from covered active duty or a call to covered active duty of your spouse, child or parent in the Armed Forces of the United States.

In addition, FMLA also provides up to 26 weeks of unpaid leave during a single 12-month period to eligible employees to care for a covered service member with a serious injury or illness where the employee is the service member’s spouse, child, parent or next of kin.

Employees may be eligible for job-protected, unpaid family medical leave under the Family and Medical Leave Act (“FMLA”) and the California Family Rights Act (“CFRA”).

California Family Rights Act (CFRA)

CFRA is the California family medical leave law that is very similar to the federal FMLA. The eligibility service requirements for CFRA and FMLA are the same, and both the federal and state laws provide 12 weeks of leave for specific family and medical reasons.

CFRA allows up to 12 weeks of unpaid time off from work in a defined 12-month period for the following reasons:

- The employee's own serious health condition.
- Bonding with a newborn, adopted or foster child. Under CFRA, both parents who work for the same employer may take 12 weeks of baby bonding leave.
- Caring for employee's family member with a serious health condition. However, the covered family members under CFRA are broader than those under the FMLA, and include the employee's spouse, domestic partner, child of any age, parent, parent-in-law, grandparent, grandchild and sibling.
- Leave for a qualifying exigency related to the covered active duty, or call to covered active duty, of an employee's spouse, domestic partner, child, or parent in the Armed Forces of the United States.

To the maximum extent permitted by law, whenever leaves are covered by both FMLA and CFRA, the two types of leave will run concurrently and shall be credited against the applicable 12 workweek or 26 workweek limits contained in those laws. No carryover of unused leave from one 12-month period to the next 12-month period is permitted.

Note: CFRA does not include disabilities due to pregnancy or pregnancy related conditions as a "serious health condition." However, time off for pregnancy disability is covered by the Pregnancy Disability Leave (PDL) law, described below, which does not have eligibility service requirements. Generally, a pregnant employee would take concurrent PDL/FMLA for any period of disability due to pregnancy and could also be eligible for CFRA leave of up to 12 weeks to bond with the employee's new baby.

Under both FMLA and CFRA, leave taken for the birth, adoption or placement of a child with an employee for foster care must be completed within one year of the event.

The interactions between FMLA, CFRA and PDL leaves can be complicated. Employees are encouraged to discuss any questions in this area as early as possible before they may need leave with the the Human Resource Department.

12-Month Measurement Period: The 12-month period for purposes of calculating an eligible employee's entitlement to 12 weeks of leave under FMLA/CFRA is measured using a "rolling" 12-month period that is measured backward from the date an employee first uses leave that is designated under FMLA/CFRA. Under the "rolling" 12-month period, each time an employee takes FMLA/CFRA leave, the remaining leave is the balance of the 12 weeks not used during the immediately preceding 12 months.

Health Benefits: If employees and/or their families participate in SYHealth's group health plan, SYHealth will maintain coverage during all periods of FMLA/CFRA leave on the same terms as if employees had continued to work. SYHealth's obligation to continue to provide group health benefits under either FMLA or CFRA does not exceed 12 workweeks in a 12-month period, (or 26 weeks for FMLA Servicemember leave.) If

an employee wishes coverage to continue during the period of leave, the cost of benefits normally paid by the employee will remain the employee's sole responsibility. Employees should arrange to make timely payments of their applicable share of such benefits coverage with the Human Resource Department.

Wage Replacement During FMLA/CFRA Leave:

FMLA and CFRA Leaves are unpaid. However, employees may also be eligible for wage replacement through other sources, including State Disability Insurance (SDI), Paid Family Leave (PFL), which are administered by the California Employment Development Department, and workers compensation insurance, as discussed above.

An employee's disability or serious health condition may qualify the employee for California State Disability Insurance (SDI) benefits, which are administered by the California Employment Development Department. Employees on leave for caregiving and bonding may be eligible for Paid Family Leave (PFL) benefits administered by the California Employment Development Department. An employee disabled based on a work-related injury or illness is eligible for worker's compensation benefits and may qualify for temporary disability benefits while on leave from work in some instances.

In addition, an employee may substitute any accrued paid sick leave or vacation time to receive compensation during the otherwise unpaid portions of the above leaves. Accrued and unused sick or vacation time may be used on its own or to supplement the SDI or PFL benefits as long as by combining benefits the employee's compensation does not exceed the employee's regular wages. To use accrued sick or vacation time while on a FMLA or CFRA leave, employees must comply with the procedures for the applicable paid leave policy. Any portion of a leave that occurs after paid leave has been exhausted shall be without pay. Employees on unpaid Leaves of Absence are not eligible for Holiday Pay.

Intermittent or Reduced Schedule Leave: Where medically necessary for the employee's own or a family member's serious health condition or for qualifying exigencies, eligible employees may take leave intermittently, which means taking leave in separate blocks of time due to a single qualifying reason; or by reducing their normal work schedule, for instance, from full-time to part-time.

- Intermittent leave for birth of a child, to care for a newly born child or for placement of a child for adoption or foster care generally must be taken in at least two-week increments, with shorter increments allowed on two occasions.
- Intermittent leave for reasons other than baby bonding may be taken in increments of one hour or more.
- Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations, subject to their healthcare provider's approval.

- All time off taken on a reduced hour or intermittent basis which qualifies will be counted against the employee's total FMLA and/or CFRA entitlement to the fullest extent permitted by applicable law.

Notification: Employees must provide 30 days' advance notice of the need to take FMLA/CFRA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable; generally, either the same or next business day after the employee becomes aware of the need for the leave.

Medical Certification: Employees applying for a medical leave must submit a medical certification completed by a health care provider along with the SYHealth Leave of Absence Application to their supervisor. The supervisor should review and forward the application and certification to the Human Resource Department upon receipt from the employee.

For the employee's own serious health condition, the certification from the health care provider must state:

- Date of commencement of the serious health condition;
- Probable duration of the condition; and
- The inability to work at all or to perform any one or more of the essential functions of your position because of the serious health condition.

Second or third medical opinions and periodic re-certifications may also be required in accordance with the FMLA and CFRA.

If the employee's leave is needed to care for the employee's family member, the certification must state:

- Date of commencement of the serious health condition;
- Probable duration of the condition;
- Estimated amount of time for care by the health care provider; and
- That the serious health condition warrants the employee's participation.

Extensions: Any requests for extensions of leave under this policy must be received as soon as is practicable and must include the revised anticipated date(s) and duration of the leave. Any request for an extension of a leave for medical reasons must be supported by an updated medical certification from a medical provider. To the extent permitted by law, SYHealth reserves the right to deny requests for extensions or deny reinstatement to an employee that exceeds the leave amounts provided by federal and state law. For detailed information on extended leaves, employee should contact their supervisor.

Return to Work Certification: When a leave of absence is for the employee's own serious health condition or disability, SYHealth requires the employee to provide a medical certification that the employee is fit for duty and able to return perform the essential functions of the employee's position with or without a reasonable accommodation. Supervisors cannot allow an employee to return to work unless they

have the required medical certification authorizing the employee to return to work with or without a reasonable accommodation. Failure to comply with these requirements may result in delay or denial of reinstatement until the certificate is provided to SYHealth.

Upon return from FMLA/CFRA leave, employees will be reinstated to their original positions or to an equivalent position with equivalent pay, benefits, and other employment terms and conditions. However, employees have no greater right to reinstatement than if they had been continuously employed, rather than on leave. Employees will retain their employment status during the period of a FMLA/CFRA and their absence shall not be considered a break in service. For example, if an employee on family/medical leave would have been laid off had the employee not gone on leave, or if the employee's job is eliminated during the leave and no equivalent or comparable job is available, then the employee would not be entitled to reinstatement.

Use of FMLA or CFRA leave will not result in the loss of any employment benefit that the employee earned before the start of the leave. If an employee is unable to return to work after FMLA/CFRA leave, the employee may be eligible for leave under SYHealth's other policies.

606 PREGNANCY DISABILITY LEAVE (PDL)

California law protects employees against discrimination or harassment because of an employee's pregnancy, childbirth or any related medical condition. Further, California law provides a pregnant employee with the following:

- Pregnancy disability leave (PDL) for any period or periods of actual disability caused by the employee's pregnancy, childbirth or related medical condition. This includes leave for severe morning sickness and for prenatal care. The duration of PDL will be determined by the advice of the employee's physician, but it may be up to four months (the working days the employee normally would work in one-third of a year or 17 1/3 weeks). Part-time employees are eligible for PDL on a pro rata basis.
- Reinstatement in the employee's same job when she is no longer disabled by pregnancy or, in certain instances, to a comparable job. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.
- Reasonable accommodation of medical needs related to pregnancy, childbirth or related conditions (such as temporarily modifying work duties, providing a stool or chair, or allowing more frequent breaks); and,
- Transfer to a less strenuous or hazardous position (where one is available) or duties if medically needed because of pregnancy.

PDL may include, but is not limited to, time for additional or more frequent breaks, time for prenatal or postnatal medical appointments, doctor-ordered bed rest, severe morning sickness, gestational diabetes, pregnancy-induced hypertension, preeclampsia, recovery from childbirth or loss or end of pregnancy, and/or post-partum depression.

An employee will be required to submit medical certification establishing their need for PDL leave and a medical release to return to work.

Employees may choose to use accrued vacation or sick leave in order to receive wage replacement during pregnancy disability leave. To receive paid leave, eligible employees must comply with the SYHealth's normal procedures for the applicable paid-leave policy. If SDI benefits are being paid, accrued paid leave and SDI payments combined may not exceed the employee's regular wages.

Employees may take leave intermittently, which means taking leave in blocks of time or by reducing their normal work schedule, as determined by the employee's health care provider. Intermittent leave may be taken in increments of one (1) hour or more. All time that qualifies will be counted against the employee's total PDL entitlement to the fullest extent permitted by applicable law. Additional documentation may be required from your healthcare provider to justify intermittent leave requests.

Notice: An employee must provide SYHealth at least 30 days advance notice before the start of reasonable accommodation, transfer, or pregnancy disability leave if the need for the reasonable accommodation, transfer, or leave is foreseeable. The employee shall consult with their supervisor or manager and make a reasonable effort to schedule any planned appointment or medical treatment to minimize disruption to SYHealth's operations, subject to the health care provider's approval. If 30 days' advance notice is not practicable, notice must be given as soon as practicable.

Health Benefits: SYHealth will continue to provide the employer's contribution for all group health insurance benefits for the duration of PDL leave.

A leave of absence based on pregnancy or a related disability is also covered under the FMLA. Thus, for employees eligible for FMLA leave, time off that is covered by both the PDL and FMLA laws will run concurrently and will be counted towards the employee's leave entitlements under both laws. CFRA does not provide leave time for an employee's pregnancy-related disability. Thus, PDL is in addition to any leave available to an employee eligible for leave under CFRA, including 12 weeks of leave for baby bonding.

607 REASONABLE ACCOMMODATION DISABILITY LEAVE

An employee with a physical or mental disability or medical condition covered by the Americans with Disabilities Act or California law who is unable to work due to the disability and who has exhausted or is not eligible for a leave of absence under FMLA, CFRA or PDL may request a leave of absence as a reasonable accommodation. SYHealth will determine whether a leave of absence for a disability can be accommodated without undue hardship to SYHealth, considering, among other factors, the length of time off requested, whether the employee will be able to return to work within a defined period of time and the operational difficulties caused by accommodating the leave of absence.

To assist SYHealth in engaging in the interactive process and evaluating whether a leave constitutes a reasonable accommodation, an employee will generally need to provide documentation from their health care provider. SYHealth will work in good faith with a disabled employee to implement reasonable accommodations that are appropriate and consistent with its legal obligations and that do not cause undue hardship to SYHealth operations.

If reasonable accommodation disability leave is provided, the employee may choose to use accrued vacation or paid sick leave (if otherwise eligible to take the time), subject to SYHealth's normal procedures for the applicable paid-leave policy. Accrued paid leave and SDI payments an employee receives may not exceed the 100 per cent of the employee's regular pay.

608 PERSONAL LEAVE

Following the completion of 90-days of employment with SYHealth, employees may be approved by their supervisor to take up to 30 days of unpaid leave for personal reasons. Approval for a personal leave, which is not protected by law, is at the discretion of the supervisor or manager in consultation with the Human Resource Department. Approval for any personal leaves will be dependent on departmental impact and SYHealth's business needs. To request a personal leave, the employee must submit a SYHealth Leave of Absence request form at least two weeks prior to the commencement date, except when conditions of the requested LOA do not allow for such notice. Employees must use any accrued vacation pay and floating holidays in conjunction with any personal leave.

609 BEREAVEMENT LEAVE

Any employees who have completed their Introductory Period are eligible to take up to three days of paid leave, in the event of the death of an immediate family member. Family members covered by this policy include the employee's spouse, registered domestic partner, parent, including individuals who stood in loco parentis to the employee, child (includes adopted and fostered), grandparent, grandchild, sibling, step-relative and "in-laws" in these same relationships, such as parents-in-law. Eligible regular, part-time employees are eligible for pro-rated bereavement pay based on their full time equivalent (FTE).

610 JURY AND WITNESS DUTY LEAVE

Employees will be provided time off from work when called to perform jury duty or appear in court or other judicial proceedings as a witness, in accordance with applicable law. Employees must inform their supervisor as soon as they receive notice to serve on a jury or appear as a witness.

Paid leave for jury duty or witness duty (when the employee is not a party to the proceeding) will be provided to regular, full-time employees up to a maximum of ten (10) workdays within a 12-month period rolling backwards from when the jury or witness duty commences. Eligible regular part-time employees will receive this benefit on a pro-rata basis for days spent on jury or witness duty that they otherwise would have worked. Any

jury duty or witness duty in excess of these amounts will be unpaid, however, employees may elect to substitute accrued vacation during any unpaid leave due to jury duty or a witness appearance.

The Certification of Jury Duty or Certification of Witness Duty form is required to be submitted to payroll upon the employee's return to work.

611 VICTIMS OF CRIME LEAVE

Employees who are victims of crime are eligible for unpaid leave and other reasonable accommodations as described in this policy. Employees may use their accrued paid sick leave or vacation time to receive compensation during the leave.

Employees eligible for leave under this policy, include the following:

- A victim of stalking, domestic violence, or sexual assault.
- A victim of a crime or public offense that constitutes a misdemeanor or a felony, regardless of whether any person is arrested prosecuted or convicted of the crime, that caused physical injury or mental injury and a threat of physical injury.
- A person whose immediate family member is deceased as the direct result of a crime or public offense, regardless of whether any person is arrested prosecuted or convicted of the crime. "Immediate family members" covered by this policy include any of the following persons:
 - A biological, adopted, or foster child, stepchild, or legal ward, a child of a domestic partner, a child to whom the employee stands in loco parentis, or a person to whom the employee stood in loco parentis when the person was a minor, regardless of current age.
 - A biological, adoptive, or foster parent, stepparent, or legal guardian of an employee or an employee's spouse or domestic partner, or a person who stood in loco parentis when the employee or the employee's spouse or domestic partner was a minor child.
 - A person to whom the employee is legally married under the laws of any state, or a domestic partner of an employee as registered under the laws of any state or political subdivision.
 - A biological, foster, or adoptive sibling, a stepsibling, or a half-sibling.
 - Any other individual whose close association with the employee is the equivalent of a family relationship described in this policy.

Leave under this policy is available to the employees described above for any of the following purposes:

- To appear in court to attend or be heard at any judicial proceedings in which a right of employee or immediate family member is at issue, including in response to a subpoena or other court order;
- To obtain or attempt to obtain any relief, including but limited to, a restraining order or other injunctive relief or to ensure the health, safety and welfare of the employee or the employee's child.
- To seek medical attention for injuries caused by crime or abuse;

- To obtain services from a domestic violence shelter, program, rape crisis center, or victim services organization or agency as a result of the crime or abuse;
- To obtain psychological counseling or mental health services related to an experience of crime or abuse;
- To participate in safety planning and take other actions to increase safety from future crime or abuse, including temporary or permanent relocation.

Employees seeking crime victim leave are required to provide reasonable advance notice of the need for leave unless such notice is not feasible. If advance notice is not feasible or unscheduled absence occurs, the employee may provide documentation for the leave within a reasonable time. Contact the Human Resource Department to request the leave and for more information regarding documentation, which includes completing a leave of absence request form and providing a police report, court order protecting the victim from the perpetrator, certification from a medical provider or victim advocate or other form of documentation, including a written statement certifying that the leave of absence is for a purpose authorized by applicable law.

In addition, SYHealth will provide reasonable accommodation for an employee who is the victim of domestic violence, sexual assault, or stalking, who requests accommodation for safety while at work, provided it does not cause an undue hardship on the SYHealth's business operations. SYHealth will engage in a timely, good faith and interactive process to determine effective reasonable accommodations. Employees seeking accommodation will be required to provide a written statement certifying that accommodation is for the purpose authorized by this policy, and documentation of the employee's status as a victim of domestic violence, sexual assault, or stalking.

SYHealth will, to the extent allowed by law, maintain the confidentiality of any employee requesting leave under this provision.

No employee will be discharged, discriminated against or retaliated against because the employee is a victim or crime or abuse if the employee provides SYHealth with notice of such status.

612 VOLUNTEER CIVIL SERVICE PERSONNEL LEAVE

As required by law, employees are permitted to take up to fourteen days unpaid leave to perform emergency duty as a volunteer firefighter, a reserve peace officer, or emergency rescue personnel. Employees who volunteer in this capacity should inform their supervisor that the need for leave might arise during their employment. Employees who wish to take leave under this policy must notify their supervisor and submit a completed SYHealth Leave of Absence Application to their supervisor for authorization. Accrued vacation or sick leave may be used to receive compensation during this leave.

613 LITERACY ACCOMMODATION

SYHealth will reasonably accommodate and assist any employee who requests assistance in enrolling in an adult literacy education program. Any employee seeking accommodation under this policy may request assistance from their supervisor.

SYHealth's assistance may include providing the employee with local literacy education programs or arranging for a literacy education provider to visit at work.

Employees that need an unpaid leave of absence to participate in a program must submit a completed SYHealth Leave of Absence Application to their supervisor for authorization. Reasonable notice must be given for each absence from work under this policy. Employees may use accrued vacation or sick leave to receive compensation during leave taken under this policy.

Any employee who reveals a problem with illiteracy and is satisfactorily performing their job will not be subject to termination of employment due to this disclosure. SYHealth will make all reasonable efforts to safeguard the privacy of the employee regarding leave.

614 MILITARY LEAVES

An employee eligible under the Uniformed Services Employment and Reemployment Rights Act (USERRA) has the right to be reemployed by the SYHealth in a comparable job if the employee leaves their job to perform service in the military, subject to specific criteria.

In addition, SYHealth provides up to 17 days of unpaid leave per calendar year to employees who are members of the reserve corps of the armed forces of the United States, the National Guard or the naval militia when called to military duty for purposes of participating in military training, drills, encampment, naval cruises, special exercises or the like, including travel time.

Employees in the California State Military Reserve are also entitled to 15 days of unpaid military leave per year while they are engaged in military training, drills, unit training assemblies or similar inactive duty training.

To request leave under this policy, employees should complete a Leave of Absence request form and provide it to the Human Resource Department, along with a copy of their orders or other appropriate written certification demonstrating that the employee has been called for reserve duty. Employees may choose to use accrued paid vacation leave concurrently with some or all of the leave under this policy.

Employees should request leave under these policies with as much advanced notice as practical.

615 MILITARY SPOUSE LEAVE

SYHealth employees who work an average of 20 hours or more per week and have a spouse on active duty in the United States Armed Forces, National Guard or Army Reserve are provided unpaid time off from work pursuant to California law when their spouse or registered domestic partner is on leave from deployment. The employee may use paid vacation or sick leave during the leave.

The leave required under this policy is for up to ten days off from work during the period the military spouse is on leave from deployment. No later than two business days after

an employee's military spouse receives "official notice" of leave from deployment, the employee must provide notice to SYHealth that the employee intends to take time off from work during the leave. Further, SYHealth may request written documentation certifying that the military spouse is on leave from deployment.

616 ORGAN AND BONE MARROW DONOR LEAVE

SYHealth provides leaves of absence to employees who serve as an organ or bone marrow donor as follows:

Organ Donation - A paid leave of absence of up to 30 business days and up to an additional 30 days of unpaid leave in a 12-month rolling period to serve as an organ donor. Paid leave is provided after the employee has used two weeks of sick and/or vacation time, to the extent accrued by the employee.

Bone Marrow Donation - A leave of absence not exceeding five business days in a 12-month rolling period to serve as a bone marrow donor. Paid leave is provided after the employee has used five days of sick and/or vacation time of up to five days, to the extent accrued by the employee.

Employees who have exhausted the required paid sick, PTO and/or vacation leave, will be paid for the remaining leave of absence, if additional leave is needed, up to the maximum allowed by law.

Employees must complete 90 days of employment in order to be eligible for the leaves in this policy. The leaves may be taken in one or more periods, up to the maximum time off permitted by law in a 12-month rolling period starting backwards from when the employee's organ or bone marrow leave began. Employees must provide a written notice from their medical provider stating that he/she is an organ or bone marrow donor and that there is a medical necessity for the donation of the organ or bone marrow.

To the extent an employee who takes leave under this policy is insured through SYHealth's group health plan coverage, this coverage will be maintained during the authorized leave period in the same manner as if the employee had been actively at work during the leave period.

At the expiration of an authorized leave under this policy, the employer generally must restore the returning employee to the same position he or she held when the leave began or to a position with equivalent seniority, pay and benefits. A leave of absence for a donor does not constitute a break in continuous service for purposes of an employee's right to salary adjustments, sick leave, vacation, or seniority.

Leave entitlement for this purpose will not run concurrently with leave taken pursuant to the FMLA or CFRA but can be taken in addition to FMLA and CFRA entitlements.

617 REHABILITATION FOR ALCOHOL OR DRUGS

SYHealth will reasonably accommodate any employee who wishes to voluntarily enter and participate in an alcohol or drug rehabilitation program, provided that this reasonable accommodation does not impose an undue hardship on SYHealth.

Time off under this policy is unpaid, however, an employee may use accrued sick leave or vacation time while on leave.

If an employee requests time off to participate in an alcohol or drug rehabilitation program, SYHealth will make reasonable efforts to keep the employee's program enrollment confidential.

Employees should contact their supervisor or the the Human Resource Department regarding SYHealth's Employee Assistance Program (EAP) for additional resources.

Reasonable accommodation under this policy does not prohibit SYHealth from refusing to hire, or discharging an employee who, because of the employee's current use of alcohol or drugs, is unable to perform their duties, or cannot perform the duties in a manner which would not endanger their health or safety or the health or safety of others.

Employees that need an unpaid leave of absence must submit a completed SYHealth Leave of Absence Request form to their supervisor for authorization.

618 LEGAL PROCEEDINGS

SYHealth will grant employees time off for the actual time required plus reasonable travel time when served with a court subpoena requiring the employee's presence as a witness. Employees requiring time off from work may use accrued vacation time or as time without pay if the employee has no accrued vacation time.

When an employee appears on behalf of SYHealth in an administrative hearing or as a result of court subpoena, the employee will paid their wage/salary as time worked.

619 PUBLIC EMERGENCY

Employees may be granted time off during a public emergency if it prevents them from attending work, or it hinders the continuance of work in a normal and orderly manner (i.e., power outage, fire, snow, flood, earthquake or a man-made disorder like a demonstration, riot, or act of sabotage). Leave with pay *may* be granted only to employees affected by the emergency; and only for periods of time *if* authorized by the Chief Executive Officer or designee.

Exempt employees who have worked during the week of a public emergency event will be paid their regular salary.

Non-exempt employees who report to work but are unable to work due to the following public emergency circumstances do not receive reporting time pay:

- Interruption of work because of the failure of any or all public utilities;
- SYHealth's operations can't begin due to threats to employees or SYHealth's property, or when recommended by civil authorities; or
- Interruption of work because of natural causes or other circumstances beyond SYHealth's power to control.

620 SCHOOL ACTIVITIES AND APPEARANCE LEAVE

Employees are provided time off from work under the California Family School Partnership Act as summarized below:

Parents, guardians, registered domestic partners, stepparents, foster parents, grandparents, or a person who stand in loco parentis to one or more children in kindergarten through 12th grade or in the care of a licensed childcare provider may take time off for the following reasons:

1. To participate in a school or child-care activity;
2. To find, enroll, or reenroll the employee's child in a school or with a licensed child-care provider;
3. To address a child-care provider or school emergency in the following circumstances:
 - Where the school/provider has requested that the child be picked up, or an attendance policy (excluding planned holidays) prohibits the child from attending school or childcare;
 - Behavioral or discipline problems;
 - Closure or unexpected unavailability of the school or provider (excluding planned holidays); and,
 - A natural disaster (e.g., fire, earthquake, or flood).

The permitted time off for school/childcare activities is up to 40 hours each calendar year, not to exceed 8 hours in any one month.

Except in the case of an emergency, employees are required to provide reasonable notice to their supervisor before taking time off; if both parents are employed by SYHealth, the first employee to request time off will receive the time off or as agreed upon by the parents and approved by the supervisor(s).

Accrued vacation time must be used for time off under this policy if available before unpaid time off may be used. The use of paid sick time may be used at the employee's option.

Employees will need to provide reasonable and appropriate written verification of their participation in school/childcare activities in a form decided by the school/provider.

If an employee who is the parent or guardian of a child facing suspension from school is summoned to the school to discuss the matter, the employee should alert their supervisor

as soon as possible before leaving work. No discriminatory action will be taken against an employee who takes time off for this purpose.

621 TIME OFF TO VOTE

If an employee is unable to vote in a statewide election before or after work hours, he or she may take up to two hours paid time off at the beginning or end of the workday or scheduled shift, whichever allows the most free time for voting and the least time off from the work shift. This time must be requested from the supervisor at least three working days prior to Election Day.

Additionally, the employee must present a voter's receipt to the supervisor upon returning to work from voting. You may take as much time as you need to vote, but only two hours of that time will be paid.

Due to SYHealth's typical 8-hour workday schedules and both early opening and late closing polls in California, most employees should have sufficient time before or after work hours to vote.

700 EMPLOYEE COMMUNICATIONS

701 BULLETIN BOARDS

Each site has bulletin board(s) that are used to communicate important company information. Detailed employment regulations and employee rights are posted and updated annually at all sites and are available on the intranet for remote working employees for review. Employees are responsible for regularly reading the information posted on the bulletin board(s) at their site or location. Unapproved or unauthorized communications posted on company bulletin boards are prohibited.

702 SUGGESTIONS AND OPEN DOOR WORKPLACE

SYHealth is committed to creating a positive and professional work environment for all employees. To help promote this initiative, SYHealth has an open-door policy, by which employees are encouraged to report work-related concerns to their supervisor or the Human Resource Department as soon as possible. Open communication is essential to quickly resolve employee concerns, to recognize business issues as they arise, and to address the changing needs of our workforce.

703 MAIL

The company receives and sends large quantities of mail and packages daily. The mail system must be restricted to only business mail and packages. Employees are prohibited from sending outgoing personal mail and packages through the in-house system or directing personal mail and packages to be delivered to the company.

704 TELEPHONE AND VOICE-MAIL USE

SYHealth phones are to be used for business purposes in serving the interests of customers and in the course of normal company operations. Employees are asked to answer calls promptly and courteously. On occasion, brief personal calls may be necessary, but they should be limited to emergencies or essential personal business.

SYHealth has invested in the Voice-Mail System for efficiency and to better serve customers. Employees are expected to learn how to use this system by reading the voice-mail manual on the intranet or asking their supervisor.

From time to time, especially when an employee is on vacation, business trips, and leaves of absence, the supervisor, manager, or another employee may need to listen to voice-mail messages left for an employee on SYHealth's system to best serve customers and other business needs. Employees should not expect messages left for or by them on voicemail to be completely private. SYHealth retains all ownership rights to voicemail. SYHealth reserves the right to access any voice-mailbox and to review voice-mail messages at any time. In order to ensure privacy and security, employees should refrain from storing confidential information on voicemail.

706 PERSONAL CELL PHONE USE

SYHealth Clinics, programs and other facilities restrict the use of personal cell phones and recording devices on the premises of such facility or program by all employees, students, volunteers, patients and members of the public who are visitors to SYHealth.

In order to build a professional work setting for our employees and promote a safe environment that protects the privacy of our patients' personally identifiable health information, please refer to the Personal Cell Phone Usage policy #HO65-01 that has been adopted to govern the use of all "personal cell phones" and "recording devices" at SYHealth. Personal cell phone use is not required for employees to carry out their job duties.

Employees who bring their own electronic devices to work must keep them turned off and must not use them while they are on duty unless they have received approval from their supervisor or manager. Employees may use their personal cell phones in the appropriate areas during meal and rest breaks.

Under no circumstances should a personal cell phone or electronic device be used where it would disturb others, play inappropriate video, audio or music that can be viewed or overheard by others; or to cause an employee failure to not be fully attentive to their work duties.

Any use of personal electronic devices on SYHealth property must not interfere with the employee's work performance, take away from work time or violate any of SYHealth's policies, including its policies regarding protection of confidential information, private information and trade secrets and prohibiting discrimination, harassment and retaliation and applicable law.

Further, due to concerns regarding the potential for invasion of privacy, sexual or other harassment, and protection of proprietary or confidential information, employees are forbidden to use any audio or video recording devices on SYHealth property, unless the employee is engaged in protected activity related to improving the terms and conditions of their employment, such as documenting health and safety issues.

Nothing in their policy is intended to interfere with, restrain or prevent employee communications regarding wages, hours or other terms and conditions of employment.

706 ELECTRONIC COMMUNICATIONS SYSTEM

SYHealth's Electronic Communications System includes valuable assets that are vital components of the SYHealth's workplace. This policy is intended to protect SYHealth's Electronic Communications System.

For purposes of this policy, the following definitions apply:

"Electronic Communications System" include SYHealth's computer network, telephone systems, medical equipment, servers and all information contained on or transmitted by those systems.

"Computers" include desktop computers, laptops, handheld devices (including but not limited to iPhones, smart phones, iPads, and other electronic tablets and cell phones), computer software/hardware and servers, and any other electronic data storage devices.

"Electronic communications" include communications by e-mail, text message, telephone, cell phone and other handheld devices (such as smart phones, tablets or iPads), fax machine, including, but not limited to, communications utilizing the Internet.

"Electronic information" includes any information created using SYHealth's computers or any means of electronic communication, including but not limited to, data, messages, voicemail, multimedia data and files, medical records, patient health information, client information, research data, financial information, employee information and vendor information, that is stored on the SYHealth's electronic communications system.

- SYHealth's electronic communications system, including its computers and all other devices included within the definition of computers, are provided to employees to help them to do their jobs and are to be used for SYHealth business purposes only.
- The components of SYHealth's electronic communications system must be kept in proper working order and employees using them must exercise care to prevent loss and damage. Prior authorization must be obtained before any SYHealth property may be removed from the premises.
- Use of SYHealth's electronic communications system must comply with all SYHealth policies and applicable law.

- All electronic communications created by employees using SYHealth's electronic communication system are the property of SYHealth.
- Electronic Information stored in SYHealth's electronic communications system is the property of SYHealth, and may not be distributed outside SYHealth in any form whatsoever without the written permission of the Chief Executive Officer.
- Employees may not use the SYHealth's electronic communication system to access, review or post information on the internet, social media or blogs, or otherwise conduct personal business.
- Any employee who believes that an electronic communication or use of SYHealth's electronic communications system violates this or any other SYHealth policy, should immediately notify The Human Resource Department. SYHealth will promptly investigate the matter and take any appropriate remedial steps.
- As with all SYHealth's policies, violation of this policy will subject employees to disciplinary action, up to and including termination.

Monitoring of SYHealth's Property

SYHealth reserves the right to inspect its electronic communications system at its discretion, to ensure compliance with its rules and regulations, without notice at any time, and not necessarily in the presence of employees. SYHealth's electronic communications system, including its computers, telephones, and all electronic communications and information, including email and voicemail, is subject to monitoring at all times. As a result, no employee should expect privacy while using SYHealth's electronic communications system.

For example, SYHealth will review and monitor electronic files, information, messages, text messages, e-mail, Internet history, browser-based webmail systems and other digital archives and to access, review and monitor the use of computers, software, and electronic communications for business purposes and to ensure that no misuse or violation of SYHealth policy or any law occurs. Employees should assume that any e-mail they send or receive using SYHealth's electronic communications system may be accessed, forwarded, read or heard by someone other than the intended recipient, even if marked as "private."

Passwords may be utilized for SYHealth's security purposes, but the use of a password does not affect SYHealth's ownership of the electronic information or its ability to monitor its electronic communications system. SYHealth may override an employee's password for any reason. As a result, employees should have no expectation of privacy in such information.

Employees are not permitted to access the electronic communications of other employees or third parties, unless directed to do so by SYHealth management or the Human Resources Department.

Use of Electronic Communications System

Employees using SYHealth's electronic communication system must comply with all SYHealth policies and applicable law. This includes, but is not limited to, SYHealth policies prohibiting discrimination, harassment and retaliation, confidential and proprietary information and patient privacy, and misuse of assets and resources. In addition, all use must comply with any applicable software licenses and copyright, trademark, trade secret law and the Health Insurance Portability and Accountability Act of 1996 (HIPPA.)

For example, the display of any kind of sexually explicit multimedia content, message, or document on any SYHealth computer is a violation of SYHealth's policy against sexual harassment and is prohibited. It is also a violation of this policy to use computers, electronic communications, electronic information, or the Internet to communicate confidential, proprietary or sensitive information or trade secrets.

This policy is not intended to limit the ability of employees to discuss with other employees the terms and conditions of their employment, including such topics as wages, job performance, workload, supervisors, or staffing.

707 MEDIA RELATIONS AND SOCIAL MEDIA

SYHealth utilizes Internet-based social media platforms, including, but not limited to, Facebook, LinkedIn, Instagram and Twitter, in furtherance of SYHealth's defined business purposes. However, only authorized individuals are allowed to communicate for SYHealth on social media, and all of SYHealth's Social Media communications come from SYHealth's VP of External Affairs. Authorized individuals using SYHealth's social media tools shall identify themselves honestly, accurately and completely and comply with all SYHealth policies in using this media.

All other employees are prohibited from communicating on social media on SYHealth's behalf and from using SYHealth's logo, letterhead or name when communicating on social media sites without the express permission and approval of management.

Employees must refer any media inquiries to SYHealth's VP of External Affairs. All papers, articles, speeches, or presentations related to SYHealth and made to anyone other than SYHealth personnel must be approved by an employee's manager prior to publication or presentation.

Any personal use of social media while on duty is prohibited.

Employees who express opinions in their personal use of social media during non-working time should include disclaimers noting that the opinions are solely those of the individual employee and are not endorsed or shared by SYHealth. It should be remembered that an employee's personal social media publications are not private and may be reviewed, copied, and re-disseminated by others, including SYHealth's business competitors or other hospitals or individuals in the community. Employee communications that are associated with or linked to SYHealth, even indirectly or by

innuendo, and which disparage or exhibit disrespect for other individuals, including personnel or patients, are simply not appropriate.

We expect employees to use common sense and good judgement, and to demonstrate respect for others when publishing a blog or any other form of online communication.

Employee social media publications must not violate SYHealth policies, including the policies protecting confidential information, private information and trade secrets and prohibiting discrimination, harassment and retaliation and applicable law, including HIPPA and privacy law.

Nothing in this policy is designed to interfere with, restrain or prevent employee communications regarding wages, hours or other terms and conditions of employment. Employees have the right to engage in or refrain from such activities.

800 EMPLOYEE SAFETY AND HEALTH

801 SAFE WORKPLACE

SYHealth makes every effort to provide a safe working environment for employees. Employees must adhere to all applicable safety laws. To help us maintain a safe workplace, everyone must be safety-conscious at all times and observe all rules about safe working conditions, including all rules and procedures that apply based on health emergencies, such as during a pandemic. These include rules for wearing face coverings, maintaining proper distance from others and notifying SYHealth and not attending work when the employee is experiencing a contagious illness.

Please report any unsafe condition or hazard to your supervisor or the Safety Manager. SYHealth will make every effort to remediate the situation as quickly as possible. If you are able to remedy the condition, please do so and report it.

In compliance with California law, and to promote a safe workplace, SYHealth maintains an Injury and Illness Prevention Program that complies with the Aerosol Transmissible Disease Standard and other applicable regulation. The Injury and Illness Prevention Program is available for review by employees and/or employee representatives on SYHealth's intranet or through a request to the Safety Manager.

802 FIRES AND EMERGENCIES

In the case of an emergency at the workplace, **dial 9-911** to report it and alert other employees to the situation and report it to your supervisor as soon as possible.

Each facility and site has an emergency procedure to follow in the event of fire or disaster. Follow the plan for Code Red (Fire), Code Blue (Medical Emergency), Code Black (Bomb Threat), Code Silver (Active Shooter), and Code Green (Violent Person). The supervisor or manager will notify the safety manager for all workplace emergencies as soon as possible.

803 ACCIDENTS OR INJURIES

Employees who experience injuries or illness while working are required to immediately notify their supervisors and, if indicated, seek medical evaluation and treatment.

No matter how insignificant an on-the-job injury may seem, an employee must immediately notify their supervisor. The supervisor must notify the Safety Manager as soon as possible. If the supervisor is not available, the employee may directly notify the Safety Manager. Always complete an Accident /Incident & Prevention Report , which is located on the intranet, on any employee accident or illness that occurs in the workplace.

804 WORKPLACE VIOLENCE

SYHealth is committed to providing a workplace that is free from acts of workplace violence or threats of violence. In keeping with this commitment, SYHealth has adopted the following workplace violence policy to promote a safe working environment for all employees. SYHealth has a zero tolerance for acts of violence and threats of violence. Without exception, acts and threats of violence are prohibited. All such acts and threats, even those made in apparent jest, are taken seriously, and may lead to discipline up to and including termination of employment. This includes acts and threats originating from employees, patients, clients, visitors, and any other person in the workplace.

Workplace violence includes, but is not limited to, the following:

- Threats of any kind;
- Threatening, physically aggressive, or violent behavior, such as intimidation of or attempts to instill fear in others;
- Other behavior that suggests a propensity towards violence, which can include belligerent speech, excessive arguing or swearing, sabotage, or threats of sabotage of company property, or a demonstrated pattern of refusal to follow company policies and procedures;
- Defacing company property or causing physical damage to the facilities; or
- With the exception of security personnel who are on duty and performing their assigned duties, bringing weapons or firearms of any kind on company premises, in company parking lots, or while conducting company business.

A threat of violence means a statement or conduct that causes a person to fear for their safety because there is a reasonable possibility the person might be physically injured, and that serves no legitimate purpose. Possession of weapons on SYHealth premises or at SYHealth events shall constitute a threat of violence. A threat of violence also includes any indication of intent to harm a person or damage SYHealth property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally.

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 workplace incident that an employee believes to be threatening or violent. Employees may report an incident to any supervisor or the Vice President and Chief Human Resource Officer. All reports of workplace violence are taken seriously and are promptly and thoroughly investigated. To the extent possible, SYHealth maintains the

confidentiality of the reporting employee and of the investigation. The company does not tolerate retaliation against any employee that reports workplace violence.

SYHealth's workplace violence program is described in detail in the Injury and Illness Prevention Program (IIPP) located on the intranet.

805 WELLNESS

At SYHealth, we create a company culture that supports, inspires and empowers employees to improve and sustain their well-being and health. As a valued member of our team, your health and quality of life are important to us. We encourage you to participate in wellness activities provided to our employees.

900 STANDARDS OF CONDUCT

901 PROHIBITED CONDUCT

SYHealth requires professional conduct by all of its employees to fulfill its mission. To provide the best possible work environment and to ensure orderly operations for SYHealth, all employees are required to conduct themselves in a manner that further SYHealth's business objectives and will protect the interests and safety of patients, employees, and SYHealth. For this reason, it may be helpful to identify some examples of the types of conduct that are prohibited and which may lead to disciplinary action up to and including termination. However, it is impossible to identify every type of possible misconduct or performance problem that can result in discipline, up to and including termination of employment.

The following list provides examples of, but does not limit, the reasons SYHealth in its discretion may discipline an employee, including immediate termination without prior discipline:

- Unsatisfactory work performance, including failure to maintain reasonable standards of quality work or productivity.
- Any conduct that endangers the welfare of a patient, visitor or employee, including negligent treatment, abuse and the failure to report conditions, which cause a serious risk of injury to any patient or other person on SYHealth premises.
- Unsatisfactory customer service; including disrespectful or discourteous treatment of patients, fellow employees, physicians, clients, vendors, or the public.
- Negligence or inefficiency in the performance of duties.
- Failure to follow SYHealth's policies, procedures, standards, or protocols; or failure to follow applicable laws and regulations.
- Insubordination, including but not limited to, failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management.
- Using abusive, threatening or intimidating language at any time on SYHealth's premises.
- Inappropriate conduct while on SYHealth premises or conduct that reflects adversely on SYHealth or the employee.

- Using abusive, profane, or provocative language in the workplace, and/or creating or being a party to a disturbance, physical violence (including fighting), or a threat.
- Disorderly conduct that may endanger the well-being of patients, employees, or company operations.
- Sleeping while at work.
- Breach of confidentiality, security, or the unauthorized verbal or written disclosure of information or records regarding patients, employees, clients, or SYHealth operations.
- Excessive tardiness or unscheduled time away from work; an unscheduled absence after denial of a request for scheduled time off; absences protected by state or federal law do not count as violations of this policy. Protected paid sick time under California law does not count as a violation of this policy.
- Leaving work without authorization or the misrepresentation of facts relating to attendance.
- Absence for one or more consecutive days without notifying supervisor unless a reasonable excuse is offered and accepted by SYHealth.
- Inappropriate use of timekeeping systems (i.e., clocking in or out for another employee or asking another employee to clock in or out, sharing a password with anyone or using the password of someone else, or misrepresentation of an employee's hours worked as part of the edit process).
- Any falsification or material omission of SYHealth employment applications, personnel records or other company documents.
- Theft, regardless of value; dishonesty, fraud, or sabotage; unauthorized possession or use of company funds or credit cards; or unauthorized possession or removal of SYHealth's property away from the premises.
- Abusing, destroying, or defacing SYHealth property or the property of others on SYHealth premises through careless or willful acts.
- Accessing another user's account, sharing user identifications (ID) or passwords to any part of SYHealth's electronic communications system, including its computing and/or network facilities.
- Using SYHealth owned or controlled material, time, equipment, computers, vehicles, tools, property, or personnel for any unauthorized reason.
- Using SYHealth telephones for personal incoming and outgoing calls for reasons other than those of an urgent nature.
- Discrimination or harassment of employees, patients, visitors or other people on the premises.
- Unprofessional, indecent, or unlawful conduct on the premises;
- Possessing, purchasing, selling, or being under the influence of alcohol or illegal drugs while on duty or on SYHealth premises.
- Possession of any firearms, bullets, firearm accessories, or weapons on SYHealth premises or while representing SYHealth.
- Gambling of any type during working hours or on the SYHealth premises.
- Potentially, conviction of a felony.
- Failure to follow safe work practices and safety rules.
- Soliciting or distributing literature during working hours or during the working hours of other SYHealth employees.

- Engaging in other practices SYHealth deems inconsistent with the ordinary and reasonable rules of conduct necessary for the welfare of the company, patients, employees, or clients.
- Misconduct.

This list is not intended to be comprehensive and does not alter the employment-at-will relationship between employees and SYHealth. It should be remembered that employment with SYHealth is at-will and will continue only at the mutual consent of SYHealth and the employee. Accordingly, SYHealth may terminate an employee immediately with or without cause or advance notice, just as an employee may resign at any time with or without cause or advance notice.

902 COMPLIANCE WITH APPLICABLE LAW

It is the policy of SYHealth to comply with all state and federal laws regulating any aspect of our business. Accordingly, we expect every manager and employee to be familiar with the laws and regulations that relate to their position responsibilities and to comply with them. If an employee has any question about whether any direction, transaction or course of conduct complies with applicable law, it is the responsibility of the employee to: (1) seek clarification from the department manager or the Human Resource Department, who will advise the employee after obtaining appropriate legal advice as applicable; and (2) act in accordance with that advice.

SYHealth requires that all employees report any and all reasonable suspected unlawful acts or security breaches. Any employee who reasonably believes that any prohibited or unlawful direction, transaction or course of conduct has occurred must promptly report such information to their manager, any member of the management team, or the Human Resource Department. Reports may be made either in person, in writing, or via email. Reports may also be made anonymously to the Human Resource Department.

All reasonable complaints of unlawful conduct will be promptly investigated by the Manager, Director Human Resources, other impartial personnel, or by counsel, and the reporting employee will be informed of the outcome of the investigation. Retaliation against any employee who makes a complaint is prohibited and will not be tolerated. Employees may submit good faith complaints without fear of reprisal or retaliation of any kind. Any employee who attempts to influence or interfere with another employee's obligation to report unlawful conduct may be subject to discipline, up to and including termination.

Employees are advised to read the Whistleblower Rights posters on site bulletin boards and on the intranet.

903 DISCIPLINARY ACTION:

Any violation of SYHealth's policies, rules and standards may result in disciplinary action up to and including termination. SYHealth may, in its sole discretion, utilize verbal warnings, written warnings, or other forms of discipline or corrective action, based on the

circumstances and conduct at issue. This policy does not limit or alter SYHealth's at-will employment policy.

904 CONFLICT OF INTEREST

You are expected to devote your best efforts to the interests and concerns of SYHealth. While the company recognizes the right to privacy for activities engaged in outside of employment and does not wish to control your non-working time, employees must fully disclose activities that may conflict with the interests of SYHealth and outside employment of any nature. Business dealings that represent, or appear to represent, a conflict between the interests of the SYHealth and an employee are unacceptable. Additionally, any employee engaged in the selection, award or administration of procurements from federal award funds must acknowledge and comply with SYHealth's Conflict of Interest Policy which is located on the intranet.

Questions regarding a possible conflict of interest or outside work should be directed to your Manager, Supervisor, the Compliance Department or the Human Resource Department.

905 SOLICITATION AND DISTRIBUTION

Trespassing, soliciting, or distributing literature by anyone outside the company is prohibited on company premises, except as permitted by law. The sole exceptions are charitable and community activities supported by SYHealth management and SYHealth - sponsored programs. Non-employees, including former employees, may not solicit employees or distribute literature of any kind on SYHealth's premises at any time. Employees may only admit non-employees to work areas with management approval or as part of a SYHealth-sponsored program. These visits should not disrupt workflow. SYHealth employee must accompany the non-employee at all times.

Any and all communication regarding SYHealth sponsored community events must be approved by the External Affairs department prior to distribution to employees. The posting of materials or electronic announcements regarding employee events and activities are only permitted with approval from the Human Resource Department.

Employees may not solicit other employees during work times, except in connection with a SYHealth approved or sponsored event. Distribution of literature by one employee to another is restricted to non-work time and non-work areas.

Working time includes the on-duty time of both the person doing the soliciting and/or distributing and the employee to whom the solicitations or distribution is directed; it does not include break or meal periods.

Work areas include all premises of SYHealth, but exclude such places as employee lounges, parking lots, parking areas, driveways, and entrances to and from the facility.

SYHealth may authorize exceptions to this policy provided the activities are healthcare related and/or charitable in nature and are specifically approved by the Chief Executive

Officer or designee. Violations of this policy should be reported to the Human Resource Department.

906 ALCOHOL AND DRUG-FREE WORKPLACE

SYHealth is a **Drug Free Workplace**. SYHealth is committed to maintaining a work force and a workplace free from the use and effects of alcohol, marijuana, illegal drugs or other controlled substances, so that quality patient care can take place in a safe work environment. The object of the company's alcohol and drug policy is to provide a safe and healthy workplace for all employees, to comply with federal and state health and safety regulations, and to prevent accidents.

The following rules and standards of conduct apply to all employees while on SYHealth property, at work or working on SYHealth business. The following are strictly prohibited:

- Being under the influence of, or impaired by, an illegal or controlled substance, alcohol or marijuana while on the job.
- Using or possessing illegal or controlled substances, alcohol or marijuana while on the job (including the illegal use of prescription drugs and possessing drug paraphernalia).
- Distributing, selling, or purchasing of an illegal or controlled substance, prescription drugs, alcohol or marijuana, or illegal drugs while on the job.

In order to promote a safe and productive workplace and to enforce this policy, SYHealth reserves the right to conduct searches all SYHealth property, including lockers, desks and vehicles, to deter and detect abuse of this policy. In addition, SYHealth reserves the right to inspect employees and/or their personal property on SYHealth premises, including packages, bags, purses, backpacks, lunch boxes, containers, personal vehicles and other items brought on SYHealth property that might conceal alcohol, marijuana, illegal drugs or other inappropriate materials, and to implement other measures necessary to enforce this policy.

Substances covered by this policy include:

- Alcohol.
- Marijuana
- Illegal drugs: Drugs and controlled substances that are not legally obtainable and prescription drugs not being used or possessed by the intended person, under the supervision of a licensed health care professional.

Any employee experiencing problems resulting from drug, narcotic, or alcohol abuse or dependency should seek information regarding confidential, professional assistance from the Employee Assistance Program, their supervisor or the Human Resource Department Director. SYHealth will assist and support employees who voluntarily seek help for drug or alcohol problems before becoming subject to discipline or termination under this or other SYHealth policies. Such employees will be allowed to use accrued paid time off, placed on leaves of absence, and otherwise accommodated as required by law.

Violation of this policy will result in discipline up to and including termination of employment as well as possible legal enforcement action, where warranted.

Voluntary Rehabilitation/Treatment Program/EAP:

SYHealth will reasonably accommodate employees with alcohol, marijuana or drug dependencies who voluntarily seek treatment and/or rehabilitation, provided that such accommodation does not constitute an undue hardship. Employees are encouraged to contact the Human Resource Department and may seek a treatment or rehabilitation leave through SYHealth's EAP (Employee Assistance Program).

SYHealth is not obligated to continue to employ any person whose performance of essential job duties is impaired because of drug, alcohol or marijuana use. Additionally, employees who are given the opportunity to seek treatment and/or rehabilitation but fail to successfully complete it or overcome their dependency, will not automatically be reemployed or be given a second opportunity to seek treatment and/or rehabilitation.

This policy on treatment and rehabilitation is not intended to affect SYHealth discipline of employees who have violated this drug and alcohol policy. Rather, rehabilitation is an option for an employee who voluntarily seeks treatment prior to violating this policy.

Employees should notify the Human Resource Department of the need for leave of absence or other reasonable accommodation to participate in treatment program through our EAP.

Reasonable Suspicion Testing:

When SYHealth has a reasonable suspicion to believe that an employee possesses or is under the influence of alcohol, marijuana, illegal drugs or controlled substances, testing may be ordered. Reasonable suspicion is based on objective symptoms, such as the employee's appearance, behavior, work performance, speech, odor or other facts. Testing may also be required if an employee is involved in an accident or mishap during work.

In addition, testing may be required if an employee is found to be in possession of physical evidence of alcohol or drug use, including drugs, alcohol or paraphernalia connected with the use of drugs or if such items are found in the employee's work area. It should be emphasized that possession of alcohol, marijuana or drugs on SYHealth premises is prohibited, whether or not it is determined that the employee also used such substances.

Employees who are required to undergo a drug/alcohol test will be relieved of their duties and placed on administrative leave pending the results. Arrangements will be made for transportation to the employee's home.

907 ATTENDANCE AND PUNCTUALITY STANDARDS

SYHealth is committed to providing quality care and service to patients and customers. To achieve this goal, employees are required to meet the SYHealth attendance standards to ensure prompt, reliable, and predictable attendance. Excessive unscheduled time away from work and tardiness are counter-productive to this goal, and result in increased workloads for co-workers and a disruption of SYHealth's operations.

Reporting to work on time means being at your workstation, dressed and ready to work at the start of the shift. If an employee fails to notify their supervisor before the scheduled start time and is not at their workstation ready to work as scheduled, the employee will be considered tardy for that day. An employee is tardy when the employee reports to work four or more minutes late.

If an employee is unable to report to work as scheduled (including tardiness), he or she is required to directly contact the supervisor, manager, or director as soon as possible, or no later than thirty (30) minutes in advance of the scheduled shift. Managers can use their discretion to determine if it was practical for an employee to have called in 30 minutes in advance of shift. However, if an unforeseen illness or injury causes the employee's inability to report to work as scheduled, the employee is not required to provide 30-minutes advance notice, but must provide as much notice as practicable.

If the employee needs to leave work prior to the end of a scheduled shift, approval must be obtained from the supervisor, manager, or director. The attendance standards apply equally to all employees.

An "Unscheduled absence or tardiness" is defined as time away from a scheduled shift for reasons that are not protected by law and have not been approved by the supervisor at least 24 hours prior to the incident.

Introductory Period Attendance

During an employee's Introductory Period, three or more unscheduled absences and/or incidents of tardiness is considered excessive.

Regular Employee Attendance

For regular employees, six or more unscheduled absences and/or tardiness within a six-month period, is considered excessive.

Excessive tardiness or absences may result in discipline up to and including termination of employment.

Absences or leaves protected by local, state and federal law do not count as an absence or tardy in violation of this policy for both introductory and regular employees. SYHealth does not discipline or retaliate against employees who exercise their right to use accrued sick time or any other protected time off. SYHealth affords all employees the right to use sick time in accordance with the guideline of the California Healthy Workplaces, Healthy Families Act and the San Diego City Ordinance.

908 ABSENCE WITHOUT NOTICE

An employee that fails to report to work for a scheduled shift and does not directly contact their supervisor about their absence may be subject to discipline, up to and including termination of employment.

Employees that fail to report to work by the start of the third consecutive shift and do not directly contact their director, manager, or supervisor are considered to have voluntarily resigned their employment.

909 EXPENSE REIMBURSEMENT

It is SYHealth's policy to reimburse employees for all necessary expenses that they incur directly in performing their duties or in obedience of the company's directions, in accordance with applicable law. This may include reimbursements for mileage expenses incurred when an employee is required to use the employee's personal vehicle in the direct performance work duties other than their typical commuting to and from work. It may also include the reasonable value of cell phone and other equipment charges that employees are required to incur to perform their duties.

Employees should obtain prior approval for incurring such expenses from their supervisors. In order to obtain reimbursement, the employee must submit a copy of the bill identifying the costs incurred or other satisfactory evidence of the reasonable expenses to the Accounting Department. The employee must also complete the appropriate reimbursement request form which is located on the intranet and verify the amount of expenses, the dates the expenses were incurred, and the reason they were incurred.

It is the responsibility of the employee to ensure all expense reimbursements are submitted in advance of their last day of employment at SYHealth. Employees who have questions about this policy or any other policy can direct them to the HRBP or Accounting Department.

910 CONFIDENTIAL INFORMATION

It is SYHealth's policy that all information of a personal, medical or business nature, concerning patients, families, doctors, employees or SYHealth financial operations be considered confidential information. Each employee is responsible for safeguarding and preventing the disclosure of any confidential information obtained during employment. Under no circumstances will such information be discussed with any unauthorized person(s) either inside or outside SYHealth.

Confidential information includes, but is not limited to, patient health, diagnosis and clinical information, private information regarding SYHealth personnel and staff, non-public and proprietary treatment information, plans and protocols, financial information, research, development and marketing strategy, business plans and patient lists. Employees may not reveal or disclose any confidential information unless it is necessary for the performance of work duties, or as required by law.

Patient Information

Employees have access to information of a highly personal nature regarding the patients in their care. Information and documents relating to patient care may only be disclosed pursuant to the patient's consent and in accordance with SYHealth's Health Insurance Portability and Accountability Act (HIPAA) policies, discussed below, and any other applicable law.

Other Confidential Information

Employees are also required to exercise respect for privacy and confidentiality with regard to fellow employees, the medical staff, and volunteers who perform services at SYHealth. Information on SYHealth operations, financial information related to SYHealth operations, or information on personnel matters, is confidential and is to be disclosed only in conjunction with the legitimate functions of an employee's job duties. Each employee is responsible for safeguarding and preventing the disclosure of confidential information obtained during employment.

Employees who may have access to confidential or private information regarding staff members as a result of their job duties are expected to hold such information in the strictest confidence. This includes, but is not limited to, information in any form regarding employee discipline, corrective actions, wages, performance evaluations and terminations. Only authorized administrative personnel may disclose such information, and then only in appropriate situations on a need-to-know basis. All inquiries about confidential information, should be directed to a supervisor or a member of the Human Resource Department.

911 FALSE CLAIMS ACT LAW

The federal and California False Claims Acts are laws that were enacted to combat fraud against the U.S. Government and the State of California; both laws prohibit a person or entity from "knowingly" presenting or causing to be presented a false or fraudulent claim for payment or approval to the Federal or state government, and from "knowingly" making, using or causing to be made a false record or statement to get a false or fraudulent claim paid or approved by the federal or state government; these prohibitions extend to claims submitted to federal and state health care programs, such as Medicare or Medicaid.

All of SYHealth's employees and third parties working with SYHealth's (including physicians, consultants, contractors and other agents) are required to comply with all applicable federal and state False Claims Act laws and regulations. SYHealth's has instituted various procedures, which are set forth in the SYHealth's 's Compliance Manual, to ensure compliance with these laws and to assist SYHealth's in preventing fraud, waste and abuse in federal and state health care programs. As part of SYHealth's Compliance Program, employees shall receive annual training on these laws, and

whistleblower protections which is outlined in SYHealth's False Claims Act(s) Policy #: CPP-0021-01, Whistleblower Policy #: CCP-0010 and the No Retaliation Policy #: H004-01. Any employee who has questions about the application of these laws to the employee's job or a particular scenario should consult with the Chief Compliance Officer.

SYHealth's employees have a duty to prevent fraud, waste, and abuse in government programs, and are responsible for reporting suspected instances of fraud, waste, and abuse to SYHealth's Corporate Compliance Department utilizing the Compliance Incident Report form located on the intranet. In compliance with applicable laws, SYHealth's prohibits retaliation against employees for making such reports.

Any employee seeking to file a complaint under either the False Claims Act regarding, including but not limited to complaints about fraud, waste, or abuse of SYHealth's program funds, and/or who believes that he/she has been subject to retaliation for making a complaint or has another concern relating to these issues should call SYHealth's Corporate Compliance Hotline at: (844) 668-4100; or contact the Corporate Compliance Department at: 1601 Precision Park Ln, San Diego, California 92173.

912 HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) PRIVACY AND SECURITY

HIPAA mandated significant change in the laws and regulations governing the provision of health benefits, the delivery and payment of health care services and the security and confidentiality of Individually Identifiable and Protected Health Information in written, electronic or oral formats.

HIPAA rules create a framework to protect the medical privacy of patients and health plan members. In general, HIPAA privacy regulations allow covered health care providers and health plans to share information for the purposes of treatment, payment and health care operations. Additional information regarding uses or disclosures of health information is described in the "Notices of Privacy Practices." Please access the "Notice of Privacy Practices" associated with SYHealth's particular area that you wish to review at: <http://www.syhc.org/privacy-notice/>

The HIPAA security regulations ensure that covered components safeguard protected health information stored electronically. SYHealth's has implemented policies and procedures in the covered components to address the requirements of this regulation.

SYHealth's supports the goals of HIPAA and documents policies and procedures for securing protected health information in its "HIPAA- Administrative, Technical and Physical Safeguards" policy.

For answers to HIPAA-related questions, contact the Compliance and Ethics Department/HIPAA Program at: teamcompliance@syhealth.org, 1601 Precision Park LN, San Diego, CA 92157, or call the Corporate Compliance Hotline at: (844) 668-4100 or contact the HIPAA Privacy Analyst at: (619) 662-4100 Ext. 3444.

All SYHealth's employees are required to attend and complete the Health Insurance Portability and Accountability Act (HIPAA) Training within the first 90 days of their employment as defined and required by licensing and regulatory agencies, and state and federal law(s). Additionally, all business associate "contract" employees must show evidence of HIPAA training, or may be required to complete SYHealth's Privacy and Security Training offered to its employees.

SYHealth's HIPAA Privacy Analyst will provide the opportunity and direction to workforce members to fulfill the training and education required by HIPAA. SYHealth's' Chief Compliance Officer Privacy Officer shall ensure that workforce members attend and complete the required HIPPA training.

If an employee is unable to complete training requirements, the employee's Manager/Supervisor is required to immediately request that the Privacy Analyst schedule an in-service training.

All HIPAA training will be documented. Following New Employee Orientation (NEO) and annual HIPPA Privacy Training, all employees are required to sign the NEO sign-in sheet, the HIPAA Privacy and Security Acknowledgment Receipt Form, and/or the Employee Letter of Expectation for HIPAA Compliance form.

SYHealth's Privacy Analyst shall maintain copies of training sign in sheets and/or copies of certificates provided to employee after training is complete or via audit training reports. Any employee who is in doubt about the proper handling of any patient information, including personal health information, maintain discretion and refer the matter to your supervisor and/or the HIPAA compliance specialist.

913 PROFESSIONAL COURTESY CARE

"Professional Courtesy" is an expression generally used to describe when medical treatment is offered at a reduced or zero cost amongst colleagues of the same profession. SYHealth does not allow treatment of patients through the use of Professional Courtesy except in the case of an emergency, pursuant to the guidelines below.

SYHealth's policy requires that all patients will be processed for Medical, Dental and Behavioral Health care following the policies and procedures in place for registration, treatment, documentation and billing. Thus, SYHealth's does not allow these procedures to be bypassed as a Professional Courtesy. The American Medical Association (AMA) advises physicians that, although "professional courtesy is a longstanding tradition in the medical profession, it is not an ethical requirement".

SYHealth's will process all patients seen in our medical and dental clinics and/or programs utilizing the same policies and procedures. No SYHealth employee or individual affiliated with SYHealth's will extend "professional courtesy" discounts to physicians, board members, co-workers, and friends or to their immediate family

members. In the event of an emergency, the appropriateness of extending Professional Courtesy will be determined following these guidelines:

- After patient is fully documented & coded.
- Medical services are rendered & submitted for billing.
- Based on the patient's ability to pay.
- Approved via Executive Leadership only.
- Appropriately audited.

914 GIFT ACCEPTANCE

San Ysidro Health (SYHealth) is thankful for the generosity of donors, friends, and organizations who support our mission through their philanthropy. Donors are critical partners in advancing organization priorities to improve the health and well-being of the communities we serve with access for all.

As a 501(c)(3) nonprofit organization, San Ysidro Health (SYHealth) gratefully accepts tax-deductible sponsorships and donations to support our mission relevant activities. SYHealth has developed this Gift Acceptance Policy (the Policy) to ensure that accepted gifts allow the organization to maintain our integrity, impartiality and to maintain public confidence in the organization.

SYHealth will not solicit or accept sponsorships or gifts from corporate entities whose practices, policies, or operations are deemed unacceptable and contrary to the values implicit in our mission. All persons soliciting gifts on behalf of the organization are bound by the Policy and should consult with the Philanthropy Department in External Affairs before soliciting gifts.

Acceptance of any contribution, gift, or grant is at the discretion of SYHealth. SYHealth will not accept any gift or donation unless it can be used or expended consistently with our purpose and mission.

SYHealth will accept donations of cash or publicly traded securities. Gifts of in-kind services will be accepted at the discretion of the organization. Certain other gifts, real property, personal property, non-liquid securities, and contributions whose sources are not transparent or whose use is restricted in some manner, must be reviewed prior to acceptance due to the special obligations raised or liabilities they may pose for the organization.

SYHealth accepts gift-in-kind donations that provide added benefit to our organization's work and mission. SYHealth will provide an official acknowledgement to donors for their accepted gifts, but in accordance with IRS regulations, our organization cannot provide gift valuation and the donor is responsible for determining the value of the gift. If an in-kind donation does not further the organization's goals, SYHealth reserves the right to decline the gift and/or send the donation and donor contact information to another charitable organization.

Gifts may not be accepted if there is a reasonable question as to whether SYHealth's reputation would be negatively affected, whether the donor has the authority to make the gift, or whether the donor is competent to make the gift. In such cases, the decision to accept the gift will be made by SYHealth's President and Chief Executive Officer.

SYHealth will refrain from providing advice about the taxes, legal condition, or other treatment of gifts and will encourage donors to seek guidance from their own professional advisors to assist them in the process of making their donation(s). SYHealth will not compensate, whether through commissions, finders' fees, or other means, any third party for directing a gift or a donor to the organization.

Conduct Towards Donors

SYHealth encourages gifts through the generosity of donors that further the work of the organization and align with donor interests. SYHealth strives to provide appropriate information to donors and their advisors and shall seek to meet the needs of donors without pressure or undue influence, maintaining the highest ethical standards in all transactions. SYHealth adheres to the Donor Bill of Rights developed by the Council for Advancement and Support of Education (CASE) and the Association of Fundraising Professionals (AFP), among others: DONOR BILL OF RIGHTS.

SYHealth will respect the intent of the donor relating to gifts for restricted purposes and those relating to the desire to remain anonymous. With respect to anonymous gifts, SYHealth will restrict information about the donor to only those staff members who are required to know the identity of the donor and intent of their donation.

915 DRESS AND PERSONAL APPEARANCE

As a service organization, the personal appearance of SYHealth's employees makes a statement about who we are as a professional organization and the quality of the medical services we deliver. SYHealth seeks to maintain the highest professional standard possible with regard to employee dress and grooming for all employees. Employees should therefore utilize good judgment in determining their dress and appearance. Employees should refer to their direct supervisor with specific questions regarding SYHealth's dress code and uniform standards.

Uniformed Employees

All employees who are required to wear uniforms will be provided with their uniforms at no cost to the employees. However, uniformed employees are responsible for the safekeeping of their uniforms, to maintain them in good condition and to ensure that they are clean and free from holes or tears. Employees are required to wear their uniforms properly and in compliance with the industry standard for their positions.

Non-Uniformed Employees

Non-uniformed employees are expected to maintain acceptable appearance that is professional, neat and clean, as determined by the employee's work area and duties performed. In addition, an employee's personal appearance may not interfere with the

technical, professional or safety requirements of the employee's work assignment. The following guidelines provide examples of acceptable and unacceptable clothing/attire. This list is intended to provide examples and is not all-inclusive.

TYPE	ACCEPTABLE	UNACCEPTABLE
General attire/Hygiene	Neat, clean, groomed, and professional. Clothing should be appropriate in size and suitable for working in a healthcare environment. Clothing with SYHealth or SYHealth Program logo polo shirts.	Clothes with holes, rips, soil or slogans of any kind. Form-fitting attire that accentuates the male or female body figure, including workout clothes. Clothing that reveals undergarments or private body parts.
Tops	Short or long sleeve shirts should cover shoulders, midribs, stomach, chest, cleavage, backs and undergarments. Sleeveless professional tops. Collared, crew neck and dress shirts.	Spaghetti straps, tank tops, t-shirts or sweatshirts, muscle shirts, denim tops/jackets.
Pants	Dress pants or khakis that extend to mid-calf or below. Leggings that are full length with a top that fully covers the employee's posterior.	Denim/jeans (any color), shorts, mid-calf leggings or workout attire.
Skirts/dresses	Professional length skirts/dresses. Sleeveless dresses as long as professional and non-revealing.	Miniskirts, denim skirts, extremely short dresses, and skorts.
Shoes	Heels, flats, open-toe, and dress sandals. Employees wearing scrubs for work may wear clean, in good condition sneakers.	Extremely high heeled or "club" shoes, over the knee boots, spaghetti-strapped sandals, flip flops, sneakers, Crocs, Uggs, combat boots, or duck boots.
Jewelry & Make-up	Professional.	Excessive makeup or jewelry.
Tattoos & Body Piercing	Ear piercing and small nose studs are flesh tunnels or plugs. Tattoos that are appropriate in content and design.	Tattoos that may be considered offensive or are a distraction to others.
Fingernails	Clean, neatly groomed, nail polish in good repair. Length should be kept short and should not interfere with work	Extremely long nails
Perfume/Cologne/Scented lotions	Discreet, must not create discomfort for patients or coworkers	Overpowering
Hats	Hats are allowed for employees who work outside to protect themselves from the sun and inclement weather only. Baseball caps must be worn with bill facing forward.	Except for outdoor wear to protect from weather, hats are not allowed.

Employees who do not adhere to the dress code and/or uniform standards may be subject to disciplinary action, up to and including termination. In addition, employees who report to work inappropriately attired may be sent home without pay to change into suitable clothing. Direct supervisors or department managers will be responsible for monitoring employee dress in their respective areas.

This policy will not be enforced in a manner that discriminates against any employee based on a protected class, such as race, sex, gender identity or gender expression, religion, national origin, disability, any other class protected by federal, state or local law. SYHealth will make reasonable accommodation under this policy based on an employee's sincerely held religious beliefs, observances or practices, disability or any protected characteristic in compliance with applicable federal and state law. Employees who need a reasonable accommodation should contact their supervisor or the Human Resource Department.

Personal Protective Equipment

SYHealth will provide all employees with any necessary Personal Protective Equipment (PPE), including appropriate masks, goggles, face shields, gloves, gowns, protective suits, respirators, foot coverings and other PPE in accordance with applicable CDC, OSHA and Cal/OSHA recommendations and legal requirements. All time spent putting on and taking off PPE must be "on the clock" and will be counted as working time.

916 NO SMOKING

For reasons of safety, patient care, public relations, and other concerns, smoking of any kind is prohibited on company-owned, rented or leased premises and in all SYHealth-owned vehicles.

917 COMPANY PROPERTY

SYHealth may provide employees with the use of items including, but not limited to, lockers, desks, workstations, storage closets, and/or vehicles, (in addition to computers, cell phones and other devices discussed above in the electronic communications policy), in connection with their employment. Like all other SYHealth property, these items remain the sole property of the company and are to be used for work-related purposes only. Employees are expected to use and maintain all company property, supplies and equipment in a safe, conservative and non-wasteful manner, and to avoid unnecessary and excessive use of resources. Employees may not remove SYHealth property from the premises without prior written authorization.

SYHealth reserves the right to open and inspect all SYHealth property, as well as any contents, effects, or articles therein. An inspection may occur at any time, with or without advance notice, regardless of whether employees are present. Accordingly, employees have no reasonable expectation of privacy in their lockers, desks, workstations, storage areas, and their contents or any other SYHealth property.

918 PERSONAL PROPERTY

SYHealth does not assume responsibility for any loss or damage that occurs to employees' personal property while at or on company premises. Any personal property which is brought on company premises, including but not limited to vehicles, bicycles, cash, briefcases, purses, wallets, computers, etc., is at the employee's sole risk. If personal belongings are brought on company premises employees should secure property in locked cabinets, desk, lockers, etc. SYHealth is not responsible for employees' vehicles that are hit, damaged, or vandalized while at or on company premises.

919 TEMPORARY TELECOMMUTING ARRANGEMENTS

In certain situations, SYHealth may permit some employees to telecommute. Telecommuting allows employees to work from home for all or part of their workweek. SYHealth's temporary telecommuting policy is available on the intranet and is summarized here.

Telecommuting may be appropriate for some employees, jobs or departments, but not for others. SYHealth may provide the opportunity to telecommute employees who can perform their work functions effectively and productively from a remote worksite. Telecommuting is not an entitlement, it is not a system wide benefit, and it does not change or affect SYHealth's policy of employment-at-will. All employee telecommuting arrangements must be approved in advance by the employee's manager. In addition, all employees who telecommute will be required to enter a telecommuting agreement with SYHealth.

Due to the nature of telecommuting arrangements, SYHealth may discontinue an employee's telecommuting arrangement without advance for any reason, including based on operational and staffing needs, and business necessity. Thus, employees should not assume any period of time for telecommuting arrangements, and SYHealth may require employees to return to regular, in-office work at any time.

Employees approved for temporary telecommuting will be required to establish a safe and appropriate work environment within the employee's home for work purposes. SYHealth will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space. However, SYHealth will reimburse employees for necessary expenses incurred as a result of telecommuting, including, but not limited to, reimbursement for the reasonable cost of internet and/or telephone or cell phone. If an employee incurs a necessary expense that has not been reimbursed as a result of telecommuting, the employee should immediately notify the employee's supervisor and will be given the opportunity to seek reimbursement in accordance with SYHealth's policies.

In some instances, SYHealth employees who do not have SYHealth-issued laptops will be permitted to take their desktop computers home to use while the telecommuting

arrangement is in place, subject to change at any time. SYHealth equipment is to be used for business purposes only. Telecommuters must sign an inventory of all property received and agree to take appropriate action to protect the items from damage or theft.

Unless otherwise agreed in the Telecommuting Agreement, an employee's schedule, hours and days of work will not change when an employee is telecommuting. Employees will be required to work productively during their working hours.

Telecommuting employees who are hourly and non-exempt will be **required to accurately record** all hours worked each day using SYH time-keeping system. Employees are not to work hours in excess of those scheduled each day and each workweek without the advance approval of the employee's supervisor. Regardless, employees will be paid for all hours worked. Additionally, employees will be provided, and are required to take, all required meals and rest breaks in a timely manner, in accordance with SYHealth's employment policies.

Other than allowing the employee to work remotely on a temporary basis, telecommuting arrangements do not change the terms conditions of employment, including the employee's at-will employment relationship with SYHealth. All telecommuting employees will be required to comply with SYHealth employment policies and procedures at all times. Consistent with the SYHealth's policies regarding confidentiality and health information security, telecommuting employees are required to ensure the protection and confidentiality of any SYHealth information, including staff or patient information, that is accessible from their home office.

Failure to comply with any of the requirements in this policy any employee's telecommuting agreement may result in the immediate termination of the telecommuting agreement.

920 GRIEVANCE PROCEDURE

SYHealth values its employees and strives to provide a workplace in which all employees feel they are treated fairly and equitably. However, during employment, there may be times when employees have concerns related to wages, hours or working conditions. SYHealth has created an employee Grievance Procedure to provide a process to address these concerns. As a first step, SYHealth encourages you to discuss promptly any concerns or issues with your supervisor. If this is not possible, including times when you have a conflict or disagreement with your supervisor, you may bring the concern to a manager, director, vice president or the Human Resource Department. In all instances, employees should notify SYHealth of their concerns as soon as possible.

Although not required, it is preferred that employee grievances are put in writing. To do so, you may use the SYHealth Grievance Form, which is available from The Human Resource Department. Employees should state clearly and concisely all the known facts related to the grievance, including the "who, what, where, when and the why." You may also explain what remedy or solution you are requesting and should sign and date the grievance.

This policy does not apply to complaints involving sexual or other forms of unlawful harassment, discrimination and retaliation. Such complaints should be reported immediately to the employee's supervisor, manager or to the Director of The Human Resource Department in accordance with the SYHealth's Prohibition of Harassment, Discrimination and Retaliation policy (Policy 205). They will be addressed in accordance with the provisions of that policy.

Employees are encouraged to utilize this Grievance Process without fear of reprisal. SYHealth strictly prohibits and will not tolerate retaliation against an employee for making good faith reports of a grievance under this policy. Any employees who believe that they are experiencing retaliation for using the grievance procedure are required to report the conduct to the Human Resource Department immediately.

1000 TERMINATION OF EMPLOYMENT

1001 RESTRUCTURING, FURLOUGHS OR LAYOFFS

SYHealth strives to meet the changing service requirements and economic demands of its industry. As a result, the organization may restructure to meet the needs of its customers and to maintain its business operations. Some positions may be eliminated while others may be created. If a position is eliminated, the employee may be laid off or furloughed, and at the discretion of SYHealth, the employee may be rehired. Any questions regarding furloughs or layoffs may be directed to the Human Resource Department.

1002 INVOLUNTARY TERMINATION

Involuntary termination occurs when an employee is dismissed for reasons such as layoffs, reorganizations, reduction in force, end of assignment and discharge with or without cause. All employment with SYHealth is at-will and may be terminated at any time by SYHealth or employees.

1003 VOLUNTARY TERMINATION

Voluntary termination occurs when employee voluntarily ends their employment by one of the following actions:

1. Resigning from employment;
2. Failing to return from an approved leave of absence on the date specified by the company; or
3. Failing to report to work for three consecutive days without notice to the company and approval of the absence.

SYHealth requests that employees who resign from employment provide their supervisors with advance written notice of their last day of work, in order to avoid the disruption of departmental operations. At that time, employees must also submit any outstanding expense reimbursement requests. Although advance notice of resignation is not required, at least two weeks' notice prior to resignation is appreciated to aid in an

orderly transition. Employees who resign immediately and without providing such advance notice may be considered ineligible for re-hire.

1004 THE EXIT PROCESS

The exit process includes returning company property, completing required forms, obtaining appropriate clearances, completing a voluntary exit interview questionnaire, and receiving a final paycheck. Completing the voluntary exit interview questionnaire enables SYHealth to document the reasons an employee is separating from SYHealth. SYHealth utilizes this constructive feedback to improve the company's processes and procedures.

Prior to departure, all separating employees are responsible for returning all SYHealth property, including but not limited to all work-related documents or materials, keys, access cards, credit cards, computers and accessories, cellular phones and accessories, and submitting reimbursement requests for business expense.

Supervisors are responsible for submitting a written resignation documentation to the Human Resource Department as soon as they are aware of the resignation.

1005 FINAL PAY

Employees separating from SYHealth, whether voluntary or involuntary, are paid for their actual hours worked along with any unused earned vacation hours, in accordance with applicable Federal, State, and local laws.

EMPLOYEE HANDBOOK ACKNOWLEDGMENT

I have received and will read my copy of the San Ysidro Health (SYHealth) Employee Handbook. I understand that it contains new policies, including, but not limited to, the Binding Employment Arbitration Policy. I understand and agree that it is my responsibility to read, familiarize myself with and to follow all of SYHealth's employment policies, including, but not limited to, those contained in the Employee Handbook.

I understand and agree that all of SYHealth's employment policies are terms and conditions of my employment. If I have any questions about them, it is my responsibility to address these questions with my supervisor, manager or the Department of The Human Resource Department.

I understand and agree that nothing in the Employee Handbook or any other SYHealth employment policy creates, or is intended to create, a promise or representation of continued employment and that my employment with SYHealth is employment "at will." Accordingly, either SYHealth or I may terminate the employment relationship at any time, with or without advance notice, and with or without cause.

I understand that, except for my employment at-will status, SYHealth can change any and all of its employment policies or practices at any time. SYHealth also reserves the right to change my hours, wages, job site and working conditions at any time. I understand and agree that no employee, agent or representative of SYHealth has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than on an at-will basis. Only the Chief Executive Officer may enter into such an agreement, and then only in writing and signed by the Chief Executive Officer and the employee.

My signature below certifies that I understand and agree that my employment with SYHealth is at-will and that this represents the sole and entire agreement between SYHealth and myself concerning the at-will nature of the employment relationship.

Employee Name: _____
(Print)

Employee Signature: _____ Date: _____